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5 August 2019

(Hong Kong Stock Code: 5)

**HSBC Holdings plc
2019 INTERIM RESULTS – HIGHLIGHTS**

The attached announcement is being released to all the stock exchanges on which HSBC Holdings plc is listed.

For and on behalf of
HSBC Holdings plc

Richard Gray
Group Company Secretary

The Board of Directors of HSBC Holdings plc as at the date of this announcement comprises: Mark Tucker*, Noel Quinn, Kathleen Casey†, Laura Cha†, Henri de Castries†, Irene Lee†, José Meade†, Heidi Miller†, Marc Moses, David Nish†, Ewen Stevenson, Jonathan Symonds†, Jackson Tai† and Pauline van der Meer Mohr†.

* Non-executive Group Chairman

† Independent non-executive Director

HSBC Holdings plc

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Incorporated in England with limited liability. Registered in England: number 617987



5 August 2019

HSBC HOLDINGS PLC

2019 INTERIM RESULTS – HIGHLIGHTS

- **Strong revenue momentum in 1H19** in Retail Banking and Wealth Management ('RBWM'), as we won new customers and increased lending, and in Commercial Banking ('CMB'), with growth in all major products and all regions. Global Banking and Markets ('GB&M') revenue lower.
- **Continuing growth in Asia, although outlook is less certain.** Reported revenue in Asia up 7% compared with 1H18. Reported lending in Asia up \$23bn or 5% compared with the end of 2018.
- **Investments of \$2.2bn in 1H19, up 17% compared with 1H18**, on near- and medium-term initiatives to grow the business and enhance digital capabilities.
- **Improved customer satisfaction** in scale markets in **RBWM** and **CMB**.

Group Chief Executive

- On 5 August 2019, **John Flint stepped down as Group Chief Executive** and as a Director of HSBC Holdings. **Noel Quinn was appointed as interim Group Chief Executive** and as a Director of HSBC Holdings.

Financial performance (vs 1H18)

- **Reported profit after tax** up 18.1% to \$9.9bn.
- **Reported profit before tax** up 15.8% to \$12.4bn, including an \$828m dilution gain recognised on the completion of the merger of our associate The Saudi British Bank ('SABB') with Alawwal bank in Saudi Arabia. It also included a provision of \$615m in respect of the mis-selling of payment protection insurance ('PPI'), and \$248m of severance costs arising from cost efficiency measures across our global businesses and functions. **Adjusted profit before tax** up 6.8% to \$12.5bn.
- **Reported revenue** up 7.6%. **Adjusted revenue** up 8.0%, with strong performances in RBWM and CMB. Adjusted revenue down 3% in GB&M, which suffered from lower market activity due to ongoing economic uncertainty, and spread compression.
- **Reported operating expenses** down 2.3%. **Adjusted operating expenses** up 3.5%, with significant work undertaken in 1H19 to reduce 2020 run-rate. **Positive adjusted jaws** of 4.5%, supported by favourable market impacts in insurance manufacturing, the non-recurrence of a 1H18 adverse swap mark-to-market loss in Corporate Centre and disposal gains in Latin America.
- **Earnings per share** of \$0.42. **Return on average tangible equity (annualised) ('RoTE')** up 150 basis points ('bps') to 11.2%, including c.120bps favourable impact of the SABB dilution gain.
- **Common equity tier 1 ('CET1') ratio** up 30bps from 31 December 2018 to 14.3%.
- We intend to initiate a **share buy-back of up to \$1bn**, which we expect to commence shortly.

Progress on 2020 financial targets

- **The outlook has changed.** Interest rates in the US dollar bloc are now expected to fall rather than rise, and geopolitical issues could impact a significant number of our major markets. In the near term, the nature and impact of the UK's departure from the European Union remain highly uncertain. Given the prevailing outlook for interest rates and revenue headwinds in GB&M and RBWM, we do not expect to achieve our 6% RoTE target in the US by 2020.
- We are **managing operating expenses and investment spending** in line with the increased risks to revenue.
- We expect some recovery from first-half market conditions in GB&M in the second half of 2019 and into next year, and **continue to target a RoTE above 11% in 2020**, but we will not take short-term decisions that could jeopardise the long-term health of the business.

Key financial metrics

		Half-year to		
		30 Jun 2019	30 Jun 2018	31 Dec 2018
	Footnotes			
Reported results				
Reported revenue (\$m)		29,372	27,287	26,493
Reported profit before tax (\$m)		12,407	10,712	9,178
Reported profit after tax (\$m)		9,937	8,416	6,609
Profit attributable to the ordinary shareholders of the parent company (\$m)		8,507	7,173	5,435
Basic earnings per share (\$)		0.42	0.36	0.27
Diluted earnings per share (\$)		0.42	0.36	0.27
Return on average ordinary shareholders' equity (annualised) (%)		10.4	8.7	6.7
Return on average tangible equity (annualised) (%)	1	11.2	9.7	8.6
Net interest margin (%)	1	1.61	1.66	1.66
Adjusted results				
Adjusted revenue (\$m)		28,495	26,381	26,333
Adjusted profit before tax (\$m)		12,516	11,723	9,593
Adjusted jaws (%)		4.5		
Cost efficiency ratio (%)		56.7	59.2	62.8
Expected credit losses and other credit impairment charges ('ECL') as % of average gross loans and advances to customers (%)		0.23	0.08	0.27
		At		
		30 Jun 2019	30 Jun 2018	31 Dec 2018
Balance sheet				
Total assets (\$m)		2,751,273	2,607,314	2,558,124
Net loans and advances to customers (\$m)		1,021,632	973,443	981,696
Customer accounts (\$m)		1,380,124	1,356,307	1,362,643
Average interest-earning assets (\$m)	1	1,912,708	1,839,603	1,839,346
Loans and advances to customers as % of customer accounts (%)		74.0	71.8	72.0
Total shareholders' equity (\$m)		192,676	183,607	186,253
Tangible ordinary shareholders' equity (\$m)		145,441	139,754	140,056
Net asset value per ordinary share at period end (\$)	2,3	8.35	8.10	8.13
Tangible net asset value per ordinary share at period end (\$)	3	7.19	7.00	7.01
Capital, leverage and liquidity				
Common equity tier 1 capital ratio (%)		14.3	14.2	14.0
Risk-weighted assets (\$m)		885,971	865,467	865,318
Total capital ratio (%)	4	20.1	20.4	20.0
Leverage ratio (%)		5.4	5.4	5.5
High-quality liquid assets (liquidity value) (\$bn)		533	540	567
Liquidity coverage ratio (%)		136	158	154
Share count				
Period end basic number of \$0.50 ordinary shares outstanding (millions)		20,221	19,963	19,981
Period end basic number of \$0.50 ordinary shares outstanding and dilutive potential ordinary shares (millions)		20,286	20,045	20,059
Average basic number of \$0.50 ordinary shares outstanding (millions)		20,124	19,998	19,786
Dividend per ordinary share (declared in the period) (\$)		0.31	0.31	0.20

1 For these metrics, half-year to 31 December 2018 is calculated on a full-year basis and not a 2H18 basis.

2 The definition of net asset value per ordinary share is total shareholders' equity less non-cumulative preference shares and capital securities, divided by the number of ordinary shares in issue excluding shares the company has purchased and are held in treasury.

3 Excludes impact of \$0.10 per share 1Q19 dividend, following a June 2019 change in accounting practice on the recognition of interim dividends, from the date of declaration to the date of payment.

4 Total capital ratio at 30 June 2019 was calculated in accordance with the revisions to the Capital Requirements Regulation ('CRR II') on a transitional basis. Prior period ratios were calculated under the Capital Requirements Regulation and Directive ('CRD IV') on a transitional basis.

Highlights

		Half-year to	
		30 Jun 2019 \$m	30 Jun 2018 \$m
	Footnotes		
Reported			
Revenue	1	29,372	27,287
Change in expected credit losses and other credit impairment charges		(1,140)	(407)
Operating expenses		(17,149)	(17,549)
Profit before tax		12,407	10,712
Adjusted			
Revenue	1	28,495	26,381
Change in expected credit losses and other credit impairment charges		(1,140)	(357)
Operating expenses		(16,163)	(15,615)
Profit before tax		12,516	11,723
Significant items affecting adjusted performance			
Revenue			
Customer redress programmes		—	46
Disposals, acquisitions and investment in new businesses		827	(142)
Fair value movements on financial instruments		50	(152)
Operating expenses			
Costs of structural reform		(91)	(211)
Customer redress programmes		(610)	(100)
Disposals, acquisitions and investment in new businesses		—	(3)
Restructuring and other related costs		(287)	(24)
Settlements and provisions in connection with legal and regulatory matters		2	(841)

1 Net operating income before change in expected credit losses and other credit impairment charges, also referred to as revenue.

Financial summary

		Half-year to		
		30 Jun 2019 \$m	30 Jun 2018 \$m	31 Dec 2018 \$m
	Footnotes			
For the period				
Profit before tax		12,407	10,712	9,178
Profit attributable to:				
– ordinary shareholders of the parent company		8,507	7,173	5,435
Dividends on ordinary shares	1	4,206	6,205	3,982
At the period end				
Total shareholders' equity		192,676	183,607	186,253
Total regulatory capital		178,259	176,610	173,238
Customer accounts		1,380,124	1,356,307	1,362,643
Total assets		2,751,273	2,607,314	2,558,124
Risk-weighted assets		885,971	865,467	865,318
Per ordinary share				
Basic earnings		0.42	0.36	0.27
Dividend per ordinary share (declared in the period)	2	0.31	0.31	0.20
Net asset value		8.35	8.10	8.13

1 At 30 June 2019, HSBC changed its accounting practice on the recognition of interim dividends to recognise them on the date of payment rather than the date of declaration, in line with generally accepted accounting practice. Prior periods have not been restated as all the relevant amounts are clearly disclosed, and the change is not considered material.

2 The dividends per ordinary share of \$0.31 shown in the accounts comprise dividends declared during the first half of 2019. This represents the fourth interim dividend for 2018 and the first interim dividend for 2019.

Distribution of results by global business

Adjusted profit/(loss) before tax

	Half-year to					
	30 Jun 2019 \$m	%	30 Jun 2018 \$m	%	31 Dec 2018 \$m	%
Retail Banking and Wealth Management	4,441	35.5	3,588	30.6	3,445	35.9
Commercial Banking	4,025	32.1	3,975	33.9	3,545	37.0
Global Banking and Markets	2,824	22.6	3,431	29.3	2,507	26.1
Global Private Banking	196	1.6	187	1.6	155	1.6
Corporate Centre	1,030	8.2	542	4.6	(59)	(0.6)
Profit before tax	12,516	100.0	11,723	100.0	9,593	100.0

Distribution of results by geographical region

Reported profit/(loss) before tax

	Half-year to					
	30 Jun 2019 \$m	%	30 Jun 2018 \$m	%	31 Dec 2018 \$m	%
Europe	(520)	(4.2)	110	1.0	(925)	(10.1)
Asia	9,780	78.8	9,380	87.6	8,410	91.7
Middle East and North Africa	1,736	14.0	836	7.8	721	7.9
North America	746	6.0	42	0.4	757	8.2
Latin America	665	5.4	344	3.2	215	2.3
Profit before tax	12,407	100.0	10,712	100.0	9,178	100.0

HSBC adjusted profit before tax and balance sheet data

		Half-year to 30 Jun 2019					
		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	Footnotes	\$m	\$m	\$m	\$m	\$m	\$m
Net operating income/(expense) before change in expected credit losses and other credit impairment charges	1	11,919	7,816	7,706	924	130	28,495
– external		8,789	7,545	9,493	675	1,993	28,495
– inter-segment		3,130	271	(1,787)	249	(1,863)	–
of which: net interest income/(expense)		8,155	5,653	2,861	441	(1,870)	15,240
Change in expected credit losses and other credit impairment (charges)/recoveries		(540)	(494)	(95)	(19)	8	(1,140)
Net operating income		11,379	7,322	7,611	905	138	27,355
Total operating expenses		(6,981)	(3,297)	(4,787)	(709)	(389)	(16,163)
Operating profit/(loss)		4,398	4,025	2,824	196	(251)	11,192
Share of profit in associates and joint ventures		43	–	–	–	1,281	1,324
Adjusted profit before tax		4,441	4,025	2,824	196	1,030	12,516
		%	%	%	%	%	%
Share of HSBC's adjusted profit before tax		35.5	32.1	22.6	1.6	8.2	100.0
Adjusted cost efficiency ratio		58.6	42.2	62.1	76.7	299.2	56.7
Adjusted balance sheet data		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (net)		376,126	347,387	250,790	45,806	1,523	1,021,632
Interests in associates and joint ventures		456	–	–	–	23,436	23,892
Total external assets		498,045	377,142	1,120,235	50,757	705,094	2,751,273
Customer accounts		660,588	358,735	289,950	62,235	8,616	1,380,124
Adjusted risk-weighted assets		128,957	327,553	284,509	16,531	127,607	885,157

Half-year to 30 Jun 2018							
Net operating income/(expense) before change in expected credit losses and other credit impairment charges	1	10,668	7,140	7,916	907	(250)	26,381
– external		8,741	7,001	9,181	782	676	26,381
– inter-segment		1,927	139	(1,265)	125	(926)	–
of which: net interest income/(expense)		7,389	4,985	2,385	436	(720)	14,475
Change in expected credit losses and other credit impairment (charges)/recoveries		(514)	(37)	103	4	87	(357)
Net operating income/(expense)		10,154	7,103	8,019	911	(163)	26,024
Total operating expenses		(6,583)	(3,128)	(4,588)	(724)	(592)	(15,615)
Operating profit/(loss)		3,571	3,975	3,431	187	(755)	10,409
Share of profit in associates and joint ventures		17	–	–	–	1,297	1,314
Adjusted profit before tax		3,588	3,975	3,431	187	542	11,723
		%	%	%	%	%	%
Share of HSBC's adjusted profit before tax		30.6	33.9	29.3	1.6	4.6	100.0
Adjusted cost efficiency ratio		61.7	43.8	58.0	79.8	(236.8)	59.2
Adjusted balance sheet data		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (net)		345,029	324,717	246,900	40,809	2,012	959,467
Interests in associates and joint ventures		393	–	–	–	21,744	22,137
Total external assets		467,809	359,329	1,036,945	47,311	659,756	2,571,150
Customer accounts		628,536	351,422	286,690	63,164	9,675	1,339,487
Adjusted risk-weighted assets		122,679	310,278	282,439	16,881	121,666	853,943

HSBC adjusted profit before tax and balance sheet data (continued)

		Half-year to 31 Dec 2018					
		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	Footnotes	\$m	\$m	\$m	\$m	\$m	\$m
Net operating income/(expense) before change in expected credit losses and other credit impairment charges	1	10,834	7,420	7,230	854	(5)	26,333
– external		8,155	7,313	8,483	694	1,688	26,333
– inter-segment		2,679	107	(1,253)	160	(1,693)	–
<i>of which: net interest income/(expense)</i>		8,135	5,461	2,768	440	(1,472)	15,332
Change in expected credit losses and other credit impairment (charges)/recoveries		(634)	(684)	(70)	3	28	(1,357)
Net operating income		10,200	6,736	7,160	857	23	24,976
Total operating expenses		(6,772)	(3,191)	(4,653)	(702)	(1,232)	(16,550)
Operating profit/(loss)		3,428	3,545	2,507	155	(1,209)	8,426
Share of profit in associates and joint ventures		17	–	–	–	1,150	1,167
Adjusted profit/(loss) before tax		3,445	3,545	2,507	155	(59)	9,593
		%	%	%	%	%	%
Share of HSBC's adjusted profit before tax		35.9	37.0	26.1	1.6	(0.6)	100.0
Adjusted cost efficiency ratio		62.5	43.0	64.4	82.2	(24,640.0)	62.8
Adjusted balance sheet data		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (net)		362,262	333,854	245,261	39,265	2,459	983,101
Interests in associates and joint ventures		399	–	–	–	22,043	22,442
Total external assets		477,618	361,369	1,011,691	45,140	663,540	2,559,358
Customer accounts		641,833	358,201	290,964	64,660	8,679	1,364,337
Adjusted risk-weighted assets		126,929	321,717	281,338	16,811	118,826	865,621

1 Net operating income before change in expected credit losses and other credit impairment charges, also referred to as revenue.

Consolidated income statement

	Half-year to		
	30 Jun 2019 \$m	30 Jun 2018 \$m	31 Dec 2018 \$m
Net interest income	15,240	15,100	15,389
– interest income	27,750	23,422	26,187
– interest expense	(12,510)	(8,322)	(10,798)
Net fee income	6,124	6,767	5,853
– fee income	7,804	8,469	7,575
– fee expense	(1,680)	(1,702)	(1,722)
Net income from financial instruments held for trading or managed on a fair value basis	5,331	4,883	4,648
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	2,196	(222)	(1,266)
Changes in fair value of long-term debt and related derivatives	88	(126)	29
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	457	345	350
Gains less losses from financial investments	201	124	94
Dividend income	38	41	34
Net insurance premium income	6,323	5,776	4,883
Other operating income	2,034	359	526
Total operating income	38,032	33,047	30,540
Net insurance claims and benefits paid and movement in liabilities to policyholders	(8,660)	(5,760)	(4,047)
Net operating income before change in expected credit losses and other credit impairment charges	29,372	27,287	26,493
Change in expected credit losses and other credit impairment charges	(1,140)	(407)	(1,360)
Net operating income	28,232	26,880	25,133
Employee compensation and benefits	(9,255)	(8,836)	(8,537)
General and administrative expenses	(6,372)	(7,767)	(7,586)
Depreciation and impairment of property, plant and equipment and right-of-use assets ¹	(1,010)	(568)	(551)
Amortisation and impairment of intangible assets and goodwill	(512)	(378)	(436)
Total operating expenses	(17,149)	(17,549)	(17,110)
Operating profit	11,083	9,331	8,023
Share of profit in associates and joint ventures	1,324	1,381	1,155
Profit before tax	12,407	10,712	9,178
Tax expense	(2,470)	(2,296)	(2,569)
Profit for the period	9,937	8,416	6,609
Attributable to:			
– ordinary shareholders of the parent company	8,507	7,173	5,435
– preference shareholders of the parent company	45	45	45
– other equity holders	664	530	499
– non-controlling interests	721	668	630
Profit for the period	9,937	8,416	6,609
	\$	\$	\$
Basic earnings per ordinary share	0.42	0.36	0.27
Diluted earnings per ordinary share	0.42	0.36	0.27

¹ The impact of the right-of-use assets recognised under IFRS 16 at the beginning of 2019 is not recognised in 2018.

Consolidated statement of comprehensive income

	Half-year to		
	30 Jun 2019 \$m	30 Jun 2018 \$m	31 Dec 2018 \$m
Profit for the period	9,937	8,416	6,609
Other comprehensive income/(expense)			
Items that will be reclassified subsequently to profit or loss when specific conditions are met:			
Debt instruments at fair value through other comprehensive income	1,015	(265)	22
– fair value gains/(losses)	2,141	(658)	490
– fair value (gains)/losses transferred to the income statement on disposal	(794)	329	(424)
– expected credit losses recognised in income statement	(5)	(91)	(3)
– income taxes	(327)	155	(41)
Cash flow hedges	239	(68)	87
– fair value gains/(losses)	241	(276)	9
– fair value losses reclassified to the income statement	68	184	133
– income taxes and other movements	(70)	24	(55)
Share of other comprehensive income/(expense) of associates and joint ventures	73	(57)	(7)
– share for the period	85	(57)	(7)
– fair value gains transferred to the income statement on disposal	(12)	–	–
Exchange differences	109	(4,252)	(2,904)
Items that will not be reclassified subsequently to profit or loss:			
Remeasurement of defined benefit asset/liability	(45)	297	(626)
– before income taxes	(50)	421	(809)
– income taxes	5	(124)	183
Changes in fair value of financial liabilities designated at fair value upon initial recognition arising from changes in own credit risk	(1,445)	1,345	1,502
– before income taxes	(1,816)	1,653	1,953
– income taxes	371	(308)	(451)
Equity instruments designated at fair value through other comprehensive income	268	(30)	3
– fair value gains/(losses)	265	(26)	(45)
– income taxes	3	(4)	48
Effects of hyperinflation	113	–	283
Other comprehensive expense for the period, net of tax	327	(3,030)	(1,640)
Total comprehensive income for the period	10,264	5,386	4,969
Attributable to:			
– ordinary shareholders of the parent company	8,741	4,229	3,854
– preference shareholders of the parent company	45	45	45
– other equity holders	664	530	499
– non-controlling interests	814	582	571
Total comprehensive income for the period	10,264	5,386	4,969

Consolidated balance sheet

	At	
	30 Jun 2019 \$m	31 Dec 2018 \$m
Assets		
Cash and balances at central banks	171,090	162,843
Items in the course of collection from other banks	8,673	5,787
Hong Kong Government certificates of indebtedness	36,492	35,859
Trading assets	271,424	238,130
Financial assets designated and otherwise mandatorily measured at fair value through profit and loss	41,043	41,111
Derivatives	233,621	207,825
Loans and advances to banks	82,397	72,167
Loans and advances to customers	1,021,632	981,696
Reverse repurchase agreements – non-trading	233,079	242,804
Financial investments	428,101	407,433
Prepayments, accrued income and other assets	168,880	110,571
Current tax assets	804	684
Interests in associates and joint ventures	23,892	22,407
Goodwill and intangible assets	25,733	24,357
Deferred tax assets	4,412	4,450
Total assets	2,751,273	2,558,124
Liabilities and equity		
Liabilities		
Hong Kong currency notes in circulation	36,492	35,859
Deposits by banks	71,051	56,331
Customer accounts	1,380,124	1,362,643
Repurchase agreements – non-trading	184,497	165,884
Items in the course of transmission to other banks	9,178	5,641
Trading liabilities	94,149	84,431
Financial liabilities designated at fair value	165,104	148,505
Derivatives	229,903	205,835
Debt securities in issue	103,663	85,342
Accruals, deferred income and other liabilities	152,052	97,380
Current tax liabilities	1,653	718
Liabilities under insurance contracts	93,794	87,330
Provisions	3,025	2,920
Deferred tax liabilities	2,820	2,619
Subordinated liabilities	22,894	22,437
Total liabilities	2,550,399	2,363,875
Equity		
Called up share capital	10,281	10,180
Share premium account	13,998	13,609
Other equity instruments	22,367	22,367
Other reserves	3,437	1,906
Retained earnings	142,593	138,191
Total shareholders' equity	192,676	186,253
Non-controlling interests	8,198	7,996
Total equity	200,874	194,249
Total liabilities and equity	2,751,273	2,558,124

Consolidated statement of cash flows

	Half-year to		
	30 Jun 2019 \$m	30 Jun 2018 \$m	31 Dec 2018 \$m
Profit before tax	12,407	10,712	9,178
Adjustments for non-cash items:			
Depreciation and amortisation ¹	1,522	946	987
Net (gain)/loss from investing activities	(352)	85	(211)
Share of profit in associates and joint ventures	(1,324)	(1,381)	(1,155)
Gain on disposal of subsidiaries, businesses, associates and joint ventures	(828)	—	—
Change in expected credit losses gross of recoveries and other credit impairment charges	1,347	680	1,600
Provisions including pensions	1,012	1,244	700
Share-based payment expense	288	274	176
Other non-cash items included in profit before tax	(1,401)	(899)	(404)
Change in operating assets	(98,152)	(68,860)	14,657
Change in operating liabilities	136,627	71,964	(20,708)
Elimination of exchange differences ²	(9,281)	(5,967)	11,168
Dividends received from associates	170	126	784
Contributions paid to defined benefit plans	(153)	(103)	(229)
Tax paid	(1,347)	(1,116)	(2,301)
Net cash from operating activities	40,535	7,705	14,242
Purchase of financial investments	(234,762)	(207,747)	(192,824)
Proceeds from the sale and maturity of financial investments	204,600	210,880	175,176
Net cash flows from the purchase and sale of property, plant and equipment	(532)	(520)	(676)
Net cash flows from purchase/(disposal) of customer and loan portfolios	435	(542)	338
Net investment in intangible assets	(951)	(751)	(1,097)
Net cash flow on disposal of subsidiaries, businesses, associates and joint ventures	(75)	(19)	23
Net cash from investing activities	(31,285)	1,301	(19,060)
Issue of ordinary share capital and other equity instruments	—	4,150	1,851
Cancellation of shares	—	(986)	(1,012)
Net sales of own shares for market-making and investment purposes	27	43	90
Redemption of preference shares and other equity instruments	—	(6,078)	—
Subordinated loan capital repaid	(4,138)	(4,020)	(57)
Dividends paid to shareholders of the parent company and non-controlling interests	(4,271)	(4,965)	(5,797)
Net cash from financing activities	(8,382)	(11,856)	(4,925)
Net increase/(decrease) in cash and cash equivalents	868	(2,850)	(9,743)
Cash and cash equivalents at the beginning of the period ³	311,153	333,912	324,901
Exchange differences in respect of cash and cash equivalents	(46)	(6,161)	(4,005)
Cash and cash equivalents at the end of the period³	311,975	324,901	311,153

1 The impact of the right-of-use assets recognised under IFRS 16 at the beginning of 2019 is not recognised in 2018.

2 The adjustment to bring changes between opening and closing balance sheet amounts to average rates. This is not done on a line-by-line basis, as details cannot be determined without unreasonable expense.

3 At 30 June 2019, HSBC changed its accounting practice to include settlement accounts with bank counterparties of one month or less on a net basis. Comparatives have been re-presented and also include other cash equivalents not included in 2018 cash and cash equivalents. The net effect of these changes increased cash and cash equivalents by \$10.8bn (30 Jun 2018: \$15.2bn and 31 Dec 2018: \$10.1bn).

Consolidated statement of changes in equity

	Other reserves									
	Called up share capital and share premium	Other equity instruments	Retained earnings	Financial assets at FVOCI reserve	Cash flow hedging reserve	Foreign exchange reserve	Merger and other reserves	Total shareholders' equity	Non-controlling interests	Total equity
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
At 1 Jan 2019	23,789	22,367	138,191	(1,532)	(206)	(26,133)	29,777	186,253	7,996	194,249
Profit for the period	—	—	9,216	—	—	—	—	9,216	721	9,937
Other comprehensive income (net of tax)	—	—	(1,297)	1,202	237	92	—	234	93	327
– debt instruments at fair value through other comprehensive income	—	—	—	1,001	—	—	—	1,001	14	1,015
– equity instruments designated at fair value through other comprehensive income	—	—	—	201	—	—	—	201	67	268
– cash flow hedges	—	—	—	—	237	—	—	237	2	239
– changes in fair value of financial liabilities designated at fair value upon initial recognition arising from changes in own credit risk	—	—	(1,445)	—	—	—	—	(1,445)	—	(1,445)
– remeasurement of defined benefit asset/liability	—	—	(38)	—	—	—	—	(38)	(7)	(45)
– share of other comprehensive income of associates and joint ventures	—	—	73	—	—	—	—	73	—	73
– effects of hyperinflation	—	—	113	—	—	—	—	113	—	113
– exchange differences	—	—	—	—	—	92	—	92	17	109
Total comprehensive income for the period	—	—	7,919	1,202	237	92	—	9,450	814	10,264
Shares issued under employee remuneration and share plans	490	—	(475)	—	—	—	—	15	—	15
Shares issued in lieu of dividends and amounts arising thereon	—	—	1,160	—	—	—	—	1,160	—	1,160
Dividends to shareholders ⁶	—	—	(4,915)	—	—	—	—	(4,915)	(516)	(5,431)
Cost of share-based payment arrangements	—	—	255	—	—	—	—	255	—	255
Other movements	—	—	458	—	—	—	—	458	(96)	362
At 30 Jun 2019	24,279	22,367	142,593	(330)	31	(26,041)	29,777	192,676	8,198	200,874
At 1 Jan 2018	20,337	22,250	139,414	(1,371)	(222)	(19,072)	27,308	188,644	7,580	196,224
Profit for the period	—	—	7,748	—	—	—	—	7,748	668	8,416
Other comprehensive income (net of tax)	—	—	1,589	(273)	(66)	(4,194)	—	(2,944)	(86)	(3,030)
– debt instruments at fair value through other comprehensive income	—	—	—	(264)	—	—	—	(264)	(1)	(265)
– equity instruments designated at fair value through other comprehensive income	—	—	—	(9)	—	—	—	(9)	(21)	(30)
– cash flow hedges	—	—	—	—	(66)	—	—	(66)	(2)	(68)
– changes in fair value of financial liabilities designated at fair value upon initial recognition arising from changes in own credit risk	—	—	1,346	—	—	—	—	1,346	(1)	1,345
– remeasurement of defined benefit asset/liability	—	—	300	—	—	—	—	300	(3)	297
– share of other comprehensive income of associates and joint ventures	—	—	(57)	—	—	—	—	(57)	—	(57)
– exchange differences	—	—	—	—	—	(4,194)	—	(4,194)	(58)	(4,252)
Total comprehensive income for the period	—	—	9,337	(273)	(66)	(4,194)	—	4,804	582	5,386
Shares issued under employee remuneration and share plans	582	—	(570)	—	—	—	—	12	—	12
Shares issued in lieu of dividends and amounts arising thereon	—	—	606	—	—	—	—	606	—	606
Capital securities issued ¹	—	4,150	—	—	—	—	—	4,150	—	4,150
Dividends to shareholders	—	—	(6,904)	—	—	—	—	(6,904)	(461)	(7,365)
Redemption of securities ²	—	(5,827)	(237)	—	—	—	—	(6,064)	—	(6,064)
Cost of share-based payment arrangements	—	—	274	—	—	—	—	274	—	274
Cancellation of shares ³	(986)	—	(1,014)	—	—	—	—	(2,000)	—	(2,000)
Other movements	—	—	2	83	—	—	—	85	(14)	71
At 30 Jun 2018	19,933	20,573	140,908	(1,561)	(288)	(23,266)	27,308	183,607	7,687	191,294

Consolidated statement of changes in equity (continued)

	Called up share capital and share premium	Other equity instruments	Retained earnings	Other reserves				Total share-holders' equity	Non-controlling interests	Total equity
	\$m	\$m	\$m	Financial assets at FVOCI reserve	Cash flow hedging reserve	Foreign exchange reserve	Merger and other reserves	\$m	\$m	\$m
At 1 Jul 2018	19,933	20,573	140,908	(1,561)	(288)	(23,266)	27,308	183,607	7,687	191,294
Profit for the period	—	—	5,979	—	—	—	—	5,979	630	6,609
Other comprehensive income (net of tax)	—	—	1,176	28	82	(2,867)	—	(1,581)	(59)	(1,640)
– debt instruments at fair value through other comprehensive income	—	—	—	19	—	—	—	19	3	22
– equity instruments designated at fair value through other comprehensive income	—	—	—	9	—	—	—	9	(6)	3
– cash flow hedges	—	—	—	—	82	—	—	82	5	87
– changes in fair value of financial liabilities designated at fair value upon initial recognition arising from changes in own credit risk	—	—	1,501	—	—	—	—	1,501	1	1,502
– remeasurement of defined benefit asset/liability	—	—	(601)	—	—	—	—	(601)	(25)	(626)
– share of other comprehensive income of associates and joint ventures	—	—	(7)	—	—	—	—	(7)	—	(7)
– effects of hyperinflation	—	—	283	—	—	—	—	283	—	283
– exchange differences	—	—	—	—	—	(2,867)	—	(2,867)	(37)	(2,904)
Total comprehensive income for the period	—	—	7,155	28	82	(2,867)	—	4,398	571	4,969
Shares issued under employee remuneration and share plans	139	—	(40)	—	—	—	—	99	—	99
Shares issued in lieu of dividends and amounts arising thereon	—	—	888	—	—	—	—	888	—	888
Capital securities issued ¹	—	1,818	—	—	—	—	—	1,818	—	1,818
Dividends to shareholders	—	—	(4,643)	—	—	—	—	(4,643)	(249)	(4,892)
Redemption of securities ²	—	(24)	—	—	—	—	—	(24)	—	(24)
Transfers ⁴	—	—	(2,200)	—	—	—	2,200	—	—	—
Cost of share-based payment arrangements	—	—	176	—	—	—	—	176	—	176
Cancellation of shares ⁵	3,717	—	(3,984)	—	—	—	269	2	—	2
Other movements	—	—	(69)	1	—	—	—	(68)	(13)	(81)
At 31 Dec 2018	23,789	22,367	138,191	(1,532)	(206)	(26,133)	29,777	186,253	7,996	194,249

1 During 1H18, HSBC Holdings issued \$4,150m of perpetual subordinated contingent convertible capital securities, on which there were \$8m of external issuance costs, \$34m of intra-Group issuance costs and \$8m of tax benefits. During 2H18 HSBC Holdings issued £1,000m and SGD750m of perpetual subordinated contingent convertible capital securities, on which there were \$52m of external issuance costs, \$15m of intra-Group issuance costs and \$3m of tax benefits. Under IFRSs these issuance costs and tax benefits are classified as equity.

2 During 1H18, HSBC Holdings redeemed its \$2,200m 8.125% perpetual subordinated capital securities and its \$3,800m 8.000% perpetual subordinated capital securities, Series 2, on which there were \$172m of external issuance costs. Under IFRSs external issuance costs are classified as equity.

3 For further details refer to Note 32 in the Annual Report and Accounts 2018. Relates to the \$2,000m share buy-back announced in May 2018.

4 Permitted transfers from the merger reserve to retained earnings were made when the investment in HSBC Overseas Holdings (UK) Limited was previously impaired. A part reversal of this impairment results in a transfer from retained earnings back to the merger reserve of \$2,200m.

5 This includes a re-presentation of the cancellation of shares to retained earnings and capital redemption reserve in respect of the 2017 share buy-back, under which retained earnings have been reduced by \$3,000m, called up capital and share premium increased by \$2,836m and other reserves increased by \$164m. The remaining balance relates to the May 2018 share buy-back which completed in August 2018.

6 At 30 June 2019, HSBC changed its accounting practice on the recognition of interim dividends to recognise them on the date of payment rather than the date of declaration, in line with generally accepted accounting practice. Prior periods have not been restated as all the relevant amounts are clearly disclosed, and the impact of the change in practice is not considered material.

1 Basis of preparation and significant accounting policies

(a) Compliance with International Financial Reporting Standards

Our interim condensed consolidated financial statements have been prepared in accordance with the Disclosure Guidance and Transparency Rules of the Financial Conduct Authority and IAS 34 'Interim Financial Reporting', as issued by the International Accounting Standards Board ('IASB') and as endorsed by the EU. Therefore, they include an explanation of events and transactions that are significant to an understanding of the changes in HSBC's financial position and performance since the end of 2018. These financial statements should be read in conjunction with the *Annual Report and Accounts 2018* and the information about the application of IFRS 16 'Leases' set out below.

At 30 June 2019, there were no unendorsed standards effective for the half-year to 30 June 2019 affecting these financial statements, and there was no difference between IFRSs endorsed by the EU and IFRSs issued by the IASB in terms of their application to HSBC.

Standards applied during the half-year to 30 June 2019

IFRS 16 'Leases'

On 1 January 2019, we adopted the requirements of IFRS 16 retrospectively. The cumulative effect of initially applying the standard was recognised as an adjustment to the opening balance of retained earnings at that date. Comparatives were not restated. The adoption of the standard increased assets by \$5bn and increased financial liabilities by the same amount with no effect on net assets or retained earnings.

On adoption of IFRS 16, we recognised lease liabilities in relation to leases that had previously been classified as 'operating leases' in accordance with IAS 17 'Leases'. These liabilities were recognised in 'other liabilities' and measured at the present value of the remaining lease payments, discounted at the lessee's incremental borrowing rate at 1 January 2019. The associated right of use ('ROU') assets were recognised in 'other assets' and measured at the amount equal to the lease liability, adjusted by the amount of any prepaid or accrued lease payments or provisions for onerous leases recognised on the balance sheet at 31 December 2018. In addition, the following practical expedients permitted by the standard were applied:

- reliance was placed on previous assessments on whether leases were onerous;
- operating leases with a remaining lease term of less than 12 months at 1 January 2019 were treated as short-term leases; and
- initial direct costs were not included in the measurement of ROU assets for leases previously accounted for as operating leases.

The differences between IAS 17 and IFRS 16 are summarised in the table below:

IAS 17	IFRS 16
Leases were classified as either finance or operating leases. Payments made under operating leases were charged to profit or loss on a straight-line basis over the period of the lease.	Leases are recognised as a ROU asset and a corresponding liability at the date at which the leased asset is made available for use. Lease payments are allocated between the liability and finance cost. The finance cost is charged to profit or loss over the lease term so as to produce a constant period rate of interest on the remaining balance of the liability. The ROU asset is depreciated over the shorter of the ROU asset's useful economic life and the lease term on a straight-line basis. In determining lease term, we consider all facts and circumstances that create an economic incentive to exercise an extension option or not exercise a termination option over the planning horizon of five years. In general, it is not expected that the discount rate implicit in the lease is available so the lessee's incremental borrowing rate is used. This is the rate that the lessee would have to pay to borrow the funds necessary to obtain an asset of a similar value in a similar economic environment with similar terms and conditions. The rates are determined for each economic environment in which we operate and for each term by adjusting swap rates with funding spreads (own credit spread) and cross currency basis where appropriate.

An amendment to IAS 12 was issued in December 2017 as part of the annual improvement cycle. The amendment clarifies that an entity should recognise the tax consequences of dividends where the transactions or events that generated the distributable profits are recognised. This amendment was applied on 1 January 2019 and had no material impact. Comparatives have not been restated.

(b) Use of estimates and judgements

Management believes that our critical accounting estimates and judgements are those that relate to the effect on hedge accounting of the fundamental review and reform of the major interest rate benchmarks, impairment of amortised cost and FVOCI financial assets, goodwill impairment, the valuation of financial instruments, deferred tax assets, provisions for liabilities and interests in associates. There were no changes in the current period to the critical accounting estimates and judgements applied in 2018, which are stated on pages 35 and 226 of the *Annual Report and Accounts 2018*.

(c) Composition of Group

There were no material changes in the composition of the Group in the half-year to 30 June 2019.

(d) Future accounting developments

IFRS 17 'Insurance Contracts' was issued in May 2017 and has not been endorsed for use in the EU. It sets out the requirements that an entity should apply in accounting for insurance contracts it issues and reinsurance contracts it holds. IFRS 17 is currently effective from 1 January 2021. However, the IASB is consulting on delaying the mandatory implementation date by one year and may make additional changes to the standard. The Group is in the process of implementing IFRS 17. Industry practice and interpretation of the standard is still developing and there may be changes to implementation decisions as practice evolves, therefore the likely impact of its implementation remains uncertain.

(e) Going concern

The financial statements are prepared on a going concern basis, as the Directors are satisfied that the Group and parent company have the resources to continue in business for the foreseeable future. In making this assessment, the Directors have considered a wide range of information relating to present and future conditions, including future projections of profitability, cash flows, capital requirements and capital resources.

(f) Accounting policies

Except as described above and in footnotes 8 and 9 on page 88 of the *Interim Report 2019*, the accounting policies that we applied for these interim condensed consolidated financial statements are consistent with those described on pages 224 to 237 of the *Annual Report and Accounts 2018*, as are the methods of computation.

2 Dividends

A first interim dividend of \$0.10 per ordinary share in respect of the financial year ending 31 December 2019 was declared by the Directors on 3 May 2019. This distribution, amounting to \$2,023m, was paid on 5 July 2019.

On 5 August 2019, the Directors declared a second interim dividend of \$0.10 per ordinary share in respect of the financial year ending 31 December 2019. This distribution amounts to approximately \$2,028m and will be payable on 26 September 2019. No liability is recognised in the financial statements in respect of these dividends.

Dividends paid to shareholders of HSBC Holdings plc

	30 Jun 2019			Half-year to 30 Jun 2018			31 Dec 2018		
	Per share	Total	Settled in scrip	Per share	Total	Settled in scrip	Per share	Total	Settled in scrip
	\$	\$m	\$m	\$	\$m	\$m	\$	\$m	\$m
Dividends paid on ordinary shares									
In respect of previous year:									
– fourth interim dividend	0.21	4,206	1,160	0.21	4,197	393	—	—	—
In respect of current year:									
– first interim dividend ¹	—	—	—	0.10	2,008	213	—	—	—
– second interim dividend	—	—	—	—	—	—	0.10	1,990	181
– third interim dividend	—	—	—	—	—	—	0.10	1,992	707
Total	0.21	4,206	1,160	0.31	6,205	606	0.20	3,982	888
Total dividends on preference shares classified as equity (paid quarterly)	31.00	45		31.00	45		31.00	45	
Total coupons on capital securities classified as equity		664			654			616	
Dividends to shareholders		4,915			6,904			4,643	

¹ At 30 June 2019, HSBC changed its accounting practice on the recognition of interim dividends to recognise them on the date of payment rather than the date of declaration, in line with generally accepted accounting practice. Prior periods have not been restated as all the relevant amounts are clearly disclosed, and the change is not considered material.

Second interim dividend for 2019

On 5 August 2019, the Directors declared a second interim dividend in respect of 2019 of \$0.10 per ordinary share. The ordinary shares in London, Hong Kong, Paris and Bermuda, and the American Depositary Shares ('ADSs') in New York, will be quoted ex-dividend on 15 August 2019. The dividend will be payable on 26 September 2019 to holders of record on 16 August 2019.

The dividend will be payable in US dollars, sterling or Hong Kong dollars, or a combination of these currencies, at the forward exchange rates quoted by HSBC Bank plc in London at or about 11.00am on 16 September 2019. A scrip dividend will also be offered. Particulars of these arrangements will be sent to shareholders on or about 28 August 2019 and elections must be received by 12 September 2019.

The dividend will be payable on ordinary shares held through Euroclear France, the settlement and central depositary system for Euronext Paris, on 26 September 2019 to the holders of record on 16 August 2019. The dividend will be payable in US dollars or as a scrip dividend. Particulars of these arrangements will be announced through Euronext Paris on 6 August 2019, 23 August 2019 and 27 September 2019.

The dividend will be payable on ADSs, each of which represents five ordinary shares, on 26 September 2019 to holders of record on 16 August 2019. The dividend of \$0.50 per ADS will be payable by the depositary in US dollars or as a scrip dividend of new ADSs. Particulars of these arrangements will be sent to holders on or about 28 August 2019 and elections will be required to be made by 6 September 2019. Alternatively, the cash dividend may be invested in additional ADSs by participants in the dividend reinvestment plan operated by the depositary.

Any person who has acquired ordinary shares registered on the Principal Register in the UK, the Hong Kong Overseas Branch Register or the Bermuda Overseas Branch Register but who has not lodged the share transfer with the Principal Registrar, the Hong Kong or Bermuda Branch Registrar should do so before 4.00pm local time on 16 August 2019 in order to receive the dividend.

Ordinary shares may not be removed from or transferred to the Principal Register in the UK, the Hong Kong Overseas Branch Register or the Bermuda Overseas Branch Register on 16 August 2019. Any person wishing to remove ordinary shares to or from each register must do so before 4.00pm local time on 15 August 2019.

Transfers of ADSs must be lodged with the depositary by 11.00am local time on 16 August 2019 in order to receive the dividend.

ADS dividend fee

In order to cover costs associated with the management of the American Depositary Receipt programme, which was previously covered by fees generated from issuance and cancellation, a dividend fee will be introduced on cash dividends paid on ADSs, in line with common market practice. ADS holders who receive a cash dividend will be charged a fee, which will be deducted by the depositary, of \$0.005 per ADS per cash dividend. This will commence from the 2019 third interim cash dividend payment payable on 20 November 2019. No fee will be deducted from the second interim dividend for 2019.

Dividend on preference shares

A quarterly dividend of \$15.50 per 6.20% non-cumulative US dollar preference share, Series A ('Series A dollar preference share'), (equivalent to a dividend of \$0.3875 per Series A American Depositary Share, each of which represents one-fortieth of a Series A dollar preference share), and £0.01 per Series A sterling preference share is payable on 15 March, 15 June, 15 September and 15 December 2019 for the quarter then ended at the sole and absolute discretion of the Board of HSBC Holdings plc. Accordingly, the Board of HSBC Holdings plc has declared a quarterly dividend be payable on 16 September 2019 to holders of record on 30 August 2019.

3 Earnings per share

Basic earnings per ordinary share is calculated by dividing the profit attributable to ordinary shareholders of the parent company by the weighted average number of ordinary shares outstanding, excluding own shares held. Diluted earnings per ordinary share is calculated by dividing the basic earnings, which require no adjustment for the effects of dilutive potential ordinary shares, by the weighted average number of ordinary shares outstanding, excluding own shares held, plus the weighted average number of ordinary shares that would be issued on conversion of dilutive potential ordinary shares.

Profit attributable to ordinary shareholders of the parent company

	Half-year to		
	30 Jun 2019 \$m	30 Jun 2018 \$m	31 Dec 2018 \$m
Profit attributable to shareholders of the parent company	9,216	7,748	5,979
Dividend payable on preference shares classified as equity	(45)	(45)	(45)
Coupon payable on capital securities classified as equity	(664)	(530)	(499)
Profit attributable to ordinary shareholders of the parent company	8,507	7,173	5,435

Basic and diluted earnings per share

	Footnotes	Half-year to								
		30 Jun 2019			30 Jun 2018			31 Dec 2018		
		Profit \$m	Number of shares (millions)	Amount per share \$	Profit \$m	Number of shares (millions)	Amount per share \$	Profit \$m	Number of shares (millions)	Amount per share \$
Basic	1	8,507	20,124	0.42	7,173	19,998	0.36	5,435	19,786	0.27
Effect of dilutive potential ordinary shares			65			86			83	
Diluted	1	8,507	20,189	0.42	7,173	20,084	0.36	5,435	19,869	0.27

1 Weighted average number of ordinary shares outstanding (basic) or assuming dilution (diluted).

4 Change in expected credit losses and other credit impairment charges

	Half-year to		
	30 Jun 2019 \$m	30 Jun 2018 \$m	31 Dec 2018 \$m
Loans and advances to banks and customers	1,180	508	1,388
– new allowances net of allowance releases	1,381	769	1,535
– recoveries of amounts previously written off	(201)	(261)	(147)
Loan commitments and guarantees	(44)	(7)	4
Other financial assets	9	(5)	(16)
Debt instruments measured at fair value through other comprehensive income	(5)	(89)	(16)
Change in expected credit losses and other credit impairment charges	1,140	407	1,360

5 Adjusted balance sheet reconciliation

	At			
	30 Jun 2019 Reported and adjusted \$m	Adjusted \$m	Currency translation \$m	31 Dec 2018 Reported \$m
Loans and advances to customers (net)	1,021,632	983,101	(1,405)	981,696
Interests in associates and joint ventures	23,892	22,442	(35)	22,407
Total external assets	2,751,273	2,559,358	(1,234)	2,558,124
Customer accounts	1,380,124	1,364,337	(1,694)	1,362,643

6 Reconciliation of reported and adjusted items

	Footnotes	Half-year to		
		30 Jun 2019 \$m	30 Jun 2018 \$m	31 Dec 2018 \$m
Revenue	1			
Reported		29,372	27,287	26,493
Currency translation			(1,160)	(75)
Significant items		(877)	254	(85)
– customer redress programmes		–	(46)	(7)
– disposals, acquisitions and investment in new businesses		(827)	142	(29)
– fair value movements on financial instruments	2	(50)	152	(52)
– currency translation on significant items			6	3
Adjusted		28,495	26,381	26,333
ECL				
Reported		(1,140)	(407)	(1,360)
Currency translation			50	3
Adjusted		(1,140)	(357)	(1,357)
Operating expenses				
Reported		(17,149)	(17,549)	(17,110)
Currency translation			770	72
Significant items		986	1,164	488
– costs of structural reform	3	91	211	150
– customer redress programmes		610	100	46
– disposals, acquisitions and investment in new businesses		–	3	49
– past service costs of guaranteed minimum pension benefits equalisation		–	–	228
– restructuring and other related costs		287	24	42
– settlements and provisions in connection with legal and regulatory matters		(2)	841	(25)
– currency translation on significant items			(15)	(2)
Adjusted		(16,163)	(15,615)	(16,550)
Share of profit in associates and joint ventures				
Reported		1,324	1,381	1,155
Currency translation			(67)	12
Adjusted		1,324	1,314	1,167
Profit before tax				
Reported		12,407	10,712	9,178
Currency translation			(407)	12
Significant items		109	1,418	403
– revenue		(877)	254	(85)
– operating expenses		986	1,164	488
Adjusted		12,516	11,723	9,593

1 Net operating income before change in expected credit losses and other credit impairment charges, also referred to as revenue.

2 Fair value movements on financial instruments include non-qualifying hedges and debit value adjustments on derivatives.

3 Comprises costs associated with preparations for the UK's exit from the European Union, costs to establish the UK ring-fenced bank (including the UK ServCo group) and costs associated with establishing an intermediate holding company in Hong Kong.

7 Contingent liabilities, contractual commitments and guarantees

	Footnotes	At	
		30 Jun 2019 \$m	31 Dec 2018 \$m
Guarantees and contingent liabilities:			
– financial guarantees		21,290	23,518
– performance and other guarantees		74,614	71,484
– other contingent liabilities		1,471	1,408
At the end of the period		97,375	96,410
Commitments:	1		
– documentary credits and short-term trade-related transactions		6,671	7,083
– forward asset purchases and forward deposits placed		99,208	67,265
– standby facilities, credit lines and other commitments to lend		711,989	705,918
At the end of the period		817,868	780,266

1 Includes \$629,891m of commitments at 30 June 2019 (31 December 2018: \$592,008m), to which the impairment requirements in IFRS 9 are applied where HSBC has become party to an irrevocable commitment.

The preceding table discloses the nominal principal amounts of off-balance sheet liabilities and commitments for the Group, which represent the maximum amounts at risk should the contracts be fully drawn upon and the clients default. As a significant portion of guarantees and commitments are expected to expire without being drawn upon, the total of the nominal principal amounts is not indicative of future liquidity requirements. The expected credit loss provision relating to guarantees and commitments is disclosed in Note 10 of the *Interim Report 2019*.

Approximately half the guarantees have a term of less than one year, while guarantees with terms of more than one year are subject to HSBC's annual credit review process.

Contingent liabilities arising from legal proceedings, regulatory and other matters against Group companies are disclosed in Note 8 below and Note 10 of the *Interim Report 2019*.

8 Legal proceedings and regulatory matters

HSBC is party to legal proceedings and regulatory matters in a number of jurisdictions arising out of its normal business operations. Apart from the matters described below, HSBC considers that none of these matters are material. The recognition of provisions is determined in accordance with the accounting policies set out in Note 1 of the *Annual Report and Accounts 2018*. While the outcome of legal proceedings and regulatory matters is inherently uncertain, management believes that, based on the information available to it, appropriate provisions have been made in respect of these matters as at 30 June 2019 (see Note 10 of the *Interim Report 2019*). Where an individual provision is material, the fact that a provision has been made is stated and quantified, except to the extent that doing so would be seriously prejudicial. Any provision recognised does not constitute an admission of wrongdoing or legal liability. It is not practicable to provide an aggregate estimate of potential liability for our legal proceedings and regulatory matters as a class of contingent liabilities.

Bernard L. Madoff Investment Securities LLC

Bernard L. Madoff ('Madoff') was arrested in December 2008 and later pleaded guilty to running a Ponzi scheme. His firm, Bernard L. Madoff Investment Securities LLC ('Madoff Securities'), is being liquidated in the US by a trustee (the 'Trustee').

Various non-US HSBC companies provided custodial, administration and similar services to a number of funds incorporated outside the US whose assets were invested with Madoff Securities. Based on information provided by Madoff Securities as at 30 November 2008, the purported aggregate value of these funds was \$8.4bn, including fictitious profits reported by Madoff.

Based on information available to HSBC, the funds' actual transfers to Madoff Securities minus their actual withdrawals from Madoff Securities during the time HSBC serviced the funds are estimated to have totalled approximately \$4bn. Various HSBC companies have been named as defendants in lawsuits arising out of Madoff Securities' fraud.

US litigation: The Trustee has brought lawsuits against various HSBC companies and others in the US Bankruptcy Court for the Southern District of New York (the 'US Bankruptcy Court'), seeking recovery of transfers from Madoff Securities to HSBC in an amount not yet pleaded or determined. HSBC and other parties to the actions have moved to dismiss the Trustee's claims. The US Bankruptcy Court granted HSBC's motion to dismiss with respect to certain of the Trustee's claims in November 2016. In February 2019, the US Court of Appeals for the Second Circuit (the 'Second Circuit Court of Appeals') reversed that dismissal and remanded the cases to the US Bankruptcy Court. Further proceedings in the US Bankruptcy Court have been stayed pending the filing and disposition of a petition by HSBC and other parties to the US Supreme Court.

Fairfield Sentry Limited, Fairfield Sigma Limited and Fairfield Lambda Limited (together, 'Fairfield') (in liquidation since July 2009) have brought a lawsuit in the US against fund shareholders, including HSBC companies that acted as nominees for clients, seeking restitution of redemption payments. In December 2018, the US Bankruptcy Court issued an opinion, which ruled in favour of the defendants' motion to dismiss in respect of certain claims by the liquidators for Fairfield and granted a motion by the liquidators to file amended complaints. As a result of that opinion, all claims against one of the HSBC companies have been dismissed, and certain claims against the remaining HSBC defendants have also been dismissed. In May 2019, the liquidators appealed certain issues from the US Bankruptcy Court opinion to the US District Court for the Southern District of New York (the 'New York District Court').

UK litigation: The Trustee has filed a claim against various HSBC companies in the High Court of England and Wales, seeking recovery of transfers from Madoff Securities to HSBC in an amount not yet pleaded or determined. The deadline for service of the claim has been extended to September 2019 for UK-based defendants and November 2019 for all other defendants.

Bermuda litigation: In January 2009, Kingate Global Fund Limited and Kingate Euro Fund Limited (together, 'Kingate') brought an action against HSBC Bank Bermuda Limited ('HBBM') for recovery of funds held in Kingate's accounts, fees and dividends. In June 2019, the Trustee, Kingate and HBBM entered into a global settlement agreement pursuant to which the Trustee and Kingate released HBBM from any and all claims arising out of or relating to Kingate including all pending litigation in the US, UK and Bermuda. This settlement is subject to final approval from courts in the US and British Virgin Islands.

Cayman Islands litigation: In February 2013, Primeo Fund Limited ('Primeo') (in liquidation since April 2009) brought an action against HSBC Securities Services Luxembourg ('HSSL') and Bank of Bermuda (Cayman) Limited (now known as HSBC Cayman Limited), alleging breach of contract and breach of fiduciary duty and claiming damages and equitable compensation. The trial concluded in February 2017 and, in August 2017, the court dismissed all claims against the defendants. In September 2017, Primeo appealed to the Court of Appeal of the Cayman Islands and, in June 2019, the Court of Appeal of the Cayman Islands dismissed Primeo's claims against HSSL and HSBC Cayman Limited. Primeo has the right to appeal to the UK Privy Council.

Luxembourg litigation: In April 2009, Herald Fund SPC ('Herald') (in liquidation since July 2013) brought an action against HSSL before the Luxembourg District Court, seeking restitution of cash and securities that Herald purportedly lost because of Madoff Securities' fraud, or money damages. The Luxembourg District Court dismissed Herald's securities restitution claim, but reserved Herald's cash restitution claim and its claim for money damages. Herald has appealed this judgment to the Luxembourg Court of Appeal, where the matter is pending. In late 2018, Herald brought additional claims against HSSL and HSBC Bank plc ('HSBC Bank') before the Luxembourg District Court, seeking further restitution and damages.

In October 2009, Alpha Prime Fund Limited ('Alpha Prime') brought an action against HSSL before the Luxembourg District Court, seeking the restitution of securities, or the cash equivalent, or money damages. This action has been temporarily suspended at the plaintiffs' request. In December 2018, Alpha Prime brought additional claims before the Luxembourg District Court seeking damages against various HSBC companies.

In December 2014, Senator Fund SPC ('Senator') brought an action against HSSL before the Luxembourg District Court, seeking restitution of securities, or the cash equivalent, or money damages. In April 2015, Senator commenced a separate action against the Luxembourg branch of HSBC Bank asserting identical claims before the Luxembourg District Court. In December 2018, Senator brought additional claims against HSSL and HSBC Bank Luxembourg branch before the Luxembourg District Court, seeking restitution of Senator's securities or money damages.

Ireland litigation: In November 2013, Defender Limited brought an action against HSBC Institutional Trust Services (Ireland) Limited ('HTIE') and others, based on allegations of breach of contract and claiming damages and indemnification for fund losses. The trial commenced in October 2018. In December 2018, the Irish High Court issued a judgment in HTIE's favour on a preliminary issue, holding that Defender Limited had no effective claim against HTIE. This judgment concluded the trial without further issues in dispute being heard. In February 2019, Defender Limited appealed the judgment.

There are many factors that may affect the range of possible outcomes, and the resulting financial impact, of the various Madoff-related proceedings described above, including but not limited to the multiple jurisdictions in which the proceedings have been brought. Based upon the information currently available, management's estimate of the possible aggregate damages that might arise as a result of all claims in the various Madoff-related proceedings is up to or exceeding \$500m, excluding costs and interest. Due to uncertainties and limitations of this estimate, the ultimate damages could differ significantly from this amount.

Anti-money laundering and sanctions-related matters

In December 2012, among other agreements, HSBC Holdings plc ('HSBC Holdings') agreed to an undertaking with the UK Financial Conduct Authority ('FCA') and consented to a cease-and-desist order with the US Federal Reserve Board ('FRB'), both of which contained certain forward-looking anti-money laundering ('AML') and sanctions-related obligations. HSBC also agreed to retain an independent compliance monitor (who is, for FCA purposes, a 'Skilled Person' under section 166 of the Financial Services and Markets Act and, for FRB purposes, an 'Independent Consultant') to produce periodic assessments of the Group's AML and sanctions compliance programme (the 'Skilled Person/Independent Consultant'). In December 2012, HSBC Holdings also entered into an agreement with the Office of Foreign Assets Control ('OFAC') regarding historical transactions involving parties subject to OFAC sanctions. The Skilled Person/Independent Consultant will continue to conduct country reviews and provide periodic reports for a period of time at the FCA's and FRB's discretion. The role of the Skilled Person/Independent Consultant is discussed on page 85 of the *Annual Report and Accounts 2018*.

Through the Skilled Person/Independent Consultant's country-level reviews, as well as internal reviews conducted by HSBC, certain potential AML and sanctions compliance issues have been identified that HSBC is reviewing further with the FRB, FCA and/or OFAC. The Financial Crimes Enforcement Network of the US Treasury Department, as well as the Civil Division of the US Attorney's Office for the Southern District of New York, are investigating the collection and transmittal of third-party originator information in certain payments instructed over HSBC's proprietary payment systems. The FCA is also conducting an investigation into HSBC Bank's compliance with UK money laundering regulations and financial crime systems and controls requirements. HSBC is cooperating with all of these investigations.

In May 2014, a shareholder derivative action was filed by a shareholder of HSBC Holdings purportedly on behalf of HSBC Holdings, HSBC Bank USA N.A. ('HSBC Bank USA'), HSBC North America Holdings Inc. and HSBC USA Inc. (the 'Nominal Corporate Defendants') in New York state court against certain current and former directors and officers of the Nominal Corporate Defendants (the 'Individual Defendants'). The complaint alleges that the Individual Defendants breached their fiduciary duties to the Nominal Corporate Defendants and caused a waste of corporate assets by allegedly permitting and/or causing the conduct underlying the five-year deferred prosecution agreement with the US Department of Justice ('DoJ'), entered into in December 2012. In November 2015, the New York state court granted the Nominal Corporate Defendants' motion to dismiss. In November 2018, the appellate court reversed the New York state court's decision and reinstated the action; furthermore, in March 2019, the appellate court denied the Nominal Corporate Defendants' motion for reargument or for leave to appeal to the New York Court of Appeals. In February 2019, the Nominal Corporate Defendants and most of the Individual Defendants filed a further motion to dismiss in New York state court, where the matter is pending.

In July 2014, a claim was filed in the Ontario Superior Court of Justice against HSBC Holdings and a former employee purportedly on behalf of a class of persons who purchased HSBC common shares and American Depositary Shares between July 2006 and July 2012. The complaint, which seeks monetary damages of up to CA\$20bn, alleges that the defendants made statutory and common law misrepresentations in documents released by HSBC Holdings and its wholly-owned indirect subsidiary, HSBC Bank Canada, relating to HSBC's compliance with the Bank Secrecy Act, AML, sanctions and other laws. In September 2017, the Ontario Superior Court of Justice dismissed the statutory claims against HSBC Holdings and the former employee for lack of jurisdiction, and stayed the common law misrepresentation claim against HSBC Holdings on the basis of *forum non conveniens*. In October 2017, the plaintiff appealed to the Court of Appeal for Ontario and, in July 2018, that appeal was dismissed. In October 2018, the plaintiff applied for leave to appeal to the Supreme Court of Canada and, in March 2019, the plaintiff's application for leave to appeal was denied.

Since November 2014, a number of lawsuits have been filed in federal courts in the US against various HSBC companies and others on behalf of plaintiffs who are, or are related to, victims of terrorist attacks in the Middle East or of cartel violence in Mexico. In each case, it is alleged that the defendants aided and abetted the unlawful conduct of various sanctioned parties in violation of the US Anti-Terrorism Act. Currently, 10 actions are pending in federal court in New York, with one on appeal. In July 2018, in one case, the New York District Court granted HSBC's motion to dismiss, while in a different case, the magistrate judge issued a recommendation that the New York District Court should deny the defendants' motion to dismiss. The plaintiffs appealed the decision in the case granting dismissal and that appeal is pending. Motions to dismiss were filed in two other cases; the court in one of those cases granted HSBC's motion in March 2019. The plaintiffs in that case are now seeking to amend their complaint. The six remaining actions are at a very early stage.

In July 2018, a claim was issued against HSBC Holdings in the High Court of England and Wales alleging that HSBC Holdings made untrue and/or misleading statements and/or omissions in public statements between 2007 and 2012 regarding compliance by HSBC with AML, anti-terrorist financing and sanctions laws, regulations and requirements, and the regulatory compliance of HSBC more generally.

There are many factors that may affect the range of outcomes, and the resulting financial impact, of these matters, which could be significant.

Tax-related investigations

Various tax administration, regulatory and law enforcement authorities around the world, including in the US, Belgium, Argentina, India and Spain, are conducting investigations and reviews of HSBC Private Bank (Suisse) SA ('HSBC Swiss Private Bank') and other HSBC companies in connection with allegations of tax evasion or tax fraud, money laundering and unlawful cross-border solicitation.

HSBC continues to cooperate in ongoing investigations by the DoJ and the US Internal Revenue Service regarding whether certain HSBC companies and employees, including those associated with HSBC Swiss Private Bank and an HSBC company in India, acted appropriately in relation to certain customers who may have had US tax reporting obligations. In connection with these investigations, HSBC Swiss Private Bank, with due regard for Swiss law, has produced records and other documents to the DoJ. In August 2013, the DoJ informed HSBC Swiss Private Bank that it was not eligible for the 'Program for Non-Prosecution Agreements or Non-Target Letters for Swiss Banks' since a formal investigation had previously been authorised. These investigations remain pending.

In November 2014, HSBC Swiss Private Bank was placed under formal criminal examination in Belgium for alleged historical tax-related offences. In June 2017, Belgian authorities also placed HSBC Holdings and HSBC Private Bank Holdings (Suisse) SA, a Swiss holding company, under formal criminal examination. In June 2019, HSBC Swiss Private Bank reached a settlement in principle to resolve the Belgian authorities' investigation. The settlement in principle is subject to court approval, and there can be no assurance that the proposed resolution will be approved. Management's estimate of the expected outflow under the settlement in principle is already covered by the existing amount provisioned for this matter.

In November 2014, the Argentine tax authority initiated a criminal action against various individuals, including current and former HSBC employees. The criminal action includes allegations of tax evasion, conspiracy to launder undeclared funds and an unlawful association among HSBC Swiss Private Bank, HSBC Bank Argentina, HSBC Bank USA and certain HSBC employees, which allegedly enabled numerous HSBC customers to evade their Argentine tax obligations. HSBC is cooperating with this ongoing investigation.

In February 2015, the Indian tax authority issued a summons and request for information to an HSBC company in India. In August 2015 and November 2015, HSBC companies received notices issued by two offices of the Indian tax authority, alleging that the Indian tax authority had sufficient evidence to initiate prosecution against HSBC Swiss Private Bank and an HSBC company in Dubai for allegedly abetting tax evasion of four different Indian individuals and/or families and requesting that the HSBC companies show cause as to why such prosecution should not be initiated. HSBC Swiss Private Bank and the HSBC company in Dubai have responded to the show cause notices. HSBC is cooperating with this ongoing investigation.

As at 30 June 2019, HSBC has recognised a provision for these various matters in the amount of \$629m. There are many factors that may affect the range of outcomes, and the resulting financial impact, of these investigations and reviews. Due to uncertainties and limitations of these estimates, the ultimate penalties could differ from this amount.

In light of the media attention regarding these matters, it is possible that other tax administration, regulatory or law enforcement authorities will also initiate or enlarge similar investigations or regulatory proceedings.

London interbank offered rates, European interbank offered rates and other benchmark interest rate investigations and litigation

Euro interest rate derivatives: In December 2016, the European Commission (the 'EC') issued a decision finding that HSBC, among other banks, engaged in anti-competitive practices in connection with the pricing of euro interest rate derivatives in early 2007. The EC imposed a fine on HSBC based on a one-month infringement. HSBC has appealed the decision.

US dollar Libor: Beginning in 2011, HSBC and other panel banks have been named as defendants in a number of private lawsuits filed in the US with respect to the setting of US dollar Libor. The complaints assert claims under various US laws, including US antitrust and racketeering laws, the US Commodity Exchange Act ('US CEA') and state law. The lawsuits include individual and putative class actions, most of which have been transferred and/or consolidated for pre-trial purposes before the New York District Court.

In 2017 and 2018, HSBC reached agreements with plaintiffs to resolve putative class actions brought on behalf of the following five groups of plaintiffs: persons who purchased US dollar Libor-indexed bonds; persons who purchased US dollar Libor-indexed exchange-traded instruments; US-based lending institutions that made or purchased US dollar Libor-indexed loans (the 'Lender class'); persons who purchased US dollar Libor-indexed interest rate swaps and other instruments directly from the defendant banks and their affiliates (the 'OTC class'); and persons who purchased US dollar Libor-indexed interest rate swaps and other instruments from certain financial institutions that are not the defendant banks or their affiliates. During 2018, the New York District Court granted final approval of the settlements with the OTC and Lender classes. The remaining settlements are subject to final court approval. Additionally, a number of other US dollar Libor-related actions remain pending against HSBC in the New York District Court and the Second Circuit Court of Appeals.

Intercontinental Exchange ('ICE') Libor: Between January and March 2019, HSBC and other panel banks were named as defendants in three putative class actions filed in the New York District Court on behalf of persons and entities who purchased instruments paying interest indexed to US dollar ICE Libor from a panel bank. The complaints allege, among other things, misconduct related to the suppression of this benchmark rate in violation of US antitrust and state law. In July 2019, the three putative class actions were consolidated, and the plaintiffs filed a consolidated amended complaint. This matter is at a very early stage.

Singapore interbank offered rate ('Sibor'), Singapore swap offer rate ('SOR') and Australia bank bill swap rate ('BBSW'): In July and August 2016, HSBC and other panel banks were named as defendants in two putative class actions filed in the New York District Court on behalf of persons who transacted in products related to the Sibor, SOR and BBSW benchmark rates. The complaints allege, among other things, misconduct related to these benchmark rates in violation of US antitrust, commodities and racketeering laws, and state law.

In the Sibor/SOR litigation, following a decision on the defendants' motion to dismiss in October 2018, the claims against a number of HSBC entities were dismissed, and the Hongkong and Shanghai Banking Corporation Limited ('HBAP') remains the only HSBC defendant in this action. In October 2018, HBAP filed a motion for reconsideration of the decision based on the issue of personal jurisdiction; this motion was denied in April 2019. Also in October 2018, the plaintiff filed a third amended complaint naming only the Sibor panel members, including HBAP, as defendants; the court dismissed the third amended complaint in its entirety in July 2019.

In the BBSW litigation, in November 2018, the court dismissed all foreign defendants, including all the HSBC entities, on personal jurisdiction grounds. In April 2019, the plaintiff filed an amended complaint, which the defendants have moved to dismiss.

There are many factors that may affect the range of outcomes, and the resulting financial impact, of these matters, which could be significant.

Foreign exchange-related investigations and litigation

Various regulators and competition authorities around the world, including in the EU, Switzerland, Brazil and South Africa, are conducting investigations and reviews into trading by HSBC and others on the foreign exchange markets. HSBC is cooperating with these investigations and reviews.

In January 2018, HSBC Holdings entered into a three-year deferred prosecution agreement with the Criminal Division of the DoJ (the 'FX DPA'), regarding fraudulent conduct in connection with two particular transactions in 2010 and 2011. This concluded the DoJ's investigation into HSBC's historical foreign exchange activities. Under the terms of the FX DPA, HSBC has a number of ongoing obligations, including implementing enhancements to its internal controls and procedures in its Global Markets business, which will be the subject of annual reports to the DoJ. In addition, HSBC agreed to pay a financial penalty and restitution.

In December 2016, Brazil's Administrative Council of Economic Defense ('CADE') initiated an investigation into the onshore foreign exchange market and identified a number of banks, including HSBC, as subjects of its investigation.

In February 2017, the Competition Commission of South Africa referred a complaint for proceedings before the South African Competition Tribunal against 18 financial institutions, including HSBC Bank, for alleged misconduct related to the foreign exchange market in violation of South African antitrust laws. In April 2017, HSBC Bank filed an exception to the complaint based on a lack of jurisdiction and statute of limitations. In January 2018, the South African Competition Tribunal approved the provisional referral of additional financial institutions, including HSBC Bank USA, to the proceedings. In June 2019, the South African Competition Tribunal issued a decision requiring the Competition Commission to revise its complaint. Several financial institutions named in the complaint, including HSBC Bank USA, have appealed part of the decision to the Competition Appeal Court of South Africa, and the Competition Commission has cross-appealed.

In October 2018, HSBC Holdings and HSBC Bank received an information request from the EC concerning potential coordination in foreign exchange options trading. This matter is at an early stage.

In late 2013 and early 2014, various HSBC companies and other banks were named as defendants in various putative class actions consolidated in the New York District Court. The consolidated complaint alleged, among other things, that the defendants conspired to manipulate the WM/Reuters foreign exchange benchmark rates. In September 2015, HSBC reached an agreement with the plaintiffs to resolve the consolidated action, and the court granted final approval of the settlement in August 2018.

A putative class action complaint making similar allegations on behalf of retail customers of foreign exchange products was filed in the US District Court for the Northern District of California in 2015, and was subsequently transferred to the New York District Court where it remains pending. In 2017, putative class action complaints making similar allegations on behalf of purported 'indirect' purchasers of foreign exchange products were filed in New York and were subsequently consolidated in the New York District Court, where they remain pending.

In September 2018, various HSBC companies and other banks were named as defendants in two motions for certification of class actions filed in Israel alleging foreign exchange-related misconduct. In July 2019, the Tel Aviv Court allowed the plaintiffs to consolidate their claims and file a motion for certification of the consolidated class action. In November and December 2018, complaints alleging foreign exchange-related misconduct were filed in the New York District Court and the High Court of England and Wales against HSBC and other defendants, by certain plaintiffs that opted out of the US class action settlement. These matters are at an early stage. It is possible that additional civil actions will be initiated against HSBC in relation to its historical foreign exchange activities.

There are many factors that may affect the range of outcomes, and the resulting financial impact, of these matters, which could be significant.

Precious metals fix-related litigation

Gold: Beginning in March 2014, numerous putative class actions were filed in the New York District Court and the US District Courts for the District of New Jersey and the Northern District of California, naming HSBC and other members of The London Gold Market Fixing Limited as defendants. The complaints allege that, from January 2004 to June 2013, the defendants conspired to manipulate the price of gold and gold derivatives for their collective benefit in violation of US antitrust laws, the US CEA and New York state law. The actions were consolidated in the New York District Court. The defendants' motion to dismiss the consolidated action was granted in part and denied in part in October 2016. In June 2017, the court granted the plaintiffs leave to file a third amended complaint, naming a new defendant. The court has denied the pre-existing defendants' request for leave to file a joint motion to dismiss, and discovery is proceeding.

Beginning in December 2015, numerous putative class actions under Canadian law were filed in the Ontario and Quebec Superior Courts of Justice against various HSBC companies and other financial institutions. The plaintiffs allege that, among other things, from January 2004 to March 2014, the defendants conspired to manipulate the price of gold and gold derivatives in violation of the Canadian Competition Act and common law. These actions are at an early stage.

Silver: Beginning in July 2014, numerous putative class actions were filed in the US District Courts for the Southern and Eastern Districts of New York, naming HSBC and other members of The London Silver Market Fixing Limited as defendants. The complaints allege that, from January 2007 to December 2013, the defendants conspired to manipulate the price of silver and silver derivatives for their collective benefit in violation of US antitrust laws, the US CEA and New York state law. The actions were consolidated in the New York District Court. The defendants' motion to dismiss the consolidated action was granted in part and denied in part in October 2016. In June 2017, the court granted the plaintiffs leave to file a third amended complaint, which names several new defendants. The court has denied the pre-existing defendants' request for leave to file a joint motion to dismiss, and discovery is proceeding.

In April 2016, two putative class actions under Canadian law were filed in the Ontario and Quebec Superior Courts of Justice against various HSBC companies and other financial institutions. The plaintiffs in both actions allege that, from January 1999 to August 2014, the defendants conspired to manipulate the price of silver and silver derivatives in violation of the Canadian Competition Act and common law. The Ontario action is at an early stage. The Quebec action has been temporarily stayed.

Platinum and palladium: Between late 2014 and early 2015, numerous putative class actions were filed in the New York District Court, naming HSBC and other members of The London Platinum and Palladium Fixing Company Limited as defendants. The complaints allege that, from January 2008 to November 2014, the defendants conspired to manipulate the price of platinum group metals ('PGM') and PGM-based financial products for their collective benefit in violation of US antitrust laws and the US CEA. In March 2017, the defendants' motion to dismiss the second amended consolidated complaint was granted in part and denied in part. In June 2017, the plaintiffs filed a third amended complaint. The defendants filed a joint motion to dismiss, which remains pending.

Based on the facts currently known, it is not practicable at this time for HSBC to predict the resolution of these matters, including the timing or any possible impact on HSBC, which could be significant.

Film finance litigation

In July and November 2015, two actions were brought by individuals against HSBC Private Bank (UK) Limited ('PBGB') in the High Court of England and Wales seeking damages on various alleged grounds, including breach of duty to the claimants, in connection with their participation in certain Ingenious film finance schemes. These actions are ongoing.

In December 2018, a separate action was brought against PBGB in the High Court of England and Wales by multiple claimants seeking damages for alleged unlawful means conspiracy and dishonest assistance in connection with lending provided by PBGB to third parties in respect of certain Ingenious film finance schemes in which the claimants participated. In June 2019, a similar claim was issued against PBGB in the High Court of England and Wales by additional claimants. These matters are at early stages.

In February 2019, PBGB received a letter before claim by investors in Eclipse film finance schemes asserting various claims against PBGB and others in connection with their roles in facilitating the design, promotion and operation of such schemes. This matter is at an early stage.

It is possible that additional actions or investigations will be initiated against PBGB as a result of its historical involvement in the provision of certain film finance-related services.

Based on the facts currently known, it is not practicable to predict the resolution of these matters, including the timing or possible aggregate impact, which could be significant.

Other regulatory investigations, reviews and litigation

HSBC Holdings and/or certain of its affiliates are subject to a number of other investigations and reviews by various regulators and competition and law enforcement authorities, as well as litigation, in connection with various matters relating to the firm's businesses and operations, including:

- an investigation by the DoJ regarding US Treasury securities trading practices;
- investigations by the US Commodity Futures Trading Commission regarding (a) certain swap dealer trading conduct; and (b) swap data reporting and other regulatory issues related to prior periods;
- an investigation by the Swiss Competition Commission in connection with the setting of Euribor and Japanese yen Libor;
- an information request from the UK Competition and Markets Authority concerning the financial services sector;
- putative individual and class actions brought in the New York District Court relating to the credit default swap market, the Mexican government bond market and the US government-sponsored enterprise bond market, and putative class actions brought in the New York District Court and in the Superior and Federal Courts in Canada relating to the market for US dollar-denominated supranational sovereign and agency bonds;
- putative class actions brought in the US District Court for the Northern District of Texas and a claim issued in the High Court of England and Wales in connection with HSBC Bank's role as a correspondent bank to Stanford International Bank Ltd from 2003 to 2009; and
- litigation brought against various HSBC companies in the US courts relating to residential mortgage-backed securities, based primarily on (a) claims brought against HSBC Bank USA in connection with its role as trustee on behalf of various securitisation trusts; and (b) claims against several HSBC companies seeking that the defendants repurchase various mortgage loans.

There are many factors that may affect the range of outcomes, and the resulting financial impact, of these matters, which could be significant.

9 Events after the balance sheet date

In its assessment of events after the balance sheet date, HSBC considered, among other risks, the events related to the process of the UK's withdrawal from the European Union that occurred between 30 June 2019 and the date when the financial statements were authorised for issue, and concluded that no adjustments to the financial statements were required.

A second interim dividend in respect of the financial year ending 31 December 2019 was declared by the Directors on 5 August 2019, as described in Note 3 of the *Interim Report 2019*.

On 5 August 2019, the Board approved a share buy-back of up to \$1.0bn.

10 Capital structure

Capital ratios

	At	
	30 Jun 2019 %	31 Dec 2018 %
Transitional basis		
Common equity tier 1 ratio	14.3	14.0
Tier 1 ratio	17.2	17.0
Total capital ratio	20.1	20.0
End point basis		
Common equity tier 1 ratio	14.3	14.0
Tier 1 ratio	16.9	16.6
Total capital ratio	18.7	19.4

Total regulatory capital and risk-weighted assets

	At	
	30 Jun 2019 \$m	31 Dec 2018 \$m
Transitional basis		
Common equity tier 1 capital	126,949	121,022
Additional tier 1 capital	25,878	26,120
Tier 2 capital	25,432	26,096
Total regulatory capital	178,259	173,238
Risk-weighted assets	885,971	865,318
End point basis		
Common equity tier 1 capital	126,949	121,022
Additional tier 1 capital	22,363	22,525
Tier 2 capital	16,107	24,511
Total regulatory capital	165,419	168,058
Risk-weighted assets	885,971	865,318

Leverage ratio

		At	
		30 Jun 2019 \$bn	31 Dec 2018 \$bn
Ref*			
20	Tier 1 capital	149.3	143.5
21	Total leverage ratio exposure	2,786.5	2,614.9
		%	%
22	Leverage ratio	5.4	5.5
EU-23	Choice of transitional arrangements for the definition of the capital measure	Fully phased-in	Fully phased-in
	UK leverage ratio exposure – quarterly average ¹	2,550.1	2,464.4
		%	%
	UK leverage ratio – quarterly average	5.8	5.8
	UK leverage ratio – quarter end	5.8	6.0

* The references identify the lines prescribed in the European Banking Authority ('EBA') template.

1 UK leverage ratio here and below denotes the Group's leverage ratio calculated under the PRA's UK leverage framework.

Unless otherwise stated, all figures are calculated using the EU's regulatory transitional arrangements for IFRS 9 'Financial Instruments' in article 473a of the Capital Requirements Regulation.

11 Statutory accounts

The information in this media release does not constitute statutory accounts within the meaning of section 434 of the Companies Act 2006. The statutory accounts for the year ended 31 December 2018 have been delivered to the Registrar of Companies in England and Wales in accordance with section 447 of the Companies Act 2006. The Group's auditors, PricewaterhouseCoopers LLP ('PwC'), has reported on those accounts. Its report was unqualified, did not include a reference to any matters to which PwC drew attention by way of emphasis without qualifying their report and did not contain a statement under section 498(2) or (3) of the Companies Act 2006.

The information in this media release does not constitute the unaudited interim consolidated financial statements which are contained in the *Interim Report 2019*. The *Interim Report 2019* was approved by the Board of Directors on 5 August 2019. The unaudited interim consolidated financial statements have been reviewed by the Group's auditor, PwC, in accordance with the guidance contained in the International Standard on Review Engagements (UK and Ireland) 2410: Review of Interim Financial Information Performed by the Independent Auditor of the Entity issued by the Auditing Practices Board. The full report of its review, which was unmodified, is included in the *Interim Report 2019*.

12 Dealings in HSBC Holdings plc listed securities

HSBC has policies and procedures that, except where permitted by statute and regulation, prohibit it undertaking specified transactions in respect of its securities listed on The Stock Exchange of Hong Kong Limited ('HKEx'). Except for the share buy-back and dealings as intermediaries or as trustees by subsidiaries of HSBC Holdings, neither HSBC Holdings nor any of its subsidiaries has purchased, sold or redeemed any of its securities listed on HKEx during the half-year ended 30 June 2019.

13 Proposed interim dividends for 2019

The Board has adopted a policy of paying quarterly dividends on ordinary shares, under which it is intended to have a pattern of three equal interim dividends with a variable fourth interim dividend. The proposed timetables for dividends payable on ordinary shares in respect of 2019 that have not yet been declared are as follows:

Interim dividends for 2019 not yet declared

	Footnotes	Third interim dividend for 2019	Fourth interim dividend for 2019
Announcement		2 Oct 2019	18 Feb 2020
Shares quoted ex-dividend in London, Hong Kong, New York, Paris and Bermuda		10 Oct 2019	27 Feb 2020
Record date in London, Hong Kong, New York, Paris and Bermuda	1	11 Oct 2019	28 Feb 2020
Payment date		20 Nov 2019	14 Apr 2020

1 Removals from or transfers to the Principal Register in the UK, the Hong Kong Overseas Branch Register or the Bermuda Overseas Branch Register will not be permitted on these dates.

14 Earnings release and final results

An earnings release for the three-month period ending 30 September 2019 is expected to be issued on 28 October 2019. The results for the year to 31 December 2019 are expected to be announced on 18 February 2020.

15 Corporate governance

We are subject to corporate governance requirements in both the UK and Hong Kong. Throughout the six months ended 30 June 2019, we complied with the applicable provisions of the UK Corporate Governance Code and also the requirements of the Hong Kong Corporate Governance Code. The UK Corporate Governance Code is available at www.frc.org.uk and the Hong Kong Corporate Governance Code is available at www.hkex.com.hk.

Under the Hong Kong Code, the audit committee should be responsible for the oversight of all risk management and internal control systems, unless expressly addressed by a separate risk committee. Our Group Risk Committee is responsible for oversight of internal control, other than internal financial controls, and risk management systems.

The Board has codified obligations for transactions in HSBC Group securities in accordance with the requirements of the Market Abuse Regulation and the rules governing the listing of securities on the HKEx, save that the HKEx has granted waivers from strict compliance with the rules that take into account accepted practices in the UK, particularly in respect of employee share plans.

Following specific enquiries, all Directors have confirmed that they have complied with their obligations in respect of transacting in Group securities throughout the period.

There have been no material changes to the information disclosed in the *Annual Report and Accounts 2018* in respect of the remuneration of employees, remuneration policies, bonus and share option plans and training schemes. Details of the number of employees are provided on page 25 of the *Interim Report 2019*.

The remuneration policy for our Directors, as disclosed on pages 176 to 194 of our *Annual Report and Accounts 2018*, along with the change to the maximum pension allowance for our current and new executive Directors from 30% to 10% of salary, announced on 15 March 2019, was approved by our shareholders at the Annual General Meeting on 12 April 2019.

The Board of Directors of HSBC Holdings plc as at the date of this announcement comprises:

Mark Tucker*, Kathleen Casey†, Laura Cha†, Henri de Castries†, Irene Lee†, José Meade†, Heidi Miller†, Marc Moses, David Nish†, Noel Quinn, Ewen Stevenson, Jonathan Symonds†, Jackson Tai† and Pauline van der Meer Mohr†.

* Non-executive Group Chairman

† Independent non-executive Director

16 Interim Report 2019

The *Interim Report 2019* will be made available to shareholders on or about 28 August 2019. Copies of the *Interim Report 2019* and this Media Release may be obtained from Global Communications, HSBC Holdings plc, 8 Canada Square, London E14 5HQ, United Kingdom; from Communications (Asia), The Hongkong and Shanghai Banking Corporation Limited, 1 Queen's Road Central, Hong Kong; or from US Communications, HSBC Bank USA, N.A., 1 West 39th Street, 9th Floor, New York, NY 10018, USA. The *Interim Report 2019* and this News Release may also be downloaded from the HSBC website, www.hsbc.com.

A Chinese translation of the *Interim Report 2019* is available upon request from Computershare Hong Kong Investor Services Limited, Rooms 1712-1716, 17th Floor, Hopewell Centre, 183 Queen's Road East, Hong Kong.

The *Interim Report 2019* will be available on The Stock Exchange of Hong Kong Limited's website www.hkex.com.hk.

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HSBC HOLDINGS PLC

Data Pack

2Q 2019

The financial information on which this supplement is based is unaudited and has been prepared in accordance with HSBC's significant accounting policies as described in the *Annual Report and Accounts 2018*. The financial information does not constitute financial statements prepared in accordance with International Financial Reporting Standards ('IFRSs'), is not complete and should be read in conjunction with the *Annual Report and Accounts 2018*, the *Interim Report 2019*, and other reports and financial information published by HSBC.

All information is on a reported basis.

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Income Statement

	Quarter ended					Year to date
	30 Jun 2019 \$m	31 Mar 2019 \$m	31 Dec 2018 \$m	30 Sep 2018 \$m	30 Jun 2018 \$m	31 Dec 2018 \$m
Net interest income	7,772	7,468	7,709	7,680	7,644	30,489
Net fee income	3,098	3,026	2,827	3,026	3,260	12,620
Net income from financial instruments held for trading or managed on a fair value basis	2,450	2,881	2,046	2,602	2,499	9,531
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	486	1,710	(1,444)	178	(67)	(1,488)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	187	270	154	196	228	695
Other income/(expense)	951	(927)	1,403	116	13	1,933
Net operating income before change in expected credit losses and other credit impairment charges¹	14,944	14,428	12,695	13,798	13,577	53,780
Change in expected credit losses and other credit impairment charges	(555)	(585)	(853)	(507)	(237)	(1,767)
Net operating income	14,389	13,843	11,842	13,291	13,340	52,013
Total operating expenses ¹	(8,927)	(8,222)	(9,144)	(7,966)	(8,166)	(34,659)
of which: staff expenses	(4,678)	(4,577)	(4,245)	(4,292)	(4,325)	(17,373)
Operating profit	5,462	5,621	2,698	5,325	5,174	17,354
Share of profit in associates and joint ventures	732	592	558	597	783	2,536
Profit before tax	6,194	6,213	3,256	5,922	5,957	19,890
Tax expense	(1,167)	(1,303)	(1,163)	(1,406)	(1,279)	(4,865)
Profit after tax	5,027	4,910	2,093	4,516	4,678	15,025
Profit attributable to shareholders of the parent company	4,650	4,566	1,794	4,185	4,352	13,727
Profit attributable to non-controlling interests	377	344	299	331	326	1,298
Profit attributable to the ordinary shareholders of the parent company	4,373	4,134	1,537	3,898	4,087	12,608
Significant items - Totals						
Revenue	855	22	131	(43)	(108)	(160)
ECL	—	—	—	—	—	—
Operating expenses	(827)	(159)	(262)	(228)	(41)	(1,669)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Income statement Metrics - Reported						
Return on equity	10.5%	10.2%	3.8%	9.6%	10.0%	7.7%
Return on tangible equity	11.7%	10.6%	3.9%	10.9%	11.0%	8.6%
Cost efficiency ratio	59.7%	57.0%	72.0%	57.7%	60.1%	64.4%
Income statement Metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	57.5%	56.0%	70.7%	55.9%	59.4%	61.2%
Revenue						
Significant items						
Customer redress programmes	—	—	7	—	46	53
Disposals, acquisitions and investment in new businesses	827	—	29	—	(30)	(113)
Fair value movements on financial instruments	28	22	95	(43)	(124)	(100)
Operating expenses						
Significant items						
Costs of structural reform	(38)	(53)	(61)	(89)	(85)	(361)
Customer redress programmes	(554)	(56)	16	(62)	(7)	(146)
Disposals, acquisitions and investment in new businesses	—	—	2	(51)	(1)	(52)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	(228)	—	—	(228)
Restructuring and other related costs	(237)	(50)	(15)	(27)	(4)	(66)
Settlements and provisions in connection with legal and regulatory matters	2	—	24	1	56	(816)

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

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

HSBC
HSBC Holdings plc

Balance sheet data

	At				
	30 Jun 2019 \$m	31 Mar 2019 \$m	31 Dec 2018 \$m	30 Sep 2018 \$m	30 Jun 2018 \$m
Loans and advances to customers (gross)	1,030,152	1,013,830	990,321	989,942	982,178
Loans and advances to customers (net)	1,021,632	1,005,279	981,696	981,460	973,443
Total assets	2,751,273	2,658,996	2,558,124	2,603,035	2,607,314
Customer accounts	1,380,124	1,356,511	1,362,643	1,345,375	1,356,307
Financial Data Reported					
Total shareholders equity	192,676	188,362	186,253	185,351	183,607
AT1 capital	(22,367)	(22,367)	(22,367)	(22,400)	(20,549)
Preference shares	(1,405)	(1,405)	(1,405)	(1,405)	(1,405)
Perpetual capital securities	—	—	—	—	—
NAV	168,904	164,590	162,481	161,546	161,653
Goodwill, PVIF and Other Intangibles (net of tax)	(23,463)	(22,942)	(22,425)	(22,172)	(21,899)
TNAV	145,441	141,648	140,056	139,374	139,754
Total regulatory capital					
Transitional basis					
Common equity tier 1 capital	126,949	125,802	121,022	123,136	122,757
Additional tier 1 capital	25,878	26,046	26,120	26,163	24,328
Tier 2 capital	25,432	25,952	26,096	28,849	29,525
Total regulatory capital	178,259	177,800	173,238	178,148	176,610
End point basis					
Common equity tier 1 capital	126,949	125,802	121,022	123,136	122,757
Additional tier 1 capital	22,363	22,531	22,525	22,549	20,704
Tier 2 capital	16,107	24,313	24,511	27,149	27,731
Total regulatory capital	165,419	172,646	168,058	172,834	171,192
Capital ratios					
Transitional basis					
Common equity tier 1 ratio	14.3%	14.3%	14.0%	14.3%	14.2%
Tier 1 ratio	17.2%	17.3%	17.0%	17.3%	17.0%
Total capital ratio	20.1%	20.2%	20.0%	20.7%	20.4%
End point basis					
Common equity tier 1 ratio	14.3%	14.3%	14.0%	14.3%	14.2%
Tier 1 ratio	16.9%	16.9%	16.6%	16.9%	16.6%
Total capital ratio	18.7%	19.6%	19.4%	20.0%	19.8%
Leverage Ratio	5.4%	5.4%	5.5%	5.4%	5.4%
Earnings Metrics					
Basic number of \$0.50 ordinary shares outstanding (millions)	20,221	20,082	19,981	19,876	19,963
Earnings per share	\$0.22	\$0.21	\$0.07	\$0.19	\$0.21
Dividend per ordinary share (in respect of the period)	\$0.10	\$0.10	\$0.21	\$0.10	\$0.10
NAV / share (\$) at the end of the period	\$8.35	\$8.20	\$8.13	\$8.13	\$8.10
TNAV / share (\$) at the end of the period	\$7.19	\$7.05	\$7.01	\$7.01	\$7.00

HSBC
HSBC Holdings plc

Net Interest Margin

	Year to date				
	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun
	2019	2019	2018	2018	2018
	\$m	\$m	\$m	\$m	\$m
Average balances during period					
Short-term funds and loans and advances to banks	217,474	217,530	233,637	230,176	240,804
Loans and advances to customers	1,011,928	1,004,960	972,963	970,145	966,481
Reverse repurchase agreements – non-trading	231,308	234,455	205,427	197,069	198,154
Financial investments	408,673	407,325	386,230	384,671	385,907
Other interest-earning assets	43,325	38,642	41,089	45,276	48,257
Total interest-earning assets	1,912,708	1,902,912	1,839,346	1,827,337	1,839,603
Interest income during period					
Short-term funds and loans and advances to banks	1,285	658	2,475	1,755	1,116
Loans and advances to customers	17,833	8,763	33,285	24,581	16,036
Reverse repurchase agreements – non-trading	2,635	1,307	3,739	2,552	1,589
Financial investments	5,380	2,612	9,166	6,584	4,220
Other interest-earning assets	617	204	944	634	461
Total	27,750	13,544	49,609	36,106	23,422
Average balances during period					
Deposits by banks	51,199	51,663	44,530	45,015	45,142
Customer accounts	1,138,196	1,132,345	1,138,620	1,139,241	1,138,617
Repurchase agreements – non-trading	170,342	171,473	161,204	156,652	159,293
Debt securities in issue – non-trading	205,192	191,204	183,434	184,145	179,903
Other interest-bearing liabilities	59,266	59,671	53,731	49,628	48,649
Total interest-bearing liabilities	1,624,195	1,606,356	1,581,519	1,574,681	1,571,604
Non-interest bearing current accounts	228,524	231,918	211,815	212,019	211,839
Interest expense during period					
Deposits by banks	370	187	506	360	226
Customer accounts	5,637	2,780	8,287	5,653	3,463
Repurchase agreements – non-trading	2,320	1,138	3,409	2,373	1,488
Debt securities in issue – non-trading	3,361	1,576	5,675	4,105	2,654
Other interest-bearing liabilities	822	395	1,243	835	491
Total	12,510	6,076	19,120	13,326	8,322
Net interest margin	1.61%	1.59%	1.66%	1.67%	1.66%

HSBC
Retail Banking and Wealth Management

	Quarter ended					Year to date
	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun	31 Dec
	2019	2019	2018	2018	2018	2018
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	4,190	3,965	4,058	4,103	3,862	15,822
Net fee income	1,292	1,206	1,160	1,243	1,298	5,198
Net income from financial instruments held for trading or managed on a fair value basis	64	78	77	191	179	563
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	505	1,712	(1,429)	209	(100)	(1,463)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(2)	157	(49)	10	89	(9)
Other income/(expense)	(100)	(1,147)	1,293	4	61	1,817
Net operating income before change in expected credit losses and other credit impairment charges	5,949	5,971	5,110	5,760	5,389	21,928
Change in expected credit losses and other credit impairment charges	(238)	(302)	(339)	(295)	(240)	(1,177)
Net operating income	5,711	5,669	4,771	5,465	5,149	20,751
Total operating expenses	(4,131)	(3,508)	(3,445)	(3,437)	(3,447)	(13,902)
<i>of which: staff expenses</i>	<i>(1,295)</i>	<i>(1,253)</i>	<i>(1,187)</i>	<i>(1,200)</i>	<i>(1,231)</i>	<i>(4,806)</i>
Operating profit	1,580	2,161	1,326	2,028	1,702	6,849
Share of profit in associates and joint ventures	30	13	12	4	14	33
Profit before tax	1,610	2,174	1,338	2,032	1,716	6,882
Significant items - Totals						
Revenue	—	—	—	—	(7)	(7)
ECL	—	—	—	—	—	—
Operating expenses	(600)	(57)	(16)	(64)	(1)	(191)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Balance sheet data						
	At					At
	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun	31 Dec
	2019	2019	2018	2018	2018	2018
Loans and advances to customers (gross)	379,053	372,142	364,794	359,327	354,025	364,794
Loans and advances to customers (net)	376,126	369,178	361,872	356,453	351,114	361,872
Total external assets	498,045	487,971	476,784	476,403	474,507	476,784
Customer accounts	660,588	653,969	640,924	636,603	635,598	640,924
Income statement Metrics - Reported						
Cost efficiency ratio	69.4%	58.8%	67.4%	59.7%	64.0%	63.4%
Income Statement Data - Adjusted as originally reported						
Adjusted cost efficiency ratio	59.4%	57.8%	67.1%	58.6%	63.9%	62.5%
Management View of Adjusted Revenue - as originally reported						
Retail Banking	4,002	3,870	3,916	3,933	3,760	15,262
Current Accounts, saving and deposits	2,449	2,197	2,318	2,327	2,032	8,534
Personal lending	1,553	1,673	1,598	1,606	1,728	6,728
<i>Mortgages</i>	<i>407</i>	<i>433</i>	<i>415</i>	<i>427</i>	<i>516</i>	<i>1,937</i>
<i>Credit cards</i>	<i>688</i>	<i>789</i>	<i>718</i>	<i>711</i>	<i>726</i>	<i>2,880</i>
<i>Other personal lending</i>	<i>458</i>	<i>451</i>	<i>465</i>	<i>468</i>	<i>486</i>	<i>1,911</i>
Wealth Management	1,706	1,907	1,129	1,595	1,551	6,104
Investment distribution	854	855	672	804	863	3,383
Life insurance manufacturing	590	793	208	529	416	1,656
Asset management	262	259	249	262	272	1,065
Other	241	194	65	232	85	569
Total	5,949	5,971	5,110	5,760	5,396	21,935
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	(7)	(7)
Fair value movement on financial instruments	—	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	—	—	1	(2)	—	(2)
Customer redress programmes	(559)	(56)	(17)	(62)	(1)	(173)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(41)	(1)	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	(16)

	Quarter ended					Year to date
	30 Jun 2019 \$m	31 Mar 2019 \$m	31 Dec 2018 \$m	30 Sep 2018 \$m	30 Jun 2018 \$m	31 Dec 2018 \$m
Net interest income	2,853	2,800	2,781	2,703	2,718	10,719
Net fee income	884	898	829	852	922	3,555
Net income from financial instruments held for trading or managed on a fair value basis	91	113	96	129	84	457
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(6)	—	(15)	(2)	5	(24)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	15	21	(32)	28	17	17
Other income	57	89	44	40	40	214
Net operating income before change in expected credit losses and other credit impairment charges	3,894	3,921	3,703	3,750	3,786	14,938
Change in expected credit losses and other credit impairment charges	(248)	(247)	(444)	(240)	(119)	(739)
Net operating income	3,646	3,674	3,259	3,510	3,667	14,199
Total operating expenses	(1,662)	(1,662)	(1,574)	(1,625)	(1,628)	(6,480)
<i>of which: staff expenses</i>	<i>(634)</i>	<i>(618)</i>	<i>(579)</i>	<i>(584)</i>	<i>(573)</i>	<i>(2,327)</i>
Operating profit	1,984	2,012	1,685	1,885	2,039	7,719
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit before tax	1,984	2,012	1,685	1,885	2,039	7,719
Significant items - Totals						
Revenue	—	—	7	—	46	53
ECL	—	—	—	—	—	—
Operating expenses	(22)	(4)	8	(3)	(7)	(3)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Balance sheet data						
	At					At
	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Dec 2018
Loans and advances to customers (gross)	351,838	344,198	337,660	337,144	333,767	337,660
Loans and advances to customers (net)	347,387	339,729	333,162	332,649	329,300	333,162
Total external assets	377,142	368,591	360,216	364,154	363,939	360,216
Customer accounts	358,735	349,352	357,596	352,477	355,650	357,596
Income statement Metrics - Reported						
Cost efficiency ratio	42.7%	42.4%	42.5%	43.3%	43.0%	43.4%
Income statement Metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	42.1%	42.3%	42.8%	43.3%	43.3%	43.5%
Management View of Adjusted Revenue - as originally reported						
Global Trade and Receivables Finance	476	473	454	468	477	1,865
Credit and Lending	1,385	1,360	1,335	1,335	1,347	5,342
Global Liquidity and Cash Management	1,540	1,508	1,525	1,484	1,442	5,802
Markets products, Insurance and Investments and other	493	580	382	463	474	1,876
Total	3,894	3,921	3,696	3,750	3,740	14,885
Revenue						
Significant items						
Customer redress programmes	—	—	7	—	46	53
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movement on financial instruments	—	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	(1)	(2)	(3)	(3)	(1)	(8)
Customer redress programmes	1	—	11	—	(6)	5
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(22)	(2)	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

	Quarter ended					Year to date
	30 Jun 2019 \$m	31 Mar 2019 \$m	31 Dec 2018 \$m	30 Sep 2018 \$m	30 Jun 2018 \$m	31 Dec 2018 \$m
Net interest income	1,439	1,422	1,432	1,338	1,308	5,259
Net fee income	742	757	657	827	882	3,229
Net income from financial instruments held for trading or managed on a fair value basis	1,468	1,518	480	1,857	1,593	6,037
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	104	65	225	151	94	582
Other income/(expense)	(132)	253	318	19	275	527
Net operating income before change in expected credit losses and other credit impairment charges	3,621	4,015	3,112	4,192	4,152	15,634
Change in expected credit losses and other credit impairment charges	(55)	(40)	(64)	(7)	119	26
Net operating income	3,566	3,975	3,048	4,185	4,271	15,660
Total operating expenses	(2,468)	(2,440)	(2,271)	(2,375)	(2,315)	(9,348)
of which: staff expenses	(1,069)	(1,038)	(900)	(945)	(965)	(3,765)
Operating profit	1,098	1,535	777	1,810	1,956	6,312
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit before tax	1,098	1,535	777	1,810	1,956	6,312
Significant items - Totals						
Revenue	(17)	(53)	49	8	35	122
ECL	—	—	—	—	—	—
Operating expenses	(70)	(51)	29	(9)	66	112
Share of profit in associates and joint ventures	—	—	—	—	—	—
Balance sheet data						
	At					At
	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Dec 2018
Loans and advances to customers (gross)	251,803	253,185	246,070	251,699	251,280	246,070
Loans and advances to customers (net)	250,790	252,180	244,978	250,674	250,058	244,978
Total external assets	1,120,235	1,077,505	1,012,272	1,062,700	1,054,181	1,012,272
Customer accounts	289,950	281,462	290,914	285,525	291,711	290,914
Income statement Metrics - Reported						
Cost efficiency ratio	68.2%	60.8%	73.0%	56.7%	55.8%	59.8%
Income Statement Data - Adjusted as originally reported						
Adjusted cost efficiency ratio	65.9%	58.7%	75.1%	56.5%	57.8%	61.0%
Management View of Adjusted Revenue - as originally reported						
Global Markets	1,423	1,741	1,101	1,801	1,668	6,490
- FICC	1,189	1,364	885	1,513	1,384	5,271
Foreign Exchange	610	698	603	841	825	3,022
Rates	400	490	208	415	382	1,482
Credit	179	176	74	257	177	767
- Equities	234	377	216	288	284	1,219
Securities Services	525	478	484	502	502	1,973
Global Banking	996	935	939	982	1,120	4,115
Global Liquidity and Cash Management	700	687	678	683	644	2,645
Global Trade and Receivables Finance	202	211	198	215	198	809
Principal Investments	38	84	(60)	111	102	224
Credit and Funding Valuation Adjustment	(34)	47	(178)	38	22	(183)
Other Revenue	(212)	(115)	(99)	(148)	(139)	(561)
Total	3,638	4,068	3,063	4,184	4,117	15,512
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movement on financial instruments	(17)	(53)	49	8	35	122
Operating expenses						
Significant items						
Costs of structural reform	(16)	(13)	(14)	(11)	(9)	(41)
Customer redress programmes	4	—	22	—	—	22
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(58)	(38)	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	21	2	75	131

	Quarter ended					Year to date
	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Dec 2018
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	225	215	220	222	223	888
Net fee income	194	181	179	174	182	742
Net income from financial instruments held for trading or managed on a fair value basis	44	50	26	34	39	147
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(4)	(3)	(3)	(2)	(2)	(7)
Other income	14	7	7	4	5	20
Net operating income before change in expected credit losses and other credit impairment charges	473	450	429	432	447	1,790
Change in expected credit losses and other credit impairment charges	(16)	(2)	(8)	12	1	8
Net operating income	457	448	421	444	448	1,798
Total operating expenses	(370)	(352)	(355)	(408)	(372)	(1,550)
<i>of which: staff expenses</i>	<i>(178)</i>	<i>(169)</i>	<i>(146)</i>	<i>(154)</i>	<i>(157)</i>	<i>(627)</i>
Operating profit	87	96	66	36	76	248
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit before tax	87	96	66	36	76	248
Significant items - Totals						
Revenue	—	—	5	—	—	5
ECL	—	—	—	—	—	—
Operating expenses	(11)	(2)	2	(59)	(1)	(101)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Balance sheet data						
	At					At
	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Dec 2018
Loans and advances to customers (gross)	45,921	42,597	39,314	39,296	41,000	39,314
Loans and advances to customers (net)	45,806	42,497	39,217	39,210	40,902	39,217
Total external assets	50,757	47,901	43,790	44,298	46,133	43,790
Customer accounts	62,235	64,489	64,658	63,717	63,593	64,658
Income statement metrics- Reported						
Cost efficiency ratio	78.2%	78.2%	82.8%	94.4%	83.2%	86.6%
Income statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	75.9%	77.8%	84.2%	80.8%	83.0%	81.2%
Management View of Adjusted Revenue - as originally reported						
Investment	198	184	162	169	176	717
Lending	107	97	93	98	97	391
Deposit	119	121	126	127	122	497
Other	49	48	43	38	52	180
Total	473	450	424	432	447	1,785
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	5	—	—	5
Fair value movement on financial instruments	—	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	2	(51)	(1)	(52)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(12)	(2)	—	(7)	—	(7)
Settlements and provisions in connection with legal and regulatory matters	1	—	—	(1)	—	(42)

	Quarter ended					Year to date
	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun	31 Dec
	2019	2019	2018	2018	2018	2018
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	(935)	(934)	(783)	(686)	(467)	(2,200)
Net fee income/(expense)	(14)	(16)	4	(70)	(24)	(102)
Net income from financial instruments held for trading or managed on a fair value basis	783	1,122	1,367	391	604	2,327
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(13)	(2)	—	(29)	28	(1)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	74	30	15	9	30	114
Other income/(expense)	1,112	(129)	(262)	49	(368)	(648)
Net operating income before change in expected credit losses and other credit impairment charges	1,007	71	341	(336)	(197)	(510)
Change in expected credit losses and other credit impairment (charges)/recoveries	2	6	2	23	2	115
Net operating income/(expense)	1,009	77	343	(313)	(195)	(395)
Total operating expenses	(296)	(260)	(1,499)	(121)	(404)	(3,379)
of which: staff expenses	(1,501)	(1,499)	(1,434)	(1,409)	(1,397)	(5,848)
Operating profit/(loss)	713	(183)	(1,156)	(434)	(599)	(3,774)
Share of profit in associates and joint ventures	702	579	546	593	769	2,503
Profit/(loss) before tax	1,415	396	(610)	159	170	(1,271)
Significant items - Totals						
Revenue	872	75	70	(51)	(182)	(333)
ECL	—	—	—	—	—	—
Operating expenses	(124)	(45)	(285)	(93)	(98)	(1,486)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Balance sheet data						
	At					At
	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun	31 Dec
	2019	2019	2018	2018	2018	2018
Loans and advances to customers (gross)	1,537	1,708	2,483	2,476	2,105	2,483
Loans and advances to customers (net)	1,523	1,695	2,467	2,474	2,069	2,467
Total external assets	705,094	677,028	665,062	656,635	668,554	665,062
Customer accounts	8,616	7,239	8,551	7,053	9,755	8,551
Income statement Metrics - Reported						
Cost efficiency ratio	29.4%	366.2%	439.6%	(36.0)%	(205.1)%	(662.5)%
Income statement Metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	127.4%	(5,375.0)%	448.0%	(9.8)%	(2,040.0)%	(1,069.5)%
Management View of Adjusted Revenue - as originally reported						
Central Treasury	289	326	303	111	245	662
Of which:						
Balance Sheet Management	593	623	635	535	696	2,458
Holdings interest expense ¹	(328)	(317)	(340)	(340)	(288)	(1,267)
Valuation differences on long-term debt and associated swaps	93	50	67	(15)	(124)	(313)
Other central treasury	(69)	(30)	(59)	(69)	(39)	(216)
Legacy Credit ²	(13)	(71)	(12)	27	(115)	(93)
Other ^{1,2}	(141)	(259)	(20)	(423)	(145)	(746)
Of which Argentina hyperinflation	14	(56)	73	(304)	—	(231)
Total ³	135	(4)	271	(285)	(15)	(177)
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	827	—	24	—	(23)	(111)
Fair value movement on financial instruments	45	75	46	(51)	(159)	(222)
Operating expenses						
Significant items						
Costs of structural reform	(21)	(38)	(45)	(73)	(75)	(310)
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	(228)	—	—	(228)
Restructuring and other related costs	(104)	(7)	(15)	(20)	(4)	(59)
Settlements and provisions in connection with legal and regulatory matters	1	—	3	—	(19)	(889)

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

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

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

Net interest income/(expense)					
Net fee income/(expense)					
Net income from financial instruments held for trading or managed on a fair value basis					
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss					
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss					
Other income/(expense)					
Net operating income before change in expected credit losses and other credit impairment charges					
Change in expected credit losses and other credit impairment charges					
Net operating income					
Total operating expenses					
<i>of which: staff expenses</i>					
Operating profit/(loss)					
Share of profit in associates and joint ventures					
Profit/(loss) before tax					
Significant items - Totals					
Revenue					
ECL					
Operating expenses					
Share of profit in associates and joint ventures					

Balance sheet data

Loans and advances to customers (gross)					
Loans and advances to customers (net)					
Total external assets					
Customer accounts					

Income statement Metrics - Reported

Cost efficiency ratio					
Income Statement metrics - Adjusted as originally reported					
Adjusted cost efficiency ratio					

Revenue

Significant items					
Customer redress programmes					
Disposals, acquisitions and investment in new businesses					
Fair value movements on financial instruments					

Operating expenses

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

Quarter ended 30 Jun 2019					
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
1,086	874	248	93	(516)	1,785
409	370	109	81	(111)	958
1	4	738	10	(122)	631
324	—	—	—	(15)	309
(19)	10	128	—	186	305
(3)	64	(70)	10	660	661
1,798	1,322	1,153	194	182	4,649
(88)	(102)	(33)	(16)	4	(235)
1,710	1,220	1,120	178	186	4,414
(2,058)	(723)	(1,319)	(184)	(642)	(4,926)
(430)	(238)	(489)	(83)	(520)	(1,760)
(348)	497	(199)	(6)	(456)	(512)
—	—	—	—	5	5
(348)	497	(199)	(6)	(451)	(507)
—	—	(7)	—	54	47
—	—	—	—	—	—
(588)	(12)	(47)	(11)	(89)	(747)
—	—	—	—	—	—
At 30 Jun 2019					
169,196	122,946	74,208	19,241	1,336	386,927
168,201	121,098	73,613	19,129	1,322	383,363
207,459	126,439	554,789	22,213	248,538	1,159,438
207,157	136,183	125,575	30,742	4,729	504,386
114.5%	54.7%	114.4%	94.8%	352.7%	106.0%
81.8%	53.8%	109.7%	89.2%	432.0%	90.8%
—	—	—	—	—	—
—	—	—	—	—	—
—	—	(7)	—	54	47
—	(1)	(16)	—	(22)	(39)
(559)	1	4	—	—	(554)
—	—	—	—	—	—
—	—	—	—	—	—
(29)	(12)	(35)	(11)	(68)	(155)
—	—	—	—	1	1

Quarter ended 31 Mar 2019					
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
1,103	878	231	90	(777)	1,525
334	348	162	78	(11)	911
(23)	14	588	8	620	1,207
747	—	—	—	—	747
105	19	100	—	67	291
(591)	25	318	4	168	(76)
1,675	1,284	1,399	180	67	4,605
(83)	(176)	(48)	(3)	7	(303)
1,592	1,108	1,351	177	74	4,302
(1,505)	(696)	(1,324)	(179)	(614)	(4,318)
(422)	(236)	(462)	(78)	(508)	(1,706)
87	412	27	(2)	(540)	(16)
—	—	—	—	2	2
87	412	27	(2)	(538)	(14)
—	—	(21)	—	81	60
—	—	—	—	—	—
(56)	(3)	(42)	(2)	(40)	(143)
—	—	—	—	—	—
At 31 Mar 2019					
169,024	122,552	76,286	18,398	1,485	387,745
168,041	120,583	75,732	18,302	1,471	384,129
206,728	125,626	536,617	21,630	229,999	1,120,600
207,681	136,920	127,205	31,687	3,966	507,459
89.9%	54.2%	94.6%	99.4%	916.4%	93.8%
86.5%	54.0%	90.3%	98.3%	(4,100.0)%	91.9%
—	—	—	—	—	—
—	—	—	—	—	—
—	—	(21)	—	81	60
—	(2)	(13)	—	(37)	(52)
(56)	—	—	—	—	(56)
—	—	—	—	—	—
—	—	—	—	—	—
—	(1)	(28)	(2)	(4)	(35)
—	—	—	—	—	—

Quarter ended 31 Dec 2018							Quarter ended 30 Sep 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,121	873	258	92	(715)	1,629		1,123	857	176	93	(564)	1,685
Net fee income/(expense)	386	346	112	78	(12)	910		387	339	205	75	(30)	976
Net income from financial instruments held for trading or managed on a fair value basis	25	4	(101)	9	957	894		9	16	1,124	10	(37)	1,122
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(752)	—	—	—	—	(752)		107	(2)	—	—	—	105
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(60)	(32)	244	—	(247)	(95)		32	25	156	—	59	272
Other income/(expense)	837	67	370	3	134	1,411		145	60	15	2	455	677
Net operating income before change in expected credit losses and other credit impairment charges	1,557	1,258	883	182	117	3,997		1,803	1,295	1,676	180	(117)	4,837
Change in expected credit losses and other credit impairment charges	(157)	(217)	(56)	(6)	13	(423)		(52)	19	17	11	5	—
Net operating income	1,400	1,041	827	176	130	3,574		1,751	1,314	1,693	191	(112)	4,837
Total operating expenses	(1,433)	(649)	(1,240)	(186)	(1,629)	(5,137)		(1,464)	(676)	(1,232)	(242)	(592)	(4,206)
of which: staff expenses	(396)	(224)	(427)	(74)	(608)	(1,729)		(414)	(224)	(403)	(72)	(478)	(1,591)
Operating profit/(loss)	(33)	392	(413)	(10)	(1,499)	(1,563)		287	638	461	(51)	(704)	631
Share of profit in associates and joint ventures	—	—	—	—	4	4		—	—	—	—	3	3
Profit/(loss) before tax	(33)	392	(413)	(10)	(1,495)	(1,559)		287	638	461	(51)	(701)	634
Significant items - Totals													
Revenue	—	7	22	5	68	102		—	—	6	—	(65)	(59)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	(15)	8	29	1	(272)	(249)		(64)	(3)	(9)	(57)	(82)	(215)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 31 Dec 2018							At 30 Sep 2018						
Balance sheet data													
Loans and advances to customers (gross)	165,063	119,478	71,632	18,197	2,301	376,671		163,351	119,925	79,814	18,472	2,284	383,846
Loans and advances to customers (net)	164,112	117,544	71,031	18,103	2,286	373,076		162,481	118,081	79,263	18,388	2,283	380,496
Total external assets	201,790	122,802	499,112	21,313	215,878	1,060,895		202,544	123,340	534,795	21,633	223,927	1,106,239
Customer accounts	202,207	134,905	130,033	31,408	4,601	503,154		203,762	132,240	132,097	31,563	2,707	502,369
Income statement Metrics - Reported													
Cost efficiency ratio	92.0%	51.6%	140.4%	102.2%	1,392.3%	128.5%		81.2%	52.2%	73.5%	134.4%	(506.0)%	87.0%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	91.1%	52.5%	147.4%	105.6%	2,769.4%	125.5%		77.6%	52.0%	73.2%	102.8%	(980.8)%	81.5%
Revenue													
Significant items													
Customer redress programmes	—	7	—	—	—	7		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	5	—	5		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	22	—	68	90		—	—	6	—	(65)	(59)
Operating expenses													
Significant items													
Costs of structural reform	1	(3)	(14)	—	(41)	(57)		(2)	(3)	(11)	—	(70)	(86)
Customer redress programmes	(16)	11	21	—	—	16		(62)	—	—	—	—	(62)
Disposals, acquisitions and investment in new businesses	—	—	—	2	—	2		—	—	—	(51)	—	(51)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	(228)	(228)		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(6)	(6)		—	—	—	(7)	(12)	(19)
Settlements and provisions in connection with legal and regulatory matters	—	—	22	(1)	3	24		—	—	2	1	—	3

Quarter ended 30 Jun 2018							Year to date 31 Dec 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,070	951	265	95	(593)	1,788		4,425	3,534	891	376	(2,385)	6,841
Net fee income/(expense)	362	384	207	77	(7)	1,023		1,530	1,458	719	319	(30)	3,996
Net income from financial instruments held for trading or managed on a fair value basis	9	1	702	12	47	771		60	43	2,956	44	839	3,942
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	84	2	—	—	—	86		(788)	—	—	—	—	(788)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	86	17	101	—	65	269		(9)	12	599	—	(1)	601
Other income/(expense)	78	(9)	278	1	116	464		1,501	162	546	6	898	3,113
Net operating income before change in expected credit losses and other credit impairment charges	1,689	1,346	1,553	185	(372)	4,401		6,719	5,209	5,711	745	(679)	17,705
Change in expected credit losses and other credit impairment charges	(38)	(63)	(27)	2	1	(125)		(355)	(221)	(149)	6	109	(610)
Net operating income	1,651	1,283	1,526	187	(371)	4,276		6,364	4,988	5,562	751	(570)	17,095
Total operating expenses	(1,429)	(683)	(1,159)	(197)	(687)	(4,155)		(5,925)	(2,697)	(4,872)	(873)	(3,568)	(17,935)
of which: staff expenses	(419)	(223)	(428)	(80)	(460)	(1,610)		(1,657)	(902)	(1,682)	(306)	(2,137)	(6,684)
Operating profit/(loss)	222	600	367	(10)	(1,058)	121		439	2,291	690	(122)	(4,138)	(840)
Share of profit in associates and joint ventures	—	—	—	—	7	7		—	—	—	—	25	25
Profit/(loss) before tax	222	600	367	(10)	(1,051)	128		439	2,291	690	(122)	(4,113)	(815)
At 30 Jun 2018							At 31 Dec 2018						
Significant items - Totals													
Revenue	—	46	18	—	(159)	(95)		—	53	55	5	(211)	(98)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	(1)	(7)	66	(1)	(75)	(18)		(174)	(3)	167	(102)	(565)	(677)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
Balance sheet data													
Loans and advances to customers (gross)	160,517	118,748	78,321	18,563	1,866	378,015		165,063	119,478	71,632	18,197	2,301	376,671
Loans and advances to customers (net)	159,629	116,805	77,534	18,467	1,829	374,264		164,112	117,544	71,031	18,103	2,286	373,076
Total external assets	204,660	126,547	528,629	22,068	230,907	1,112,810		201,790	122,802	499,112	21,313	215,878	1,060,895
Customer accounts	202,707	131,459	136,962	32,929	3,009	507,066		202,207	134,905	130,033	31,408	4,601	503,154
Income statement Metrics - Reported													
Cost efficiency ratio	84.6%	50.7%	74.6%	106.5%	(184.7)%	94.4%		88.2%	51.8%	85.3%	117.2%	(525.5)%	101.3%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	84.5%	52.0%	79.8%	105.9%	(287.3)%	92.0%		85.6%	52.2%	89.1%	104.2%	(641.7)%	96.9%
Revenue													
Significant items													
Customer redress programmes	—	46	—	—	—	46		—	53	—	—	—	53
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	5	—	5
Fair value movements on financial instruments	—	—	18	—	(159)	(141)		—	—	55	—	(211)	(156)
Operating expenses													
Significant items													
Costs of structural reform	—	(1)	(9)	—	(74)	(84)		(2)	(8)	(41)	—	(301)	(352)
Customer redress programmes	(1)	(6)	—	—	—	(7)		(172)	5	21	—	—	(146)
Disposals, acquisitions and investment in new businesses	—	—	—	(1)	—	(1)		—	—	—	(52)	—	(52)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	(228)	(228)
Restructuring and other related costs	—	—	—	—	(1)	(1)		—	—	—	(7)	(39)	(46)
Settlements and provisions in connection with legal and regulatory matters	—	—	75	—	—	75		—	—	187	(43)	3	147

Net interest income
Net fee income/(expense)
Net income from financial instruments held for trading or managed on a fair value basis
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss
Other income
Net operating income before change in expected credit losses and other credit impairment charges
Change in expected credit losses and other credit impairment charges
Net operating income
Total operating expenses
of which: staff expenses
Operating profit/(loss)
Share of profit in associates and joint ventures
Profit/(loss) before tax
Significant items - Totals
Revenue
ECL
Operating expenses
Share of profit in associates and joint ventures

Balance sheet data
Loans and advances to customers (gross)
Loans and advances to customers (net)
Total external assets
Customer accounts

Income Statement Metrics
Cost efficiency ratio
Income Statement metrics - Adjusted as originally reported
Adjusted cost efficiency ratio
Revenue
Significant items
Customer redress programmes
Disposals, acquisitions and investment in new businesses
Fair value movements on financial instruments
Operating expenses
Significant items
Costs of structural reform
Customer redress programmes
Disposals, acquisitions and investment in new businesses
Past service costs of guaranteed minimum pension benefits equalisation
Restructuring and other related costs
Settlements and provisions in connection with legal and regulatory matters

Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
876	638	2	34	14	1,564
243	254	(62)	11	(2)	444
14	1	114	1	1	131
—	—	—	—	—	—
—	(1)	—	—	—	(1)
1	10	—	4	13	28
1,134	902	54	50	26	2,166
(88)	(78)	—	(18)	—	(184)
1,046	824	54	32	26	1,982
(1,352)	(391)	(36)	(38)	(8)	(1,825)
(227)	(122)	(3)	(15)	45	(322)
(306)	433	18	(6)	18	157
—	—	—	—	—	—
(306)	433	18	(6)	18	157
—	—	—	—	—	—
—	—	—	—	—	—
(586)	(11)	—	—	(18)	(615)
—	—	—	—	—	—

Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
1,086	879	62	51	41	2,119
(87)	(156)	—	(2)	—	(245)
999	723	62	49	41	1,874
(799)	(346)	(45)	(41)	—	(1,231)
(199)	(115)	(4)	(16)	48	(286)
200	377	17	8	41	643
—	—	—	—	—	—
200	377	17	8	41	643
—	—	—	—	—	—
—	—	—	—	—	—
(56)	—	—	—	(1)	(57)
—	—	—	—	—	—

Quarter ended 31 Dec 2018							Quarter ended 30 Sep 2018						
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	
\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m	
Net interest income	900	645	(3)	35	9	1,586	901	629	(1)	38	27	1,594	
Net fee income/(expense)	224	240	(65)	9	12	420	219	249	(60)	8	5	421	
Net income from financial instruments held for trading or managed on a fair value basis	6	1	116	1	(4)	120	21	8	107	1	(2)	135	
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—	
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	1	(2)	—	—	—	(1)	1	—	—	—	—	1	
Other income	(6)	22	—	3	12	31	21	(1)	—	6	14	40	
Net operating income before change in expected credit losses and other credit impairment charges	1,125	906	48	48	29	2,156	1,163	885	46	53	44	2,191	
Change in expected credit losses and other credit impairment charges	(152)	(183)	—	(7)	—	(342)	(60)	(4)	—	12	—	(52)	
Net operating income	973	723	48	41	29	1,814	1,103	881	46	65	44	2,139	
Total operating expenses	(746)	(327)	(48)	(34)	(205)	(1,360)	(791)	(344)	(42)	(35)	(2)	(1,214)	
of which: staff expenses	(192)	(108)	(4)	(12)	(186)	(502)	(203)	(110)	(3)	(14)	41	(289)	
Operating profit/(loss)	227	396	—	7	(176)	454	312	537	4	30	42	925	
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—	
Profit/(loss) before tax	227	396	—	7	(176)	454	312	537	4	30	42	925	
Significant items - Totals													
Revenue	—	6	—	—	—	6	—	—	—	—	—	—	
ECL	—	—	—	—	—	—	—	—	—	—	—	—	
Operating expenses	(15)	10	—	—	(235)	(240)	(65)	5	—	—	(11)	(71)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—	
At 31 Dec 2018							At 30 Sep 2018						
\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m	
Loans and advances to customers (gross)	136,814	81,602	—	5,506	1,135	225,057	135,097	82,596	—	5,745	1,133	224,571	
Loans and advances to customers (net)	136,119	80,489	—	5,451	1,135	223,194	134,490	81,586	—	5,695	1,133	222,904	
Total external assets	139,741	83,174	179	5,979	74,374	303,447	138,324	84,773	247	6,245	74,554	304,143	
Customer accounts	163,952	90,583	—	6,816	184	261,535	165,800	89,476	43	7,135	96	262,550	
Income Statement Metrics													
Cost efficiency ratio	66.3%	36.1%	100.0%	70.8%	706.9%	63.1%	68.0%	38.9%	91.3%	66.0%	4.5%	55.4%	
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	65.0%	37.4%	100.0%	70.8%	(103.4)%	52.1%	62.4%	39.4%	91.3%	66.0%	20.5%	52.2%	
Revenue													
Significant items													
Customer redress programmes	—	6	—	—	—	6	—	—	—	—	—	—	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—	
Fair value movements on financial instruments	—	—	—	—	—	—	—	—	—	—	—	—	
Operating expenses													
Significant items													
Costs of structural reform	1	(1)	—	—	(3)	(3)	(3)	(1)	—	—	(11)	(15)	
Customer redress programmes	(16)	11	—	—	—	(5)	(62)	6	—	—	—	(56)	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—	
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	(232)	(232)	—	—	—	—	—	—	
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—	
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—	

HSBC
HSBC UK
UK ring-fenced bank

Year to date 31 Dec 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	1,801	1,274	(4)	73	36	3,180
Net fee income/(expense)	443	489	(125)	17	17	841
Net income from financial instruments held for trading or managed on a fair value basis	27	9	223	2	(6)	255
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	2	(2)	—	—	—	—
Other income	15	21	—	9	26	71
Net operating income before change in expected credit losses and other credit impairment charges	2,288	1,791	94	101	73	4,347
Change in expected credit losses and other credit impairment charges	(212)	(187)	—	5	—	(394)
Net operating income	2,076	1,604	94	106	73	3,953
Total operating expenses	(1,537)	(671)	(90)	(69)	(207)	(2,574)
<i>of which: staff expenses</i>	<i>(395)</i>	<i>(218)</i>	<i>(7)</i>	<i>(26)</i>	<i>(145)</i>	<i>(791)</i>
Operating profit/(loss)	539	933	4	37	(134)	1,379
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	539	933	4	37	(134)	1,379
Significant items - Totals						
Revenue	—	6	—	—	—	6
ECL	—	—	—	—	—	—
Operating expenses	(80)	15	—	—	(246)	(311)
Share of profit in associates and joint ventures	—	—	—	—	—	—
At 31 Dec 2018						
	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	136,814	81,602	—	5,506	1,135	225,057
Loans and advances to customers (net)	136,119	80,489	—	5,451	1,135	223,194
Total external assets	139,741	83,174	179	5,979	74,374	303,447
Customer accounts	163,952	90,583	—	6,816	184	261,535
Income Statement Metrics						
Cost efficiency ratio	67.2%	37.5%	95.7%	68.3%	283.6%	59.2%
Income Statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	63.7%	38.4%	95.7%	68.3%	(53.4)%	52.1%
Revenue						
Significant items						
Customer redress programmes	—	6	—	—	—	6
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Operating expenses						
Significant items						
Costs of structural reform	(2)	(2)	—	—	(14)	(18)
Customer redress programmes	(78)	17	—	—	—	(61)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	(232)	(232)
Restructuring and other related costs	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC
HSBC Bank
Non ring-fenced bank

Net interest income/(expense)
Net fee income/(expense)
Net income from financial instruments held for trading or managed on a fair value basis
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss
Other income/(expense)
Net operating income before change in expected credit losses and other credit impairment charges
Change in expected credit losses and other credit impairment charges
Net operating income
Total operating expenses
<i>of which: staff expenses</i>
Operating profit/(loss)
Share of profit in associates and joint ventures
Profit/(loss) before tax

Significant items - Totals

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

Balance sheet data

Loans and advances to customers (gross)
Loans and advances to customers (net)
Total external assets
Customer accounts

Income Statement Metrics

Cost efficiency ratio

Income Statement metrics - Adjusted as originally reported

Adjusted cost efficiency ratio

Revenue

Significant items

Customer redress programmes
Disposals, acquisitions and investment in new businesses
Fair value movements on financial instruments

Operating expenses

Significant items

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

Quarter ended 30 Jun 2019					
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
213	236	242	26	(220)	497
99	116	171	32	(5)	413
(12)	3	428	2	222	643
324	—	—	—	(15)	309
(26)	11	128	—	28	141
(178)	11	159	2	30	24
420	377	1,128	62	40	2,027
—	(24)	(33)	—	4	(53)
420	353	1,095	62	44	1,974
(296)	(196)	(1,224)	(47)	(108)	(1,871)
(107)	(74)	(395)	(17)	(148)	(741)
124	157	(129)	15	(64)	103
—	—	—	—	4	4
124	157	(129)	15	(60)	107
—	—	(7)	—	3	(4)
—	—	—	—	—	—
(2)	(2)	(41)	(2)	(35)	(82)
—	—	—	—	—	—

At 30 Jun 2019					
\$m	\$m	\$m	\$m	\$m	\$m
28,843	38,581	74,208	5,088	572	147,292
28,587	37,878	73,613	5,073	558	145,709
62,613	40,181	553,271	5,569	147,905	809,539
39,990	45,973	125,575	11,848	4,538	227,924
70.5%	52.0%	108.5%	75.8%	270.0%	92.3%
70.0%	51.5%	104.2%	72.6%	197.3%	88.1%
—	—	—	—	—	—
—	—	—	—	—	—
—	—	(7)	—	3	(4)
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
(1)	(1)	(33)	(2)	(20)	(57)
—	—	—	—	1	1

Quarter ended 31 Mar 2019					
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
\$m	\$m	\$m	\$m	\$m	\$m
212	236	229	23	(331)	369
89	122	222	32	—	465
(33)	13	668	2	268	918
747	—	—	—	—	747
82	18	100	—	—	200
(772)	2	143	(3)	(34)	(664)
325	391	1,362	54	(97)	2,035
5	(21)	(48)	—	8	(56)
330	370	1,314	54	(89)	1,979
(343)	(219)	(1,177)	(47)	(106)	(1,892)
(116)	(78)	(375)	(16)	(150)	(735)
(13)	151	137	7	(195)	87
—	—	—	—	2	2
(13)	151	137	7	(193)	89
—	—	(21)	—	—	(21)
—	—	—	—	—	—
—	(3)	(39)	—	(31)	(73)
—	—	—	—	—	—

At 31 Mar 2019					
\$m	\$m	\$m	\$m	\$m	\$m
27,956	36,859	76,286	4,706	567	146,374
27,716	36,076	75,732	4,690	554	144,768
60,863	37,945	535,121	5,155	142,315	781,399
38,840	46,514	127,205	11,522	3,838	227,919
105.5%	56.0%	86.4%	87.0%	(109.3)%	93.0%
105.5%	55.2%	82.3%	87.0%	(77.3)%	88.5%
—	—	—	—	—	—
—	—	—	—	—	—
—	—	(21)	—	—	(21)
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
—	—	—	—	—	—
—	(1)	(28)	—	(1)	(30)
—	—	—	—	—	—

HSBC
HSBC Bank
Non ring-fenced bank

Quarter ended 31 Dec 2018							Quarter ended 30 Sep 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	224	227	258	26	(321)	414		224	229	166	23	(207)	435
Net fee income/(expense)	93	106	285	31	(14)	501		103	91	158	30	(8)	374
Net income from financial instruments held for trading or managed on a fair value basis	16	3	(65)	2	310	266		(6)	8	1,038	1	111	1,152
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(723)	—	—	—	—	(723)		105	(2)	—	—	—	103
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(60)	(30)	244	—	(4)	150		23	26	156	—	(22)	183
Other income/(expense)	693	32	154	(4)	18	893		(46)	46	141	—	67	208
Net operating income before change in expected credit losses and other credit impairment charges	243	338	876	55	(11)	1,501		403	398	1,659	54	(59)	2,455
Change in expected credit losses and other credit impairment charges	(5)	(34)	(56)	(1)	14	(82)		8	23	17	3	4	55
Net operating income	238	304	820	54	3	1,419		411	421	1,676	57	(55)	2,510
Total operating expenses	(304)	(199)	(1,107)	(42)	(114)	(1,766)		(293)	(196)	(1,096)	(46)	(98)	(1,729)
<i>of which: staff expenses</i>	<i>(113)</i>	<i>(77)</i>	<i>(347)</i>	<i>(15)</i>	<i>(150)</i>	<i>(702)</i>		<i>(107)</i>	<i>(73)</i>	<i>(323)</i>	<i>(15)</i>	<i>(140)</i>	<i>(658)</i>
Operating profit/(loss)	(66)	105	(287)	12	(111)	(347)		118	225	580	11	(153)	781
Share of profit in associates and joint ventures	—	—	—	—	4	4		—	—	—	—	4	4
Profit/(loss) before tax	(66)	105	(287)	12	(107)	(343)		118	225	580	11	(149)	785
Significant items - Totals													
Revenue	—	—	21	—	(1)	20		—	—	6	—	(2)	5
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	(2)	31	—	(24)	5		—	(2)	(4)	—	(52)	(58)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 31 Dec 2018							At 30 Sep 2018						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	28,250	37,876	71,632	4,538	1,165	143,461		28,253	37,329	79,814	3,975	1,152	150,523
Loans and advances to customers (net)	27,993	37,055	71,031	4,522	1,151	141,751		27,990	36,495	79,262	3,959	1,151	148,858
Total external assets	60,239	39,357	497,425	5,000	128,071	730,093		62,366	38,289	533,025	4,442	137,820	775,942
Customer accounts	38,255	44,322	130,033	8,297	4,337	225,243		37,962	42,764	132,054	9,638	2,526	224,943
Income Statement Metrics													
Cost efficiency ratio	125.1%	58.9%	126.4%	76.4%	(1,036.4)%	117.7%		72.7%	49.2%	66.1%	85.2%	(166.1)%	70.4%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	125.1%	58.3%	133.1%	76.4%	(900.0)%	119.6%		72.7%	48.7%	66.1%	85.2%	(80.7)%	68.2%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	21	—	(1)	20		—	—	6	—	(2)	5
Operating expenses													
Significant items													
Costs of structural reform	—	(2)	(11)	—	(23)	(36)		—	(2)	(7)	—	(40)	(49)
Customer redress programmes	—	—	22	—	—	22		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	3	3		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(7)	(7)		—	—	—	—	(12)	(12)
Settlements and provisions in connection with legal and regulatory matters	—	—	20	—	3	23		—	—	3	—	—	3

Net interest income/(expense)	1,073	951	265	63	(256)	2,096
Net fee income/(expense)	295	383	207	40	(10)	916
Net income from financial instruments held for trading or managed on a fair value basis	8	1	701	4	278	992
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	85	2	—	—	—	87
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	92	16	102	—	4	214
Other income/(expense)	(96)	(22)	292	(5)	(139)	28
Net operating income before change in expected credit losses and other credit impairment charges	1,457	1,331	1,567	102	(123)	4,333
Change in expected credit losses and other credit impairment charges	(39)	(63)	(28)	1	3	(126)
Net operating income	1,418	1,268	1,539	103	(120)	4,207
Total operating expenses	(1,043)	(580)	(1,114)	(71)	(239)	(3,047)
<i>of which: staff expenses</i>	<i>(321)</i>	<i>(184)</i>	<i>(354)</i>	<i>(31)</i>	<i>(108)</i>	<i>(998)</i>
Operating profit/(loss)	375	688	425	32	(359)	1,160
Share of profit in associates and joint ventures	—	—	—	—	4	4
Profit/(loss) before tax	375	688	425	32	(355)	1,164

Significant items - Totals

Revenue	—	46	20	—	(1)	65
ECL	—	—	—	—	—	—
Operating expenses	(1)	(8)	6	—	(56)	(59)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Balance sheet data

Loans and advances to customers (gross)	160,517	118,748	78,321	9,734	1,866	369,186
Loans and advances to customers (net)	159,628	116,805	77,532	9,651	1,832	365,448
Total external assets	202,802	126,265	527,104	10,903	217,921	1,084,994
Customer accounts	202,706	131,459	136,961	16,839	2,928	490,893

Income Statement Metrics

Cost efficiency ratio	71.6%	43.6%	71.1%	69.6%	(194.3)%	70.3%	80.7%	46.0%	78.2%	75.8%	(693.9)%	77.2%
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Income Statement metrics - Adjusted as originally reported

Adjusted cost efficiency ratio	71.5%	44.5%	72.4%	69.6%	(150.0)%	70.0%	78.0%	46.2%	80.3%	75.8%	(497.3)%	75.7%
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Revenue

Significant items

Customer redress programmes	—	46	—	—	—	46	—	46	—	—	—	46
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	20	—	(1)	19	—	—	56	—	(4)	53

Operating expenses

Significant items

Costs of structural reform	—	(1)	(8)	—	(54)	(63)	(1)	(6)	(34)	—	(210)	(251)
Customer redress programmes	(1)	(6)	—	—	—	(8)	(94)	(6)	22	—	—	(79)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	3	3
Restructuring and other related costs	—	—	—	—	(1)	(1)	—	—	—	—	(40)	(40)
Settlements and provisions in connection with legal and regulatory matters	—	—	14	—	—	14	—	—	88	—	3	91

Quarter ended 30 Jun 2018							Year to date 31 Dec 2018						
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	
\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m	
1,073	951	265	63	(256)	2,096		2,635	2,260	881	179	(993)	4,961	
295	383	207	40	(10)	916		810	969	847	145	(15)	2,757	
8	1	701	4	278	992		33	34	2,800	11	800	3,679	
85	2	—	—	—	87		(761)	—	—	—	—	(761)	
92	16	102	—	4	214		(10)	14	600	—	78	682	
(96)	(22)	292	(5)	(139)	28		833	87	561	—	16	1,494	
1,457	1,331	1,567	102	(123)	4,333		3,540	3,364	5,689	335	(114)	12,812	
(39)	(63)	(28)	1	3	(126)		(143)	(34)	(150)	1	110	(216)	
1,418	1,268	1,539	103	(120)	4,207		3,397	3,331	5,539	336	(6)	12,596	
(1,043)	(580)	(1,114)	(71)	(239)	(3,047)		(2,856)	(1,546)	(4,449)	(254)	(791)	(9,897)	
(321)	(184)	(354)	(31)	(108)	(998)		(875)	(526)	(1,371)	(94)	(528)	(3,394)	
375	688	425	32	(359)	1,160		541	1,785	1,090	82	(797)	2,699	
—	—	—	—	4	4		—	—	—	—	22	22	
375	688	425	32	(355)	1,164		541	1,785	1,090	82	(775)	2,721	

At 30 Jun 2018							At 31 Dec 2018						
\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m	
160,517	118,748	78,321	9,734	1,866	369,186		28,250	37,876	71,632	4,538	1,165	143,461	
159,628	116,805	77,532	9,651	1,832	365,448		27,993	37,055	71,031	4,522	1,151	141,751	
202,802	126,265	527,104	10,903	217,921	1,084,994		60,239	39,357	497,425	5,000	128,071	730,093	
202,706	131,459	136,961	16,839	2,928	490,893		38,255	44,322	130,033	8,297	4,337	225,243	
71.6%	43.6%	71.1%	69.6%	(194.3)%	70.3%		80.7%	46.0%	78.2%	75.8%	(693.9)%	77.2%	
71.5%	44.5%	72.4%	69.6%	(150.0)%	70.0%		78.0%	46.2%	80.3%	75.8%	(497.3)%	75.7%	
—	46	—	—	—	46		—	46	—	—	—	46	
—	—	—	—	—	—		—	—	—	—	—	—	
—	—	20	—	(1)	19		—	—	56	—	(4)	53	
—	(1)	(8)	—	(54)	(63)		(1)	(6)	(34)	—	(210)	(251)	
(1)	(6)	—	—	—	(8)		(94)	(6)	22	—	—	(79)	
—	—	—	—	—	—		—	—	—	—	—	—	
—	—	—	—	—	—		—	—	—	—	3	3	
—	—	—	—	(1)	(1)		—	—	—	—	(40)	(40)	
—	—	14	—	—	14		—	—	88	—	3	91	

Quarter ended 30 Jun 2019						
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	
\$m	\$m	\$m	\$m	\$m	\$m	
Net interest income/(expense)	(3)	—	4	33	(310)	(276)
Net fee income/(expense)	67	—	—	38	(4)	101
Net income from financial instruments held for trading or managed on a fair value basis	(1)	—	196	7	(345)	(143)
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	7	—	—	—	158	165
Other income/(expense)	174	43	(229)	4	617	609
Net operating income before change in expected credit losses and other credit impairment charges	244	43	(29)	82	116	456
Change in expected credit losses and other credit impairment charges	—	—	—	2	—	2
Net operating income/(expense)	244	43	(29)	84	116	458
Total operating expenses	(410)	(136)	(59)	(99)	(526)	(1,230)
of which: staff expenses	(96)	(42)	(91)	(51)	(417)	(697)
Operating profit/(loss)	(166)	(93)	(88)	(15)	(410)	(772)
Share of profit in associates and joint ventures	—	—	—	—	1	1
Profit/(loss) before tax	(166)	(93)	(88)	(15)	(409)	(771)
Significant items - Totals						
Revenue	—	—	—	—	51	51
ECL	—	—	—	—	—	—
Operating expenses	—	1	(6)	(9)	(36)	(50)
Share of profit in associates and joint ventures	—	—	—	—	—	—
At 30 Jun 2019						
\$m	\$m	\$m	\$m	\$m	\$m	
Loans and advances to customers (gross)	—	—	—	8,592	—	8,592
Loans and advances to customers (net)	—	—	—	8,569	—	8,569
Total external assets	1,442	268	1,496	10,604	20,797	34,607
Customer accounts	—	—	—	11,703	84	11,787
Income Statement Metrics						
Cost efficiency ratio	168.0%	316.3%	(203.4)%	120.7%	453.4%	269.7%
Income Statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	168.0%	318.6%	(182.8)%	109.8%	753.8%	291.4%
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	51	51
Operating expenses						
Significant items						
Costs of structural reform	—	—	(4)	—	(5)	(9)
Customer redress programmes	—	1	—	—	—	1
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	—	(2)	(9)	(31)	(42)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

HSBC
Europe - other

Quarter ended 31 Dec 2018							Quarter ended 30 Sep 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	(3)	—	3	32	(401)	(369)		(3)	—	10	32	(385)	(346)
Net fee income/(expense)	68	—	—	38	(9)	97		65	—	—	37	(29)	73
Net income from financial instruments held for trading or managed on a fair value basis	2	—	(260)	6	652	400		(4)	—	86	8	(147)	(57)
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(28)	—	—	—	—	(28)		—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(1)	—	—	—	(243)	(244)		7	—	—	—	81	88
Other income/(expense)	153	13	215	4	98	483		170	13	(125)	(5)	379	432
Net operating income before change in expected credit losses and other credit impairment charges	191	13	(42)	80	97	339		235	13	(29)	72	(101)	190
Change in expected credit losses and other credit impairment charges	—	—	—	1	(1)	—		—	—	—	(5)	—	(5)
Net operating income/(expense)	191	13	(42)	81	96	339		235	13	(29)	67	(101)	185
Total operating expenses	(382)	(123)	(85)	(110)	(1,310)	(2,010)		(381)	(137)	(94)	(161)	(490)	(1,263)
of which: staff expenses	(91)	(39)	(76)	(47)	(272)	(525)		(102)	(42)	(77)	(43)	(379)	(643)
Operating profit/(loss)	(191)	(110)	(127)	(29)	(1,214)	(1,671)		(146)	(124)	(123)	(94)	(591)	(1,078)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	(1)	(1)
Profit/(loss) before tax	(191)	(110)	(127)	(29)	(1,214)	(1,671)		(146)	(124)	(123)	(94)	(592)	(1,079)
Significant items - Totals													
Revenue	—	—	—	5	69	74		—	—	—	—	(64)	(64)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	—	(3)	—	(15)	(18)		—	(6)	(3)	(58)	(21)	(88)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 31 Dec 2018							At 30 Sep 2018						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	—	—	—	8,153	—	8,153		—	—	—	8,752	—	8,752
Loans and advances to customers (net)	—	—	—	8,131	—	8,131		—	—	—	8,733	—	8,733
Total external assets	1,810	271	1,508	10,333	13,433	27,355		1,853	278	1,523	10,946	11,554	26,154
Customer accounts	—	—	—	16,294	81	16,375		—	—	—	14,791	84	14,875
Income Statement Metrics													
Cost efficiency ratio	200.0%	946.2%	(202.4)%	137.5%	1,350.5%	592.9%		162.1%	1,053.8%	(324.1)%	223.6%	(485.1)%	664.7%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	200.0%	946.2%	(195.2)%	146.7%	4,625.0%	751.7%		162.1%	1,007.7%	(313.8)%	143.1%	(1,267.6)%	462.6%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	5	—	5		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	69	69		—	—	—	—	(64)	(64)
Operating expenses													
Significant items													
Costs of structural reform	—	—	(3)	—	(15)	(18)		—	—	(3)	—	(21)	(24)
Customer redress programmes	—	—	—	—	—	—		—	(6)	—	—	—	(6)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	(51)	—	(51)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—		—	—	—	(7)	—	(7)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

HSBC
Europe - other

Quarter ended 30 Jun 2018							Year to date 31 Dec 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	(3)	—	—	31	(334)	(306)		(11)	—	13	124	(1,426)	(1,300)
Net fee income/(expense)	66	—	(1)	37	5	107		275	—	(2)	156	(32)	397
Net income from financial instruments held for trading or managed on a fair value basis	(1)	—	—	8	(231)	(224)		—	—	(68)	31	44	6
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—		(27)	—	—	—	—	(27)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(6)	—	—	—	60	55		(3)	—	—	—	(79)	(81)
Other income/(expense)	177	14	(15)	6	255	435		659	53	(17)	(4)	857	1,547
Net operating income before change in expected credit losses and other credit impairment charges	233	14	(16)	82	(245)	67		893	53	(74)	307	(636)	542
Change in expected credit losses and other credit impairment charges	—	—	—	1	—	3		—	—	—	(2)	(1)	(1)
Net operating income/(expense)	233	14	(16)	83	(245)	70		893	53	(74)	305	(636)	542
Total operating expenses	(385)	(102)	(44)	(127)	(453)	(1,108)		(1,532)	(480)	(333)	(550)	(2,571)	(5,463)
of which: staff expenses	(97)	(40)	(74)	(49)	(351)	(611)		(384)	(160)	(305)	(186)	(1,463)	(2,498)
Operating profit/(loss)	(152)	(88)	(60)	(44)	(698)	(1,038)		(639)	(427)	(407)	(245)	(3,207)	(4,921)
Share of profit in associates and joint ventures	—	—	—	—	3	3		—	—	—	—	4	4
Profit/(loss) before tax	(152)	(88)	(60)	(44)	(695)	(1,035)		(639)	(427)	(407)	(245)	(3,203)	(4,917)
Significant items - Totals													
Revenue	—	—	—	—	(159)	(159)		—	—	—	5	(210)	(205)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	(1)	59	(1)	(19)	38		—	(7)	91	(103)	(78)	(97)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 30 Jun 2018							At 31 Dec 2018						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	—	—	—	8,829	—	8,829		—	—	—	8,153	—	8,153
Loans and advances to customers (net)	—	—	—	8,816	—	8,816		—	—	—	8,131	—	8,131
Total external assets	1,858	282	1,526	11,165	12,986	27,816		1,810	271	1,508	10,333	13,433	27,355
Customer accounts	—	—	—	16,090	83	16,173		—	—	—	16,294	81	16,375
Income Statement Metrics													
Cost efficiency ratio	165.2%	728.6%	(275.0)%	154.9%	(184.9)%	1,653.7%		171.6%	905.7%	(450.0)%	179.2%	(404.2)%	1,007.9%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	165.2%	721.4%	(643.8)%	153.7%	(504.7)%	507.1%		171.6%	892.5%	(573.0)%	148.0%	(585.2)%	718.3%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	5	—	5
Fair value movements on financial instruments	—	—	—	—	(159)	(159)		—	—	—	—	(210)	(210)
Operating expenses													
Significant items													
Costs of structural reform	—	—	(1)	—	(19)	(20)		—	—	(7)	—	(78)	(84)
Customer redress programmes	—	—	—	—	—	—		—	(6)	—	—	—	(6)
Disposals, acquisitions and investment in new businesses	—	—	—	(1)	—	(1)		—	—	—	(54)	—	(54)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—		—	—	—	(7)	—	(7)
Settlements and provisions in connection with legal and regulatory matters	—	—	60	—	—	60		—	—	98	(42)	—	56

Quarter ended 30 Jun 2019							Quarter ended 31 Mar 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	2,229	1,394	819	96	(352)	4,186		2,008	1,340	785	89	(226)	3,996
Net fee income	619	331	311	92	3	1,356		643	358	321	84	3	1,409
Net income from financial instruments held for trading or managed on a fair value basis	29	64	450	34	566	1,143		21	67	603	41	477	1,209
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	174	(6)	—	—	1	169		949	(2)	—	—	—	947
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	2	2	3	(4)	3	6		4	—	7	(3)	—	8
Other income	171	41	134	3	430	779		(348)	62	120	2	414	250
Net operating income before change in expected credit losses and other credit impairment charges	3,224	1,826	1,717	221	651	7,639		3,277	1,825	1,836	213	668	7,819
Change in expected credit losses and other credit impairment charges	(31)	(53)	(19)	1	—	(102)		(78)	(71)	(7)	—	(2)	(158)
Net operating income	3,193	1,773	1,698	222	651	7,537		3,199	1,754	1,829	213	666	7,661
Total operating expenses	(1,415)	(608)	(839)	(126)	(372)	(3,360)		(1,334)	(579)	(767)	(116)	(335)	(3,131)
of which: staff expenses	(543)	(242)	(370)	(69)	(622)	(1,846)		(521)	(230)	(357)	(65)	(612)	(1,785)
Operating profit	1,778	1,165	859	96	279	4,177		1,865	1,175	1,062	97	331	4,530
Share of profit in associates and joint ventures	23	—	—	—	573	596		13	—	—	—	463	476
Profit before tax	1,801	1,165	859	96	852	4,773		1,878	1,175	1,062	97	794	5,006
Significant items - Totals													
Revenue	—	—	(5)	—	(8)	(13)		—	—	(23)	—	(4)	(27)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	(3)	(9)	(17)	1	(11)	(39)		—	—	(5)	—	(2)	(7)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 30 Jun 2019							At 31 Mar 2019						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	155,626	164,510	134,478	20,876	197	475,687		150,032	160,643	134,043	18,668	220	463,606
Loans and advances to customers (net)	154,896	163,392	134,267	20,876	196	473,627		149,268	159,562	133,792	18,667	219	461,508
Total external assets	230,215	178,705	328,301	22,836	319,918	1,079,975		222,041	174,520	318,745	20,836	310,258	1,046,400
Customer accounts	360,950	165,265	126,448	24,281	345	677,289		355,698	157,706	117,479	25,272	411	656,566
Income statement Metrics - Reported													
Cost efficiency ratio	43.9%	33.3%	48.9%	57.0%	57.1%	44.0%		40.7%	31.7%	41.8%	54.5%	50.1%	40.0%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	43.8%	32.8%	47.7%	57.5%	54.8%	43.4%		40.7%	31.7%	41.0%	54.5%	49.6%	39.8%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(5)	—	(8)	(13)		—	—	(23)	—	(4)	(27)
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	(1)	(1)
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	(3)	(9)	(17)	—	(11)	(40)		—	—	(5)	—	(1)	(6)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	1	—	1		—	—	—	—	—	—

Quarter ended 31 Dec 2018							Quarter ended 30 Sep 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	2,087	1,340	790	88	(173)	4,132		2,129	1,284	750	88	(96)	4,155
Net fee income	555	294	270	79	1	1,199		617	330	308	80	3	1,338
Net income from financial instruments held for trading or managed on a fair value basis	50	70	420	16	508	1,064		34	70	514	23	448	1,089
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(689)	(15)	—	—	1	(703)		94	(1)	—	—	(28)	65
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	4	—	(1)	(3)	—	—		(32)	—	(1)	(2)	25	(10)
Other income	685	12	138	3	353	1,191		200	21	117	1	413	752
Net operating income before change in expected credit losses and other credit impairment charges	2,692	1,701	1,617	183	690	6,883		3,042	1,704	1,688	190	765	7,389
Change in expected credit losses and other credit impairment charges	(31)	(147)	(18)	(2)	1	(197)		(89)	(153)	(47)	—	—	(289)
Net operating income	2,661	1,554	1,599	181	691	6,686		2,953	1,551	1,641	190	765	7,100
Total operating expenses	(1,348)	(572)	(732)	(111)	(440)	(3,203)		(1,307)	(573)	(752)	(105)	(416)	(3,153)
of which: staff expenses	(501)	(212)	(301)	(51)	(478)	(1,543)		(487)	(219)	(337)	(57)	(560)	(1,660)
Operating profit	1,313	982	867	70	251	3,483		1,646	978	889	85	349	3,947
Share of profit in associates and joint ventures	10	—	—	—	458	468		4	—	—	—	508	512
Profit before tax	1,323	982	867	70	709	3,951		1,650	978	889	85	857	4,459
Significant items - Totals													
Revenue	—	—	20	—	(19)	1		—	—	3	—	14	17
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	—	—	—	(8)	(8)		—	—	—	(2)	(6)	(8)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 31 Dec 2018							At 30 Sep 2018						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	147,159	157,372	132,500	15,449	179	452,659		142,557	156,528	131,841	15,210	187	446,323
Loans and advances to customers (net)	146,407	156,278	132,234	15,447	179	450,545		141,770	155,399	131,602	15,210	187	444,168
Total external assets	216,597	170,961	308,065	16,924	316,275	1,028,822		211,685	170,983	308,702	17,173	305,515	1,014,058
Customer accounts	351,128	166,846	121,270	25,078	502	664,824		345,719	165,519	115,558	24,002	974	651,772
Income statement Metrics - Reported													
Cost efficiency ratio	50.1%	33.6%	45.3%	60.7%	63.8%	46.5%		43.0%	33.6%	44.5%	55.3%	54.4%	42.7%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	50.1%	33.6%	45.8%	60.7%	60.9%	46.4%		43.0%	33.6%	44.6%	54.2%	54.6%	42.7%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	20	—	(19)	1		—	—	3	—	14	17
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	(4)	(4)		—	—	—	—	(3)	(3)
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(4)	(4)		—	—	—	—	(3)	(3)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	(2)	—	(2)

Quarter ended 30 Jun 2018							Year to date 31 Dec 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,954	1,217	690	85	44	3,990		8,017	4,977	2,882	342	(110)	16,108
Net fee income	692	348	335	82	4	1,461		2,711	1,352	1,265	336	12	5,676
Net income from financial instruments held for trading or managed on a fair value basis	31	38	471	25	460	1,025		159	276	2,113	98	1,488	4,134
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(178)	2	—	—	27	(149)		(690)	(27)	—	—	—	(717)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	1	1	(5)	(2)	23	18		(26)	1	(10)	(7)	16	(26)
Other income	363	83	226	(5)	193	860		1,457	182	578	1	1,391	3,609
Net operating income before change in expected credit losses and other credit impairment charges	2,863	1,689	1,717	185	751	7,205		11,628	6,761	6,828	770	2,797	28,784
Change in expected credit losses and other credit impairment charges	(68)	(18)	1	—	1	(84)		(258)	(295)	(50)	(2)	3	(602)
Net operating income	2,795	1,671	1,718	185	752	7,121		11,370	6,466	6,778	768	2,800	28,182
Total operating expenses	(1,348)	(574)	(781)	(109)	(312)	(3,124)		(5,210)	(2,290)	(3,004)	(430)	(1,532)	(12,466)
of which: staff expenses	(507)	(209)	(330)	(51)	(560)	(1,657)		(1,937)	(853)	(1,290)	(221)	(2,204)	(6,505)
Operating profit	1,447	1,097	937	76	440	3,997		6,160	4,176	3,774	338	1,268	15,716
Share of profit in associates and joint ventures	14	—	—	—	601	615		31	—	—	—	2,043	2,074
Profit before tax	1,461	1,097	937	76	1,041	4,612		6,191	4,176	3,774	338	3,311	17,790
Significant items - Totals													
Revenue	—	—	8	—	—	8		—	—	48	—	(10)	38
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	—	—	—	(1)	(1)		—	—	—	—	(16)	(16)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 30 Jun 2018							At 31 Dec 2018						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	141,090	156,320	133,589	16,452	237	447,688		147,159	157,372	132,500	15,449	179	452,659
Loans and advances to customers (net)	140,326	155,282	133,396	16,452	236	445,692		146,407	156,278	132,234	15,447	179	450,545
Total external assets	209,490	170,148	306,432	18,243	305,810	1,010,123		216,597	170,961	308,065	16,924	316,275	1,028,822
Customer accounts	345,525	167,550	116,536	22,567	4,442	656,620		351,128	166,846	121,270	25,078	502	664,824
Income statement Metrics - Reported													
Cost efficiency ratio	47.1%	34.0%	45.5%	58.9%	41.5%	43.4%		44.8%	33.9%	44.0%	55.8%	54.8%	43.3%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	47.1%	34.0%	45.7%	58.9%	41.4%	43.4%		44.8%	33.9%	44.3%	55.8%	54.0%	43.3%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	8	—	—	8		—	—	48	—	(10)	38
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	(1)	(1)		—	—	—	—	(9)	(9)
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—		—	—	—	—	(7)	(7)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

Quarter ended 30 Jun 2019							Quarter ended 31 Mar 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,738	943	376	81	(290)	2,848		1,530	884	367	74	(197)	2,658
Net fee income	491	222	142	73	8	936		490	237	153	66	8	954
Net income from financial instruments held for trading or managed on a fair value basis	37	39	232	27	318	653		33	42	344	35	290	744
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	146	(6)	—	—	1	141		819	(2)	—	—	—	817
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	2	2	3	(4)	5	8		4	—	7	(3)	4	12
Other income	81	13	25	1	207	327		(350)	34	19	1	131	(165)
Net operating income before change in expected credit losses and other credit impairment charges	2,495	1,213	778	178	249	4,913		2,526	1,195	890	173	236	5,020
Change in expected credit losses and other credit impairment charges	3	(27)	(9)	—	(1)	(34)		(43)	(44)	(13)	—	—	(100)
Net operating income	2,498	1,186	769	178	248	4,879		2,483	1,151	877	173	236	4,920
Total operating expenses	(793)	(319)	(407)	(86)	(128)	(1,733)		(759)	(314)	(386)	(80)	(133)	(1,672)
of which: staff expenses	(315)	(127)	(179)	(46)	(145)	(812)		(304)	(124)	(178)	(45)	(181)	(832)
Operating profit	1,705	867	362	92	120	3,146		1,724	837	491	93	103	3,248
Share of profit in associates and joint ventures	16	—	—	—	2	18		3	—	—	—	3	6
Profit before tax	1,721	867	362	92	122	3,164		1,727	837	491	93	106	3,254
Significant items - Totals													
Revenue	—	—	(2)	—	(6)	(8)		—	—	(16)	—	(6)	(22)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	(4)	(7)	1	(3)	(13)		—	—	(5)	—	(2)	(7)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 30 Jun 2019								At 31 Mar 2019					
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	103,131	107,066	79,386	15,630	181	305,394		98,718	103,170	80,391	13,808	205	296,292
Loans and advances to customers (net)	102,811	106,575	79,232	15,630	180	304,428		98,367	102,697	80,245	13,808	205	295,322
Total external assets	170,457	117,723	211,338	17,346	178,533	695,397		163,778	113,402	205,434	15,727	173,438	671,779
Customer accounts	300,391	119,335	50,630	17,389	203	487,948		295,533	114,786	46,775	18,477	192	475,763
Income statement Metrics - Reported													
Cost efficiency ratio	31.8%	26.3%	52.3%	48.3%	51.4%	35.3%		30.0%	26.3%	43.4%	46.2%	56.4%	33.3%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	31.8%	26.0%	51.3%	48.9%	49.0%	35.0%		30.0%	26.3%	42.1%	46.2%	54.1%	33.0%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(2)	—	(6)	(8)		—	—	(16)	—	(6)	(22)
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	(1)	(1)
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	(4)	(7)	—	(3)	(14)		—	—	(5)	—	(1)	(6)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	1	—	1		—	—	—	—	—	—

	Quarter ended 31 Dec 2018						Quarter ended 30 Sep 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,609	895	359	73	(157)	2,779	1,660	854	336	71	(160)	2,761
Net fee income	433	200	115	67	5	820	499	223	135	64	10	931
Net income from financial instruments held for trading or managed on a fair value basis	51	47	216	15	331	660	37	47	286	18	258	646
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(601)	(15)	—	—	—	(616)	96	(1)	—	—	(27)	68
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	4	—	(1)	(3)	4	4	(33)	—	(1)	(2)	29	(7)
Other income	537	(6)	33	—	150	714	143	(9)	21	2	159	316
Net operating income before change in expected credit losses and other credit impairment charges	2,033	1,121	722	152	333	4,361	2,402	1,114	777	153	269	4,715
Change in expected credit losses and other credit impairment charges	(8)	(95)	—	—	1	(102)	(40)	(38)	(13)	—	(1)	(92)
Net operating income	2,025	1,026	722	152	334	4,259	2,362	1,076	764	153	268	4,623
Total operating expenses	(765)	(307)	(358)	(79)	(199)	(1,708)	(748)	(302)	(373)	(71)	(158)	(1,652)
of which: staff expenses	(293)	(112)	(147)	(35)	(80)	(667)	(279)	(113)	(163)	(39)	(134)	(728)
Operating profit	1,260	719	364	73	135	2,551	1,614	774	391	82	110	2,971
Share of profit in associates and joint ventures	7	—	—	—	3	10	3	—	—	—	3	6
Profit before tax	1,267	719	364	73	138	2,561	1,617	774	391	82	113	2,977
Significant items - Totals												
Revenue	—	—	12	—	(6)	6	—	—	1	—	(5)	(4)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	(8)	(8)	—	—	—	(1)	(6)	(7)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Dec 2018						At 30 Sep 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	97,215	102,494	80,261	11,344	164	291,477	93,228	102,350	79,023	11,179	153	285,933
Loans and advances to customers (net)	96,869	102,045	80,124	11,344	164	290,546	92,857	101,880	78,887	11,179	153	284,956
Total external assets	159,624	112,677	199,647	12,655	183,191	667,794	154,863	112,755	198,932	12,886	175,451	654,887
Customer accounts	292,481	123,298	50,577	18,237	304	484,897	288,920	123,380	47,852	17,600	462	478,214
Income statement Metrics - Reported												
Cost efficiency ratio	37.6%	27.4%	49.6%	52.0%	59.8%	39.2%	31.1%	27.1%	48.0%	46.4%	58.7%	35.0%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	37.6%	27.4%	50.4%	52.0%	56.3%	39.0%	31.1%	27.1%	48.1%	45.8%	55.5%	34.9%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	12	—	(6)	6	—	—	1	—	(5)	(4)
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(4)	(4)	—	—	—	—	(3)	(3)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(4)	(4)	—	—	—	—	(3)	(3)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	(1)	—	(1)

	Quarter ended 30 Jun 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	1,483	804	290	70	(81)	2,566	6,140	3,301	1,235	278	(462)	10,492
Net fee income	553	230	157	66	7	1,013	2,163	909	586	274	30	3,962
Net income from financial instruments held for trading or managed on a fair value basis	49	40	322	22	129	562	164	190	1,231	82	875	2,542
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(149)	2	—	—	27	(120)	(546)	(27)	—	—	—	(573)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(5)	1	(5)	(2)	26	15	(26)	1	(10)	(7)	31	(11)
Other income	228	28	31	(11)	176	452	1,021	74	107	(8)	625	1,819
Net operating income before change in expected credit losses and other credit impairment charges	2,159	1,105	795	145	284	4,488	8,916	4,448	3,149	619	1,099	18,231
Change in expected credit losses and other credit impairment charges	(15)	2	5	—	2	(6)	(106)	(116)	6	—	2	(214)
Net operating income	2,144	1,107	800	145	286	4,482	8,810	4,332	3,155	619	1,101	18,017
Total operating expenses	(744)	(303)	(388)	(79)	(155)	(1,669)	(2,885)	(1,218)	(1,485)	(302)	(649)	(6,539)
of which: staff expenses	(301)	(106)	(166)	(35)	(138)	(746)	(1,109)	(443)	(629)	(153)	(540)	(2,874)
Operating profit	1,400	804	412	66	131	2,813	5,925	3,114	1,670	317	452	11,478
Share of profit in associates and joint ventures	13	—	—	—	1	14	26	—	—	—	10	36
Profit before tax	1,413	804	412	66	132	2,827	5,951	3,114	1,670	317	462	11,514
Significant items - Totals												
Revenue	—	—	2	—	(8)	(6)	—	—	22	—	(27)	(5)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	(1)	(1)	—	—	—	—	(16)	(16)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 30 Jun 2018						At 31 Dec 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	91,554	102,222	77,756	12,491	152	284,175	97,215	102,494	80,261	11,344	164	291,477
Loans and advances to customers (net)	91,196	101,788	77,638	12,491	152	283,265	96,869	102,045	80,124	11,344	164	290,546
Total external assets	152,437	112,535	192,755	14,064	173,508	645,298	159,624	112,677	199,647	12,655	183,191	667,794
Customer accounts	288,578	123,555	48,942	16,352	302	477,728	292,481	123,298	50,577	18,237	304	484,897
Income statement Metrics - Reported												
Cost efficiency ratio	34.5%	27.4%	48.8%	54.5%	54.6%	37.2%	32.4%	27.4%	47.2%	48.8%	59.1%	35.9%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	34.5%	27.4%	48.9%	54.5%	52.7%	37.1%	32.4%	27.4%	47.5%	48.8%	56.2%	35.8%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	2	—	(8)	(6)	—	—	22	—	(27)	(5)
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	(1)	(1)	—	—	—	—	(9)	(9)
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	(7)	(7)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

Net interest income
Net fee income
Net income from financial instruments held for trading or managed on a fair value basis
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss
Other income
Net operating income before change in expected credit losses and other credit impairment charges
Change in expected credit losses and other credit impairment charges
Net operating income
Total operating expenses
<i>of which: staff expenses</i>
Operating profit/(loss)
Share of profit in associates and joint ventures
Profit/(loss) before tax
Significant items - Totals
Revenue
ECL
Operating expenses
Share of profit in associates and joint ventures

Balance sheet data

	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	9,987	18,725	14,223	11	—	42,946
Loans and advances to customers (net)	9,915	18,532	14,199	11	—	42,657
Total external assets	11,591	20,880	24,864	11	50,437	107,783
Customer accounts	11,109	13,942	20,307	22	29	45,409

Income statement Metrics - Reported

Cost efficiency ratio	102.3%	52.1%	50.0%	—%	71.0%	68.1%
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Income Statement metrics - Adjusted as originally reported

Adjusted cost efficiency ratio	102.3%	51.6%	50.0%	—%	70.5%	67.8%
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Revenue

Significant items

Customer redress programmes
Disposals, acquisitions and investment in new businesses
Fair value movements on financial instruments

Operating expenses

Significant items

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

Quarter ended 30 Jun 2019						
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre		Total
\$m	\$m	\$m	\$m	\$m		\$m
103	155	149	—	15		422
37	30	15	—	—		82
(8)	(13)	(14)	—	95		60
1	—	—	—	—		1
—	—	—	—	—		—
41	20	52	—	114		227
174	192	202	—	224		792
(14)	(11)	(3)	—	—		(28)
160	181	199	—	224		764
(178)	(100)	(101)	(1)	(159)		(539)
(74)	(40)	(40)	—	(169)		(323)
(18)	81	98	(1)	65		225
—	—	—	—	570		570
(18)	81	98	(1)	635		795
—	—	—	—	—		—
—	—	—	—	—		—
—	(1)	—	—	(1)		(2)
—	—	—	—	—		—
At 30 Jun 2019						
\$m	\$m	\$m	\$m	\$m		\$m
9,987	18,725	14,223	11	—		42,946
9,915	18,532	14,199	11	—		42,657
11,591	20,880	24,864	11	50,437		107,783
11,109	13,942	20,307	22	29		45,409
102.3%	52.1%	50.0%	—%	71.0%		68.1%
102.3%	51.6%	50.0%	—%	70.5%		67.8%
—	—	—	—	—		—
—	—	—	—	—		—
—	—	—	—	—		—
—	(2)	—	—	—		(2)
—	—	—	—	—		—
—	—	—	—	—		—

Quarter ended 31 Mar 2019						
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre		Total
\$m	\$m	\$m	\$m	\$m		\$m
101	157	149	—	19		426
43	43	13	—	—		99
(7)	(13)	11	—	41		32
45	—	—	—	—		45
—	—	—	—	—		—
22	22	54	—	106		204
204	209	227	—	166		806
(12)	(24)	(4)	—	—		(40)
192	185	223	—	166		766
(174)	(95)	(96)	(1)	(133)		(499)
(73)	(39)	(40)	—	(159)		(311)
18	90	127	(1)	33		267
—	—	—	—	461		461
18	90	127	(1)	494		728
—	—	—	—	—		—
—	—	(1)	—	—		(1)
—	—	—	—	—		—
—	—	—	—	—		—
At 31 Mar 2019						
\$m	\$m	\$m	\$m	\$m		\$m
10,075	18,135	13,695	12	—		41,917
10,008	17,951	13,672	12	—		41,643
11,647	20,467	26,071	12	47,873		106,070
11,006	12,918	17,833	21	30		41,808
85.3%	45.5%	42.3%	—%	80.1%		61.9%
85.3%	45.5%	42.1%	—%	80.1%		61.8%
—	—	—	—	—		—
—	—	—	—	—		—
—	—	—	—	—		—
—	—	—	—	—		—
—	—	—	—	—		—
—	—	(1)	—	—		(1)
—	—	—	—	—		—
—	—	—	—	—		—
—	—	—	—	—		—
—	—	—	—	—		—
—	—	—	—	—		—
—	—	—	—	—		—

Quarter ended 31 Dec 2018							Quarter ended 30 Sep 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	96	157	160	—	12	425		88	145	145	—	71	449
Net fee income	16	24	14	—	(1)	53		28	29	13	—	—	70
Net income from financial instruments held for trading or managed on a fair value basis	(9)	(11)	(5)	—	60	35		(11)	(12)	12	—	72	61
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(25)	—	—	—	—	(25)		(6)	—	—	—	—	(6)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—		—	—	—	—	—	—
Other income	42	20	55	—	55	172		36	23	66	—	70	195
Net operating income before change in expected credit losses and other credit impairment charges	120	190	224	—	126	660		135	185	236	—	213	769
Change in expected credit losses and other credit impairment charges	(27)	(26)	(5)	—	1	(57)		(7)	(42)	(3)	—	—	(52)
Net operating income	93	164	219	—	127	603		128	143	233	—	213	717
Total operating expenses	(184)	(94)	(90)	(1)	(124)	(493)		(168)	(95)	(96)	(1)	(120)	(480)
of which: staff expenses	(72)	(36)	(38)	—	(145)	(291)		(65)	(37)	(37)	—	(150)	(289)
Operating profit/(loss)	(91)	70	129	(1)	3	110		(40)	48	137	(1)	93	237
Share of profit in associates and joint ventures	—	—	—	—	455	455		—	—	—	—	505	505
Profit/(loss) before tax	(91)	70	129	(1)	458	565		(40)	48	137	(1)	598	742
Significant items - Totals													
Revenue	—	—	1	—	—	1		—	—	—	—	—	—
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—		—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 31 Dec 2018							At 30 Sep 2018						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	9,834	16,143	13,227	12	—	39,216		9,817	16,400	13,740	16	20	39,993
Loans and advances to customers (net)	9,775	15,985	13,207	12	—	38,979		9,780	16,237	13,726	16	20	39,779
Total external assets	11,218	18,400	23,849	12	49,760	103,239		11,764	19,242	24,639	16	46,849	102,510
Customer accounts	10,815	13,866	20,982	21	28	45,712		10,078	12,567	18,752	19	73	41,489
Income statement Metrics - Reported													
Cost efficiency ratio	153.3%	49.5%	40.2%	—%	98.4%	74.7%		124.4%	51.4%	40.7%	—%	56.3%	62.4%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	153.3%	49.5%	40.4%	—%	98.4%	74.8%		124.4%	51.4%	40.7%	—%	56.3%	62.4%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	1	—	—	1		—	—	—	—	—	—
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

Quarter ended 30 Jun 2018							Year to date 31 Dec 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	82	138	145	—	115	480		340	563	604	—	318	1,825
Net fee income	32	34	17	—	—	83		120	129	57	—	(1)	305
Net income from financial instruments held for trading or managed on a fair value basis	(30)	(39)	(66)	—	205	70		(45)	(59)	5	—	185	86
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(26)	—	—	—	—	(26)		(57)	—	—	—	—	(57)
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	7	—	—	—	—	7		—	—	—	—	—	—
Other income	76	51	138	—	(66)	199		192	98	271	—	167	728
Net operating income before change in expected credit losses and other credit impairment charges	141	184	234	—	254	813		550	731	937	—	669	2,887
Change in expected credit losses and other credit impairment charges	(16)	(9)	(1)	—	—	(26)		(53)	(84)	(8)	—	2	(143)
Net operating income	125	175	233	—	254	787		497	647	929	—	671	2,744
Total operating expenses	(178)	(102)	(93)	(1)	(120)	(494)		(696)	(386)	(364)	(4)	(471)	(1,921)
<i>of which: staff expenses</i>	<i>(65)</i>	<i>(40)</i>	<i>(35)</i>	<i>—</i>	<i>(150)</i>	<i>(290)</i>		<i>(268)</i>	<i>(150)</i>	<i>(145)</i>	<i>—</i>	<i>(590)</i>	<i>(1,153)</i>
Operating profit/(loss)	(53)	73	140	(1)	134	293		(199)	261	565	(4)	200	823
Share of profit in associates and joint ventures	—	—	—	—	599	599		—	—	—	—	2,032	2,032
Profit/(loss) before tax	(53)	73	140	(1)	733	892		(199)	261	565	(4)	2,232	2,855
Significant items - Totals													
Revenue	—	—	—	—	—	—		—	—	2	—	—	2
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—		—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
Balance sheet data													
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	10,109	16,757	14,442	16	15	41,339		9,834	16,143	13,227	12	—	39,216
Loans and advances to customers (net)	10,075	16,594	14,428	16	15	41,128		9,775	15,985	13,207	12	—	38,979
Total external assets	12,090	19,207	24,805	16	49,002	105,120		11,218	18,400	23,849	12	49,760	103,239
Customer accounts	10,025	12,988	19,031	25	31	42,100		10,815	13,866	20,982	21	28	45,712
Income statement Metrics - Reported													
Cost efficiency ratio	126.2%	55.4%	39.7%	—%	47.2%	60.8%		126.5%	52.8%	38.8%	—%	70.4%	66.5%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	126.2%	55.4%	39.7%	—%	47.2%	60.8%		126.5%	52.8%	38.9%	—%	70.4%	66.6%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—		—	—	2	—	—	2
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

HSBC
Middle East and North Africa

Quarter ended 30 Jun 2019							Quarter ended 31 Mar 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	156	112	145	—	47	460		151	123	153	—	10	437
Net fee income/(expense)	55	43	66	4	(1)	167		48	46	63	4	(1)	160
Net income from financial instruments held for trading or managed on a fair value basis	15	9	53	—	(7)	70		14	11	61	—	18	104
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—		—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	2	—	—	2		—	—	(2)	—	1	(1)
Other income	3	1	3	—	835	842		3	—	—	—	(1)	2
Net operating income before change in expected credit losses and other credit impairment charges	229	165	269	4	874	1,541		216	180	275	4	27	702
Change in expected credit losses and other credit impairment charges	(4)	(40)	1	—	—	(43)		(19)	14	—	—	(1)	(6)
Net operating income	225	125	270	4	874	1,498		197	194	275	4	26	696
Total operating expenses	(155)	(73)	(86)	(3)	(31)	(348)		(156)	(79)	(85)	(3)	(22)	(345)
of which: staff expenses	(55)	(32)	(34)	(3)	(72)	(196)		(54)	(31)	(32)	(3)	(76)	(196)
Operating profit	70	52	184	1	843	1,150		41	115	190	1	4	351
Share of profit in associates and joint ventures	—	—	—	—	122	122		—	—	—	—	114	114
Profit before tax	70	52	184	1	965	1,272		41	115	190	1	118	465
Significant items - Totals													
Revenue	—	—	—	—	828	828		—	—	—	—	—	—
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	(1)	—	(1)	—	(2)	(4)		—	—	(1)	—	—	(1)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 30 Jun 2019							At 31 Mar 2019						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	6,184	11,933	11,925	—	—	30,042		6,190	10,955	12,191	—	—	29,336
Loans and advances to customers (net)	5,808	10,893	11,808	—	—	28,509		5,798	9,948	12,077	—	—	27,823
Total external assets	5,952	11,986	15,575	2	25,496	59,011		5,933	10,929	16,277	3	21,944	55,086
Customer accounts	18,179	8,014	10,400	—	—	36,593		18,219	7,756	9,966	—	—	35,941
Income statement Metrics - Reported													
Cost efficiency ratio	67.7%	44.2%	32.0%	75.0%	3.5%	22.6%		72.2%	43.9%	30.9%	75.0%	81.5%	49.1%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	67.2%	44.2%	31.6%	75.0%	63.0%	48.2%		72.2%	43.9%	30.5%	75.0%	81.5%	49.0%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	828	828		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	(1)	—	(1)	—	(2)	(4)		—	—	(1)	—	—	(1)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

HSBC
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Quarter ended 31 Dec 2018							Quarter ended 30 Sep 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	150	108	155	—	18	431		156	105	175	—	32	468
Net fee income/(expense)	46	39	57	4	(2)	144		45	36	59	4	(1)	143
Net income from financial instruments held for trading or managed on a fair value basis	11	9	48	—	20	88		13	11	21	—	5	50
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—		—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	(2)	—	(1)	(3)		—	—	1	—	2	3
Other income	2	—	(1)	—	7	8		3	—	(4)	—	—	(1)
Net operating income before change in expected credit losses and other credit impairment charges	209	156	257	4	42	668		217	152	252	4	38	663
Change in expected credit losses and other credit impairment charges	17	(29)	5	—	1	(6)		(26)	(76)	2	—	—	(100)
Net operating income	226	127	262	4	43	662		191	76	254	4	38	563
Total operating expenses	(161)	(87)	(81)	(2)	(17)	(348)		(144)	(78)	(79)	(3)	(19)	(323)
<i>of which: staff expenses</i>	<i>(51)</i>	<i>(33)</i>	<i>(25)</i>	<i>(3)</i>	<i>(68)</i>	<i>(180)</i>		<i>(50)</i>	<i>(30)</i>	<i>(32)</i>	<i>(2)</i>	<i>(69)</i>	<i>(183)</i>
Operating profit	65	40	181	2	26	314		47	(2)	175	1	19	240
Share of profit in associates and joint ventures	—	—	—	—	85	85		—	—	—	—	82	82
Profit before tax	65	40	181	2	111	399		47	(2)	175	1	101	322
Significant items - Totals													
Revenue	—	—	—	—	—	—		—	—	(1)	—	—	(1)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—		—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 31 Dec 2018							At 30 Sep 2018						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	6,311	10,811	13,271	—	—	30,393		6,262	11,390	12,940	—	—	30,592
Loans and advances to customers (net)	5,918	9,764	13,148	—	—	28,830		5,850	10,298	12,820	—	—	28,968
Total external assets	6,073	10,650	16,627	3	20,756	54,109		6,005	11,157	16,787	—	20,737	54,686
Customer accounts	17,649	7,765	9,944	—	50	35,408		17,141	7,810	11,044	—	2	35,997
Income statement Metrics - Reported													
Cost efficiency ratio	77.0%	55.8%	31.5%	50.0%	40.5%	52.1%		66.4%	51.3%	31.3%	75.0%	50.0%	48.7%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	77.0%	55.8%	31.5%	50.0%	40.5%	52.1%		66.4%	51.3%	31.2%	75.0%	50.0%	48.6%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—		—	—	—	(1)	—	(1)
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—		—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

HSBC
Middle East and North Africa

	Quarter ended 30 Jun 2018						Year to date 31 Dec 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	152	109	135	—	7	403	607	428	584	—	144	1,763
Net fee income/(expense)	49	40	71	4	(1)	163	190	157	249	16	(5)	607
Net income from financial instruments held for trading or managed on a fair value basis	14	10	51	—	30	105	51	40	189	—	5	285
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	(6)	—	—	(6)	—	—	(2)	—	1	(1)
Other income	3	1	5	—	6	15	10	1	7	—	15	33
Net operating income before change in expected credit losses and other credit impairment charges	218	160	256	4	42	680	858	626	1,027	16	160	2,687
Change in expected credit losses and other credit impairment charges	(33)	(70)	4	—	—	(99)	(45)	(196)	30	—	2	(209)
Net operating income	185	90	260	4	42	581	813	430	1,057	16	162	2,478
Total operating expenses	(167)	(77)	(84)	(2)	(13)	(343)	(630)	(322)	(324)	(9)	(72)	(1,357)
<i>of which: staff expenses</i>	<i>(50)</i>	<i>(29)</i>	<i>(31)</i>	<i>(2)</i>	<i>(74)</i>	<i>(186)</i>	<i>(99)</i>	<i>(63)</i>	<i>(55)</i>	<i>(5)</i>	<i>(136)</i>	<i>(358)</i>
Operating profit	18	13	176	2	29	238	183	108	733	7	90	1,121
Share of profit in associates and joint ventures	—	—	—	—	161	161	—	—	—	—	436	436
Profit before tax	18	13	176	2	190	399	183	108	733	7	526	1,557
Significant items - Totals												
Revenue	—	—	2	—	—	2	—	—	1	—	—	1
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 30 Jun 2018						At 31 Dec 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	6,456	11,381	12,914	—	—	30,751	6,311	10,811	13,271	—	—	30,393
Loans and advances to customers (net)	6,005	10,297	12,804	—	—	29,106	5,918	9,764	13,148	—	—	28,830
Total external assets	6,137	11,113	16,921	2	19,558	53,731	6,073	10,650	16,627	3	20,756	54,109
Customer accounts	17,558	7,723	8,924	—	2	34,207	17,649	7,765	9,944	—	50	35,408
Income statement Metrics - Reported												
Cost efficiency ratio	76.6%	48.1%	32.8%	50.0%	31.0%	50.4%	73.4%	51.4%	31.5%	56.3%	45.0%	50.5%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	76.6%	48.1%	33.1%	50.0%	31.0%	50.6%	73.4%	51.4%	31.6%	56.3%	45.0%	50.5%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	2	—	—	2	—	—	2	(1)	—	1
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

Quarter ended 30 Jun 2019							Quarter ended 31 Mar 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	337	327	117	36	15	832		335	323	131	36	27	852
Net fee income/(expense)	111	121	238	17	(8)	479		98	121	195	15	(5)	424
Net income from financial instruments held for trading or managed on a fair value basis	14	8	154	1	15	192		8	8	209	1	(7)	219
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—		—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	8	—	5	13		—	—	(2)	—	4	2
Other income	15	5	45	1	106	172		13	5	48	1	112	179
Net operating income before change in expected credit losses and other credit impairment charges	477	461	562	55	133	1,688		454	457	581	53	131	1,676
Change in expected credit losses and other credit impairment charges	(20)	(27)	(8)	(2)	—	(57)		(22)	3	16	1	(1)	(3)
Net operating income	457	434	554	53	133	1,631		432	460	597	54	130	1,673
Total operating expenses	(474)	(234)	(404)	(57)	(96)	(1,265)		(478)	(244)	(433)	(54)	(85)	(1,294)
of which: staff expenses	(166)	(100)	(159)	(24)	(224)	(673)		(161)	(100)	(169)	(23)	(242)	(695)
Operating profit/(loss)	(17)	200	150	(4)	37	366		(46)	216	164	—	45	379
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
Profit/(loss) before tax	(17)	200	150	(4)	37	366		(46)	216	164	—	45	379
Significant items - Totals													
Revenue	—	—	(4)	—	—	(4)		—	—	(3)	—	(1)	(4)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	(5)	(1)	(4)	(1)	(19)	(30)		—	(1)	(3)	—	(1)	(5)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 30 Jun 2019								At 31 Mar 2019					
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	40,225	44,961	22,208	5,804	—	113,198		39,502	42,794	22,574	5,531	—	110,401
Loans and advances to customers (net)	39,967	44,772	22,152	5,802	—	112,693		39,246	42,621	22,527	5,529	—	109,923
Total external assets	42,014	50,336	201,767	7,005	99,609	400,731		41,214	48,034	186,946	6,731	102,738	385,663
Customer accounts	61,123	41,293	23,486	7,212	2,286	135,400		59,439	39,482	21,152	7,530	2,331	129,934
Income statement Metrics - Reported													
Cost efficiency ratio	99.4%	50.8%	71.9%	103.6%	72.2%	74.9%		105.3%	53.4%	74.5%	101.9%	64.9%	77.2%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	98.3%	50.5%	70.7%	101.8%	57.9%	73.0%		105.3%	53.2%	73.6%	101.9%	63.6%	76.7%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(4)	—	—	(4)		—	—	(3)	—	(1)	(4)
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	(5)	(1)	(4)	(1)	(19)	(30)		—	(1)	(3)	—	(1)	(5)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

	Quarter ended 31 Dec 2018						Quarter ended 30 Sep 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	343	335	116	39	56	889	343	333	133	41	35	885
Net fee income/(expense)	100	124	210	18	126	578	107	121	240	16	(17)	467
Net income from financial instruments held for trading or managed on a fair value basis	8	9	56	2	2	77	11	7	143	—	34	195
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	(1)	(1)	3	—	5	6	—	—	7	—	4	11
Other income	13	7	43	1	(41)	23	16	5	54	2	105	182
Net operating income before change in expected credit losses and other credit impairment charges	463	474	428	60	148	1,573	477	466	577	59	161	1,740
Change in expected credit losses and other credit impairment charges	(31)	(17)	7	—	—	(41)	(9)	8	30	1	—	30
Net operating income	432	457	435	60	148	1,532	468	474	607	60	161	1,770
Total operating expenses	(468)	(222)	(388)	(56)	(108)	(1,242)	(475)	(244)	(406)	(58)	(120)	(1,303)
<i>of which: staff expenses</i>	<i>(145)</i>	<i>(88)</i>	<i>(132)</i>	<i>(19)</i>	<i>(232)</i>	<i>(616)</i>	<i>(155)</i>	<i>(92)</i>	<i>(159)</i>	<i>(23)</i>	<i>(244)</i>	<i>(673)</i>
Operating profit/(loss)	(36)	235	47	4	40	290	(7)	230	201	2	41	467
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit/(loss) before tax	(36)	235	47	4	40	290	(7)	230	201	2	41	467
Significant items - Totals												
Revenue	—	—	3	—	(2)	1	—	—	—	—	—	—
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	(5)	(5)	—	—	—	—	(5)	(5)
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Dec 2018						At 30 Sep 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	39,156	42,747	21,079	5,669	—	108,651	40,081	42,006	19,330	5,615	—	107,032
Loans and advances to customers (net)	38,904	42,561	21,016	5,666	—	108,147	39,839	41,814	19,257	5,612	—	106,522
Total external assets	40,939	46,237	169,792	6,850	101,814	365,632	42,185	46,997	183,513	6,790	102,288	381,773
Customer accounts	57,048	41,130	24,658	8,173	2,282	133,291	57,665	40,011	22,751	8,152	2,499	131,078
Income statement Metrics - Reported												
Cost efficiency ratio	101.1%	46.8%	90.7%	93.3%	73.0%	79.0%	99.6%	52.4%	70.4%	98.3%	74.5%	74.9%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	101.1%	46.8%	91.3%	93.3%	68.7%	78.7%	99.6%	52.4%	70.4%	98.3%	71.4%	74.6%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	3	—	(2)	1	—	—	—	—	—	—
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(5)	(5)	—	—	—	—	(5)	(5)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

Quarter ended 30 Jun 2018							Year to date 31 Dec 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	342	321	137	43	34	877		1,355	1,295	539	169	163	3,521
Net fee income/(expense)	113	122	252	19	(20)	486		431	481	936	72	55	1,975
Net income from financial instruments held for trading or managed on a fair value basis	3	8	199	2	32	244		30	34	542	5	117	728
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—		—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	3	—	6	9		(1)	(1)	23	—	15	36
Other income	17	7	54	8	85	171		78	24	193	13	157	465
Net operating income before change in expected credit losses and other credit impairment charges	475	458	645	72	137	1,787		1,893	1,833	2,233	259	507	6,725
Change in expected credit losses and other credit impairment charges	2	47	140	(1)	(1)	187		(50)	79	194	4	(4)	223
Net operating income	477	505	785	71	136	1,974		1,843	1,912	2,427	263	503	6,948
Total operating expenses	(505)	(233)	(418)	(63)	(117)	(1,336)		(1,940)	(944)	(1,689)	(237)	(1,339)	(6,149)
of which: staff expenses	(156)	(91)	(158)	(24)	(243)	(672)		(614)	(367)	(607)	(92)	(984)	(2,664)
Operating profit/(loss)	(28)	272	367	8	19	638		(97)	968	738	26	(836)	799
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
Profit/(loss) before tax	(28)	272	367	8	19	638		(97)	968	738	26	(836)	799
Significant items - Totals													
Revenue	(7)	—	2	—	(1)	(6)		(7)	—	8	—	(96)	(95)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	—	—	—	(22)	(22)		(16)	—	(55)	—	(905)	(976)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 30 Jun 2018							At 31 Dec 2018						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	39,125	40,062	19,742	5,986	—	104,914		39,156	42,747	21,079	5,669	—	108,651
Loans and advances to customers (net)	38,880	39,853	19,645	5,983	—	104,361		38,904	42,561	21,016	5,666	—	108,147
Total external assets	41,047	44,921	184,690	7,119	108,060	385,837		40,939	46,237	169,792	6,850	101,814	365,632
Customer accounts	57,526	42,467	25,393	8,097	2,253	135,736		57,048	41,130	24,658	8,173	2,282	133,291
Income statement Metrics - Reported													
Cost efficiency ratio	106.3%	50.9%	64.8%	87.5%	85.4%	74.8%		102.5%	51.5%	75.6%	91.5%	264.1%	91.4%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	104.8%	50.9%	65.0%	87.5%	68.8%	73.3%		101.3%	51.5%	73.4%	91.5%	72.0%	75.9%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(7)	—	—	—	(1)	(8)		(7)	—	—	—	(96)	(103)
Fair value movements on financial instruments	—	—	2	—	—	2		—	—	8	—	—	8
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(3)	(3)		—	—	—	—	(13)	(13)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	(19)	(19)		(16)	—	(55)	—	(892)	(963)

Quarter ended 30 Jun 2019						
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	
\$m	\$m	\$m	\$m	\$m	\$m	
Net interest income	215	198	90	36	7	546
Net fee income/(expense)	61	55	210	17	(9)	334
Net income from financial instruments held for trading or managed on a fair value basis	7	—	140	1	10	158
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	8	—	5	13
Other income	13	2	45	1	92	153
Net operating income before change in expected credit losses and other credit impairment charges	296	255	493	55	105	1,204
Change in expected credit losses and other credit impairment charges	(12)	(9)	(2)	(2)	—	(25)
Net operating income	284	246	491	53	105	1,179
Total operating expenses	(324)	(143)	(369)	(57)	(85)	(978)
of which: staff expenses	(115)	(66)	(145)	(24)	(165)	(515)
Operating profit/(loss)	(40)	103	122	(4)	20	201
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(40)	103	122	(4)	20	201
Significant items - Totals						
Revenue	—	—	(3)	—	—	(3)
ECL	—	—	—	—	—	—
Operating expenses	(5)	(1)	(2)	(1)	(14)	(23)
Share of profit in associates and joint ventures	—	—	—	—	—	—

At 30 Jun 2019						
\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	17,148	25,501	18,813	5,804	—	67,266
Loans and advances to customers (net)	17,027	25,439	18,774	5,802	(1)	67,041
Total external assets	18,169	26,775	186,429	6,937	73,842	312,152
Customer accounts	33,602	23,427	17,759	7,212	260	82,260
Income Statement Metrics						
Cost efficiency ratio	109.5%	56.1%	74.8%	103.6%	81.0%	81.2%
Income Statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	107.8%	55.7%	74.0%	101.8%	67.6%	79.1%
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(3)	—	—	(3)
Operating expenses						
Significant items						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(5)	(1)	(2)	(1)	(14)	(23)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Quarter ended 31 Mar 2019						
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	
\$m	\$m	\$m	\$m	\$m	\$m	
Net interest income	218	193	106	36	10	563
Net fee income/(expense)	53	56	173	15	(5)	292
Net income from financial instruments held for trading or managed on a fair value basis	2	1	180	1	(9)	175
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	(2)	—	4	2
Other income	11	2	47	1	99	160
Net operating income before change in expected credit losses and other credit impairment charges	284	252	504	53	99	1,192
Change in expected credit losses and other credit impairment charges	(22)	(6)	17	1	—	(10)
Net operating income	262	246	521	54	99	1,182
Total operating expenses	(328)	(154)	(400)	(54)	(75)	(1,011)
of which: staff expenses	(108)	(64)	(155)	(23)	(182)	(532)
Operating profit/(loss)	(66)	92	121	—	24	171
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(66)	92	121	—	24	171
Significant items - Totals						
Revenue	—	—	(2)	—	(1)	(3)
ECL	—	—	—	—	—	—
Operating expenses	—	(1)	(1)	—	(1)	(3)
Share of profit in associates and joint ventures	—	—	—	—	—	—

At 31 Mar 2019						
\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	16,997	24,439	19,162	5,531	—	66,129
Loans and advances to customers (net)	16,876	24,384	19,127	5,529	—	65,916
Total external assets	17,997	25,641	173,320	6,663	77,578	301,199
Customer accounts	33,455	22,229	15,586	7,530	150	78,950
Income Statement Metrics						
Cost efficiency ratio	115.5%	61.1%	79.4%	101.9%	75.8%	84.8%
Income Statement metrics - Adjusted as originally reported						
Adjusted cost efficiency ratio	115.5%	60.7%	78.9%	101.9%	74.0%	84.4%
Revenue						
Significant items						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(2)	—	(1)	(3)
Operating expenses						
Significant items						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	—	(1)	(1)	—	(1)	(3)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

Quarter ended 31 Dec 2018							Quarter ended 30 Sep 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	221	204	88	39	34	586		221	201	105	41	12	580
Net fee income/(expense)	56	59	182	18	4	319		57	57	206	16	(16)	320
Net income from financial instruments held for trading or managed on a fair value basis	1	1	43	1	3	49		5	—	124	1	33	163
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—		—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	3	—	5	8		—	—	7	—	4	11
Other income	9	4	42	2	68	125		14	1	55	1	86	157
Net operating income before change in expected credit losses and other credit impairment charges	287	268	358	60	114	1,087		297	259	497	59	119	1,231
Change in expected credit losses and other credit impairment charges	(21)	(7)	7	—	—	(21)		(11)	4	30	1	—	24
Net operating income	266	261	365	60	114	1,066		286	263	527	60	119	1,255
Total operating expenses	(320)	(139)	(357)	(55)	(97)	(968)		(336)	(152)	(371)	(59)	(111)	(1,029)
<i>of which: staff expenses</i>	<i>(99)</i>	<i>(57)</i>	<i>(121)</i>	<i>(20)</i>	<i>(186)</i>	<i>(483)</i>		<i>(106)</i>	<i>(58)</i>	<i>(146)</i>	<i>(23)</i>	<i>(189)</i>	<i>(522)</i>
Operating profit/(loss)	(54)	122	8	5	17	98		(50)	111	156	1	8	226
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
Profit/(loss) before tax	(54)	122	8	5	17	98		(50)	111	156	1	8	226
Significant items - Totals													
Revenue	—	—	2	—	(2)	—		—	—	—	—	—	—
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	—	—	—	(4)	(4)		—	—	—	—	(4)	(4)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 31 Dec 2018							At 30 Sep 2018						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	17,032	23,874	17,659	5,669	—	64,234		16,922	24,088	16,221	5,615	—	62,846
Loans and advances to customers (net)	16,915	23,823	17,605	5,666	—	64,009		16,812	24,037	16,156	5,612	—	62,617
Total external assets	18,264	25,072	158,252	6,781	77,638	286,007		18,241	25,336	171,948	6,721	77,946	300,192
Customer accounts	32,604	23,404	17,992	8,173	350	82,523		32,044	22,296	16,618	8,152	589	79,699
Income Statement Metrics													
Cost efficiency ratio	111.5%	51.9%	99.7%	91.7%	85.1%	89.1%		113.1%	58.7%	74.6%	100.0%	93.3%	83.6%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	111.5%	51.9%	100.3%	91.7%	80.2%	88.7%		113.1%	58.7%	74.6%	100.0%	89.9%	83.3%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	2	—	(2)	—		—	—	—	—	—	—
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(4)	(4)		—	—	—	—	(4)	(4)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

Quarter ended 30 Jun 2018							Year to date 31 Dec 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	224	192	112	43	9	580		880	779	434	169	62	2,324
Net fee income/(expense)	63	57	215	18	(19)	334		238	225	812	70	(65)	1,280
Net income from financial instruments held for trading or managed on a fair value basis	(4)	—	180	2	28	206		4	2	471	5	112	594
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—		—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	3	—	7	10		—	—	23	—	16	39
Other income	14	3	52	(2)	88	155		67	10	191	15	219	502
Net operating income before change in expected credit losses and other credit impairment charges	297	252	562	61	113	1,285		1,189	1,016	1,931	259	344	4,739
Change in expected credit losses and other credit impairment charges	(2)	36	143	—	(1)	176		(37)	43	194	5	(4)	201
Net operating income	295	288	705	61	112	1,461		1,152	1,059	2,125	264	340	4,940
Total operating expenses	(358)	(142)	(384)	(63)	(102)	(1,049)		(1,358)	(585)	(1,500)	(240)	(1,301)	(4,984)
of which: staff expenses	(107)	(57)	(146)	(24)	(183)	(517)		(421)	(233)	(559)	(93)	(760)	(2,066)
Operating profit/(loss)	(63)	146	321	(2)	10	412		(206)	474	625	24	(961)	(44)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
Profit/(loss) before tax	(63)	146	321	(2)	10	412		(206)	474	625	24	(961)	(44)
Significant items - Totals													
Revenue	(7)	—	2	—	(1)	(6)		(7)	—	7	—	(97)	(97)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	—	—	—	(23)	(23)		(16)	—	—	—	(904)	(920)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 30 Jun 2018							At 31 Dec 2018						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	16,798	22,894	16,635	5,986	—	62,313		17,032	23,874	17,659	5,669	—	64,234
Loans and advances to customers (net)	16,688	22,839	16,547	5,983	—	62,057		16,915	23,823	17,605	5,666	—	64,009
Total external assets	17,962	23,911	171,553	7,051	84,667	305,144		18,264	25,072	158,252	6,781	77,638	286,007
Customer accounts	32,667	23,506	19,736	8,097	535	84,541		32,604	23,404	17,992	8,173	350	82,523
Income Statement Metrics													
Cost efficiency ratio	120.5%	56.3%	68.3%	103.3%	90.3%	81.6%		114.2%	57.6%	77.7%	92.7%	378.2%	105.2%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	117.8%	56.3%	68.6%	103.3%	69.3%	79.5%		112.2%	57.6%	78.0%	92.7%	90.0%	84.0%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(7)	—	—	—	(1)	(8)		(7)	—	—	—	(96)	(103)
Fair value movements on financial instruments	—	—	2	—	—	2		—	—	7	—	—	7
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	(3)	(3)		—	—	—	—	(11)	(11)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	(20)	(20)		(16)	—	—	—	(893)	(909)

Quarter ended 30 Jun 2019							Quarter ended 31 Mar 2019						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	381	147	71	—	(31)	568		368	135	83	—	(77)	509
Net fee income	98	18	17	—	4	137		83	25	17	—	(2)	123
Net income from financial instruments held for trading or managed on a fair value basis	5	5	73	—	104	187		58	13	58	—	86	215
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	7	—	—	—	1	8		15	2	—	—	(2)	15
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	14	3	1	—	9	27		48	1	—	—	(2)	47
Other income/(expense) ¹	25	10	—	—	(33)	2		66	19	2	—	(25)	62
Net operating income before change in expected credit losses and other credit impairment charges	530	183	162	—	54	929		638	195	160	—	(22)	971
Change in expected credit losses and other credit impairment charges	(95)	(24)	(3)	—	(3)	(119)		(100)	(16)	—	—	1	(115)
Net operating income	435	159	165	—	51	810		538	179	160	—	(21)	856
Total operating expenses	(341)	(87)	(64)	—	(38)	(530)		(324)	(86)	(65)	—	(4)	(479)
of which: staff expenses	(100)	(21)	(18)	—	(64)	(203)		(96)	(21)	(17)	—	(61)	(195)
Operating profit	94	72	101	—	13	280		214	93	95	—	(25)	377
Share of profit in associates and joint ventures	7	1	1	—	—	9		—	—	—	—	—	—
Profit before tax	101	73	102	—	13	289		214	93	95	—	(25)	377
Significant items - Totals													
Revenue	—	—	(2)	—	(1)	(3)		—	—	(7)	—	—	(7)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	(3)	(1)	(1)	—	(4)	(9)		(1)	—	(1)	—	(1)	(3)
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
Balance sheet data													
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	7,824	7,486	8,983	—	5	24,298		7,395	7,253	8,091	—	3	22,742
Loans and advances to customers (net)	7,257	7,227	8,951	—	5	23,440		6,826	7,014	8,053	—	3	21,896
Total external assets	12,922	10,050	18,887	—	9,462	51,321		12,565	9,848	18,498	—	9,561	50,472
Customer accounts	13,180	7,981	4,041	—	1,254	26,456		12,932	7,490	5,661	—	528	26,611
Income statement Metrics - Reported													
Cost efficiency ratio	64.3%	47.5%	39.5%	—%	70.4%	57.1%		50.8%	44.1%	40.6%	—%	(18.2)%	49.3%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	63.8%	47.0%	38.4%	—%	61.8%	55.9%		50.6%	44.1%	38.3%	—%	(13.6)%	48.7%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	(1)	(1)		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	(2)	—	—	(2)		—	—	(7)	—	—	(7)
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	(3)	(1)	(1)	—	(4)	(9)		(1)	—	(1)	—	(1)	(3)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—
Other Items													
Loss on net monetary position ¹	—	—	—	—	(44)	(44)		—	—	—	—	(34)	(34)

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 \$12m, comprising an increase in revenue of \$15m, a increase in ECL of \$3m and a increase in operating expenses of \$24m.

Quarter ended 31 Dec 2018							Quarter ended 30 Sep 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	362	128	94	—	(14)	570		352	124	92	—	(157)	411
Net fee income	83	25	8	—	12	128		88	26	15	—	(27)	102
Net income from financial instruments held for trading or managed on a fair value basis	(15)	3	57	—	168	213		121	26	56	—	(64)	139
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	11	1	—	—	—	12		9	—	—	—	(1)	8
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	7	—	(2)	—	10	15		10	3	1	—	(7)	7
Other income/(expense) ¹	36	6	6	—	(43)	5		(98)	(19)	(2)	—	(25)	(144)
Net operating income before change in expected credit losses and other credit impairment charges	484	163	163	—	133	943		482	160	162	—	(281)	523
Change in expected credit losses and other credit impairment charges	(139)	(34)	(1)	—	(13)	(187)		(119)	(39)	(10)	—	19	(148)
Net operating income	345	129	162	—	120	756		363	122	152	—	(262)	375
Total operating expenses	(329)	(91)	(65)	(1)	(97)	(583)		(307)	(81)	(69)	—	122	(335)
of which: staff expenses	(95)	(21)	(15)	—	(49)	(180)		(94)	(20)	(15)	—	(57)	(186)
Operating profit	16	38	97	(1)	23	173		56	41	83	—	(140)	40
Share of profit in associates and joint ventures	2	—	—	—	—	2		—	—	—	—	—	—
Profit before tax	18	38	97	(1)	23	175		56	41	83	—	(140)	40
Significant items - Totals													
Revenue	—	—	4	—	23	27		—	—	—	—	—	—
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—		—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 31 Dec 2018							At 30 Sep 2018						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	7,104	7,252	7,588	—	4	21,948		7,076	7,295	7,774	—	4	22,149
Loans and advances to customers (net)	6,534	7,015	7,546	—	3	21,098		6,513	7,057	7,732	—	4	21,306
Total external assets	11,905	9,944	18,541	—	8,862	49,252		14,512	12,060	18,725	—	2,081	47,378
Customer accounts	12,892	6,949	5,009	—	1,116	25,966		12,316	6,897	4,075	—	871	24,159
Income statement Metrics - Reported													
Cost efficiency ratio	68.0%	55.8%	39.9%	—%	72.9%	61.8%		63.7%	50.6%	42.6%	—%	43.4%	64.1%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	68.0%	55.8%	40.9%	—%	88.2%	63.6%		63.7%	50.6%	42.6%	—%	43.4%	64.1%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	24	24		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	4	—	(1)	3		—	—	—	—	—	—
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—
Other Items													
Loss on net monetary position ¹	—	—	—	—	(42)	(42)		—	—	—	—	(94)	(94)

¹ Losses due to the impacts of hyperinflation on monetary items in Argentina. The total impact of applying IAS 29 and the hyperinflation provisions of IAS 21 in the current quarter is a decrease in the Group's profit before tax of \$12m, comprising an increase in revenue of \$15m, a increase in ECL of \$3m and a increase in operating expenses of \$24m.

Quarter ended 30 Jun 2018							Year to date 31 Dec 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	345	119	83	—	(36)	511		1,423	487	334	—	(224)	2,020
Net fee income	81	29	17	—	—	127		346	107	60	—	(15)	498
Net income from financial instruments held for trading or managed on a fair value basis	124	24	70	—	45	263		262	63	237	—	173	736
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	(5)	1	—	—	—	(4)		16	3	—	—	(1)	18
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	1	1	—	—	—	2		25	5	(1)	—	3	32
Other income/(expense) ¹	(77)	(11)	3	—	(15)	(100)		(138)	(26)	13	—	(91)	(242)
Net operating income before change in expected credit losses and other credit impairment charges	469	163	173	—	(6)	799		1,934	639	643	—	(155)	3,062
Change in expected credit losses and other credit impairment charges	(102)	(15)	3	—	(2)	(116)		(470)	(106)	1	—	5	(570)
Net operating income	367	148	176	—	(8)	683		1,464	533	644	—	(149)	2,492
Total operating expenses	(324)	(91)	(67)	—	(21)	(503)		(1,300)	(355)	(266)	(1)	(13)	(1,935)
of which: staff expenses	(99)	(21)	(18)	—	(62)	(200)		(396)	(84)	(65)	—	(238)	(783)
Operating profit	43	57	109	—	(29)	180		164	178	378	(1)	(162)	557
Share of profit in associates and joint ventures	—	—	—	—	—	—		2	—	—	—	—	2
Profit before tax	43	57	109	—	(29)	180		166	178	378	(1)	(162)	559
Significant items - Totals													
Revenue	—	—	5	—	(22)	(17)		—	—	10	—	(16)	(6)
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—		—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 30 Jun 2018							At 31 Dec 2018						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	6,835	7,257	6,713	—	4	20,809		7,104	7,252	7,588	—	4	21,948
Loans and advances to customers (net)	6,274	7,063	6,679	—	4	20,020		6,534	7,015	7,546	—	3	21,098
Total external assets	13,703	11,595	17,357	1	2,427	45,083		11,905	9,944	18,541	—	8,862	49,252
Customer accounts	12,282	6,451	3,896	—	49	22,678		12,892	6,949	5,009	—	1,116	25,966
Income statement Metrics - Reported													
Cost efficiency ratio	69.1%	55.8%	38.7%	—%	(350.0)%	63.0%		67.2%	55.6%	41.4%	—%	(8.4)%	63.2%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	69.1%	55.8%	39.9%	—%	131.3%	61.6%		67.2%	55.6%	42.0%	—%	(9.4)%	63.1%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	(22)	(22)		—	—	—	—	(15)	(15)
Fair value movements on financial instruments	—	—	5	—	—	5		—	—	10	—	(1)	9
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—
Other Items													
Loss on net monetary position ¹	—	—	—	—	—	—		—	—	—	—	(136)	(136)

¹ Losses due to the impacts of hyperinflation on monetary items in Argentina. The total impact of applying IAS 29 and the hyperinflation provisions of IAS 21 in the current quarter is a decrease in the Group's profit before tax of \$12m, comprising an increase in revenue of \$15m, a increase in ECL of \$3m and a increase in operating expenses of \$24m.

Quarter ended 30 Jun 2019							Quarter ended 31 Mar 2019						
Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	
\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m	
Net interest income/(expense)	291	88	23	—	(36)	366	293	82	46	—	(46)	375	
Net fee income	86	8	12	—	—	106	68	13	14	—	—	95	
Net income from financial instruments held for trading or managed on a fair value basis	5	3	43	—	43	94	6	2	24	—	48	80	
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—	
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—	
Other income/(expense)	26	9	(1)	—	14	48	67	27	1	—	12	107	
Net operating income before change in expected credit losses and other credit impairment charges	408	108	77	—	21	614	434	124	85	—	14	657	
Change in expected credit losses and other credit impairment charges	(84)	(18)	2	—	—	(100)	(93)	(6)	1	—	—	(98)	
Net operating income	324	90	79	—	21	514	341	118	86	—	14	559	
Total operating expenses	(257)	(51)	(34)	—	(10)	(352)	(241)	(51)	(34)	—	(8)	(334)	
of which: staff expenses	(71)	(13)	(8)	—	(47)	(139)	(69)	(13)	(9)	—	(45)	(136)	
Operating profit	67	39	45	—	11	162	100	67	52	—	6	225	
Share of profit in associates and joint ventures	7	1	1	—	—	9	—	—	—	—	—	—	
Profit before tax	74	40	46	—	11	171	100	67	52	—	6	225	
Significant items - Totals													
Revenue	—	—	(2)	—	—	(2)	—	—	(5)	—	—	(5)	
ECL	—	—	—	—	—	—	—	—	—	—	—	—	
Operating expenses	—	—	—	—	(3)	(3)	—	—	(1)	—	(1)	(2)	
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—	
At 30 Jun 2019							At 31 Mar 2019						
\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	
Loans and advances to customers (gross)	6,983	5,953	7,917	—	(1)	20,852	6,558	5,838	7,158	—	—	19,554	
Loans and advances to customers (net)	6,467	5,773	7,888	—	—	20,128	6,036	5,673	7,123	—	—	18,832	
Total external assets	10,468	7,922	16,463	—	6,389	41,242	10,095	7,859	16,215	—	6,666	40,835	
Customer accounts	10,321	6,530	2,430	—	1,156	20,437	10,216	6,123	4,050	—	442	20,831	
Income Statement Metrics													
Cost efficiency ratio	63.0%	47.2%	44.2%	—%	47.6%	57.3%	55.5%	41.1%	40.0%	—%	57.1%	50.8%	
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	63.0%	47.2%	43.0%	—%	33.3%	56.7%	55.5%	41.1%	36.7%	—%	50.0%	50.2%	
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—	
Fair value movements on financial instruments	—	—	(2)	—	—	(2)	—	—	(5)	—	—	(5)	
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—	
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—	
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—	
Restructuring and other related costs	—	—	—	—	(3)	(3)	—	—	(1)	—	(1)	(2)	
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—	
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—	

	Quarter ended 31 Dec 2018						Quarter ended 30 Sep 2018					
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	289	82	53	—	(36)	388	286	80	50	—	(23)	393
Net fee income	72	15	7	—	—	94	74	14	9	—	(1)	96
Net income from financial instruments held for trading or managed on a fair value basis	4	4	28	—	44	80	5	3	21	—	31	60
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—	—	—	—	—	—	—
Other income/(expense)	21	1	1	—	11	34	25	1	—	—	14	40
Net operating income before change in expected credit losses and other credit impairment charges	386	102	89	—	19	596	390	98	80	—	21	589
Change in expected credit losses and other credit impairment charges	(121)	(11)	(2)	—	—	(134)	(99)	(27)	(8)	—	(1)	(135)
Net operating income	265	91	87	—	19	462	291	71	72	—	20	454
Total operating expenses	(241)	(55)	(32)	—	(16)	(344)	(223)	(48)	(34)	—	(8)	(313)
<i>of which: staff expenses</i>	<i>(66)</i>	<i>(14)</i>	<i>(7)</i>	—	<i>(35)</i>	<i>(122)</i>	<i>(68)</i>	<i>(13)</i>	<i>(8)</i>	—	<i>(42)</i>	<i>(131)</i>
Operating profit	24	36	55	—	3	118	68	23	38	—	12	141
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
Profit before tax	24	36	55	—	3	118	68	23	38	—	12	141
Significant items - Totals												
Revenue	—	—	4	—	(1)	3	—	—	(1)	—	—	(1)
ECL	—	—	—	—	—	—	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—	—	—	—	—	—	—
	At 31 Dec 2018						At 30 Sep 2018					
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	6,188	5,711	6,709	—	—	18,608	6,200	5,683	7,009	—	—	18,892
Loans and advances to customers (net)	5,674	5,537	6,679	—	—	17,890	5,682	5,486	6,979	—	—	18,147
Total external assets	9,353	7,653	15,772	—	6,533	39,311	12,283	9,807	16,676	—	—	38,766
Customer accounts	10,155	5,483	3,458	—	840	19,936	9,931	5,524	2,790	—	799	19,044
Income Statement Metrics												
Cost efficiency ratio	62.4%	53.9%	36.0%	—%	84.2%	57.7%	57.2%	49.0%	42.5%	—%	38.1%	53.1%
Income Statement metrics - Adjusted as originally reported												
Adjusted cost efficiency ratio	62.4%	53.9%	37.6%	—%	80.0%	58.0%	57.2%	49.0%	42.0%	—%	38.1%	53.1%
Revenue												
Significant items												
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	4	—	(1)	3	—	—	(1)	—	—	(1)
Operating expenses												
Significant items												
Costs of structural reform	—	—	—	—	—	—	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—	—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—	—	—	—	—	—	—

Quarter ended 30 Jun 2018							Year to date 31 Dec 2018						
	Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total		Retail Banking and Wealth Management	Commercial Banking	Global Banking and Markets	Global Private Banking	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Net interest income/(expense)	266	74	45	—	(15)	370		1,122	307	181	—	(83)	1,527
Net fee income	63	15	10	—	—	88		282	57	38	—	(1)	376
Net income from financial instruments held for trading or managed on a fair value basis	4	3	29	—	22	58		16	12	102	—	112	242
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	—	—	—	—	—	—		—	—	—	—	—	—
Changes in fair value of other financial instruments mandatorily measured at fair value through profit or loss	—	—	—	—	—	—		—	—	—	—	—	—
Other income/(expense)	20	1	—	—	13	34		89	4	5	—	50	148
Net operating income before change in expected credit losses and other credit impairment charges	353	93	84	—	20	550		1,509	380	326	—	78	2,293
Change in expected credit losses and other credit impairment charges	(82)	(8)	2	—	—	(88)		(402)	(61)	—	—	(1)	(464)
Net operating income	271	85	86	—	20	462		1,107	319	326	—	77	1,829
Total operating expenses	(219)	(52)	(34)	—	(16)	(321)		(913)	(204)	(131)	—	(54)	(1,302)
of which: staff expenses	(66)	(12)	(8)	—	(43)	(129)		(270)	(51)	(31)	—	(161)	(513)
Operating profit	52	33	52	—	4	141		194	115	195	—	23	527
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
Profit before tax	52	33	52	—	4	141		194	115	195	—	23	527
Significant items - Totals													
Revenue	—	—	3	—	—	3		—	—	7	—	(1)	6
ECL	—	—	—	—	—	—		—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—		—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—		—	—	—	—	—	—
At 30 Jun 2018							At 31 Dec 2018						
	\$m	\$m	\$m	\$m	\$m	\$m		\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (gross)	5,677	5,371	5,777	—	—	16,825		6,188	5,711	6,709	—	—	18,608
Loans and advances to customers (net)	5,176	5,203	5,755	—	—	16,134		5,674	5,537	6,679	—	—	17,890
Total external assets	11,185	9,085	15,592	—	—	35,862		9,353	7,653	15,772	—	6,533	39,311
Customer accounts	9,502	5,203	3,079	—	—	17,784		10,155	5,483	3,458	—	840	19,936
Income Statement Metrics													
Cost efficiency ratio	62.0%	55.9%	40.5%	—%	80.0%	58.4%		60.5%	53.7%	40.2%	—%	69.2%	56.8%
Income Statement metrics - Adjusted as originally reported													
Adjusted cost efficiency ratio	62.0%	55.9%	42.0%	—%	80.0%	58.7%		60.5%	53.7%	41.1%	—%	68.4%	56.9%
Revenue													
Significant items													
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Fair value movements on financial instruments	—	—	3	—	—	3		—	—	7	—	(1)	6
Operating expenses													
Significant items													
Costs of structural reform	—	—	—	—	—	—		—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—		—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—		—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—		—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—		—	—	—	—	—	—
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—		—	—	—	—	—	—

HSBC

Risk-weighted assets

Risk-weighted assets by global business¹

	Quarter ended				
	30 Jun 2019 \$bn	31 Mar 2019 \$bn	31 Dec 2018 \$bn	30 Sep 2018 \$bn	30 Jun 2018 \$bn
Retail Banking and Wealth Management	129.0	126.5	126.9	125.0	124.1
Commercial Banking	327.6	325.4	321.2	317.1	315.1
Global Banking and Markets	284.5	285.5	281.0	277.5	284.5
Global Private Banking	16.5	16.8	16.8	16.3	17.0
Corporate Centre	128.4	125.3	119.4	126.8	124.8
Total	886.0	879.5	865.3	862.7	865.5

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

	Quarter ended				
	30 Jun 2019 \$bn	31 Mar 2019 \$bn	31 Dec 2018 \$bn	30 Sep 2018 \$bn	30 Jun 2018 \$bn
Total	886.0	879.5	865.3	862.7	865.5
Europe	309.4	306.3	298.1	297.7	301.3
Asia	371.7	366.8	363.9	360.8	364.0
Middle East and North Africa	57.5	56.3	56.7	57.4	58.0
North America	133.5	133.8	131.6	132.1	133.0
Latin America	40.3	39.5	38.3	38.9	37.0
Hong Kong	189.6	187.1	190.1	186.5	186.5
United Kingdom	226.5	225.5	221.7	220.4	224.6
Mainland China	74.1	72.7	69.4	70.8	72.0
United States	99.3	100.5	99.5	99.2	100.4
Mexico	29.3	28.7	27.5	27.7	25.4
HSBC UK Bank plc consolidated ³	118.0	121.2	117.3	116.4	N/A
HSBC Bank plc consolidated ³	189.3	187.5	183.7	185.4	N/A

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

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

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