

HSBC HOLDINGS PLC

Data Pack

4Q 2020

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

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

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

The quarterly comparatives are translated at average 4Q20 exchange rates for the income statement or at the prevailing rates of exchange on 31 December 2020 for the balance sheet. The yearly comparatives are translated at average FY20 exchange rates for the income statement or at the prevailing rates of exchange on 31 December 2020 for the balance sheet.

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HSBC
HSBC Holdings plc consolidated

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net interest income	6,619	6,450	6,897	7,612	7,654	27,578
Net fee income	2,967	2,981	2,803	3,123	2,938	11,874
Other operating income	2,171	2,496	3,359	2,951	2,779	10,977
Net operating income before change in expected credit losses and other credit impairment charges¹	11,757	11,927	13,059	13,686	13,371	50,429
Change in expected credit losses and other credit impairment charges	(1,174)	(785)	(3,832)	(3,026)	(733)	(8,817)
Total operating expenses ¹	(9,864)	(8,041)	(8,675)	(7,852)	(17,053)	(34,432)
<i>of which: staff expenses</i>	(5,079)	(4,483)	(4,206)	(4,308)	(4,545)	(18,076)
Share of profit in associates and joint ventures	666	(27)	537	421	518	1,597
Profit/(loss) before tax	1,385	3,074	1,089	3,229	(3,897)	8,777
Tax expense	(450)	(1,035)	(472)	(721)	(1,127)	(2,678)
Profit/(loss) after tax	935	2,039	617	2,508	(5,024)	6,099
Profit/(loss) attributable to:						
- ordinary shareholders of the parent company ("PAOS")	562	1,359	192	1,785	(5,509)	3,898
- preference shareholders of the parent company	23	22	23	22	23	90
- other equity holders of the parent company	175	449	176	441	176	1,241
- non-controlling interests	175	209	226	260	286	870
(Increase)/decrease in present value of in-force insurance business ("PVIF") (net of tax)	309	(252)	(56)	(254)	42	(253)
Impairment of goodwill and other intangible assets (net of tax)	(120)	2	1,154	—	7,349	1,036
PAOS net of PVIF and goodwill impairment	751	1,109	1,290	1,531	1,882	4,681
Reported significant items - Totals (\$m)						
Revenue	(67)	(138)	(91)	359	(276)	63
ECL	—	—	—	—	—	—
Operating expenses	(758)	(630)	(1,413)	(172)	(7,969)	(2,973)
Share of profit in associates and joint ventures	—	(462)	—	—	—	(462)
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges¹	11,824	12,245	13,625	13,508	13,782	50,366
<i>of which: net interest income</i>	6,620	6,590	7,103	7,710	7,751	27,599
<i>of which: net fee income</i>	2,966	3,017	2,899	3,189	2,989	11,874
Change in expected credit losses and other credit impairment charges	(1,174)	(806)	(4,033)	(3,071)	(696)	(8,817)
Total operating expenses ¹	(9,106)	(7,524)	(7,554)	(7,836)	(9,176)	(31,459)
Share of profit in associates and joint ventures	666	450	580	443	546	2,059
Profit/(loss) before tax	2,210	4,365	2,618	3,044	4,456	12,149

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HSBC Holdings plc consolidated

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Earnings metrics						
Return on average equity (annualised)	1.3 %	3.2 %	0.5 %	4.4 %	(13.3)%	2.3 %
Return on average tangible equity (annualised)	1.9 %	2.9 %	3.5 %	4.2 %	5.2 %	3.1 %
Earnings per share (\$)	0.03	0.07	0.01	0.09	(0.27)	0.19
Adjusted ECL / average gross loans (annualised)	0.44 %	0.29 %	1.47 %	1.13 %	0.26 %	0.81 %
Dividends						
Dividends per share - declared in respect of the period (\$) ²	0.15	—	—	—	—	0.15
Dividends paid during the period, net of scrip (\$m)	—	—	—	—	1,672	—
Value of scrip issued during period (\$m)	—	—	—	—	357	—
Revenue significant items (\$m)						
Customer redress programmes	1	(48)	26	—	(45)	(21)
Disposals, acquisitions and investment in new businesses	(2)	—	(1)	(7)	(55)	(10)
Fair value movements on financial instruments	(46)	11	(58)	357	(176)	264
Restructuring and other related costs	(20)	(101)	(58)	9	—	(170)
Cost significant items (\$m)						
Costs of structural reform	—	—	—	—	(32)	—
Customer redress programmes	107	(3)	(49)	(1)	(183)	54
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(8)	(57)	(1,025)	—	(7,349)	(1,090)
Past service costs of guaranteed minimum pension benefits equalisation	(17)	—	—	—	—	(17)
Restructuring and other related costs	(836)	(567)	(335)	(170)	(400)	(1,908)
Settlements and provisions in connection with legal and regulatory matters	(4)	(3)	(4)	(1)	(5)	(12)
Share of profit in associates and joint ventures significant items (\$m)						
Impairment of goodwill	—	(462)	—	—	—	(462)
Reconciling items - Currency translation on reported items- Totals (\$m)						
Revenue		178	469	185	134	
ECL		(21)	(201)	(45)	37	
Operating expenses		(120)	(363)	(158)	(152)	
Share of profit in associates and joint ventures		15	43	22	28	
Currency translation on revenue significant items		(2)	(6)	4	(1)	
Currency translation on operating expense significant items		(7)	(71)	(2)	(60)	
Currency translation on share of profit in associates and joint ventures significant items		—	—	—	—	

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

2 On 31st March 2020, HSBC announced the cancellation of the fourth 2019 interim dividend. 2019 has been re-presented accordingly.

HSBC
HSBC Holdings plc consolidated

	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Assets - reported (\$m)						
Cash and balances at central banks	304,481	285,508	249,673	187,386	154,099	304,481
Items in the course of collection from other banks	4,094	6,165	6,289	4,649	4,956	4,094
Hong Kong Government certificates of indebtedness	40,420	40,086	39,519	38,704	38,380	40,420
Trading assets	231,990	222,355	208,964	215,634	254,271	231,990
Financial assets designated and otherwise mandatorily measured at fair value through profit or loss	45,553	44,253	41,785	40,650	43,627	45,553
Derivatives	307,726	294,678	313,781	371,283	242,995	307,726
Loans and advances to banks	81,616	83,854	77,015	84,547	69,203	81,616
Loans and advances to customers (net)	1,037,987	1,041,340	1,018,681	1,040,282	1,036,743	1,037,987
Reverse repurchase agreements – non-trading	230,628	221,179	226,345	222,774	240,862	230,628
Financial investments	490,693	475,302	494,109	446,668	443,312	490,693
Prepayments, accrued income and other assets	156,412	191,040	197,425	216,224	136,680	156,412
Current tax assets	954	734	821	740	755	954
Interests in associates and joint ventures	26,684	25,087	24,800	24,547	24,474	26,684
Goodwill and intangible assets	20,443	20,162	19,438	20,146	20,163	20,443
Deferred tax assets	4,483	4,192	4,153	3,576	4,632	4,483
Total assets	2,984,164	2,955,935	2,922,798	2,917,810	2,715,152	2,984,164
Liabilities - reported (\$m)						
Hong Kong currency notes in circulation	40,420	40,086	39,519	38,704	38,380	40,420
Deposits by banks	82,080	91,739	82,715	75,504	59,022	82,080
Customer accounts	1,642,780	1,568,714	1,532,380	1,440,529	1,439,115	1,642,780
Repurchase agreements - non-trading	111,901	118,844	112,799	150,243	140,344	111,901
Items in the course of transmission to other banks	4,343	14,389	6,296	4,710	4,817	4,343
Trading liabilities	75,266	80,338	79,612	74,410	83,170	75,266
Financial liabilities designated at fair value	157,439	156,459	156,608	155,184	164,466	157,439
Derivatives	303,001	285,239	303,059	356,616	239,497	303,001
Debt securities in issue	95,492	102,406	110,114	99,410	104,555	95,492
Accruals, deferred income and other liabilities	128,624	163,912	173,181	196,244	118,156	128,624
Current tax liabilities	690	1,274	1,141	914	2,150	690
Liabilities under insurance contracts	107,191	102,708	98,832	94,979	97,439	107,191
Provisions	3,678	3,297	3,209	3,190	3,398	3,678
Deferred tax liabilities	4,313	4,490	4,491	5,262	3,375	4,313
Subordinated liabilities	21,951	21,779	23,621	23,640	24,600	21,951
Total liabilities	2,779,169	2,755,674	2,727,577	2,719,539	2,522,484	2,779,169

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HSBC Holdings plc consolidated

Equity - reported (\$m)

Called up share capital	10,347	10,346	10,346	10,345	10,319	10,347
Share premium account	14,277	14,274	14,268	14,263	13,959	14,277
Other equity instruments	22,414	20,914	20,914	20,914	20,871	22,414
Other reserves	8,833	3,622	(301)	(2,250)	2,128	8,833
Retained earnings	140,572	142,748	141,809	146,499	136,678	140,572
Total shareholders' equity	196,443	191,904	187,036	189,771	183,955	196,443
Non-controlling interests	8,552	8,357	8,185	8,500	8,713	8,552
Total equity	204,995	200,261	195,221	198,271	192,668	204,995
Total liabilities and equity	2,984,164	2,955,935	2,922,798	2,917,810	2,715,152	2,984,164

Other balance sheet data - reported (\$m)

Loans and advances to customers (gross)	1,052,478	1,055,043	1,031,908	1,050,667	1,045,475	1,052,478
Risk-weighted assets ¹	857,520	857,024	854,552	857,078	843,395	857,520
Total shareholders' equity	196,443	191,904	187,036	189,771	183,955	196,443
AT1 capital	(22,414)	(20,914)	(20,914)	(20,914)	(20,871)	(22,414)
Preference shares	—	(1,405)	(1,405)	(1,405)	(1,405)	—
Perpetual capital securities	—	—	—	—	—	—
Ordinary shareholders' equity ("NAV")	174,029	169,585	164,717	167,452	161,679	174,029
Goodwill, PVIF and other intangibles (net of deferred tax)	(17,606)	(17,325)	(16,838)	(17,433)	(17,535)	(17,606)
Tangible equity ("TNAV")	156,423	152,260	147,879	150,019	144,144	156,423

	Year to date					Year ended
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Average TNAV	150,101	148,700	148,015	147,082	142,847	150,101
Fair value of own debt, DVA and other adjustments	422	(260)	(852)	(373)	1,032	422
Average TNAV excluding fair value of own debt, DVA and other adjustments (RoTE TNAV)	150,523	148,440	147,163	146,709	143,879	150,523

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HSBC Holdings plc consolidated

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

	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (net)	1,037,987	1,074,491	1,075,335	1,105,848	1,062,695	1,037,987
Customer accounts	1,642,780	1,614,877	1,611,012	1,521,333	1,470,207	1,642,780
Risk-weighted assets ¹	857,520	877,959	890,489	897,462	855,893	857,520

Regulatory capital - Transitional basis (\$m)

	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Common equity tier 1 capital	136,050	133,383	128,446	125,218	123,966	136,050
Additional tier 1 capital	24,123	24,027	24,031	24,026	24,393	24,123
Tier 2 capital	24,250	24,424	24,765	24,713	23,791	24,250
Total regulatory capital	184,423	181,834	177,242	173,957	172,150	184,423

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

	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Common equity tier 1 capital	136,050	133,383	128,446	125,218	123,966	136,050
Additional tier 1 capital	22,411	20,910	20,914	20,909	20,870	22,411
Tier 2 capital	14,743	14,861	15,021	15,001	14,473	14,743
Total regulatory capital	173,204	169,154	164,381	161,128	159,309	173,204

Capital ratios - transitional basis

	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Common equity tier 1 ratio	15.9 %	15.6 %	15.0 %	14.6 %	14.7 %	15.9 %
Tier 1 ratio	18.7 %	18.4 %	17.8 %	17.4 %	17.6 %	18.7 %
Total capital ratio	21.5 %	21.2 %	20.7 %	20.3 %	20.4 %	21.5 %

Capital ratios - end-point basis

	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Common equity tier 1 ratio	15.9 %	15.6 %	15.0 %	14.6 %	14.7 %	15.9 %
Tier 1 ratio	18.5 %	18.0 %	17.5 %	17.0 %	17.2 %	18.5 %
Total capital ratio	20.2 %	19.7 %	19.2 %	18.8 %	18.9 %	20.2 %
Leverage exposures (\$m)	2,897,113	2,857,360	2,801,386	2,782,705	2,726,543	2,897,113
Leverage Ratio	5.5 %	5.4 %	5.3 %	5.3 %	5.3 %	5.5 %

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HSBC Holdings plc consolidated

Balance sheet metrics

NAV / share (\$) at the end of the period	\$	8.62	\$	8.41	\$	8.17	\$	8.30	\$	8.00	\$	8.62
TNAV / share (\$) at the end of the period	\$	7.75	\$	7.55	\$	7.34	\$	7.44	\$	7.13	\$	7.75

Ordinary \$0.50 shares

Basic number of ordinary shares in issue (m)		20,184		20,173		20,162		20,172		20,206		20,184
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	Quarter ended					Year ended
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Ordinary shares issued during the period (m)	1	1	1	52	55	55
<i>of which scrip</i>	—	—	—	—	46	—
Shares bought back during the period (m)	—	—	—	—	—	—
Other movements in basic number of ordinary shares during the period	10	10	(11)	(86)	(40)	(77)
Average basic number of ordinary shares outstanding during the period (m)	20,179	20,166	20,190	20,161	20,433	20,169

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

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

Loans and advances to customers (net)		33,151	56,654	65,566	25,952	
Customer accounts		46,163	78,632	80,804	31,092	
Risk-weighted assets ¹		20,935	35,937	40,384	12,498	

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

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HSBC Holdings plc

Net Interest Margin

Average balances during period (\$m)

	Quarter to date					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Short-term funds and loans and advances to banks	348,680	332,291	286,614	224,505	216,741	298,255
Loans and advances to customers	1,051,692	1,051,522	1,047,307	1,036,554	1,038,625	1,046,795
Reverse repurchase agreements – non-trading	225,791	217,516	211,848	232,455	216,353	221,901
Financial investments	470,099	481,113	467,079	435,609	426,054	463,542
Other interest-earning assets	62,741	59,012	65,330	62,579	47,823	62,407
Total interest-earning assets	2,159,003	2,141,454	2,078,178	1,991,702	1,945,596	2,092,900

Interest income during period (\$m)

Short-term funds and loans and advances to banks	247	257	277	483	524	1,264
Loans and advances to customers	6,663	6,750	7,444	8,534	8,697	29,391
Reverse repurchase agreements – non-trading	271	256	384	908	835	1,819
Financial investments	1,797	1,895	2,048	2,403	2,500	8,143
Other interest-earning assets	323	297	219	300	673	1,139
Total	9,301	9,455	10,372	12,628	13,229	41,756

Average balances during period (\$m)

Deposits by banks	73,622	64,908	66,641	56,890	53,930	65,536
Customer accounts	1,318,889	1,289,726	1,228,367	1,178,914	1,175,998	1,254,249
Repurchase agreements – non-trading	107,666	115,148	122,228	156,767	135,341	125,376
Debt securities in issue – non-trading	210,501	221,507	224,735	221,774	219,806	219,610
Other interest-bearing liabilities	74,224	76,861	80,124	74,389	63,644	76,395
Total interest-bearing liabilities	1,784,902	1,768,150	1,722,095	1,688,734	1,648,719	1,741,166
Non-interest bearing current accounts	294,420	272,658	266,841	237,514	229,763	267,944

Interest expense during period (\$m)

Deposits by banks	57	47	92	134	123	330
Customer accounts	1,116	1,292	1,670	2,400	2,722	6,478
Repurchase agreements – non-trading	106	103	130	624	600	963
Debt securities in issue – non-trading	1,043	1,182	1,257	1,462	1,548	4,944
Other interest-bearing liabilities	360	381	326	396	582	1,463
Total	2,682	3,005	3,475	5,016	5,575	14,178

Net interest margin (%)

	1.22 %	1.20 %	1.33 %	1.54 %	1.56 %	1.32 %
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HSBC

Wealth and Personal Banking

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net interest income	3,550	3,478	3,689	4,368	4,392	15,085
Net fee income	1,326	1,391	1,224	1,467	1,351	5,408
Other operating income/(expense)	444	540	743	(221)	571	1,506
Net operating income before change in expected credit losses and other credit impairment charges	5,320	5,409	5,656	5,614	6,314	21,999
Change in expected credit losses and other credit impairment charges	(310)	(343)	(1,094)	(1,108)	(425)	(2,855)
Total operating expenses	(4,006)	(3,871)	(3,745)	(3,824)	(4,682)	(15,446)
of which: staff expenses	(1,588)	(1,438)	(1,322)	(1,453)	(1,552)	(5,801)
Share of profit in associates and joint ventures	4	10	(4)	(4)	5	6
Profit/(loss) before tax	1,008	1,205	813	678	1,212	3,704
Reported Significant items - Totals (\$m)						
Revenue	(1)	(32)	26	(7)	(95)	(14)
ECL	—	—	—	—	—	—
Operating expenses	(10)	(189)	(215)	(8)	(718)	(422)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	5,321	5,520	5,823	5,689	6,473	22,013
of which: net interest income	3,550	3,561	3,788	4,419	4,467	15,090
of which: net fee income	1,327	1,406	1,263	1,490	1,372	5,408
Change in expected credit losses and other credit impairment charges	(310)	(359)	(1,158)	(1,115)	(394)	(2,855)
Total operating expenses	(3,996)	(3,739)	(3,674)	(3,882)	(4,000)	(15,024)
Share of profit in associates and joint ventures	4	10	(4)	(4)	5	6
Profit/(loss) before tax	1,019	1,432	987	688	2,084	4,140
Earnings metrics - adjusted						
Return on average tangible equity (annualised, YTD) ¹	9.1 %	7.6 %	6.0 %	2.1 %	19.7 %	9.1 %
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	474,088	464,193	434,000	429,462	446,269	474,088
Loans and advances to customers (net)	469,186	459,516	429,487	425,692	443,025	469,186
Total external assets	881,918	851,093	814,719	760,446	772,139	881,918
Customer accounts	834,759	793,612	775,870	749,294	753,769	834,759
Risk-weighted assets	172,787	173,160	161,744	161,095	162,627	172,787
Adjusted balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	469,186	475,569	456,324	455,583	455,618	469,186
Customer accounts	834,759	814,256	810,616	785,615	768,151	834,759
Risk-weighted assets	172,787	177,331	168,686	168,618	164,567	172,787

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Management View of Adjusted Revenue - at originally reported average FX rates (\$m)						
Retail Banking	3,043	2,999	3,063	3,831	3,989	12,938
Net interest income	2,721	2,686	2,818	3,482	3,570	11,708
Non-interest income	322	313	245	349	419	1,230
Wealth Management	2,053	2,160	2,183	1,423	2,107	7,818
- Investment distribution	736	872	719	883	720	3,209
- Life insurance manufacturing	628	601	793	(206)	677	1,816
- Private Banking	407	418	410	511	452	1,746
Net interest income	156	142	159	213	217	670
Non-interest income	251	276	251	298	235	1,076
- Asset management	282	269	261	235	258	1,047
Other	73	93	139	126	208	429
Markets Treasury, HSBC Holdings interest expense and Argentina hyperinflation ²	152	189	245	241	105	828
Net operating income	5,321	5,441	5,630	5,621	6,409	22,013
Management View of Adjusted Revenue - at most recent period average FX rates (\$m)						
Retail Banking	3,043	3,052	3,185	3,878	4,015	12,938
Net interest income	2,721	2,734	2,928	3,527	3,598	11,708
Non-interest income	322	318	257	351	417	1,230
Wealth Management	2,053	2,178	2,234	1,438	2,144	7,818
- Investment distribution	736	879	733	893	727	3,209
- Life insurance manufacturing	628	605	805	(221)	685	1,816
- Private Banking	407	422	425	526	468	1,746
Net interest income	156	143	165	219	223	670
Non-interest income	251	279	260	307	245	1,076
- Asset management	282	272	271	240	264	1,047
Other	73	100	155	132	213	429
Markets Treasury, HSBC Holdings interest expense and Argentina hyperinflation ²	152	190	249	241	101	828
Net operating income	5,321	5,520	5,823	5,689	6,473	22,013

HSBC

Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes	—	(31)	26	—	(47)	(5)
Disposals, acquisitions and investment in new businesses	(1)	(1)	—	(7)	(48)	(9)
Fair value movement on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	109	4	(48)	(1)	(180)	64
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	15	(224)	(85)	—	(431)	(294)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(134)	31	(82)	(7)	(110)	(192)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	3	—

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

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

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

Revenue	79	193	68	63
ECL	(16)	(64)	(7)	31
Operating expenses	(55)	(156)	(66)	(63)
Share of profit in associates and joint ventures	—	—	—	—
Currency translation on revenue significant items	—	—	—	(1)
Currency translation on operating expense significant items	2	(12)	—	(27)
Currency translation on share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	16,053	26,837	29,891	12,593
Customer accounts	20,644	34,746	36,321	14,382
Risk-weighted assets	4,171	6,942	7,523	1,940

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

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

HSBC
Commercial Banking

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-19
Reported (\$m)						
Net interest income	2,210	2,208	2,287	2,596	2,722	9,301
Net fee income	808	787	734	896	790	3,225
Other operating income	128	153	246	241	168	768
Net operating income before change in expected credit losses and other credit impairment charges	3,146	3,148	3,267	3,733	3,680	13,294
Change in expected credit losses and other credit impairment charges	(874)	(354)	(2,151)	(1,375)	(286)	(4,754)
Total operating expenses	(1,916)	(1,587)	(1,698)	(1,699)	(4,766)	(6,900)
of which: staff expenses	(789)	(619)	(577)	(621)	(646)	(2,606)
Share of profit in associates and joint ventures	(1)	—	—	—	—	(1)
Profit/(loss) before tax	355	1,207	(582)	659	(1,372)	1,639
Reported Significant items - Totals (\$m)						
Revenue	(1)	(17)	—	—	2	(18)
ECL	—	—	—	—	—	—
Operating expenses	(152)	48	(105)	(2)	(2,982)	(211)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	3,147	3,209	3,392	3,794	3,717	13,312
of which: net interest income	2,210	2,255	2,366	2,628	2,739	9,317
of which: net fee income	808	797	763	917	804	3,225
Change in expected credit losses and other credit impairment charges	(874)	(359)	(2,250)	(1,405)	(282)	(4,754)
Total operating expenses	(1,764)	(1,658)	(1,657)	(1,729)	(1,806)	(6,689)
Share of profit in associates and joint ventures	(1)	—	(1)	—	—	(1)
Profit/(loss) before tax	508	1,192	(516)	660	1,629	1,868
Earnings metrics - adjusted						
Return on average tangible equity (annualised, YTD) ¹	1.3 %	1.1 %	(1.6)%	2.7 %	13.0 %	1.3 %
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-19
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	351,098	350,947	351,687	356,015	350,648	351,098
Loans and advances to customers (net)	343,182	343,702	344,567	350,638	346,105	343,182
Total external assets	570,295	555,635	549,530	518,904	511,474	570,295
Customer accounts	470,428	431,021	418,263	379,842	388,723	470,428
Risk-weighted assets	327,734	332,378	330,887	326,654	325,872	327,734
Adjusted balance sheet data -- at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	343,182	353,989	362,411	371,367	353,781	343,182
Customer accounts	470,428	444,528	441,266	402,592	397,182	470,428
Risk-weighted assets	327,734	342,713	348,564	346,372	332,543	327,734

HSBC Commercial Banking

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Management View of Adjusted Revenue - at originally reported average FX rates (\$m)						
Global Trade and Receivables Finance	423	429	423	469	432	1,744
Credit and Lending	1,457	1,442	1,359	1,382	1,328	5,640
Global Liquidity and Cash Management	895	936	1,014	1,333	1,425	4,178
Markets products, Insurance and Investments and other	364	341	413	478	501	1,596
Markets Treasury, HSBC Holdings interest expense and Argentina hyperinflation ²	8	17	58	71	(8)	154
Net operating income	3,147	3,165	3,267	3,733	3,678	13,312
Management View of Adjusted Revenue - at most recent period average FX rates (\$m)						
Global Trade and Receivables Finance	423	434	437	475	438	1,744
Credit and Lending	1,457	1,461	1,412	1,408	1,349	5,640
Global Liquidity and Cash Management	895	946	1,043	1,345	1,436	4,178
Markets products, Insurance and Investments and other	364	349	436	491	506	1,596
Markets Treasury, HSBC Holdings interest expense and Argentina hyperinflation ²	8	19	64	75	(12)	154
Net operating income	3,147	3,209	3,392	3,794	3,717	13,312
Reported Revenue significant items (\$m)						
Customer redress programmes	1	(17)	—	—	2	(16)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movement on financial instruments	(1)	—	—	—	—	(1)
Restructuring and other related costs	(1)	—	—	—	—	(1)
Reported Cost significant items (\$m)						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	(1)	—	(2)	(1)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1)	(3)	(41)	—	(2,956)	(45)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(151)	51	(63)	(2)	(24)	(165)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC
Commercial Banking

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

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

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

Revenue	44	125	61	40
ECL	(5)	(99)	(30)	4
Operating expenses	(21)	(73)	(32)	(49)
Share of profit in associates and joint ventures	—	(1)	—	—
Currency translation on revenue significant items	—	—	—	1
Currency translation on operating expense significant items	2	(9)	—	(27)
Currency translation on share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	10,287	17,844	20,729	7,676
Customer accounts	13,507	23,003	22,750	8,459
Risk-weighted assets	10,335	17,677	19,718	6,671

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

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

HSBC
Global Banking and Markets

Reported (\$m)

Net interest income	1,106	1,040	1,123	1,249	1,291	4,518
Net fee income	841	818	843	765	812	3,267
Other operating income	1,352	1,652	2,274	1,931	1,568	7,209
Net operating income before change in expected credit losses and other credit impairment charges	3,299	3,510	4,240	3,945	3,671	14,994
Change in expected credit losses and other credit impairment charges	9	(100)	(573)	(545)	(38)	(1,209)
Total operating expenses ¹	(2,604)	(2,412)	(2,801)	(2,352)	(6,523)	(10,169)
of which: staff expenses	(1,179)	(999)	(853)	(942)	(1,008)	(3,973)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	704	998	866	1,048	(2,890)	3,616

Reported Significant items - Totals (\$m)

Revenue	(212)	(104)	(179)	186	(44)	(309)
ECL	—	—	—	—	—	—
Operating expenses	(134)	(130)	(625)	(16)	(4,056)	(905)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	3,511	3,672	4,591	3,830	3,765	15,303
of which: net interest income	1,106	1,056	1,157	1,259	1,290	4,518
of which: net fee income	840	828	871	788	828	3,267
Change in expected credit losses and other credit impairment charges	9	(101)	(610)	(553)	(36)	(1,209)
Total operating expenses	(2,470)	(2,321)	(2,285)	(2,405)	(2,516)	(9,264)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	1,050	1,250	1,696	872	1,213	4,830

Earnings metrics - adjusted

Return on average tangible equity (annualised, YTD) ²	6.7 %	6.9 %	7.7 %	6.3 %	9.8 %	6.7 %
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Balance sheet - reported (\$m)

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	226,024	238,670	244,937	263,888	247,423	226,024
Loans and advances to customers (net)	224,364	236,902	243,355	262,670	246,492	224,364
Total external assets	1,347,440	1,380,766	1,390,006	1,474,089	1,272,875	1,347,440
Customer accounts	336,983	343,365	337,573	310,977	295,880	336,983
Risk-weighted assets	265,147	267,162	277,633	285,377	273,430	265,147

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

	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (net)	224,364	243,668	255,235	277,524	252,131	224,364
Customer accounts	336,983	355,339	358,392	332,645	304,094	336,983
Risk-weighted assets	265,147	272,886	287,770	297,139	276,804	265,147

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

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Global Markets	1,430	1,588	2,139	2,133	1,247	7,290
- FICC	1,069	1,296	2,069	1,844	1,073	6,278
- Foreign Exchange	689	766	788	1,129	669	3,373
- Rates	151	232	676	675	276	1,734
- Credit	229	298	605	40	128	1,171
- Equities	361	292	70	289	174	1,012
Securities Services	439	409	434	510	518	1,792
Global Banking	907	953	1,002	942	986	3,804
Global Liquidity and Cash Management	469	457	487	608	674	2,021
Global Trade and Receivables Finance	185	192	199	193	198	769
Principal Investments	74	52	223	(235)	45	114
Credit and Funding Valuation Adjustment	70	32	(9)	(346)	191	(252)
Other	(121)	(153)	(159)	(142)	(119)	(575)
Markets Treasury, HSBC Holdings interest expense and Argentina hyperinflation ³	58	84	103	96	(25)	340
Net operating income	3,511	3,614	4,419	3,759	3,715	15,303

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

Global Markets	1,430	1,608	2,204	2,164	1,260	7,290
- FICC	1,069	1,311	2,134	1,867	1,082	6,278
- Foreign Exchange	689	776	814	1,149	676	3,373
- Rates	151	234	693	678	276	1,734
- Credit	229	301	627	40	130	1,171
- Equities	361	297	70	297	178	1,012
Securities Services	439	416	452	521	527	1,792
Global Banking	907	967	1,038	958	998	3,804
Global Liquidity and Cash Management	469	462	499	613	676	2,021
Global Trade and Receivables Finance	185	195	208	197	201	769
Principal Investments	74	53	228	(239)	46	114
Credit and Funding Valuation Adjustment	70	33	(9)	(354)	194	(252)
Other	(121)	(150)	(142)	(132)	(114)	(575)
Markets Treasury, HSBC Holdings interest expense and Argentina hyperinflation ³	58	88	113	102	(23)	340
Net operating income	3,511	3,672	4,591	3,830	3,765	15,303

HSBC

Global Banking and Markets

Reported Revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movement on financial instruments	(64)	(3)	(121)	186	(44)	(2)
Restructuring and other related costs	(148)	(101)	(58)	—	—	(307)

Reported Cost significant items (\$m)

Costs of structural reform	—	—	—	—	(6)	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	1	(11)	(567)	—	(3,962)	(577)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(135)	(119)	(58)	(14)	(86)	(326)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	(2)	(2)	(2)

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

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

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

Revenue		59	164	76	49	
ECL		(1)	(37)	(8)	2	
Operating expenses		(42)	(148)	(69)	(52)	
Share of profit in associates and joint ventures		—	—	—	—	
Currency translation on revenue significant items		1	(8)	5	(1)	
Currency translation on operating expense significant items		(3)	(39)	—	(3)	
Currency translation on share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		6,766	11,880	14,854	5,639	
Customer accounts		11,974	20,819	21,668	8,214	
Risk-weighted assets		5,724	10,137	11,762	3,374	

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

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

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

HSBC
Corporate Centre

Reported (\$m)

Net interest income	(247)	(276)	(202)	(601)	(751)	(1,326)
Net fee income	(8)	(15)	2	(5)	(15)	(26)
Other operating income	247	151	96	1,000	472	1,494
Net operating income before change in expected credit losses and other credit impairment charges	(8)	(140)	(104)	394	(294)	142
Change in expected credit losses and other credit impairment charges	1	12	(14)	2	16	1
Total operating expenses	(1,338)	(171)	(431)	23	(1,082)	(1,917)
of which: staff expenses	(1,523)	(1,427)	(1,454)	(1,292)	(1,339)	(5,696)
Share of profit in associates and joint ventures	663	(37)	541	425	513	1,592
Profit/(loss) before tax	(682)	(336)	(8)	844	(847)	(182)

Reported Significant items - Totals (\$m)

Revenue	147	15	62	180	(139)	404
ECL	—	—	—	—	—	—
Operating expenses	(462)	(359)	(468)	(146)	(213)	(1,435)
Share of profit in associates and joint ventures	—	(462)	—	—	—	(462)

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	(155)	(156)	(181)	195	(173)	(262)
of which: net interest expense	(246)	(282)	(208)	(596)	(745)	(1,326)
of which: net fee income/(expense)	(9)	(14)	2	(6)	(15)	(26)
Change in expected credit losses and other credit impairment charges	1	13	(15)	2	16	1
Total operating expenses	(876)	194	62	180	(854)	(482)
Share of profit in associates and joint ventures	663	440	585	447	541	2,054
Profit/(loss) before tax	(367)	491	451	824	(470)	1,311

Earnings metrics - adjusted

Return on average tangible equity (annualised, YTD) ¹	3.1 %	4.6 %	4.7 %	4.8 %	0.8 %	3.1 %
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Balance sheet - reported (\$m)

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	1,268	1,233	1,284	1,302	1,135	1,268
Loans and advances to customers (net)	1,255	1,220	1,272	1,282	1,121	1,255
Total external assets	184,511	168,441	168,543	164,371	158,664	184,511
Customer accounts	610	716	674	416	743	610
Risk-weighted assets	91,852	84,324	84,288	83,952	81,466	91,852

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

	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (net)	1,255	1,265	1,365	1,374	1,165	1,255
Customer accounts	610	754	738	481	780	610
Risk-weighted assets	91,852	85,029	85,469	85,333	81,979	91,852

HSBC Corporate Centre

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Management View of Adjusted Revenue - at originally reported average FX rates (\$m)						
Central Treasury	(12)	(32)	(64)	265	(51)	156
Legacy Credit	3	28	43	(91)	13	(17)
Other	(146)	(151)	(145)	40	(117)	(401)
Net operating income	(155)	(155)	(166)	214	(155)	(262)
Memo						
Markets Treasury previously reported in Corporate Centre - now allocated to global businesses ²	610	671	772	756	348	2,809
Management View of Adjusted Revenue - at most recent period average FX rates (\$m)						
Central Treasury	(12)	(32)	(64)	265	(47)	156
Legacy Credit	3	28	42	(92)	13	(17)
Other	(146)	(152)	(159)	22	(139)	(401)
Net operating income	(155)	(156)	(181)	195	(173)	(262)
Memo						
Markets Treasury previously reported in Corporate Centre - now allocated to global businesses ²	610	673	796	770	380	2,809
Reported Revenue significant items (\$m)						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	1	(1)	—	(7)	(1)
Fair value movement on financial instruments	19	14	63	171	(132)	267
Restructuring and other related costs	129	—	—	9	—	138
Reported Cost significant items (\$m)						
Costs of structural reform	—	—	—	—	(26)	—
Customer redress programmes	(2)	(7)	—	—	(1)	(9)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(23)	181	(332)	—	—	(174)
Past service costs of guaranteed minimum pension benefits equalisation	(17)	—	—	—	—	(17)
Restructuring and other related costs	(416)	(530)	(132)	(147)	(180)	(1,225)
Settlements and provisions in connection with legal and regulatory matters	(4)	(3)	(4)	1	(6)	(10)

HSBC Corporate Centre

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

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

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

Revenue	(4)	(13)	(20)	(18)
ECL	1	(1)	—	—
Operating expenses	(2)	14	9	12
Share of profit in associates and joint ventures	15	44	22	28
Currency translation on revenue significant items	(3)	2	(1)	—
Currency translation on operating expense significant items	(8)	(11)	(2)	(3)
Currency translation on share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	45	93	92	44
Customer accounts	38	64	65	37
Risk-weighted assets	705	1,181	1,381	513

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

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

HSBC
Europe

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Europe - TOTAL						
Reported (\$m)						
Net interest income	1,521	1,391	1,337	1,446	1,349	5,695
Net fee income	927	827	811	936	923	3,501
Other operating income	2,506	2,271	2,408	2,038	2,301	9,223
Net operating income before change in expected credit losses and other credit impairment charges	4,954	4,489	4,556	4,420	4,573	18,419
Change in expected credit losses and other credit impairment charges	(513)	(353)	(2,017)	(868)	(128)	(3,751)
Total operating expenses	(5,715)	(4,058)	(5,139)	(3,962)	(8,123)	(18,874)
<i>of which: staff expenses</i>	<i>(2,293)</i>	<i>(1,848)</i>	<i>(1,666)</i>	<i>(1,517)</i>	<i>(1,793)</i>	<i>(7,324)</i>
Share of profit in associates and joint ventures	45	6	50	(100)	(30)	1
Profit/(loss) before tax	(1,229)	84	(2,550)	(510)	(3,708)	(4,205)
Reported Significant items - Totals (\$m)						
Revenue	102	(90)	—	230	(202)	242
ECL	—	—	—	—	—	—
Operating expenses	(648)	(224)	(1,276)	(55)	(2,999)	(2,203)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	4,852	4,683	4,862	4,359	4,957	18,177
<i>of which: net interest income</i>	<i>1,522</i>	<i>1,485</i>	<i>1,442</i>	<i>1,534</i>	<i>1,460</i>	<i>5,716</i>
Change in expected credit losses and other credit impairment charges	(513)	(355)	(2,149)	(905)	(136)	(3,751)
Total operating expenses	(5,067)	(3,909)	(4,077)	(4,062)	(5,253)	(16,671)
Share of profit in associates and joint ventures	45	5	54	(103)	(31)	1
Profit/(loss) before tax	(683)	424	(1,310)	(711)	(463)	(2,244)
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	414,940	404,224	384,410	390,277	397,464	414,940
Loans and advances to customers (net)	408,495	398,181	378,729	386,222	393,849	408,495
Total external assets	1,337,006	1,307,736	1,262,665	1,264,233	1,174,126	1,337,006
Customer accounts	629,647	593,172	562,505	531,992	528,718	629,647
Risk-weighted assets ¹	284,322	281,223	278,500	280,541	280,983	284,322

HSBC Europe

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

Loans and advances to customers (net)	408,495	420,011	417,857	425,575	411,871	408,495
Customer accounts	629,647	625,957	620,908	586,224	551,696	629,647

Europe - Wealth and Personal Banking

Reported (\$m)

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

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
<i>of which: net interest income</i>	1,754	1,608	1,621	1,507	2,237	6,490
Change in expected credit losses and other credit impairment charges	1,055	1,011	989	1,127	1,084	4,182
Total operating expenses	(78)	(114)	(497)	(478)	(83)	(1,167)
<i>of which: staff expenses</i>	(1,595)	(1,357)	(1,534)	(1,517)	(2,126)	(6,003)
Share of profit in associates and joint ventures	(597)	(482)	(433)	(481)	(556)	(1,993)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	81	137	(410)	(488)	28	(680)

Reported Significant items - Totals (\$m)

Revenue	(8)	(31)	26	—	(46)	(13)
ECL	—	—	—	—	—	—
Operating expenses	39	56	(168)	1	(261)	(72)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

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

<i>of which: net interest income</i>	1,762	1,676	1,705	1,568	2,365	6,503
Change in expected credit losses and other credit impairment charges	1,055	1,066	1,031	1,174	1,166	4,187
Total operating expenses	(78)	(116)	(528)	(497)	(85)	(1,167)
Share of profit in associates and joint ventures	(1,634)	(1,443)	(1,454)	(1,580)	(1,920)	(5,931)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	50	117	(277)	(509)	360	(595)

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	220,255	206,497	191,671	191,599	201,949	220,255
Loans and advances to customers (net)	217,870	204,244	189,581	189,955	200,670	217,870
Total external assets	361,385	334,722	313,304	293,536	299,385	361,385
Customer accounts	289,610	267,190	251,921	242,663	251,243	289,610
Risk-weighted assets	54,297	48,065	45,066	46,510	46,544	54,297

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

Loans and advances to customers (net)	217,870	215,487	209,231	209,052	209,574	217,870
Customer accounts	289,610	281,960	278,112	266,992	261,972	289,610

HSBC Europe

Europe - Commercial Banking

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,201	1,134	1,072	1,166	1,404	4,573
<i>of which: net interest income</i>	<i>730</i>	<i>701</i>	<i>646</i>	<i>689</i>	<i>721</i>	<i>2,766</i>
Change in expected credit losses and other credit impairment charges	(416)	(233)	(1,154)	(219)	(67)	(2,022)
Total operating expenses	(899)	(638)	(788)	(755)	(3,525)	(3,080)
<i>of which: staff expenses</i>	<i>(396)</i>	<i>(241)</i>	<i>(221)</i>	<i>(236)</i>	<i>(254)</i>	<i>(1,094)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(114)	263	(870)	192	(2,188)	(529)
Reported Significant items - Totals (\$m)						
Revenue	(3)	(16)	—	—	2	(19)
ECL	—	—	—	—	—	—
Operating expenses	(140)	55	(103)	(2)	(2,543)	(190)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,204	1,178	1,152	1,220	1,449	4,592
<i>of which: net interest income</i>	<i>731</i>	<i>736</i>	<i>697</i>	<i>721</i>	<i>747</i>	<i>2,782</i>
Change in expected credit losses and other credit impairment charges	(416)	(235)	(1,229)	(229)	(72)	(2,022)
Total operating expenses	(759)	(707)	(728)	(783)	(1,008)	(2,890)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	29	236	(805)	208	369	(320)
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	129,719	126,195	122,473	121,582	123,152	129,719
Loans and advances to customers (net)	126,407	123,250	119,628	119,668	121,280	126,407
Total external assets	233,042	219,598	210,014	187,824	188,223	233,042
Customer accounts	200,647	181,865	169,771	155,036	149,854	200,647
Risk-weighted assets	115,252	118,664	115,515	112,848	116,617	115,252
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	126,407	129,980	131,963	131,946	126,865	126,407
Customer accounts	200,647	191,918	187,391	171,003	156,445	200,647

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Europe - Global Banking and Markets

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,048	1,168	1,353	907	1,113	4,476
<i>of which: net interest income</i>	<i>94</i>	<i>56</i>	<i>(1)</i>	<i>61</i>	<i>57</i>	<i>210</i>
Change in expected credit losses and other credit impairment charges	(21)	(18)	(357)	(173)	4	(569)
Total operating expenses	(1,400)	(1,289)	(1,746)	(1,282)	(1,420)	(5,717)
<i>of which: staff expenses</i>	<i>(599)</i>	<i>(511)</i>	<i>(362)</i>	<i>(433)</i>	<i>(489)</i>	<i>(1,905)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(373)	(139)	(750)	(548)	(303)	(1,810)
Reported Significant items - Totals (\$m)						
Revenue	(169)	(58)	(92)	70	(25)	(249)
ECL	—	—	—	—	—	—
Operating expenses	(124)	(115)	(604)	(12)	(75)	(855)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,217	1,260	1,554	893	1,186	4,725
<i>of which: net interest income</i>	<i>94</i>	<i>60</i>	<i>10</i>	<i>70</i>	<i>64</i>	<i>210</i>
Change in expected credit losses and other credit impairment charges	(21)	(18)	(381)	(181)	4	(569)
Total operating expenses	(1,276)	(1,203)	(1,227)	(1,331)	(1,393)	(4,862)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(80)	39	(54)	(619)	(203)	(706)
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	64,135	70,721	69,387	76,198	71,412	64,135
Loans and advances to customers (net)	63,402	69,888	68,652	75,722	70,962	63,402
Total external assets	687,630	699,711	685,382	726,591	634,752	687,630
Customer accounts	138,833	143,456	140,202	133,703	126,930	138,833
Risk-weighted assets	102,616	103,219	106,312	109,687	107,559	102,616
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	63,402	73,702	75,706	83,610	74,451	63,402
Customer accounts	138,833	151,384	154,731	147,577	132,555	138,833

HSBC Europe

Europe - Corporate Centre

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	949	579	510	840	(181)	2,878
<i>of which: net interest income/(expense)</i>	(358)	(376)	(297)	(431)	(513)	(1,462)
Change in expected credit losses and other credit impairment charges	—	13	(9)	2	18	6
Total operating expenses	(1,819)	(775)	(1,071)	(408)	(1,052)	(4,073)
<i>of which: staff expenses</i>	(702)	(613)	(650)	(367)	(494)	(2,332)
Share of profit in associates and joint ventures	46	5	50	(100)	(30)	1
Profit/(loss) before tax	(824)	(178)	(520)	334	(1,245)	(1,188)
Reported Significant items - Totals (\$m)						
Revenue	283	15	66	160	(133)	524
ECL	—	—	—	—	—	—
Operating expenses	(426)	(218)	(401)	(42)	(120)	(1,087)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	666	569	451	677	(43)	2,354
<i>of which: net interest expense</i>	(358)	(377)	(296)	(432)	(517)	(1,462)
Change in expected credit losses and other credit impairment charges	—	13	(11)	2	17	6
Total operating expenses	(1,393)	(556)	(667)	(368)	(931)	(2,986)
Share of profit in associates and joint ventures	46	5	54	(103)	(31)	1
Profit/(loss) before tax	(681)	31	(173)	208	(988)	(625)
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	829	811	879	898	951	829
Loans and advances to customers (net)	816	799	868	877	937	816
Total external assets	54,951	53,704	53,965	56,282	51,766	54,951
Customer accounts	557	661	611	590	691	557
Risk-weighted assets	12,157	11,275	11,607	11,496	10,263	12,157
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	816	842	957	966	981	816
Customer accounts	557	696	674	652	725	557

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SIGNIFICANT ITEMS

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Europe - TOTAL						
Reported revenue significant items (\$m)						
Customer redress programmes	1	(48)	26	—	(44)	(21)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(10)	12	22	230	(158)	254
Restructuring and other related costs	111	(54)	(48)	—	—	9
Reported cost significant items (\$m)						
Costs of structural reform	—	—	—	—	(31)	—
Customer redress programmes	107	(3)	(49)	(1)	(182)	54
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(3)	184	(984)	—	(2,521)	(803)
Past service costs of guaranteed minimum pension benefits equalisation	(17)	—	—	—	—	(17)
Restructuring and other related costs	(731)	(399)	(242)	(53)	(260)	(1,425)
Settlements and provisions in connection with legal and regulatory matters	(4)	(6)	(1)	(1)	(5)	(12)
Share of profit in associates and joint ventures significant items (\$m)						
Impairment of goodwill	—	—	—	—	—	—
Europe - Wealth and Personal Banking						
Reported revenue significant items (\$m)						
Customer redress programmes	—	(31)	26	—	(46)	(5)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	(8)	—	—	—	—	(8)
Reported cost significant items (\$m)						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	109	3	(47)	(1)	(180)	64
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(1)	(44)	—	—	(45)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(70)	54	(77)	2	(84)	(91)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	3	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	(1)	—	(2)	(1)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(3)	—	(41)	—	(2,521)	(44)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(137)	55	(61)	(2)	(20)	(145)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(29)	(3)	(44)	70	(25)	(6)
Restructuring and other related costs	(140)	(55)	(48)	—	—	(243)

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Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(6)	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(6)	(567)	—	—	(573)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(124)	(109)	(37)	(10)	(67)	(280)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	(2)	(2)	(2)

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	21	15	66	160	(133)	262
Restructuring and other related costs	262	—	—	—	—	262

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(25)	—
Customer redress programmes	(4)	(5)	—	—	—	(9)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1)	191	(332)	—	—	(142)
Past service costs of guaranteed minimum pension benefits equalisation	(17)	—	—	—	—	(17)
Restructuring and other related costs	(401)	(400)	(65)	(43)	(89)	(909)
Settlements and provisions in connection with legal and regulatory matters	(3)	(4)	(4)	1	(6)	(10)

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

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

Europe - TOTAL

Revenue		102	303	173	180	
ECL		(2)	(132)	(37)	(8)	
Operating expenses		(81)	(288)	(157)	(192)	
Share of profit in associates and joint ventures		(1)	4	(3)	(1)	

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Europe

Revenue significant items	(2)	(3)	4	(2)
Operating expense significant items	(6)	(74)	(2)	(63)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	21,830	39,128	39,353	18,022
Customer accounts	32,785	58,403	54,232	22,978
Europe - Wealth and Personal Banking				
Revenue	36	111	61	80
ECL	(2)	(31)	(19)	(2)
Operating expenses	(28)	(101)	(63)	(84)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(1)	1	—	(2)
Operating expense significant items	2	(13)	(1)	(29)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	11,243	19,650	19,097	8,904
Customer accounts	14,770	26,191	24,329	10,729
Europe - Commercial Banking				
Revenue	27	80	54	48
ECL	(2)	(75)	(10)	(5)
Operating expenses	(13)	(52)	(30)	(54)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(1)	—	—	1
Operating expense significant items	1	(9)	—	(28)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	6,730	12,335	12,278	5,585
Customer accounts	10,053	17,620	15,967	6,591

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Europe - Global Banking and Markets

Revenue	33	104	60	47
ECL	—	(24)	(8)	—
Operating expenses	(31)	(124)	(61)	(50)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(1)	(5)	4	(1)
Operating expense significant items	(2)	(39)	—	(2)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	3,814	7,054	7,888	3,489
Customer accounts	7,928	14,529	13,874	5,625

Europe - Corporate Centre

Revenue	5	8	(3)	5
ECL	—	(2)	—	(1)
Operating expenses	(8)	(10)	(3)	(4)
Share of profit in associates and joint ventures	—	4	(3)	(1)
Revenue significant items	—	1	—	—
Operating expense significant items	(9)	(13)	(1)	(5)
Share of profit in associates and joint ventures significant items	0	0	0	0
Loans and advances to customers (net)	43	89	89	44
Customer accounts	35	63	62	34

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

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HSBC UK
UK ring-fenced bank

HSBC UK - TOTAL

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net interest income	1,503	1,433	1,369	1,534	1,510	5,839
Net fee income	345	290	278	391	383	1,304
Other operating income	149	134	106	207	169	596
Net operating income before change in expected credit losses and other credit impairment charges	1,997	1,857	1,753	2,132	2,062	7,739
Change in expected credit losses and other credit impairment charges	(499)	(160)	(1,450)	(569)	(102)	(2,678)
Total operating expenses	(1,291)	(1,170)	(1,160)	(1,194)	(1,434)	(4,815)
<i>of which: staff expenses</i>	(412)	(292)	(271)	(292)	(315)	(1,267)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	207	527	(857)	369	526	246
Reported Significant items - Totals (\$m)						
Revenue	(1)	(47)	26	—	(42)	(22)
ECL	—	—	—	—	—	—
Operating expenses	(104)	(33)	(55)	(8)	(251)	(200)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,998	1,947	1,836	2,202	2,163	7,761
<i>of which: net interest income</i>	1,504	1,513	1,428	1,584	1,590	5,860
Change in expected credit losses and other credit impairment charges	(499)	(164)	(1,544)	(587)	(105)	(2,678)
Total operating expenses	(1,187)	(1,163)	(1,175)	(1,224)	(1,214)	(4,615)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	312	620	(883)	391	844	468
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	265,468	249,187	232,333	232,714	244,237	265,468
Loans and advances to customers (net)	261,109	245,312	228,617	230,181	242,018	261,109
Total external assets	414,816	376,763	352,756	328,350	338,642	414,816
Customer accounts	354,099	319,899	297,598	275,930	285,855	354,099
Risk-weighted assets	116,710	115,539	108,863	109,378	113,543	116,710

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

Loans and advances to customers (net)	261,109	259,429	253,145	252,624	249,944	261,109
Customer accounts	354,099	338,308	329,528	302,834	295,218	354,099

HSBC UK - Wealth and Personal Banking

Reported (\$m)

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

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Net operating income before change in expected credit losses and other credit impairment charges	1,062	987	945	1,205	1,150	4,199
<i>of which: net interest income</i>	875	833	812	943	896	3,463
Change in expected credit losses and other credit impairment charges	(132)	(45)	(485)	(406)	(83)	(1,068)
Total operating expenses	(744)	(740)	(770)	(764)	(1,005)	(3,018)
<i>of which: staff expenses</i>	(278)	(205)	(194)	(210)	(254)	(887)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	186	202	(310)	35	62	113

Reported Significant items - Totals (\$m)

Revenue	—	(31)	26	—	(45)	(5)
ECL	—	—	—	—	—	—
Operating expenses	15	—	(49)	1	(227)	(33)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

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

Net operating income before change in expected credit losses and other credit impairment charges	1,062	1,041	977	1,244	1,225	4,204
<i>of which: net interest income</i>	875	884	836	974	962	3,468
Change in expected credit losses and other credit impairment charges	(132)	(46)	(515)	(419)	(85)	(1,068)
Total operating expenses	(759)	(756)	(766)	(789)	(798)	(2,985)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	171	239	(304)	36	342	151

Balance sheet -- reported (\$m)

	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	171,377	159,399	147,285	147,806	157,058	171,377
Loans and advances to customers (net)	169,365	157,568	145,530	146,488	156,042	169,365
Total external assets	238,853	216,493	201,081	188,626	195,255	238,853
Customer accounts	218,723	197,377	184,439	178,048	185,963	218,723
Risk-weighted assets	34,218	32,624	30,358	31,149	32,097	34,218

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

Loans and advances to customers (net)	169,365	166,635	161,144	160,771	161,152	169,365
Customer accounts	218,723	208,736	204,227	195,408	192,054	218,723

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HSBC UK - Commercial Banking

Reported (\$m)

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Reported Significant items - Totals (\$m)

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

Adjusted (\$m)

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

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

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	881	822	771	874	865	3,348
<i>of which: net interest income</i>	<i>630</i>	<i>603</i>	<i>556</i>	<i>595</i>	<i>619</i>	<i>2,384</i>
Change in expected credit losses and other credit impairment charges	(366)	(115)	(967)	(163)	(19)	(1,611)
Total operating expenses	(422)	(390)	(376)	(381)	(416)	(1,569)
<i>of which: staff expenses</i>	<i>(157)</i>	<i>(117)</i>	<i>(108)</i>	<i>(114)</i>	<i>(115)</i>	<i>(496)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	93	317	(572)	330	430	168
Reported Significant items - Totals (\$m)						
Revenue	(1)	(16)	—	—	3	(17)
ECL	—	—	—	—	—	—
Operating expenses	(34)	—	(1)	—	(5)	(35)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	882	858	819	902	884	3,365
<i>of which: net interest income</i>	<i>630</i>	<i>633</i>	<i>592</i>	<i>614</i>	<i>632</i>	<i>2,400</i>
Change in expected credit losses and other credit impairment charges	(366)	(118)	(1,028)	(168)	(20)	(1,611)
Total operating expenses	(388)	(399)	(397)	(394)	(422)	(1,534)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	128	341	(606)	340	442	220
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	93,517	89,228	84,416	84,267	86,475	93,517
Loans and advances to customers (net)	91,169	87,183	82,454	83,052	85,273	91,169
Total external assets	161,864	146,776	138,449	124,794	127,237	161,864
Customer accounts	135,108	122,270	112,829	97,577	99,544	135,108
Risk-weighted assets	79,688	81,081	76,769	76,277	79,522	79,688
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	91,169	92,200	91,301	91,150	88,066	91,169
Customer accounts	135,108	129,306	124,935	107,090	102,805	135,108

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HSBC UK - Global Banking and Markets

Reported (\$m)

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Reported Significant items - Totals (\$m)

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

Adjusted (\$m)

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

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

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	56	50	42	52	57	200
<i>of which: net interest income</i>	—	—	—	—	(4)	—
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(29)	(26)	(16)	(39)	(35)	(110)
<i>of which: staff expenses</i>	(4)	(3)	(3)	(3)	(5)	(13)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	27	24	26	13	22	90
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	56	51	45	54	59	200
<i>of which: net interest income</i>	—	—	—	—	(4)	—
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(29)	(26)	(18)	(40)	(36)	(110)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	27	25	27	14	23	90
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	79	50	34	95	65	79
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	819	409	414	361	481	819
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

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UK ring-fenced bank

HSBC UK - Corporate Centre

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(1)	(2)	(5)	1	(10)	(7)
<i>of which: net interest income/(expense)</i>	<i>(2)</i>	<i>(3)</i>	<i>1</i>	<i>(4)</i>	<i>(1)</i>	<i>(8)</i>
Change in expected credit losses and other credit impairment charges	(2)	—	2	—	—	—
Total operating expenses	(96)	(13)	2	(10)	22	(117)
<i>of which: staff expenses</i>	<i>27</i>	<i>33</i>	<i>34</i>	<i>35</i>	<i>59</i>	<i>129</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(99)	(15)	(1)	(9)	12	(124)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(86)	(32)	(5)	(9)	(19)	(132)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(1)	(2)	(5)	2	(6)	(7)
<i>of which: net interest income/(expense)</i>	<i>(2)</i>	<i>(3)</i>	<i>—</i>	<i>(4)</i>	<i>—</i>	<i>(8)</i>
Change in expected credit losses and other credit impairment charges	(2)	—	(1)	—	—	—
Total operating expenses	(10)	20	7	—	42	15
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(13)	18	1	2	36	8
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	574	561	632	641	704	574
Loans and advances to customers (net)	574	561	633	641	703	574
Total external assets	14,021	13,445	13,192	14,835	16,085	14,021
Customer accounts	268	252	330	305	348	268
Risk-weighted assets	1,985	1,425	1,322	1,591	1,443	1,985
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	574	593	700	703	727	574
Customer accounts	268	266	366	335	360	268

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UK ring-fenced bank

SIGNIFICANT ITEMS

HSBC UK - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Customer redress programmes	—	(47)	26	—	(42)	(21)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	(1)	—	—	—	—	(1)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	107	(3)	(49)	(1)	(182)	54
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	(17)	—	—	—	—	(17)
Restructuring and other related costs	(194)	(30)	(6)	(7)	(69)	(237)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	(31)	26	—	(45)	(5)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	109	3	(47)	(1)	(180)	64
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(94)	(3)	(2)	2	(47)	(97)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	(1)	—	(2)	(1)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(34)	—	—	—	(3)	(34)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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UK ring-fenced bank

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	(4)	(5)	—	—	—	(9)
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	(17)	—	—	—	—	(17)
Restructuring and other related costs	(65)	(27)	(5)	(9)	(19)	(106)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

HSBC UK - TOTAL

Revenue		42	110	70	57	
ECL		(4)	(94)	(18)	(3)	
Operating expenses		(26)	(73)	(38)	(37)	
Share of profit in associates and joint ventures		—	—	—	—	
Revenue significant items		(1)	1	—	(2)	
Operating expense significant items		—	(3)	—	(6)	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		14,117	24,528	22,443	7,926	
Customer accounts		18,409	31,930	26,904	9,363	

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UK ring-fenced bank

HSBC UK - Wealth and Personal Banking

Revenue	22	59	39	29
ECL	(1)	(30)	(13)	(2)
Operating expenses	(17)	(48)	(25)	(26)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(1)	1	—	(1)
Operating expense significant items	(1)	(3)	(1)	(6)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	9,067	15,614	14,283	5,110
Customer accounts	11,359	19,788	17,360	6,091

HSBC UK - Commercial Banking

Revenue	19	48	28	22
ECL	(3)	(61)	(5)	(1)
Operating expenses	(9)	(23)	(13)	(11)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(1)	—	—	—
Operating expense significant items	—	(1)	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	5,017	8,847	8,098	2,793
Customer accounts	7,036	12,106	9,513	3,261

HSBC UK - Global Banking and Markets

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

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UK ring-fenced bank

HSBC UK - Corporate Centre

Revenue		—	—	1	4
ECL		—	(3)	—	—
Operating expenses		—	1	1	—
Share of profit in associates and joint ventures		—	—	—	—
Revenue significant items		—	—	—	—
Operating expense significant items		(1)	1	—	(1)
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		32	67	62	24
Customer accounts		14	36	30	12

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HSBC Bank
Non ring-fenced bank

HSBC Bank - TOTAL

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net interest income	660	621	606	548	501	2,435
Net fee income	477	442	438	440	444	1,797
Other operating income	812	919	1,176	418	1,150	3,325
Net operating income before change in expected credit losses and other credit impairment charges	1,949	1,982	2,220	1,406	2,095	7,557
Change in expected credit losses and other credit impairment charges	(216)	9	(565)	(251)	(28)	(1,023)
Total operating expenses	(2,290)	(1,920)	(2,594)	(1,782)	(1,809)	(8,586)
<i>of which: staff expenses</i>	(989)	(746)	(593)	(685)	(753)	(3,013)
Share of profit in associates and joint ventures	45	4	50	(100)	(29)	(1)
Profit/(loss) before tax	(512)	75	(889)	(727)	229	(2,053)
Reported significant items - Totals (\$m)						
Revenue	(46)	(58)	(92)	72	(24)	(124)
ECL	—	—	—	—	—	—
Operating expenses	(430)	(258)	(988)	(15)	(159)	(1,691)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,995	2,082	2,459	1,415	2,217	7,681
<i>of which: net interest income</i>	660	634	651	585	533	2,435
Change in expected credit losses and other credit impairment charges	(216)	10	(606)	(265)	(32)	(1,023)
Total operating expenses	(1,860)	(1,696)	(1,719)	(1,861)	(1,723)	(6,895)
Share of profit in associates and joint ventures	45	4	53	(104)	(29)	(1)
Profit/(loss) before tax	(36)	400	187	(815)	433	(238)
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	139,987	145,681	143,289	148,773	144,148	139,987
Loans and advances to customers (net)	137,981	143,790	141,397	147,323	142,776	137,981
Total external assets	881,616	891,935	869,877	895,705	799,892	881,616
Customer accounts	260,614	257,986	250,312	242,276	229,360	260,614
Risk-weighted assets	167,115	166,744	170,634	172,062	165,809	167,115

HSBC

HSBC Bank

Non ring-fenced bank

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

Loans and advances to customers (net)

Customer accounts

137,981	151,079	155,300	163,382	151,996	137,981
260,614	271,667	275,561	268,165	241,705	260,614

HSBC Bank - Wealth and Personal Banking

Reported (\$m)

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

31-Dec-20	Quarter ended				Year to date	
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20	
405	393	448	80	572	1,326	
211	213	211	217	229	852	
(5)	(8)	(13)	(23)	(1)	(49)	
(423)	(276)	(443)	(355)	(317)	(1,497)	
(142)	(118)	(114)	(127)	(132)	(501)	
—	—	—	—	—	—	
(23)	109	(8)	(298)	254	(220)	

Reported significant items - Totals (\$m)

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

—	—	—	—	(1)	—	
—	—	—	—	—	—	
(8)	72	(114)	—	(20)	(50)	
—	—	—	—	—	—	

Adjusted (\$m)

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

405	400	479	89	607	1,326	
210	217	228	231	244	852	
(5)	(9)	(14)	(25)	(1)	(49)	
(415)	(354)	(355)	(380)	(318)	(1,447)	
—	—	—	—	—	—	
(15)	37	110	(316)	288	(170)	

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

31-Dec-20	Balance sheet date				Balance sheet date	
	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20	
39,395	37,742	35,598	35,002	35,812	39,395	
39,099	37,456	35,336	34,749	35,573	39,099	
97,989	94,102	88,566	81,577	84,776	97,989	
55,952	54,526	52,887	50,892	51,848	55,952	
16,497	12,646	12,123	12,353	12,078	16,497	

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

Loans and advances to customers (net)

Customer accounts

39,099	39,209	38,675	38,712	38,492	39,099
55,952	57,242	58,066	56,427	55,217	55,952

HSBC

HSBC Bank

Non ring-fenced bank

HSBC Bank - Commercial Banking

Reported (\$m)

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Reported Significant items - Totals (\$m)

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

Adjusted (\$m)

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

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

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	356	367	375	353	378	1,451
<i>of which: net interest income</i>	<i>222</i>	<i>223</i>	<i>215</i>	<i>220</i>	<i>229</i>	<i>880</i>
Change in expected credit losses and other credit impairment charges	(150)	(17)	(187)	(57)	(48)	(411)
Total operating expenses	(319)	(145)	(308)	(218)	(202)	(990)
<i>of which: staff expenses</i>	<i>(175)</i>	<i>(75)</i>	<i>(66)</i>	<i>(74)</i>	<i>(73)</i>	<i>(390)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(113)	205	(120)	78	128	50
Reported Significant items - Totals (\$m)						
Revenue	(2)	—	—	—	—	(2)
ECL	—	—	—	—	—	—
Operating expenses	(101)	57	(101)	—	(6)	(145)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	358	374	403	377	399	1,453
<i>of which: net interest income</i>	<i>222</i>	<i>228</i>	<i>232</i>	<i>233</i>	<i>242</i>	<i>880</i>
Change in expected credit losses and other credit impairment charges	(150)	(17)	(201)	(61)	(52)	(411)
Total operating expenses	(218)	(206)	(221)	(232)	(208)	(845)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(10)	151	(19)	84	139	197
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	36,202	36,967	38,057	37,315	36,676	36,202
Loans and advances to customers (net)	35,238	36,167	37,174	36,615	36,007	35,238
Total external assets	72,833	74,487	73,060	64,539	63,244	72,833
Customer accounts	65,539	59,595	56,942	57,459	50,310	65,539
Risk-weighted assets	36,761	38,446	39,526	37,504	38,171	36,761
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	35,238	37,880	40,662	40,796	38,800	35,238
Customer accounts	65,539	62,612	62,456	63,913	53,640	65,539

HSBC

HSBC Bank

Non ring-fenced bank

HSBC Bank - Global Banking and Markets

Reported (\$m)

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Reported Significant items - Totals (\$m)

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

Adjusted (\$m)

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

of which: net interest income

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

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

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,104	1,272	1,452	1,014	1,200	4,842
<i>of which: net interest income</i>	<i>232</i>	<i>195</i>	<i>139</i>	<i>208</i>	<i>221</i>	<i>774</i>
Change in expected credit losses and other credit impairment charges	(61)	22	(357)	(173)	4	(569)
Total operating expenses	(1,281)	(1,216)	(1,682)	(1,166)	(1,203)	(5,345)
<i>of which: staff expenses</i>	<i>(495)</i>	<i>(417)</i>	<i>(286)</i>	<i>(349)</i>	<i>(386)</i>	<i>(1,547)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(238)	78	(587)	(325)	1	(1,072)
Reported Significant items - Totals (\$m)						
Revenue	(165)	(58)	(92)	70	(25)	(245)
ECL	—	—	—	—	—	—
Operating expenses	(133)	(108)	(604)	(12)	(71)	(857)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,269	1,359	1,637	992	1,267	5,087
<i>of which: net interest income</i>	<i>231</i>	<i>200</i>	<i>151</i>	<i>218</i>	<i>229</i>	<i>774</i>
Change in expected credit losses and other credit impairment charges	(61)	22	(381)	(181)	4	(569)
Total operating expenses	(1,148)	(1,131)	(1,151)	(1,207)	(1,172)	(4,488)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	60	250	105	(396)	99	30
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	64,135	70,721	69,387	76,198	71,412	64,135
Loans and advances to customers (net)	63,402	69,928	68,652	75,722	70,962	63,402
Total external assets	688,738	700,817	686,410	725,077	633,272	688,738
Customer accounts	138,833	143,456	140,202	133,639	126,861	138,833
Risk-weighted assets	104,566	105,318	107,964	111,804	107,558	104,566
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	63,402	73,742	75,706	83,610	74,451	63,402
Customer accounts	138,833	151,383	154,730	147,508	132,483	138,833

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - Corporate Centre

Reported (\$m)

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

of which: net interest income/(expense)

Change in expected credit losses and other credit impairment charges

Total operating expenses

of which: staff expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Reported Significant items - Totals (\$m)

Revenue

ECL

Operating expenses

Share of profit in associates and joint ventures

Adjusted (\$m)

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

of which: net interest income/(expense)

Change in expected credit losses and other credit impairment charges

Total operating expenses

Share of profit in associates and joint ventures

Profit/(loss) before tax

Balance sheet - reported (\$m)

Loans and advances to customers (gross)

Loans and advances to customers (net)

Total external assets

Customer accounts

Risk-weighted assets

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

Loans and advances to customers (net)

Customer accounts

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	83	(50)	(55)	(41)	(55)	(63)
<i>of which: net interest income/(expense)</i>	<i>(4)</i>	<i>(10)</i>	<i>41</i>	<i>(97)</i>	<i>(178)</i>	<i>(70)</i>
Change in expected credit losses and other credit impairment charges	—	12	(8)	2	17	6
Total operating expenses	(267)	(283)	(161)	(43)	(87)	(754)
<i>of which: staff expenses</i>	<i>(177)</i>	<i>(136)</i>	<i>(127)</i>	<i>(135)</i>	<i>(162)</i>	<i>(575)</i>
Share of profit in associates and joint ventures	45	4	50	(100)	(29)	(1)
Profit/(loss) before tax	(139)	(317)	(174)	(182)	(154)	(812)
Reported Significant items - Totals (\$m)						
Revenue	121	(1)	—	2	2	122
ECL	—	—	—	—	—	—
Operating expenses	(191)	(278)	(169)	(3)	(62)	(641)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(38)	(50)	(58)	(44)	(56)	(186)
<i>of which: net interest income/(expense)</i>	<i>(4)</i>	<i>(11)</i>	<i>42</i>	<i>(97)</i>	<i>(183)</i>	<i>(70)</i>
Change in expected credit losses and other credit impairment charges	—	13	(9)	2	17	6
Total operating expenses	(76)	(5)	8	(41)	(26)	(113)
Share of profit in associates and joint ventures	45	4	53	(104)	(29)	(1)
Profit/(loss) before tax	(69)	(38)	(6)	(187)	(94)	(293)
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	255	251	247	258	248	255
Loans and advances to customers (net)	242	238	235	237	234	242
Total external assets	22,057	22,529	21,841	24,512	18,600	22,057
Customer accounts	289	409	281	286	341	289
Risk-weighted assets	9,291	10,334	11,021	10,401	8,002	9,291
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	242	249	257	263	254	242
Customer accounts	289	430	308	317	365	289

HSBC

HSBC Bank

Non ring-fenced bank

SIGNIFICANT ITEMS

HSBC Bank - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Customer redress programmes	—	—	—	—	(1)	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(30)	(3)	(43)	72	(23)	(4)
Restructuring and other related costs	(16)	(55)	(49)	—	—	(120)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(15)	—
Customer redress programmes	—	—	—	—	(1)	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(3)	(16)	(784)	—	—	(803)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(424)	(238)	(200)	(14)	(136)	(876)
Settlements and provisions in connection with legal and regulatory matters	(3)	(4)	(4)	(1)	(7)	(12)

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	(1)	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(1)	(44)	—	—	(45)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(8)	73	(70)	—	(19)	(5)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC

HSBC Bank

Non ring-fenced bank

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(3)	—	(41)	—	—	(44)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(98)	57	(60)	—	(6)	(101)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(29)	(3)	(44)	70	(25)	(6)
Restructuring and other related costs	(136)	(55)	(48)	—	—	(239)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(4)	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(6)	(567)	—	—	(573)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(133)	(102)	(37)	(10)	(65)	(282)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	(2)	(2)	(2)

HSBC

HSBC Bank

Non ring-fenced bank

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	2	(1)	—	2	2	3
Restructuring and other related costs	119	—	—	—	—	119

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(11)	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1)	(9)	(132)	—	—	(142)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(187)	(265)	(33)	(4)	(45)	(489)
Settlements and provisions in connection with legal and regulatory matters	(3)	(4)	(4)	1	(6)	(10)

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

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

HSBC Bank - TOTAL

Revenue		41	143	84	96	
ECL		1	(41)	(14)	(4)	
Operating expenses		(40)	(181)	(95)	(130)	
Share of profit in associates and joint ventures		—	3	(4)	—	
Revenue significant items		(1)	(4)	3	(2)	
Operating expense significant items		(6)	(68)	(1)	(57)	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		7,289	13,903	16,059	9,220	
Customer accounts		13,681	25,249	25,889	12,345	

HSBC

HSBC Bank

Non ring-fenced bank

HSBC Bank - Wealth and Personal Banking

Revenue	7	31	9	34
ECL	(1)	(1)	(2)	—
Operating expenses	(5)	(35)	(25)	(43)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	1	(9)	—	(22)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,753	3,339	3,963	2,919
Customer accounts	2,716	5,179	5,535	3,369

HSBC Bank - Commercial Banking

Revenue	7	28	24	21
ECL	—	(14)	(4)	(4)
Operating expenses	(3)	(23)	(14)	(39)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	1	(9)	—	(27)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,713	3,488	4,181	2,793
Customer accounts	3,017	5,514	6,454	3,330

HSBC Bank - Global Banking and Markets

Revenue	28	88	52	41
ECL	—	(24)	(8)	—
Operating expenses	(26)	(112)	(53)	(43)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	(1)	(5)	4	(1)
Operating expense significant items	(3)	(39)	—	(3)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	3,814	7,054	7,888	3,489
Customer accounts	7,927	14,528	13,869	5,622

HSBC
HSBC Bank
Non ring-fenced bank

HSBC Bank - Corporate Centre

Revenue		(1)	(3)	(1)	1
ECL		1	(1)	—	—
Operating expenses		(6)	(11)	(2)	(6)
Share of profit in associates and joint ventures		—	3	(4)	—
Revenue significant items		—	—	—	—
Operating expense significant items		(6)	(11)	(1)	(5)
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		11	22	26	20
Customer accounts		21	27	31	24

HSBC

Europe - Other

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

Loans and advances to customers (net)	9,405	9,503	9,412	9,569	9,931	9,405
Customer accounts	14,934	15,982	15,820	15,226	14,773	14,934

HSBC Europe - Other - Wealth and Personal Banking

Reported (\$m)

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Net operating income before change in expected credit losses and other credit impairment charges	287	228	228	223	518	966
<i>of which: net interest income/(expense)</i>	<i>(31)</i>	<i>(35)</i>	<i>(34)</i>	<i>(33)</i>	<i>(37)</i>	<i>(133)</i>
Change in expected credit losses and other credit impairment charges	59	(61)	1	(48)	1	(49)
Total operating expenses	(428)	(341)	(321)	(399)	(805)	(1,489)
<i>of which: staff expenses</i>	<i>(177)</i>	<i>(159)</i>	<i>(125)</i>	<i>(143)</i>	<i>(170)</i>	<i>(604)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(82)	(174)	(92)	(224)	(286)	(572)

Reported Significant items - Totals (\$m)

Revenue	(8)	—	—	—	—	(8)
ECL	—	—	—	—	—	—
Operating expenses	32	(16)	(5)	—	(14)	11
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	295	234	248	236	534	974
<i>of which: net interest income/(expense)</i>	<i>(30)</i>	<i>(36)</i>	<i>(36)</i>	<i>(27)</i>	<i>(35)</i>	<i>(133)</i>
Change in expected credit losses and other credit impairment charges	59	(61)	1	(53)	1	(49)
Total operating expenses	(460)	(332)	(332)	(412)	(806)	(1,500)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(106)	(159)	(83)	(229)	(271)	(575)

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	9,483	9,356	8,788	8,790	9,079	9,483
Loans and advances to customers (net)	9,406	9,220	8,715	8,717	9,055	9,406
Total external assets	24,543	24,127	23,657	23,333	19,354	24,543
Customer accounts	14,935	15,287	14,595	13,723	13,432	14,935
Risk-weighted assets	3,582	2,795	2,585	3,008	2,369	3,582

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

Loans and advances to customers (net)	9,406	9,643	9,412	9,569	9,931	9,406
Customer accounts	14,935	15,982	15,819	15,156	14,702	14,935

HSBC

Europe - Other

HSBC Europe - Other - Commercial Banking

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(36)	(55)	(74)	(60)	163	(225)
<i>of which: net interest income/(expense)</i>	<i>(122)</i>	<i>(125)</i>	<i>(125)</i>	<i>(126)</i>	<i>(122)</i>	<i>(498)</i>
Change in expected credit losses and other credit impairment charges	100	(101)	—	—	—	(1)
Total operating expenses	(158)	(103)	(104)	(157)	(2,908)	(522)
<i>of which: staff expenses</i>	<i>(64)</i>	<i>(49)</i>	<i>(47)</i>	<i>(48)</i>	<i>(66)</i>	<i>(208)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(94)	(259)	(178)	(217)	(2,745)	(748)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(5)	(2)	(1)	(2)	(2,533)	(10)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(36)	(54)	(71)	(57)	167	(225)
<i>of which: net interest income/(expense)</i>	<i>(121)</i>	<i>(125)</i>	<i>(130)</i>	<i>(122)</i>	<i>(122)</i>	<i>(498)</i>
Change in expected credit losses and other credit impairment charges	100	(100)	—	—	—	(1)
Total operating expenses	(153)	(102)	(108)	(157)	(379)	(512)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(89)	(256)	(179)	(214)	(212)	(738)
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	(100)	—	—	—	—
Total external assets	(1,655)	(1,665)	(1,495)	(1,508)	(2,259)	(1,655)
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	(1,197)	(863)	(780)	(933)	(1,076)	(1,197)
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	(100)	—	—	—	—
Customer accounts	—	—	—	—	—	—

HSBC

Europe - Other

HSBC Europe - Other - Global Banking and Markets

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(112)	(154)	(141)	(158)	(143)	(565)
<i>of which: net interest income/(expense)</i>	<i>(138)</i>	<i>(139)</i>	<i>(140)</i>	<i>(147)</i>	<i>(132)</i>	<i>(564)</i>
Change in expected credit losses and other credit impairment charges	40	(40)	—	—	—	—
Total operating expenses	(90)	(47)	(48)	(78)	(184)	(263)
<i>of which: staff expenses</i>	<i>(100)</i>	<i>(91)</i>	<i>(73)</i>	<i>(81)</i>	<i>(98)</i>	<i>(345)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(162)	(241)	(189)	(236)	(327)	(828)
Reported Significant items - Totals (\$m)						
Revenue	(4)	—	—	(1)	—	(5)
ECL	—	—	—	—	—	—
Operating expenses	9	(7)	—	—	(3)	2
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(108)	(149)	(129)	(152)	(138)	(560)
<i>of which: net interest income/(expense)</i>	<i>(137)</i>	<i>(139)</i>	<i>(154)</i>	<i>(133)</i>	<i>(132)</i>	<i>(564)</i>
Change in expected credit losses and other credit impairment charges	40	(40)	—	—	—	—
Total operating expenses	(99)	(45)	(57)	(84)	(187)	(265)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(167)	(234)	(186)	(236)	(325)	(825)
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	(40)	—	—	—	—
Total external assets	(1,187)	(1,156)	(1,062)	1,420	1,416	(1,187)
Customer accounts	—	—	—	63	70	—
Risk-weighted assets	(2,769)	(2,508)	(2,066)	(2,478)	(480)	(2,769)
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	(40)	—	—	—	—
Customer accounts	—	1	1	70	72	—

HSBC

Europe - Other

HSBC Europe - Other - Corporate Centre

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	867	631	570	877	(122)	2,945
<i>of which: net interest income/(expense)</i>	<i>(352)</i>	<i>(363)</i>	<i>(339)</i>	<i>(330)</i>	<i>(372)</i>	<i>(1,384)</i>
Change in expected credit losses and other credit impairment charges	2	1	(3)	—	—	—
Total operating expenses	(1,456)	(479)	(912)	(352)	(985)	(3,199)
<i>of which: staff expenses</i>	<i>(552)</i>	<i>(510)</i>	<i>(557)</i>	<i>(268)</i>	<i>(391)</i>	<i>(1,887)</i>
Share of profit in associates and joint ventures	1	1	—	—	(2)	2
Profit/(loss) before tax	(586)	154	(345)	525	(1,109)	(252)
Reported Significant items - Totals (\$m)						
Revenue	162	16	66	158	(135)	402
ECL	—	—	—	—	—	—
Operating expenses	(149)	92	(227)	(30)	(38)	(314)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	705	646	592	762	54	2,543
<i>of which: net interest income/(expense)</i>	<i>(352)</i>	<i>(365)</i>	<i>(321)</i>	<i>(355)</i>	<i>(375)</i>	<i>(1,384)</i>
Change in expected credit losses and other credit impairment charges	2	—	—	—	—	—
Total operating expenses	(1,307)	(599)	(758)	(371)	(983)	(2,885)
Share of profit in associates and joint ventures	1	1	1	1	(2)	2
Profit/(loss) before tax	(599)	48	(165)	392	(931)	(340)
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	(1)	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	18,873	17,730	18,932	16,933	17,082	18,873
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	881	(484)	(736)	(496)	818	881
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

HSBC

Europe - Other

SIGNIFICANT ITEMS

HSBC Europe - Other - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Customer redress programmes	1	(1)	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	20	15	65	157	(135)	257
Restructuring and other related costs	128	1	1	—	—	130

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(15)	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	200	(200)	—	(2,521)	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(113)	(131)	(36)	(32)	(55)	(312)
Settlements and provisions in connection with legal and regulatory matters	(1)	(2)	3	—	3	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	32	(16)	(5)	—	(17)	11
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	3	—

HSBC

Europe - Other

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	(2,521)	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(5)	(2)	(1)	(2)	(12)	(10)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(1)	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	9	(7)	—	—	(2)	2
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC

Europe - Other

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	19	16	66	158	(135)	259
Restructuring and other related costs	143	—	—	—	—	143

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(14)	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	200	(200)	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(149)	(108)	(27)	(30)	(24)	(314)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

HSBC Europe - Other - TOTAL

Revenue		42	122	67	66	
ECL		1	3	(5)	—	
Operating expenses		(43)	(107)	(72)	(62)	
Share of profit in associates and joint ventures		(1)	1	1	—	
Revenue significant items		—	—	2	—	
Operating expense significant items		—	(3)	—	(1)	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		424	697	852	876	
Customer accounts		695	1,225	1,440	1,271	

HSBC

Europe - Other

HSBC Europe - Other - Wealth and Personal Banking

Revenue	6	20	13	16
ECL	—	—	(5)	—
Operating expenses	(6)	(17)	(13)	(16)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	1	(1)	—	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	423	697	852	876
Customer accounts	695	1,224	1,433	1,270

HSBC Europe - Other - Commercial Banking

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

HSBC Europe - Other - Global Banking and Markets

Revenue	5	12	6	5
ECL	—	—	—	—
Operating expenses	(5)	(9)	(6)	(6)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	1	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	—	—	—	—
Customer accounts	1	1	7	2

HSBC

Europe - Other

HSBC Europe - Other - Corporate Centre

Revenue		30	88	44	41
ECL		(1)	3	—	—
Operating expenses		(30)	(76)	(49)	(36)
Share of profit in associates and joint ventures		—	1	1	—
Revenue significant items		(1)	—	1	—
Operating expense significant items		(2)	(3)	—	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		—	—	—	—
Customer accounts		—	—	—	—

HSBC
Asia

Asia - TOTAL

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net interest income	3,237	3,262	3,691	4,128	4,213	14,318
Net fee income	1,304	1,423	1,259	1,432	1,221	5,418
Other operating income/(expense)	1,477	1,639	2,071	1,999	1,813	7,186
Net operating income before change in expected credit losses and other credit impairment charges	6,018	6,324	7,021	7,559	7,247	26,922
Change in expected credit losses and other credit impairment charges	(322)	(144)	(818)	(1,000)	(181)	(2,284)
Total operating expenses	(3,889)	(3,343)	(3,146)	(3,284)	(3,503)	(13,662)
<i>of which: staff expenses</i>	<i>(1,810)</i>	<i>(1,688)</i>	<i>(1,618)</i>	<i>(1,757)</i>	<i>(1,748)</i>	<i>(6,873)</i>
Share of profit in associates and joint ventures	469	350	572	465	475	1,856
Profit/(loss) before tax	2,276	3,187	3,629	3,740	4,038	12,832
Reported Significant items - Totals (\$m)						
Revenue	1	2	(64)	98	(15)	37
ECL	—	—	—	—	—	—
Operating expenses	(123)	(30)	(17)	(1)	(53)	(171)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	6,017	6,385	7,226	7,553	7,355	26,885
<i>of which: net interest income</i>	<i>3,236</i>	<i>3,294</i>	<i>3,763</i>	<i>4,179</i>	<i>4,273</i>	<i>14,318</i>
Change in expected credit losses and other credit impairment charges	(322)	(144)	(840)	(1,026)	(184)	(2,284)
Total operating expenses	(3,766)	(3,352)	(3,207)	(3,331)	(3,500)	(13,491)
Share of profit in associates and joint ventures	469	365	612	490	505	1,856
Profit/(loss) before tax	2,398	3,254	3,791	3,686	4,176	12,966
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	476,892	487,599	478,222	484,408	479,960	476,892
Loans and advances to customers (net)	473,165	484,125	474,739	481,512	477,727	473,165
Total external assets	1,185,607	1,156,196	1,136,614	1,110,489	1,083,661	1,185,607
Customer accounts	762,406	732,367	723,072	690,917	697,358	762,406
Risk-weighted assets ¹	384,228	385,103	374,684	373,453	366,375	384,228

HSBC

Asia

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

Loans and advances to customers (net)	473,165	491,138	486,427	499,761	486,841	473,165
Customer accounts	762,406	740,803	736,803	709,726	707,530	762,406

Asia - Wealth and Personal Banking

Reported (\$m)

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Net operating income before change in expected credit losses and other credit impairment charges	2,777	2,946	3,194	3,119	3,392	12,036
<i>of which: net interest income</i>	<i>1,707</i>	<i>1,705</i>	<i>1,946</i>	<i>2,349</i>	<i>2,399</i>	<i>7,707</i>
Change in expected credit losses and other credit impairment charges	(65)	(79)	(246)	(183)	(66)	(573)
Total operating expenses	(1,739)	(1,621)	(1,502)	(1,572)	(1,618)	(6,434)
<i>of which: staff expenses</i>	<i>(671)</i>	<i>(634)</i>	<i>(588)</i>	<i>(628)</i>	<i>(644)</i>	<i>(2,521)</i>
Share of profit in associates and joint ventures	3	9	(6)	(5)	3	1
Profit/(loss) before tax	976	1,255	1,440	1,359	1,711	5,030

Reported Significant items - Totals (\$m)

Revenue	8	—	—	—	—	8
ECL	—	—	—	—	—	—
Operating expenses	(36)	(3)	—	—	(3)	(39)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	2,769	2,966	3,236	3,154	3,439	12,028
<i>of which: net interest income</i>	<i>1,707</i>	<i>1,716</i>	<i>1,975</i>	<i>2,376</i>	<i>2,434</i>	<i>7,707</i>
Change in expected credit losses and other credit impairment charges	(65)	(79)	(252)	(188)	(67)	(573)
Total operating expenses	(1,703)	(1,635)	(1,536)	(1,599)	(1,645)	(6,395)
Share of profit in associates and joint ventures	3	9	(6)	(5)	3	1
Profit/(loss) before tax	1,004	1,261	1,442	1,362	1,730	5,061

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	189,685	196,103	181,905	178,524	181,649	189,685
Loans and advances to customers (net)	188,759	195,190	181,000	177,724	180,917	188,759
Total external assets	392,684	394,055	377,310	351,096	360,466	392,684
Customer accounts	429,911	416,402	412,834	402,816	398,212	429,911
Risk-weighted assets	77,750	86,076	77,923	76,396	75,915	77,750

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

Loans and advances to customers (net)	188,759	198,150	185,680	185,095	184,755	188,759
Customer accounts	429,911	419,718	418,109	410,744	402,844	429,911

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Asia

Asia - Commercial Banking

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,324	1,361	1,537	1,825	1,772	6,047
<i>of which: net interest income</i>	<i>966</i>	<i>997</i>	<i>1,118</i>	<i>1,327</i>	<i>1,399</i>	<i>4,408</i>
Change in expected credit losses and other credit impairment charges	(303)	(33)	(488)	(741)	(99)	(1,565)
Total operating expenses	(706)	(620)	(597)	(615)	(681)	(2,538)
<i>of which: staff expenses</i>	<i>(242)</i>	<i>(233)</i>	<i>(221)</i>	<i>(231)</i>	<i>(237)</i>	<i>(927)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	315	708	452	469	992	1,944
Reported Significant items - Totals (\$m)						
Revenue	1	—	—	—	—	1
ECL	—	—	—	—	—	—
Operating expenses	(7)	—	—	—	—	(7)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,323	1,374	1,569	1,847	1,797	6,046
<i>of which: net interest income</i>	<i>966</i>	<i>1,007</i>	<i>1,139</i>	<i>1,341</i>	<i>1,418</i>	<i>4,408</i>
Change in expected credit losses and other credit impairment charges	(303)	(34)	(499)	(761)	(101)	(1,565)
Total operating expenses	(699)	(627)	(611)	(626)	(693)	(2,531)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	321	713	459	460	1,003	1,950
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	158,099	159,391	160,814	163,806	160,960	158,099
Loans and advances to customers (net)	155,652	157,196	158,573	162,017	159,715	155,652
Total external assets	240,566	238,299	238,331	230,421	229,681	240,566
Customer accounts	189,931	174,484	173,342	158,802	172,701	189,931
Risk-weighted assets	138,541	137,605	136,586	135,833	134,588	138,541
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	155,652	159,155	161,973	167,384	162,280	155,652
Customer accounts	189,931	176,334	176,453	162,791	175,015	189,931

Asia - Global Banking and Markets

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,663	1,703	1,973	2,152	1,767	7,491
<i>of which: net interest income</i>	<i>686</i>	<i>683</i>	<i>754</i>	<i>829</i>	<i>843</i>	<i>2,952</i>
Change in expected credit losses and other credit impairment charges	48	(33)	(84)	(76)	(16)	(145)
Total operating expenses	(959)	(813)	(775)	(797)	(841)	(3,344)
<i>of which: staff expenses</i>	<i>(382)</i>	<i>(315)</i>	<i>(304)</i>	<i>(314)</i>	<i>(333)</i>	<i>(1,315)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	752	857	1,114	1,279	910	4,002
Reported Significant items - Totals (\$m)						
Revenue	(24)	3	(62)	88	(15)	5
ECL	—	—	—	—	—	—
Operating expenses	(13)	(4)	(1)	—	(12)	(18)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,687	1,725	2,091	2,102	1,812	7,486
<i>of which: net interest income</i>	<i>686</i>	<i>695</i>	<i>776</i>	<i>843</i>	<i>856</i>	<i>2,952</i>
Change in expected credit losses and other credit impairment charges	48	(33)	(87)	(76)	(16)	(145)
Total operating expenses	(946)	(820)	(796)	(813)	(845)	(3,326)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	789	872	1,208	1,213	951	4,015
	Balance sheet date					Balance sheet date
Balance sheet - reported (\$m)	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	128,668	131,684	135,097	141,674	137,168	128,668
Loans and advances to customers (net)	128,316	131,318	134,760	141,367	136,912	128,316
Total external assets	436,888	422,024	422,379	435,833	402,133	436,888
Customer accounts	142,506	141,425	136,835	129,475	126,392	142,506
Risk-weighted assets	112,316	112,652	112,695	114,744	109,832	112,316
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	128,316	133,411	138,366	146,874	139,620	128,316
Customer accounts	142,506	144,694	142,176	136,363	129,617	142,506

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Asia

Asia - Corporate Centre

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	254	314	317	463	316	1,348
<i>of which: net interest expense</i>	<i>(122)</i>	<i>(123)</i>	<i>(127)</i>	<i>(377)</i>	<i>(428)</i>	<i>(749)</i>
Change in expected credit losses and other credit impairment charges	(2)	1	—	—	—	(1)
Total operating expenses	(486)	(289)	(272)	(300)	(363)	(1,347)
<i>of which: staff expenses</i>	<i>(515)</i>	<i>(507)</i>	<i>(505)</i>	<i>(584)</i>	<i>(534)</i>	<i>(2,111)</i>
Share of profit in associates and joint ventures	467	341	578	470	472	1,856
Profit/(loss) before tax	233	367	623	633	425	1,856
Reported Significant items - Totals (\$m)						
Revenue	15	(2)	(2)	10	—	21
ECL	—	—	—	—	—	—
Operating expenses	(65)	(25)	(16)	(1)	(38)	(107)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	239	321	329	449	305	1,327
<i>of which: net interest expense</i>	<i>(123)</i>	<i>(124)</i>	<i>(128)</i>	<i>(381)</i>	<i>(435)</i>	<i>(749)</i>
Change in expected credit losses and other credit impairment charges	(2)	1	(1)	—	—	(1)
Total operating expenses	(421)	(270)	(264)	(293)	(317)	(1,240)
Share of profit in associates and joint ventures	467	356	618	495	502	1,856
Profit/(loss) before tax	283	408	682	651	490	1,942
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	439	421	406	404	183	439
Loans and advances to customers (net)	439	421	406	404	183	439
Total external assets	115,470	101,818	98,594	93,139	91,381	115,470
Customer accounts	58	56	61	(176)	53	58
Risk-weighted assets	55,621	48,770	47,480	46,480	46,040	55,621
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	439	423	408	408	185	439
Customer accounts	58	57	64	(172)	55	58

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Asia

SIGNIFICANT ITEMS

Asia - TOTAL

Revenue significant items (\$m)

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(31)	2	(64)	98	(15)	5
Restructuring and other related costs	32	—	—	—	—	32

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(1)	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(123)	(30)	(17)	(1)	(52)	(171)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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Asia

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(28)	3	(62)	88	(15)	1
Restructuring and other related costs	4	—	—	—	—	4

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(13)	(4)	(1)	—	(12)	(18)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Asia

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(1)	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(65)	(25)	(16)	(1)	(37)	(107)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Asia - TOTAL

Revenue	63	140	93	93
ECL	—	(22)	(26)	(3)
Operating expenses	(41)	(77)	(48)	(50)
Share of profit in associates and joint ventures	15	40	25	30
Revenue significant items	—	(1)	1	—
Operating expense significant items	(2)	1	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	7,013	11,688	18,249	9,114
Customer accounts	8,436	13,731	18,809	10,172

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Asia

Asia - Wealth and Personal Banking

Revenue	20	42	35	47
ECL	—	(6)	(5)	(1)
Operating expenses	(17)	(34)	(27)	(30)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	2,960	4,680	7,371	3,838
Customer accounts	3,316	5,275	7,928	4,632

Asia - Commercial Banking

Revenue	13	32	22	25
ECL	(1)	(11)	(20)	(2)
Operating expenses	(7)	(14)	(11)	(12)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,959	3,400	5,367	2,565
Customer accounts	1,850	3,111	3,989	2,314

Asia - Global Banking and Markets

Revenue	25	56	39	30
ECL	—	(3)	—	—
Operating expenses	(11)	(22)	(16)	(16)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	1	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	2,093	3,606	5,507	2,708
Customer accounts	3,269	5,341	6,888	3,225

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Asia

Asia - Corporate Centre

Revenue		5	10	(4)	(10)
ECL		—	(1)	—	—
Operating expenses		(6)	(6)	6	7
Share of profit in associates and joint ventures		15	40	25	30
Revenue significant items		—	—	—	1
Operating expense significant items		—	2	—	(1)
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		2	2	4	2
Customer accounts		1	3	4	2

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

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Hong Kong

Hong Kong - TOTAL

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net interest income	1,908	1,962	2,365	2,771	2,850	9,006
Net fee income	900	998	858	968	851	3,724
Other operating income	672	830	1,111	1,002	881	3,615
Net operating income before change in expected credit losses and other credit impairment charges	3,480	3,790	4,334	4,741	4,582	16,345
Change in expected credit losses and other credit impairment charges	(219)	(89)	(383)	(133)	(118)	(824)
Total operating expenses	(2,042)	(1,810)	(1,702)	(1,758)	(1,852)	(7,312)
of which: staff expenses	(761)	(737)	(737)	(800)	(792)	(3,035)
Share of profit in associates and joint ventures	—	5	(4)	(3)	2	(2)
Profit/(loss) before tax	1,219	1,896	2,245	2,847	2,614	8,207
Reported Significant items - Totals (\$m)						
Revenue	(31)	—	(45)	61	(9)	(15)
ECL	—	—	—	—	—	—
Operating expenses	(69)	(21)	(10)	—	(24)	(100)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	3,511	3,789	4,378	4,691	4,633	16,360
of which: net interest income	1,907	1,961	2,365	2,778	2,877	9,006
Change in expected credit losses and other credit impairment charges	(219)	(89)	(383)	(133)	(119)	(824)
Total operating expenses	(1,973)	(1,789)	(1,692)	(1,763)	(1,844)	(7,212)
Share of profit in associates and joint ventures	—	5	(4)	(3)	2	(2)
Profit/(loss) before tax	1,319	1,916	2,299	2,792	2,672	8,322
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	304,037	320,690	310,178	313,639	308,108	304,037
Loans and advances to customers (net)	302,454	319,297	308,798	312,462	306,963	302,454
Total external assets	752,554	743,528	729,458	711,640	696,067	752,554
Customer accounts	531,489	517,582	514,381	496,508	499,955	531,489
Risk-weighted assets	195,098	204,786	195,711	194,694	187,162	195,098

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

Loans and advances to customers (net)	302,454	319,157	308,668	312,409	308,367	302,454
Customer accounts	531,489	517,355	514,165	496,425	502,241	531,489

Hong Kong - Wealth and Personal Banking

Reported (\$m)

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

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
<i>of which: net interest income</i>	1,995	2,150	2,439	2,377	2,593	8,961
Change in expected credit losses and other credit impairment charges	1,226	1,230	1,466	1,818	1,860	5,740
Total operating expenses	(20)	(53)	(113)	(90)	(45)	(276)
<i>of which: staff expenses</i>	(979)	(957)	(885)	(927)	(952)	(3,748)
Share of profit in associates and joint ventures	(405)	(375)	(356)	(381)	(402)	(1,517)
Profit/(loss) before tax	(2)	3	(6)	(5)	—	(10)
	994	1,143	1,435	1,355	1,596	4,927

Reported Significant items - Totals (\$m)

Revenue	6	—	—	—	—	6
ECL	—	—	—	—	—	—
Operating expenses	(27)	(2)	—	—	—	(29)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

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

<i>of which: net interest income</i>	1,989	2,149	2,439	2,383	2,619	8,955
Change in expected credit losses and other credit impairment charges	1,226	1,230	1,466	1,822	1,878	5,740
Total operating expenses	(20)	(53)	(113)	(90)	(45)	(276)
Share of profit in associates and joint ventures	(952)	(955)	(885)	(930)	(960)	(3,719)
Profit/(loss) before tax	(2)	3	(6)	(5)	—	(10)
	1,015	1,144	1,435	1,358	1,614	4,950

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	125,613	135,323	123,235	121,865	121,300	125,613
Loans and advances to customers (net)	125,223	134,925	122,838	121,477	120,945	125,223
Total external assets	295,511	301,800	289,777	267,371	272,820	295,511
Customer accounts	347,855	338,414	337,340	331,215	325,436	347,855
Risk-weighted assets	54,979	63,938	56,110	55,339	53,755	54,979

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

Loans and advances to customers (net)	125,223	134,866	122,786	121,457	121,498	125,223
Customer accounts	347,855	338,266	337,198	331,160	326,924	347,855

HSBC Hong Kong

Hong Kong - Commercial Banking

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	747	798	923	1,167	1,147	3,635
<i>of which: net interest income</i>	<i>541</i>	<i>576</i>	<i>676</i>	<i>852</i>	<i>917</i>	<i>2,645</i>
Change in expected credit losses and other credit impairment charges	(217)	(14)	(239)	(19)	(46)	(489)
Total operating expenses	(358)	(342)	(334)	(325)	(381)	(1,359)
<i>of which: staff expenses</i>	<i>(129)</i>	<i>(128)</i>	<i>(126)</i>	<i>(125)</i>	<i>(131)</i>	<i>(508)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	172	442	350	823	720	1,787
Reported Significant items - Totals (\$m)						
Revenue	1	—	—	—	—	1
ECL	—	—	—	—	—	—
Operating expenses	(4)	—	—	—	—	(4)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	746	798	923	1,170	1,158	3,634
<i>of which: net interest income</i>	<i>541</i>	<i>576</i>	<i>676</i>	<i>854</i>	<i>926</i>	<i>2,645</i>
Change in expected credit losses and other credit impairment charges	(217)	(14)	(239)	(19)	(47)	(489)
Total operating expenses	(354)	(341)	(334)	(326)	(385)	(1,355)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	175	443	350	825	726	1,790
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	100,376	104,706	104,013	104,849	103,727	100,376
Loans and advances to customers (net)	99,400	103,943	103,249	104,273	103,131	99,400
Total external assets	147,163	150,252	150,092	143,305	144,534	147,163
Customer accounts	131,404	121,440	121,474	111,996	123,372	131,404
Risk-weighted assets	72,043	75,446	73,696	73,351	71,855	72,043
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	99,400	103,897	103,206	104,255	103,602	99,400
Customer accounts	131,404	121,387	121,423	111,977	123,936	131,404

HSBC Hong Kong

Hong Kong - Global Banking and Markets

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	691	742	915	1,034	815	3,382
<i>of which: net interest income</i>	<i>237</i>	<i>259</i>	<i>335</i>	<i>372</i>	<i>392</i>	<i>1,203</i>
Change in expected credit losses and other credit impairment charges	19	(22)	(31)	(24)	(27)	(58)
Total operating expenses	(477)	(398)	(380)	(395)	(431)	(1,650)
<i>of which: staff expenses</i>	<i>(193)</i>	<i>(154)</i>	<i>(155)</i>	<i>(154)</i>	<i>(186)</i>	<i>(656)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	233	322	504	615	357	1,674
Reported Significant items - Totals (\$m)						
Revenue	(13)	—	(45)	61	(9)	3
ECL	—	—	—	—	—	—
Operating expenses	(11)	(3)	(1)	—	(10)	(15)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	704	742	960	976	832	3,379
<i>of which: net interest income</i>	<i>236</i>	<i>259</i>	<i>335</i>	<i>373</i>	<i>396</i>	<i>1,203</i>
Change in expected credit losses and other credit impairment charges	19	(22)	(31)	(24)	(27)	(58)
Total operating expenses	(466)	(395)	(379)	(396)	(425)	(1,635)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	257	325	550	556	380	1,686
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	77,650	80,278	82,562	86,558	82,937	77,650
Loans and advances to customers (net)	77,433	80,047	82,343	86,345	82,743	77,433
Total external assets	240,126	230,783	232,282	245,096	226,880	240,126
Customer accounts	52,211	57,709	55,546	53,508	51,127	52,211
Risk-weighted assets	53,901	55,249	55,600	55,814	51,499	53,901
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	77,433	80,012	82,309	86,331	83,123	77,433
Customer accounts	52,211	57,684	55,523	53,499	51,360	52,211

HSBC Hong Kong

Hong Kong - Corporate Centre

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	46	100	57	163	27	366
<i>of which: net interest expense</i>	<i>(95)</i>	<i>(104)</i>	<i>(112)</i>	<i>(271)</i>	<i>(319)</i>	<i>(582)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(228)	(113)	(103)	(111)	(88)	(555)
<i>of which: staff expenses</i>	<i>(34)</i>	<i>(80)</i>	<i>(100)</i>	<i>(140)</i>	<i>(73)</i>	<i>(354)</i>
Share of profit in associates and joint ventures	2	2	2	2	2	8
Profit/(loss) before tax	(180)	(11)	(44)	54	(59)	(181)
Reported Significant items - Totals (\$m)						
Revenue	(24)	—	—	—	—	(24)
ECL	—	—	—	—	—	—
Operating expenses	(27)	(15)	(9)	—	(14)	(51)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	70	100	56	163	24	390
<i>of which: net interest expense</i>	<i>(96)</i>	<i>(104)</i>	<i>(112)</i>	<i>(271)</i>	<i>(323)</i>	<i>(582)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(201)	(98)	(94)	(111)	(72)	(504)
Share of profit in associates and joint ventures	2	2	2	2	2	8
Profit/(loss) before tax	(129)	4	(36)	54	(46)	(106)
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	398	382	368	367	144	398
Loans and advances to customers (net)	398	382	368	367	144	398
Total external assets	69,754	60,693	57,307	55,868	51,833	69,754
Customer accounts	19	19	21	(211)	20	19
Risk-weighted assets	14,175	10,153	10,305	10,190	10,053	14,175
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	398	382	368	367	144	398
Customer accounts	19	19	21	(211)	20	19

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Hong Kong

SIGNIFICANT ITEMS

Hong Kong - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(16)	—	(45)	61	(9)	—
Restructuring and other related costs	(15)	—	—	—	—	(15)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	(1)	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(69)	(21)	(10)	—	(23)	(109)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

HSBC
Hong Kong

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(16)	—	(45)	61	(9)	—
Restructuring and other related costs	3	—	—	—	—	3

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(11)	(3)	(1)	—	(10)	(15)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC Hong Kong

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(27)	(15)	(9)	—	(14)	(51)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Hong Kong - TOTAL

Revenue		(1)	(1)	11	41	
ECL		—	—	—	(1)	
Operating expenses		—	1	(5)	(17)	
Share of profit in associates and joint ventures		—	—	—	—	
Revenue significant items		—	—	—	(1)	
Operating expense significant items		—	1	—	(1)	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		(140)	(130)	(53)	1,404	
Customer accounts		(227)	(216)	(83)	2,286	

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Hong Kong - Wealth and Personal Banking

Revenue	(1)	—	6	26
ECL	—	—	—	—
Operating expenses	—	—	(3)	(9)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(59)	(52)	(20)	553
Customer accounts	(148)	(142)	(55)	1,488

Hong Kong - Commercial Banking

Revenue	—	—	3	11
ECL	—	—	—	(1)
Operating expenses	1	—	(1)	(4)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(46)	(43)	(18)	471
Customer accounts	(53)	(51)	(19)	564

Hong Kong - Global Banking and Markets

Revenue	—	—	3	7
ECL	—	—	—	—
Operating expenses	—	—	(1)	(4)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	(1)
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	(35)	(34)	(14)	380
Customer accounts	(25)	(23)	(9)	233

HSBC Hong Kong

Hong Kong - Corporate Centre

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

HSBC
Mainland China

Mainland China - TOTAL

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net interest income	395	366	397	398	395	1,556
Net fee income	77	88	82	90	58	337
Other operating income	299	287	327	282	261	1,195
Net operating income before change in expected credit losses and other credit impairment charges	771	741	806	770	714	3,088
Change in expected credit losses and other credit impairment charges	4	(11)	(44)	(63)	(29)	(114)
Total operating expenses	(641)	(554)	(494)	(522)	(546)	(2,211)
<i>of which: staff expenses</i>	<i>(361)</i>	<i>(322)</i>	<i>(280)</i>	<i>(324)</i>	<i>(317)</i>	<i>(1,287)</i>
Share of profit in associates and joint ventures	466	339	576	468	470	1,849
Profit/(loss) before tax	600	515	844	653	609	2,612
Reported Significant items - Totals (\$m)						
Revenue	4	1	(2)	2	(1)	5
ECL	—	—	—	—	—	—
Operating expenses	(17)	(1)	(1)	—	(4)	(19)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	767	773	863	810	760	3,083
<i>of which: net interest income</i>	<i>396</i>	<i>382</i>	<i>424</i>	<i>419</i>	<i>420</i>	<i>1,556</i>
Change in expected credit losses and other credit impairment charges	4	(11)	(47)	(67)	(31)	(114)
Total operating expenses	(624)	(578)	(528)	(550)	(577)	(2,192)
Share of profit in associates and joint ventures	466	354	616	493	500	1,849
Profit/(loss) before tax	613	538	904	686	652	2,626
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	46,405	43,815	43,675	44,059	42,661	46,405
Loans and advances to customers (net)	46,113	43,535	43,338	43,735	42,380	46,113
Total external assets	130,134	119,696	115,597	113,710	110,715	130,134
Customer accounts	56,826	47,327	47,557	45,492	48,323	56,826
Risk-weighted assets	80,674	76,061	74,611	74,624	73,285	80,674

HSBC Mainland China

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

Loans and advances to customers (net)	46,113	45,375	46,929	47,449	45,182	46,113
Customer accounts	56,826	49,327	51,498	49,354	51,517	56,826

Mainland China - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Net operating income before change in expected credit losses and other credit impairment charges	197	209	196	163	161	765
<i>of which: net interest income</i>	<i>105</i>	<i>103</i>	<i>110</i>	<i>109</i>	<i>103</i>	<i>427</i>
Change in expected credit losses and other credit impairment charges	(11)	7	(23)	(25)	(10)	(52)
Total operating expenses	(223)	(187)	(163)	(174)	(186)	(747)
<i>of which: staff expenses</i>	<i>(85)</i>	<i>(83)</i>	<i>(66)</i>	<i>(76)</i>	<i>(75)</i>	<i>(310)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(37)	29	10	(36)	(35)	(34)

Reported Significant items - Totals (\$m)

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

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	197	218	210	171	173	765
<i>of which: net interest income</i>	<i>104</i>	<i>108</i>	<i>118</i>	<i>115</i>	<i>109</i>	<i>427</i>
Change in expected credit losses and other credit impairment charges	(11)	7	(24)	(27)	(11)	(52)
Total operating expenses	(222)	(195)	(175)	(183)	(197)	(746)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(36)	30	11	(39)	(35)	(33)

Balance sheet - reported (\$m)

Balance sheet - reported (\$m)	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	10,835	10,413	10,006	9,960	10,157	10,835
Loans and advances to customers (net)	10,747	10,329	9,906	9,870	10,081	10,747
Total external assets	17,517	16,602	15,806	15,802	15,176	17,517
Customer accounts	12,994	12,148	11,869	11,815	11,842	12,994
Risk-weighted assets	5,459	5,178	4,974	4,937	4,998	5,459

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

Loans and advances to customers (net)	10,747	10,765	10,726	10,708	10,747	10,747
Customer accounts	12,994	12,661	12,853	12,818	12,625	12,994

HSBC Mainland China

Mainland China - Commercial Banking

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	171	172	212	203	186	758
<i>of which: net interest income</i>	143	142	154	158	155	597
Change in expected credit losses and other credit impairment charges	(8)	(16)	(16)	(19)	(20)	(59)
Total operating expenses	(118)	(96)	(87)	(103)	(109)	(404)
<i>of which: staff expenses</i>	(40)	(37)	(32)	(39)	(37)	(148)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	45	60	109	81	57	295
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(3)	—	—	—	—	(3)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	171	179	227	213	197	758
<i>of which: net interest income</i>	143	149	165	166	165	597
Change in expected credit losses and other credit impairment charges	(8)	(16)	(17)	(20)	(21)	(59)
Total operating expenses	(115)	(100)	(93)	(108)	(116)	(401)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	48	63	117	85	60	298
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	19,988	17,946	18,662	18,578	17,389	19,988
Loans and advances to customers (net)	19,815	17,800	18,469	18,383	17,208	19,815
Total external assets	30,058	26,881	27,147	27,373	25,128	30,058
Customer accounts	16,875	14,753	15,263	14,276	15,283	16,875
Risk-weighted assets	23,158	20,829	21,423	21,279	20,274	23,158
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	19,815	18,552	19,999	19,944	18,345	19,815
Customer accounts	16,875	15,377	16,528	15,488	16,293	16,875

HSBC Mainland China

Mainland China - Global Banking and Markets

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	245	223	224	226	226	918
<i>of which: net interest income</i>	<i>159</i>	<i>142</i>	<i>134</i>	<i>154</i>	<i>145</i>	<i>589</i>
Change in expected credit losses and other credit impairment charges	22	(2)	(4)	(19)	1	(3)
Total operating expenses	(114)	(100)	(94)	(101)	(102)	(409)
<i>of which: staff expenses</i>	<i>(48)</i>	<i>(34)</i>	<i>(30)</i>	<i>(38)</i>	<i>(35)</i>	<i>(150)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	153	121	126	106	125	506
Reported Significant items - Totals (\$m)						
Revenue	—	1	(2)	2	—	1
ECL	—	—	—	—	—	—
Operating expenses	—	—	—	—	—	—
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	245	232	242	236	240	917
<i>of which: net interest income</i>	<i>160</i>	<i>148</i>	<i>143</i>	<i>162</i>	<i>154</i>	<i>589</i>
Change in expected credit losses and other credit impairment charges	22	(2)	(5)	(20)	1	(3)
Total operating expenses	(114)	(105)	(101)	(107)	(108)	(409)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	153	125	136	109	133	505
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	15,556	15,431	14,983	15,496	15,091	15,556
Loans and advances to customers (net)	15,525	15,382	14,940	15,458	15,067	15,525
Total external assets	46,022	43,218	41,618	42,115	39,686	46,022
Customer accounts	26,923	20,393	20,391	19,370	21,170	26,923
Risk-weighted assets	17,154	16,530	16,118	17,138	17,006	17,154
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	15,525	16,032	16,178	16,771	16,063	15,525
Customer accounts	26,923	21,255	22,081	21,014	22,569	26,923

HSBC Mainland China

Mainland China - Corporate Centre

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	158	137	174	178	141	647
<i>of which: net interest expense</i>	<i>(12)</i>	<i>(21)</i>	<i>(1)</i>	<i>(23)</i>	<i>(8)</i>	<i>(57)</i>
Change in expected credit losses and other credit impairment charges	1	—	(1)	—	—	—
Total operating expenses	(185)	(172)	(150)	(144)	(149)	(651)
<i>of which: staff expenses</i>	<i>(188)</i>	<i>(167)</i>	<i>(152)</i>	<i>(171)</i>	<i>(170)</i>	<i>(678)</i>
Share of profit in associates and joint ventures	466	339	576	468	470	1,849
Profit/(loss) before tax	440	304	599	502	462	1,845
Reported Significant items - Totals (\$m)						
Revenue	4	—	—	—	(1)	4
ECL	—	—	—	—	—	—
Operating expenses	(14)	(1)	(1)	—	(4)	(16)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	154	144	184	189	150	643
<i>of which: net interest expense</i>	<i>(11)</i>	<i>(22)</i>	<i>(2)</i>	<i>(24)</i>	<i>(9)</i>	<i>(57)</i>
Change in expected credit losses and other credit impairment charges	1	—	—	—	—	—
Total operating expenses	(171)	(179)	(159)	(152)	(154)	(635)
Share of profit in associates and joint ventures	466	354	616	493	500	1,849
Profit/(loss) before tax	450	319	641	530	496	1,857
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	26	25	24	25	24	26
Loans and advances to customers (net)	26	25	23	24	24	26
Total external assets	36,537	32,994	31,026	28,420	30,725	36,537
Customer accounts	34	33	34	31	28	34
Risk-weighted assets	34,903	33,524	32,096	31,270	31,007	34,903
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	26	26	26	26	26	26
Customer accounts	34	34	36	34	30	34

HSBC Mainland China

SIGNIFICANT ITEMS

Mainland China - TOTAL

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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Mainland China

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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Mainland China

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Mainland China - TOTAL

Revenue		33	56	42	46	
ECL		—	(3)	(4)	(2)	
Operating expenses		(25)	(35)	(28)	(35)	
Share of profit in associates and joint ventures		15	40	25	30	
Revenue significant items		—	1	—	1	
Operating expense significant items		—	—	—	—	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		1,840	3,591	3,714	2,802	
Customer accounts		2,000	3,941	3,862	3,194	

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Mainland China

Mainland China - Wealth and Personal Banking

Revenue	9	14	8	12
ECL	—	(1)	(2)	(1)
Operating expenses	(8)	(12)	(9)	(11)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	436	820	838	666
Customer accounts	513	984	1,003	783

Mainland China - Commercial Banking

Revenue	7	15	10	11
ECL	—	(1)	(1)	(1)
Operating expenses	(4)	(6)	(5)	(7)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	752	1,530	1,561	1,137
Customer accounts	624	1,265	1,212	1,010

Mainland China - Global Banking and Markets

Revenue	10	17	12	14
ECL	—	(1)	(1)	—
Operating expenses	(5)	(7)	(6)	(6)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	1	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	650	1,238	1,313	996
Customer accounts	862	1,690	1,644	1,399

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Mainland China - Corporate Centre

Revenue		7	10	11	9
ECL		—	1	—	—
Operating expenses		(8)	(10)	(8)	(10)
Share of profit in associates and joint ventures		15	40	25	30
Revenue significant items		—	—	—	1
Operating expense significant items		—	—	—	(1)
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		1	3	2	2
Customer accounts		1	2	3	2

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Middle East and North Africa

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

Loans and advances to customers (net)	28,700	29,450	29,447	29,350	28,019	28,700
Customer accounts	41,221	40,988	41,023	40,092	37,395	41,221

Middle East and North Africa - Wealth and Personal Banking

Reported (\$m)

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Net operating income before change in expected credit losses and other credit impairment charges	204	202	219	249	249	874
<i>of which: net interest income</i>	133	131	154	157	163	575
Change in expected credit losses and other credit impairment charges	(5)	6	(102)	(50)	(7)	(151)
Total operating expenses	(163)	(196)	(207)	(172)	(194)	(738)
<i>of which: staff expenses</i>	(56)	(59)	(56)	(61)	(65)	(232)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	36	12	(90)	27	48	(15)

Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	13	(17)	(41)	—	(2)	(45)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	204	200	217	242	243	874
<i>of which: net interest income</i>	131	131	154	155	162	575
Change in expected credit losses and other credit impairment charges	(5)	6	(101)	(50)	(7)	(151)
Total operating expenses	(176)	(176)	(162)	(165)	(182)	(693)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	23	30	(46)	27	54	30

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	5,534	5,688	5,762	6,099	6,217	5,534
Loans and advances to customers (net)	5,215	5,346	5,370	5,777	5,918	5,215
Total external assets	16,179	15,823	15,674	15,423	16,363	16,179
Customer accounts	20,293	19,990	19,757	18,967	18,467	20,293
Risk-weighted assets	7,666	7,641	7,404	7,617	7,680	7,666

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

Loans and advances to customers (net)	5,215	5,362	5,348	5,730	5,828	5,215
Customer accounts	20,293	20,111	19,631	18,673	18,020	20,293

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Middle East and North Africa

Middle East and North Africa - Commercial Banking

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	134	141	152	176	169	603
<i>of which: net interest income</i>	<i>85</i>	<i>93</i>	<i>99</i>	<i>113</i>	<i>116</i>	<i>390</i>
Change in expected credit losses and other credit impairment charges	(30)	(68)	(147)	(143)	(43)	(388)
Total operating expenses	(83)	(92)	(79)	(81)	(192)	(335)
<i>of which: staff expenses</i>	<i>(31)</i>	<i>(31)</i>	<i>(30)</i>	<i>(31)</i>	<i>(34)</i>	<i>(123)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	21	(19)	(74)	(48)	(66)	(120)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	—	(1)	—	—	(99)	(1)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	134	140	149	170	163	603
<i>of which: net interest income</i>	<i>84</i>	<i>92</i>	<i>98</i>	<i>108</i>	<i>112</i>	<i>390</i>
Change in expected credit losses and other credit impairment charges	(30)	(68)	(147)	(141)	(39)	(388)
Total operating expenses	(83)	(89)	(78)	(79)	(90)	(334)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	21	(17)	(76)	(50)	34	(119)
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	12,015	12,377	12,608	12,400	11,829	12,015
Loans and advances to customers (net)	10,747	11,157	11,449	11,349	10,860	10,747
Total external assets	17,158	17,529	17,873	17,792	17,358	17,158
Customer accounts	8,784	8,505	9,079	8,986	8,863	8,784
Risk-weighted assets	15,328	15,893	16,343	16,180	15,303	15,328
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	10,747	11,236	11,350	11,165	10,528	10,747
Customer accounts	8,784	8,512	9,047	8,899	8,717	8,784

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Middle East and North Africa

Middle East and North Africa - Global Banking and Markets

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	278	274	315	264	299	1,131
<i>of which: net interest income</i>	<i>114</i>	<i>118</i>	<i>129</i>	<i>133</i>	<i>134</i>	<i>494</i>
Change in expected credit losses and other credit impairment charges	(3)	(47)	(29)	(140)	(2)	(219)
Total operating expenses	(117)	(115)	(101)	(101)	(108)	(434)
<i>of which: staff expenses</i>	<i>(39)</i>	<i>(33)</i>	<i>(32)</i>	<i>(31)</i>	<i>(32)</i>	<i>(135)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	158	112	185	23	189	478
Reported Significant items - Totals (\$m)						
Revenue	(1)	—	—	1	—	—
ECL	—	—	—	—	—	—
Operating expenses	(1)	—	—	—	(1)	(1)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	279	272	313	256	295	1,131
<i>of which: net interest income</i>	<i>114</i>	<i>118</i>	<i>129</i>	<i>131</i>	<i>132</i>	<i>494</i>
Change in expected credit losses and other credit impairment charges	(3)	(47)	(29)	(140)	(2)	(219)
Total operating expenses	(116)	(114)	(100)	(99)	(105)	(433)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	160	111	184	17	188	479
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	12,991	13,061	13,018	12,774	11,909	12,991
Loans and advances to customers (net)	12,738	12,804	12,796	12,525	11,778	12,738
Total external assets	24,852	24,054	24,740	24,047	21,913	24,852
Customer accounts	12,143	12,318	12,361	12,599	10,795	12,143
Risk-weighted assets	16,445	15,929	15,019	15,408	14,900	16,445
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	12,738	12,852	12,749	12,455	11,663	12,738
Customer accounts	12,143	12,364	12,345	12,520	10,657	12,143

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Middle East and North Africa

Middle East and North Africa - Corporate Centre

Reported (\$m)	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Net operating income before change in expected credit losses and other credit impairment charges	9	6	3	1	46	19
<i>of which: net interest income/(expense)</i>	6	9	1	(9)	19	7
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	(30)	(26)	(7)	(15)	(4)	(78)
<i>of which: staff expenses</i>	(58)	(69)	(62)	(70)	(70)	(259)
Share of profit/(loss) in associates and joint ventures	150	(384)	(87)	56	71	(265)
Profit/(loss) before tax	129	(404)	(91)	42	113	(324)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(31)	(5)	—	—	(2)	(36)
Share of profit in associates and joint ventures	—	(462)	—	—	—	(462)
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	9	6	3	2	46	19
<i>of which: net interest income/(expense)</i>	7	8	(1)	(9)	12	7
Change in expected credit losses and other credit impairment charges	—	—	—	—	—	—
Total operating expenses	1	(21)	(8)	(16)	(2)	(42)
Share of profit/(loss) in associates and joint ventures	150	78	(87)	56	71	197
Profit/(loss) before tax	160	63	(92)	42	115	174
Balance sheet - reported (\$m)						
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	6,544	6,065	6,296	6,548	6,228	6,544
Customer accounts	—	—	—	1	1	—
Risk-weighted assets	20,742	19,898	19,819	19,909	19,609	20,742
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	1	1	—

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Middle East and North Africa

SIGNIFICANT ITEMS

Middle East and North Africa - TOTAL

Reported revenue significant items (\$m)

Customer redress programmes

Disposals, acquisitions and investment in new businesses

Fair value movements on financial instruments

Restructuring and other related costs

Reported cost significant items (\$m)

Costs of structural reform

Customer redress programmes

Disposals, acquisitions and investment in new businesses

Impairment of goodwill and other intangibles

Past service costs of guaranteed minimum pension benefits equalisation

Restructuring and other related costs

Settlements and provisions in connection with legal and regulatory matters

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

Impairment of goodwill

Middle East and North Africa - Wealth and Personal Banking

Reported revenue significant items (\$m)

Customer redress programmes

Disposals, acquisitions and investment in new businesses

Fair value movements on financial instruments

Restructuring and other related costs

Reported cost significant items (\$m)

Costs of structural reform

Customer redress programmes

Disposals, acquisitions and investment in new businesses

Impairment of goodwill and other intangibles

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					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported revenue significant items (\$m)						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(1)	—	—	1	—	—
Restructuring and other related costs	—	—	—	—	—	—
Reported cost significant items (\$m)						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(4)	(19)	(41)	—	(97)	(64)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(14)	(5)	—	—	(7)	(19)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—
Share of profit in associates and joint ventures significant items (\$m)						
Impairment of goodwill	—	(462)	—	—	—	(462)
Middle East and North Africa - Wealth and Personal Banking						
Reported revenue significant items (\$m)						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
Reported cost significant items (\$m)						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	16	(17)	(41)	—	—	(42)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(3)	—	—	—	(2)	(3)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Middle East and North Africa

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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Middle East and North Africa

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(21)	(1)	—	—	—	(22)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(10)	(4)	—	—	(2)	(14)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Middle East and North Africa - TOTAL

Revenue		(4)	(7)	(19)	(16)	
ECL		—	1	2	4	
Operating expenses		6	5	10	14	
Share of profit in associates and joint ventures		—	—	—	—	
Revenue significant items		—	—	—	—	
Operating expense significant items		2	—	—	—	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		143	(168)	(301)	(537)	
Customer accounts		173	(174)	(461)	(731)	

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Middle East and North Africa

Middle East and North Africa - Wealth and Personal Banking

Revenue	(2)	(2)	(7)	(6)
ECL	—	1	—	—
Operating expenses	4	4	7	10
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	1	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	16	(22)	(47)	(90)
Customer accounts	121	(126)	(294)	(447)

Middle East and North Africa - Commercial Banking

Revenue	(1)	(3)	(6)	(6)
ECL	—	—	2	4
Operating expenses	2	1	2	3
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	79	(99)	(184)	(332)
Customer accounts	7	(32)	(87)	(146)

Middle East and North Africa - Global Banking and Markets

Revenue	(2)	(2)	(7)	(4)
ECL	—	—	—	—
Operating expenses	1	1	2	2
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	48	(47)	(70)	(115)
Customer accounts	46	(16)	(79)	(138)

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Middle East and North Africa

Middle East and North Africa - Corporate Centre

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

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

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North America - TOTAL

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net interest income	701	652	706	777	782	2,836
Net fee income	444	441	458	452	458	1,795
Other operating income	343	389	537	475	366	1,744
Net operating income before change in expected credit losses and other credit impairment charges	1,488	1,482	1,701	1,704	1,606	6,375
Change in expected credit losses and other credit impairment charges	(27)	14	(379)	(508)	(97)	(900)
Total operating expenses	(1,309)	(1,503)	(1,189)	(1,306)	(1,784)	(5,307)
of which: staff expenses	(592)	(594)	(596)	(652)	(608)	(2,434)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	152	(7)	133	(110)	(275)	168
Reported Significant items - Totals (\$m)						
Revenue	12	(49)	(21)	15	(56)	(43)
ECL	—	—	—	—	—	—
Operating expenses	(84)	(333)	(68)	(116)	(493)	(601)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	1,476	1,539	1,746	1,703	1,665	6,418
of which: net interest income	700	656	717	784	783	2,836
Change in expected credit losses and other credit impairment charges	(27)	14	(387)	(512)	(98)	(900)
Total operating expenses	(1,225)	(1,175)	(1,136)	(1,197)	(1,296)	(4,706)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	224	378	223	(6)	271	812
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	109,056	111,552	117,033	123,815	114,074	109,056
Loans and advances to customers (net)	107,969	110,394	115,813	122,858	113,474	107,969
Total external assets	347,893	383,130	409,428	435,846	348,035	347,893
Customer accounts	182,028	177,478	180,489	153,893	146,676	182,028
Risk-weighted assets ¹	117,755	122,952	130,580	133,161	121,953	117,755

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

Loans and advances to customers (net)	107,969	112,758	119,178	128,165	114,438	107,969
Customer accounts	182,028	180,291	184,362	159,349	147,655	182,028

North America - Wealth and Personal Banking

Reported (\$m)

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

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
<i>of which: net interest income</i>	482	486	460	501	454	1,929
	328	304	294	350	348	1,276
Change in expected credit losses and other credit impairment charges	(13)	(21)	(44)	(162)	(38)	(240)
Total operating expenses	(476)	(684)	(478)	(501)	(949)	(2,139)
<i>of which: staff expenses</i>	(158)	(173)	(167)	(188)	(177)	(686)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(7)	(219)	(62)	(162)	(533)	(450)

Reported Significant items - Totals (\$m)

Revenue	(1)	(1)	(1)	(6)	(48)	(9)
ECL	—	—	—	—	—	—
Operating expenses	(3)	(216)	(3)	(9)	(437)	(231)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

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

<i>of which: net interest income</i>	483	490	468	513	504	1,938
	328	306	299	353	350	1,276
Change in expected credit losses and other credit impairment charges	(13)	(21)	(44)	(162)	(38)	(240)
Total operating expenses	(473)	(472)	(482)	(496)	(513)	(1,908)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(3)	(3)	(58)	(145)	(47)	(210)

Balance sheet - reported (\$m)

	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	50,266	48,573	47,667	46,328	47,997	50,266
Loans and advances to customers (net)	49,837	48,144	47,211	45,882	47,684	49,837
Total external assets	97,726	93,647	95,899	88,291	81,587	97,726
Customer accounts	81,278	78,399	79,799	74,030	72,232	81,278
Risk-weighted assets	22,175	21,677	22,295	21,829	21,660	22,175

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

Loans and advances to customers (net)	49,837	49,339	48,853	48,360	48,143	49,837
Customer accounts	81,278	79,892	81,931	77,058	72,777	81,278

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North America - Commercial Banking

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	446	443	433	481	464	1,803
<i>of which: net interest income</i>	298	291	301	333	325	1,223
Change in expected credit losses and other credit impairment charges	(7)	22	(291)	(220)	(41)	(496)
Total operating expenses	(238)	(238)	(227)	(238)	(246)	(941)
<i>of which: staff expenses</i>	(101)	(96)	(88)	(100)	(98)	(385)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	201	227	(85)	23	177	366
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(5)	(4)	(2)	—	(2)	(11)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	446	447	443	487	466	1,803
<i>of which: net interest income</i>	298	293	307	337	327	1,223
Change in expected credit losses and other credit impairment charges	(7)	22	(297)	(223)	(41)	(496)
Total operating expenses	(233)	(235)	(229)	(240)	(246)	(930)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	206	234	(83)	24	179	377
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	44,324	46,534	49,178	51,591	46,968	44,324
Loans and advances to customers (net)	43,842	45,988	48,603	51,208	46,743	43,842
Total external assets	69,976	71,025	74,105	73,664	65,564	69,976
Customer accounts	62,854	58,387	57,986	49,438	49,043	62,854
Risk-weighted assets	49,049	51,229	53,380	52,820	49,003	49,049
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	43,842	47,001	50,078	53,617	47,183	43,842
Customer accounts	62,854	59,331	59,315	51,322	49,381	62,854

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North America - Global Banking and Markets

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	497	498	708	729	605	2,432
<i>of which: net interest income</i>	<i>92</i>	<i>91</i>	<i>143</i>	<i>124</i>	<i>129</i>	<i>450</i>
Change in expected credit losses and other credit impairment charges	(7)	13	(45)	(126)	(19)	(165)
Total operating expenses	(383)	(415)	(386)	(371)	(417)	(1,555)
<i>of which: staff expenses</i>	<i>(141)</i>	<i>(129)</i>	<i>(144)</i>	<i>(148)</i>	<i>(138)</i>	<i>(562)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	107	96	277	232	169	712
Reported Significant items - Totals (\$m)						
Revenue	(12)	(48)	(20)	13	(1)	(67)
ECL	—	—	—	—	—	—
Operating expenses	11	(11)	(22)	(4)	(6)	(26)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	509	547	732	718	607	2,499
<i>of which: net interest income</i>	<i>93</i>	<i>91</i>	<i>144</i>	<i>124</i>	<i>130</i>	<i>450</i>
Change in expected credit losses and other credit impairment charges	(7)	13	(46)	(127)	(19)	(165)
Total operating expenses	(394)	(404)	(369)	(368)	(411)	(1,529)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	108	156	317	223	177	805
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	14,466	16,445	20,188	25,896	19,109	14,466
Loans and advances to customers (net)	14,290	16,262	19,999	25,768	19,047	14,290
Total external assets	175,159	213,637	233,737	268,209	194,774	175,159
Customer accounts	37,901	40,692	42,704	30,425	25,401	37,901
Risk-weighted assets	42,444	45,239	49,779	53,238	46,109	42,444
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	14,290	16,418	20,246	26,188	19,112	14,290
Customer accounts	37,901	41,068	43,115	30,969	25,497	37,901

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North America

North America - Corporate Centre

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	64	55	100	(7)	83	212
<i>of which: net interest expense</i>	<i>(18)</i>	<i>(33)</i>	<i>(32)</i>	<i>(30)</i>	<i>(20)</i>	<i>(113)</i>
Change in expected credit losses and other credit impairment charges	(1)	—	1	—	1	—
Total operating expenses	(211)	(167)	(98)	(196)	(172)	(672)
<i>of which: staff expenses</i>	<i>(194)</i>	<i>(194)</i>	<i>(197)</i>	<i>(216)</i>	<i>(195)</i>	<i>(801)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(148)	(112)	3	(203)	(88)	(460)
Reported Significant items - Totals (\$m)						
Revenue	25	—	—	8	(7)	33
ECL	—	—	—	—	—	—
Operating expenses	(85)	(103)	(41)	(103)	(48)	(332)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	39	55	103	(15)	85	179
<i>of which: net interest expense</i>	<i>(18)</i>	<i>(34)</i>	<i>(33)</i>	<i>(30)</i>	<i>(24)</i>	<i>(113)</i>
Change in expected credit losses and other credit impairment charges	(1)	—	—	—	1	—
Total operating expenses	(126)	(64)	(57)	(93)	(126)	(340)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(88)	(9)	46	(108)	(40)	(161)
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	5,031	4,821	5,687	5,682	6,110	5,031
Customer accounts	(5)	—	—	—	—	(5)
Risk-weighted assets	4,087	4,807	5,126	5,274	5,181	4,087
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	(5)	—	—	—	—	(5)

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SIGNIFICANT ITEMS

North America - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(2)	—	(1)	(7)	(55)	(10)
Fair value movements on financial instruments	1	(2)	(10)	13	(1)	2
Restructuring and other related costs	13	(47)	(10)	9	—	(35)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1)	(222)	—	—	(431)	(223)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(83)	(111)	(68)	(116)	(62)	(378)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	(1)	(1)	(6)	(48)	(9)
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(207)	—	—	(431)	(207)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(3)	(9)	(3)	(9)	(6)	(24)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(4)	—	—	—	(4)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	11	(7)	(22)	(4)	(6)	(22)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC

North America

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	(1)	(7)	(1)
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	25	—	—	9	—	34

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(10)	—	—	—	(10)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(85)	(93)	(41)	(103)	(48)	(322)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

North America - TOTAL

Revenue		8	24	14	3	
ECL		—	(8)	(4)	(1)	
Operating expenses		(6)	(14)	(8)	(3)	
Share of profit in associates and joint ventures		—	—	—	—	
Revenue significant items		—	—	—	—	
Operating expense significant items		(1)	1	(1)	2	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		2,364	3,365	5,307	964	
Customer accounts		2,813	3,873	5,456	979	

HSBC North America

North America - Wealth and Personal Banking

Revenue	3	7	5	2
ECL	—	—	—	—
Operating expenses	(3)	(7)	(4)	(1)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	(1)	—
Operating expense significant items	1	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,195	1,642	2,478	459
Customer accounts	1,493	2,132	3,028	545

North America - Commercial Banking

Revenue	4	10	6	2
ECL	—	(6)	(3)	—
Operating expenses	(1)	(4)	(2)	(1)
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	1
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	1,013	1,475	2,409	440
Customer accounts	944	1,329	1,884	338

North America - Global Banking and Markets

Revenue	1	4	2	1
ECL	—	(1)	(1)	—
Operating expenses	—	(2)	(1)	—
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	3	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	156	247	420	65
Customer accounts	376	411	544	96

HSBC
North America

North America - Corporate Centre

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

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

HSBC
US

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

Loans and advances to customers (net)	58,082	62,242	68,036	75,993	63,588	58,082
Customer accounts	117,485	114,695	120,236	99,714	90,834	117,485

HSBC US - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Net operating income before change in expected credit losses and other credit impairment charges	295	309	295	311	265	1,210
<i>of which: net interest income</i>	203	195	191	228	222	817
Change in expected credit losses and other credit impairment charges	(2)	(11)	(37)	(139)	(30)	(189)
Total operating expenses	(322)	(542)	(345)	(359)	(373)	(1,568)
<i>of which: staff expenses</i>	(105)	(123)	(119)	(133)	(126)	(480)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(29)	(244)	(87)	(187)	(138)	(547)

Reported Significant items - Totals (\$m)

Revenue	—	(1)	(1)	(7)	(48)	(9)
ECL	—	—	—	—	—	—
Operating expenses	(1)	(215)	(3)	(9)	(4)	(228)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	295	310	296	317	313	1,219
<i>of which: net interest income</i>	204	195	191	227	222	817
Change in expected credit losses and other credit impairment charges	(2)	(11)	(37)	(140)	(30)	(189)
Total operating expenses	(321)	(327)	(342)	(349)	(371)	(1,340)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(28)	(28)	(83)	(172)	(88)	(310)

Balance sheet - reported (\$m)

Balance sheet - reported (\$m)	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	24,056	23,812	24,034	24,033	23,827	24,056
Loans and advances to customers (net)	23,802	23,550	23,739	23,746	23,658	23,802
Total external assets	58,725	56,260	60,033	56,425	48,715	58,725
Customer accounts	48,241	46,706	48,484	46,139	43,027	48,241
Risk-weighted assets	16,134	16,001	16,525	16,452	15,897	16,134

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

Loans and advances to customers (net)	23,802	23,550	23,739	23,746	23,658	23,802
Customer accounts	48,241	46,706	48,484	46,139	43,028	48,241

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US**

HSBC US - Commercial Banking

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	255	260	246	261	245	1,022
<i>of which: net interest income</i>	<i>198</i>	<i>195</i>	<i>194</i>	<i>200</i>	<i>193</i>	<i>787</i>
Change in expected credit losses and other credit impairment charges	(10)	21	(181)	(123)	(21)	(293)
Total operating expenses	(146)	(152)	(144)	(148)	(157)	(590)
<i>of which: staff expenses</i>	<i>(64)</i>	<i>(65)</i>	<i>(58)</i>	<i>(65)</i>	<i>(66)</i>	<i>(252)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	99	129	(79)	(10)	67	139
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(1)	(4)	(2)	—	—	(7)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	255	260	245	261	245	1,022
<i>of which: net interest income</i>	<i>197</i>	<i>195</i>	<i>194</i>	<i>202</i>	<i>193</i>	<i>787</i>
Change in expected credit losses and other credit impairment charges	(10)	21	(181)	(123)	(21)	(293)
Total operating expenses	(145)	(148)	(142)	(148)	(157)	(583)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	100	133	(78)	(10)	67	146
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	23,435	25,897	28,210	30,480	24,473	23,435
Loans and advances to customers (net)	23,222	25,670	27,947	30,315	24,406	23,222
Total external assets	36,147	37,905	41,032	42,201	33,726	36,147
Customer accounts	39,577	36,999	37,091	30,173	28,998	39,577
Risk-weighted assets	28,770	30,879	32,654	33,782	29,276	28,770
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	23,222	25,670	27,947	30,315	24,406	23,222
Customer accounts	39,577	36,999	37,091	30,173	28,998	39,577

**HSBC
US**

HSBC US - Global Banking and Markets

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	430	433	623	663	517	2,149
<i>of which: net interest income</i>	<i>84</i>	<i>87</i>	<i>135</i>	<i>88</i>	<i>97</i>	<i>394</i>
Change in expected credit losses and other credit impairment charges	(10)	6	(19)	(116)	(18)	(139)
Total operating expenses	(351)	(398)	(354)	(334)	(387)	(1,437)
<i>of which: staff expenses</i>	<i>(129)</i>	<i>(120)</i>	<i>(134)</i>	<i>(133)</i>	<i>(130)</i>	<i>(516)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	69	41	250	213	112	573
Reported Significant items - Totals (\$m)						
Revenue	(9)	(48)	(18)	10	(1)	(65)
ECL	—	—	—	—	—	—
Operating expenses	11	(11)	(19)	(1)	(6)	(20)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	439	481	641	653	518	2,214
<i>of which: net interest income</i>	<i>84</i>	<i>87</i>	<i>135</i>	<i>88</i>	<i>97</i>	<i>394</i>
Change in expected credit losses and other credit impairment charges	(10)	6	(19)	(116)	(18)	(139)
Total operating expenses	(362)	(386)	(335)	(333)	(381)	(1,417)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	67	101	287	204	119	658
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	11,212	13,179	16,508	22,047	15,574	11,212
Loans and advances to customers (net)	11,057	13,021	16,351	21,933	15,524	11,057
Total external assets	154,456	189,909	210,734	242,533	174,376	154,456
Customer accounts	29,672	30,990	34,660	23,402	18,809	29,672
Risk-weighted assets	36,140	38,867	43,285	46,126	39,415	36,140
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	11,057	13,021	16,351	21,933	15,524	11,057
Customer accounts	29,672	30,990	34,660	23,402	18,809	29,672

**HSBC
US**

HSBC US - Corporate Centre

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	55	58	102	(9)	79	206
<i>of which: net interest expense</i>	<i>(16)</i>	<i>(22)</i>	<i>(18)</i>	<i>(21)</i>	<i>(16)</i>	<i>(77)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	1	—
Total operating expenses	(176)	(149)	(89)	(184)	(161)	(598)
<i>of which: staff expenses</i>	<i>(141)</i>	<i>(141)</i>	<i>(152)</i>	<i>(164)</i>	<i>(152)</i>	<i>(598)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(121)	(91)	13	(193)	(81)	(392)
Reported Significant items - Totals (\$m)						
Revenue	23	—	—	10	(6)	33
ECL	—	—	—	—	—	—
Operating expenses	(65)	(91)	(41)	(102)	(44)	(299)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	32	58	103	(17)	82	173
<i>of which: net interest expense</i>	<i>(14)</i>	<i>(22)</i>	<i>(19)</i>	<i>(22)</i>	<i>(16)</i>	<i>(77)</i>
Change in expected credit losses and other credit impairment charges	—	—	—	—	1	—
Total operating expenses	(111)	(58)	(47)	(82)	(117)	(299)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(79)	—	56	(99)	(34)	(126)
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	(1)	—	—	—
Loans and advances to customers (net)	—	—	(1)	—	—	—
Total external assets	4,757	4,463	5,322	5,402	5,106	4,757
Customer accounts	(5)	—	1	—	—	(5)
Risk-weighted assets	3,895	4,424	4,883	4,938	4,832	3,895
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	(5)	—	—	—	—	(5)

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SIGNIFICANT ITEMS

HSBC US - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	(1)	(1)	(7)	(54)	(10)
Fair value movements on financial instruments	1	(2)	(7)	10	(1)	2
Restructuring and other related costs	14	(46)	(11)	10	—	(33)

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	(1)	(222)	—	—	—	(223)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(56)	(100)	(65)	(112)	(54)	(333)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	(1)	(1)	(7)	(48)	(9)
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

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

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US

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(4)	—	—	—	(4)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	11	(7)	(19)	(1)	(6)	(16)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

HSBC

US

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	(1)	—	—	—	(6)	(1)
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	24	—	—	10	—	34

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	(10)	—	—	—	(10)
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(65)	(81)	(41)	(102)	(44)	(289)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

HSBC US - TOTAL

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

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US**

HSBC US - Wealth and Personal Banking

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

HSBC US - Commercial Banking

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

HSBC US - Global Banking and Markets

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

HSBC
US

HSBC US - Corporate Centre

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

HSBC
Latin America

Latin America - TOTAL

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net interest income	513	484	450	513	514	1,960
Net fee income	116	121	104	126	143	467
Other operating income ¹	68	141	160	224	282	593
Net operating income before change in expected credit losses and other credit impairment charges	697	746	714	863	939	3,020
Change in expected credit losses and other credit impairment charges	(275)	(192)	(340)	(317)	(275)	(1,124)
Total operating expenses	(583)	(445)	(430)	(480)	(935)	(1,938)
of which: staff expenses	(198)	(161)	(147)	(189)	(195)	(695)
Share of profit in associates and joint ventures	2	1	1	1	2	5
Profit/(loss) before tax	(159)	110	(55)	67	(269)	(37)
Reported Significant items - Totals (\$m)						
Revenue	(5)	(1)	(7)	16	(2)	3
ECL	—	—	—	—	—	—
Operating expenses	(61)	(19)	(11)	—	(359)	(91)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	702	770	763	786	818	3,017
of which: net interest income	512	497	472	474	452	1,960
Change in expected credit losses and other credit impairment charges	(275)	(211)	(380)	(296)	(231)	(1,124)
Total operating expenses	(522)	(439)	(440)	(448)	(506)	(1,847)
Share of profit in associates and joint ventures	2	1	1	1	1	5
Profit/(loss) before tax	(93)	121	(56)	43	82	51
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	21,050	20,542	20,855	20,895	24,021	21,050
Loans and advances to customers (net)	19,658	19,333	19,785	20,040	23,136	19,658
Total external assets	46,859	43,516	45,451	44,670	49,905	46,859
Customer accounts	27,478	24,882	25,117	23,174	28,237	27,478
Risk-weighted assets ²	35,240	32,897	33,278	32,895	38,460	35,240

HSBC Latin America

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

Loans and advances to customers (net)	19,658	21,134	22,427	22,998	21,527	19,658
Customer accounts	27,478	26,838	27,916	25,942	25,932	27,478

Latin America - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Net operating income before change in expected credit losses and other credit impairment charges	426	450	420	500	550	1,796
<i>of which: net interest income</i>	<i>329</i>	<i>326</i>	<i>306</i>	<i>385</i>	<i>396</i>	<i>1,346</i>
Change in expected credit losses and other credit impairment charges	(148)	(136)	(207)	(234)	(230)	(725)
Total operating expenses	(360)	(296)	(280)	(324)	(365)	(1,260)
<i>of which: staff expenses</i>	<i>(104)</i>	<i>(90)</i>	<i>(78)</i>	<i>(97)</i>	<i>(110)</i>	<i>(369)</i>
Share of profit in associates and joint ventures	3	1	1	1	2	6
Profit/(loss) before tax	(79)	19	(66)	(57)	(43)	(183)

Reported Significant items - Totals (\$m)

Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(22)	(12)	(1)	—	(16)	(35)
Share of profit in associates and joint ventures	—	—	—	—	—	—

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	426	471	453	473	490	1,796
<i>of which: net interest income</i>	<i>329</i>	<i>341</i>	<i>330</i>	<i>361</i>	<i>356</i>	<i>1,346</i>
Change in expected credit losses and other credit impairment charges	(148)	(150)	(232)	(217)	(197)	(725)
Total operating expenses	(338)	(294)	(296)	(302)	(307)	(1,225)
Share of profit in associates and joint ventures	3	1	1	1	1	6
Profit/(loss) before tax	(57)	28	(74)	(45)	(13)	(148)

Balance sheet - reported (\$m)

Balance sheet - reported (\$m)	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	8,348	7,333	6,994	6,914	8,457	8,348
Loans and advances to customers (net)	7,507	6,592	6,324	6,355	7,838	7,507
Total external assets	15,703	14,579	14,238	13,794	16,043	15,703
Customer accounts	13,666	11,631	11,560	10,819	13,614	13,666
Risk-weighted assets	11,497	10,294	9,875	9,290	11,335	11,497

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

Loans and advances to customers (net)	7,507	7,231	7,213	7,346	7,318	7,507
Customer accounts	13,666	12,576	12,831	12,148	12,539	13,666

HSBC Latin America

Latin America - Commercial Banking

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	148	149	145	164	194	606
<i>of which: net interest income</i>	<i>131</i>	<i>127</i>	<i>122</i>	<i>135</i>	<i>160</i>	<i>515</i>
Change in expected credit losses and other credit impairment charges	(116)	(42)	(71)	(53)	(37)	(282)
Total operating expenses	(97)	(82)	(78)	(88)	(444)	(345)
<i>of which: staff expenses</i>	<i>(20)</i>	<i>(18)</i>	<i>(17)</i>	<i>(22)</i>	<i>(23)</i>	<i>(77)</i>
Share of profit in associates and joint ventures	—	—	(1)	—	—	(1)
Profit/(loss) before tax	(65)	25	(5)	23	(287)	(22)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(1)	—	—	—	(337)	(1)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	148	151	147	147	163	606
<i>of which: net interest income</i>	<i>131</i>	<i>128</i>	<i>125</i>	<i>121</i>	<i>135</i>	<i>515</i>
Change in expected credit losses and other credit impairment charges	(116)	(45)	(79)	(50)	(30)	(282)
Total operating expenses	(96)	(83)	(80)	(80)	(90)	(344)
Share of profit in associates and joint ventures	—	—	(1)	—	—	(1)
Profit/(loss) before tax	(64)	23	(13)	17	43	(21)
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	6,940	6,451	6,614	6,636	7,739	6,940
Loans and advances to customers (net)	6,534	6,111	6,314	6,398	7,506	6,534
Total external assets	9,925	9,532	9,531	9,516	10,971	9,925
Customer accounts	8,212	7,779	8,086	7,580	8,261	8,212
Risk-weighted assets	10,008	9,390	9,549	9,325	10,720	10,008
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	6,534	6,618	7,046	7,255	6,924	6,534
Customer accounts	8,212	8,433	9,059	8,577	7,624	8,212

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Latin America - Global Banking and Markets

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	143	140	151	155	189	589
<i>of which: net interest income</i>	<i>103</i>	<i>74</i>	<i>68</i>	<i>78</i>	<i>94</i>	<i>323</i>
Change in expected credit losses and other credit impairment charges	(10)	(15)	(58)	(30)	(5)	(113)
Total operating expenses	(73)	(54)	(53)	(63)	(74)	(243)
<i>of which: staff expenses</i>	<i>(19)</i>	<i>(10)</i>	<i>(12)</i>	<i>(16)</i>	<i>(15)</i>	<i>(57)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	60	71	40	62	110	233
Reported Significant items - Totals (\$m)						
Revenue	(6)	—	(7)	15	(3)	2
ECL	—	—	—	—	—	—
Operating expenses	(6)	—	—	—	(1)	(6)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	149	142	163	123	164	587
<i>of which: net interest income</i>	<i>104</i>	<i>74</i>	<i>69</i>	<i>65</i>	<i>73</i>	<i>323</i>
Change in expected credit losses and other credit impairment charges	(10)	(16)	(66)	(29)	(3)	(113)
Total operating expenses	(67)	(55)	(55)	(57)	(63)	(237)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	72	71	42	37	98	237
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	5,763	6,758	7,247	7,345	7,825	5,763
Loans and advances to customers (net)	5,618	6,630	7,147	7,287	7,792	5,618
Total external assets	20,991	19,163	21,406	21,133	22,376	20,991
Customer accounts	5,599	5,472	5,471	4,775	6,362	5,599
Risk-weighted assets	12,971	12,655	13,046	13,483	15,779	12,971
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	5,618	7,285	8,168	8,397	7,285	5,618
Customer accounts	5,599	5,829	6,025	5,216	5,769	5,599

HSBC Latin America

Latin America - Corporate Centre

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(20)	7	(2)	44	6	29
<i>of which: net interest expense</i>	<i>(51)</i>	<i>(43)</i>	<i>(46)</i>	<i>(85)</i>	<i>(136)</i>	<i>(225)</i>
Change in expected credit losses and other credit impairment charges	—	—	(4)	—	(3)	(4)
Total operating expenses	(52)	(14)	(19)	(5)	(52)	(90)
<i>of which: staff expenses</i>	<i>(55)</i>	<i>(43)</i>	<i>(40)</i>	<i>(54)</i>	<i>(47)</i>	<i>(192)</i>
Share of profit in associates and joint ventures	(1)	—	1	—	—	—
Profit/(loss) before tax	(73)	(7)	(24)	39	(49)	(65)
Reported Significant items - Totals (\$m)						
Revenue	(1)	—	—	1	1	—
ECL	—	—	—	—	—	—
Operating expenses	(32)	(7)	(10)	—	(5)	(49)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(19)	6	—	42	1	29
<i>of which: net interest expense</i>	<i>(51)</i>	<i>(45)</i>	<i>(51)</i>	<i>(73)</i>	<i>(112)</i>	<i>(225)</i>
Change in expected credit losses and other credit impairment charges	—	—	(4)	—	(2)	(4)
Total operating expenses	(20)	(8)	(10)	(9)	(46)	(41)
Share of profit in associates and joint ventures	(1)	—	—	—	—	—
Profit/(loss) before tax	(40)	(2)	(14)	33	(47)	(16)
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	—	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	241	244	276	227	515	241
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	764	558	808	797	626	764
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

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Latin America

SIGNIFICANT ITEMS

Latin America - TOTAL

Reported revenue significant items (\$m)

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(5)	(1)	(7)	16	(2)	3
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	(337)	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(61)	(19)	(11)	—	(22)	(91)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(22)	(12)	(1)	—	(16)	(35)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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Latin America

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	(337)	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(1)	—	—	—	—	(1)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(6)	—	(7)	15	(3)	2
Restructuring and other related costs	—	—	—	—	—	—

Reported cost significant items (\$m)

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

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Latin America

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Latin America - TOTAL

Revenue		24	41	(63)	(123)	
ECL		(19)	(40)	21	44	
Operating expenses		(13)	(20)	32	73	
Share of profit in associates and joint ventures		—	—	—	(1)	
Revenue significant items		1	(1)	(2)	—	
Operating expense significant items		—	1	—	3	
Share of profit in associates and joint ventures significant items		—	—	—	—	
Loans and advances to customers (net)		1,801	2,642	2,958	(1,609)	
Customer accounts		1,956	2,799	2,768	(2,305)	

HSBC

Latin America

Latin America - Wealth and Personal Banking

Revenue	21	33	(27)	(60)
ECL	(14)	(25)	17	33
Operating expenses	(9)	(17)	22	45
Share of profit in associates and joint ventures	—	—	—	(1)
Revenue significant items	—	—	—	—
Operating expense significant items	1	—	—	3
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	639	889	991	(520)
Customer accounts	945	1,271	1,329	(1,075)

Latin America - Commercial Banking

Revenue	2	2	(17)	(31)
ECL	(3)	(8)	3	7
Operating expenses	(1)	(2)	8	16
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	(1)
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	507	732	857	(582)
Customer accounts	654	973	997	(637)

Latin America - Global Banking and Markets

Revenue	2	4	(18)	(27)
ECL	(1)	(8)	1	2
Operating expenses	(1)	(2)	6	11
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	(1)	(1)	1
Operating expense significant items	—	—	—	1
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	655	1,021	1,110	(507)
Customer accounts	357	554	441	(593)

HSBC Latin America

Latin America - Corporate Centre

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

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

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

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Mexico - TOTAL						
Reported (\$m)						
Net interest income	357	341	313	376	366	1,387
Net fee income	99	93	87	102	116	381
Other operating income	100	105	101	160	155	466
Net operating income before change in expected credit losses and other credit impairment charges	556	539	501	638	637	2,234
Change in expected credit losses and other credit impairment charges	(256)	(220)	(315)	(259)	(145)	(1,050)
Total operating expenses	(412)	(317)	(304)	(343)	(362)	(1,376)
<i>of which: staff expenses</i>	(137)	(110)	(102)	(133)	(145)	(482)
Share of profit in associates and joint ventures	2	1	1	1	2	5
Profit/(loss) before tax	(110)	3	(117)	37	132	(187)
Reported Significant items - Totals (\$m)						
Revenue	7	—	(6)	12	(2)	13
ECL	—	—	—	—	—	—
Operating expenses	(34)	(6)	(2)	—	(11)	(42)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	549	579	575	610	598	2,221
<i>of which: net interest income</i>	356	367	355	366	343	1,387
Change in expected credit losses and other credit impairment charges	(256)	(237)	(357)	(252)	(135)	(1,050)
Total operating expenses	(378)	(334)	(343)	(334)	(327)	(1,334)
Share of profit in associates and joint ventures	2	1	1	1	1	5
Profit/(loss) before tax	(83)	9	(124)	25	137	(158)
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	18,580	17,926	18,130	18,108	21,172	18,580
Loans and advances to customers (net)	17,296	16,870	17,220	17,395	20,426	17,296
Total external assets	36,798	33,605	35,043	34,731	40,907	36,798
Customer accounts	22,220	19,530	19,759	18,046	23,051	22,220
Risk-weighted assets	26,323	24,387	24,773	24,159	28,960	26,323

HSBC
Mexico

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

Loans and advances to customers (net)	17,296	18,772	20,080	20,677	19,393	17,296
Customer accounts	22,220	21,732	23,040	21,449	21,885	22,220

Mexico - Wealth and Personal Banking

Reported (\$m)	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Net operating income before change in expected credit losses and other credit impairment charges	378	373	342	429	431	1,522
<i>of which: net interest income</i>	277	270	247	318	325	1,112
Change in expected credit losses and other credit impairment charges	(140)	(166)	(199)	(183)	(137)	(688)
Total operating expenses	(275)	(220)	(213)	(247)	(253)	(955)
<i>of which: staff expenses</i>	(65)	(58)	(54)	(70)	(78)	(247)
Share of profit in associates and joint ventures	3	1	1	1	2	6
Profit/(loss) before tax	(34)	(12)	(69)	—	43	(115)

Reported Significant items - Totals (\$m)

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

Adjusted (\$m)

Net operating income before change in expected credit losses and other credit impairment charges	378	400	388	418	403	1,522
<i>of which: net interest income</i>	277	290	279	310	305	1,112
Change in expected credit losses and other credit impairment charges	(140)	(178)	(226)	(178)	(128)	(688)
Total operating expenses	(270)	(236)	(241)	(240)	(228)	(950)
Share of profit in associates and joint ventures	3	1	1	1	1	6
Profit/(loss) before tax	(29)	(13)	(78)	1	48	(110)

Balance sheet - reported (\$m)

Balance sheet - reported (\$m)	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Loans and advances to customers (gross)	7,674	6,688	6,357	6,261	7,736	7,674
Loans and advances to customers (net)	6,871	5,983	5,728	5,736	7,154	6,871
Total external assets	12,765	11,577	11,207	11,159	13,659	12,765
Customer accounts	11,651	9,584	9,316	8,815	11,665	11,651
Risk-weighted assets	9,177	7,979	7,763	7,196	9,079	9,177

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

Loans and advances to customers (net)	6,871	6,658	6,679	6,818	6,791	6,871
Customer accounts	11,651	10,665	10,862	10,477	11,075	11,651

HSBC
Mexico

Mexico - Commercial Banking

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	96	92	85	101	102	374
<i>of which: net interest income</i>	<i>76</i>	<i>73</i>	<i>72</i>	<i>80</i>	<i>85</i>	<i>301</i>
Change in expected credit losses and other credit impairment charges	(109)	(39)	(64)	(49)	(12)	(261)
Total operating expenses	(62)	(53)	(49)	(55)	(58)	(219)
<i>of which: staff expenses</i>	<i>(13)</i>	<i>(11)</i>	<i>(10)</i>	<i>(13)</i>	<i>(14)</i>	<i>(47)</i>
Share of profit in associates and joint ventures	—	—	(1)	—	—	(1)
Profit/(loss) before tax	(75)	—	(29)	(3)	32	(107)
Reported Significant items - Totals (\$m)						
Revenue	—	—	—	—	—	—
ECL	—	—	—	—	—	—
Operating expenses	(1)	—	—	—	—	(1)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	96	99	96	98	96	374
<i>of which: net interest income</i>	<i>76</i>	<i>78</i>	<i>82</i>	<i>78</i>	<i>80</i>	<i>301</i>
Change in expected credit losses and other credit impairment charges	(109)	(42)	(73)	(47)	(12)	(261)
Total operating expenses	(61)	(57)	(55)	(53)	(54)	(218)
Share of profit/(loss) in associates and joint ventures	—	—	(1)	—	—	(1)
Profit/(loss) before tax	(74)	—	(33)	(2)	30	(106)
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	5,793	5,240	5,332	5,435	6,480	5,793
Loans and advances to customers (net)	5,436	4,994	5,129	5,289	6,341	5,436
Total external assets	7,803	7,267	7,201	7,514	9,343	7,803
Customer accounts	6,916	6,464	6,747	6,262	7,032	6,916
Risk-weighted assets	7,539	6,891	6,976	6,974	8,251	7,539
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	5,436	5,557	5,980	6,287	6,021	5,436
Customer accounts	6,916	7,193	7,867	7,443	6,676	6,916

HSBC
Mexico

Mexico - Global Banking and Markets

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	82	77	75	62	98	296
<i>of which: net interest income</i>	<i>49</i>	<i>39</i>	<i>36</i>	<i>23</i>	<i>19</i>	<i>147</i>
Change in expected credit losses and other credit impairment (charges)/recoveries	(8)	(16)	(51)	(27)	4	(102)
Total operating expenses	(42)	(30)	(29)	(34)	(34)	(135)
<i>of which: staff expenses</i>	<i>(11)</i>	<i>(4)</i>	<i>(6)</i>	<i>(7)</i>	<i>(6)</i>	<i>(28)</i>
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	32	31	(5)	1	68	59
Reported Significant items - Totals (\$m)						
Revenue	(2)	—	(6)	11	(2)	3
ECL	—	—	—	—	—	—
Operating expenses	(5)	—	—	—	—	(5)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	84	83	91	50	94	293
<i>of which: net interest income</i>	<i>49</i>	<i>42</i>	<i>41</i>	<i>22</i>	<i>18</i>	<i>147</i>
Change in expected credit losses and other credit impairment (charges)/recoveries	(8)	(17)	(58)	(27)	4	(102)
Total operating expenses	(37)	(32)	(33)	(33)	(32)	(130)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	39	34	—	(10)	66	61
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	5,112	5,997	6,441	6,412	6,956	5,112
Loans and advances to customers (net)	4,990	5,893	6,363	6,370	6,931	4,990
Total external assets	16,079	14,609	16,509	15,915	17,723	16,079
Customer accounts	3,653	3,482	3,696	2,969	4,354	3,653
Risk-weighted assets	9,412	9,357	9,767	9,633	11,294	9,412
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	4,990	6,557	7,420	7,572	6,581	4,990
Customer accounts	3,653	3,874	4,310	3,529	4,134	3,653

HSBC
Mexico

Mexico - Corporate Centre

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	—	(3)	—	46	6	43
<i>of which: net interest expense</i>	(45)	(41)	(42)	(45)	(63)	(173)
Change in expected credit losses and other credit impairment charges	(1)	1	—	—	—	—
Total operating expenses	(33)	(14)	(14)	(7)	(17)	(68)
<i>of which: staff expenses</i>	(48)	(37)	(32)	(43)	(47)	(160)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(34)	(16)	(14)	39	(11)	(25)
Reported Significant items - Totals (\$m)						
Revenue	8	—	—	1	—	9
ECL	—	—	—	—	—	—
Operating expenses	(22)	(6)	(2)	—	(2)	(30)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Adjusted (\$m)						
Net operating income before change in expected credit losses and other credit impairment charges	(8)	(3)	—	44	6	34
<i>of which: net interest expense</i>	(46)	(44)	(47)	(43)	(60)	(173)
Change in expected credit losses and other credit impairment charges	(1)	—	—	—	—	—
Total operating expenses	(11)	(9)	(14)	(7)	(13)	(38)
Share of profit in associates and joint ventures	—	—	—	—	—	—
Profit/(loss) before tax	(20)	(12)	(14)	37	(7)	(4)
	Balance sheet date					Balance sheet date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Balance sheet - reported (\$m)						
Loans and advances to customers (gross)	—	1	—	—	—	—
Loans and advances to customers (net)	—	—	—	—	—	—
Total external assets	150	152	126	143	182	150
Customer accounts	—	—	—	—	—	—
Risk-weighted assets	195	160	267	356	336	195
Balance sheet data - at most recent balance sheet date FX rates (\$m)						
Loans and advances to customers (net)	—	—	—	—	—	—
Customer accounts	—	—	—	—	—	—

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SIGNIFICANT ITEMS

	Quarter ended					Year to date
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19	31-Dec-20
Reported revenue significant items (\$m)						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(5)	—	(6)	12	(2)	1
Restructuring and other related costs	12	—	—	—	—	12
Reported cost significant items (\$m)						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(34)	(6)	(2)	—	(11)	(42)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—
Share of profit in associates and joint ventures significant items (\$m)						
Impairment of goodwill	—	—	—	—	—	—
Mexico - Wealth and Personal Banking						
Reported revenue significant items (\$m)						
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	—	—	—	—	—	—
Restructuring and other related costs	—	—	—	—	—	—
Reported cost significant items (\$m)						
Costs of structural reform	—	—	—	—	—	—
Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Impairment of goodwill and other intangibles	—	—	—	—	—	—
Past service costs of guaranteed minimum pension benefits equalisation	—	—	—	—	—	—
Restructuring and other related costs	(5)	—	—	—	(9)	(5)
Settlements and provisions in connection with legal and regulatory matters	—	—	—	—	—	—

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Reported revenue significant items (\$m)

Customer redress programmes	—	—	—	—	—	—
Disposals, acquisitions and investment in new businesses	—	—	—	—	—	—
Fair value movements on financial instruments	(5)	—	(6)	11	(2)	—
Restructuring and other related costs	3	—	—	—	—	3

Reported cost significant items (\$m)

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

HSBC Mexico

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

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

Reported revenue significant items (\$m)

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

Reported cost significant items (\$m)

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

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

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

Mexico - TOTAL

Revenue		40	67	(17)	(41)
ECL		(17)	(42)	7	10
Operating expenses		(23)	(41)	9	24
Share of profit in associates and joint ventures		—	—	—	(1)
Revenue significant items		—	(1)	(1)	—
Operating expense significant items		—	—	—	—
Share of profit in associates and joint ventures significant items		—	—	—	—
Loans and advances to customers (net)		1,902	2,860	3,282	(1,033)
Customer accounts		2,202	3,281	3,403	(1,166)

HSBC Mexico

Mexico - Wealth and Personal Banking

Revenue	27	46	(11)	(28)
ECL	(12)	(27)	5	9
Operating expenses	(16)	(28)	7	16
Share of profit in associates and joint ventures	—	—	—	(1)
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	675	951	1,082	(363)
Customer accounts	1,081	1,546	1,662	(590)

Mexico - Commercial Banking

Revenue	7	11	(3)	(6)
ECL	(3)	(9)	2	—
Operating expenses	(4)	(6)	2	4
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	—	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	563	851	998	(320)
Customer accounts	729	1,120	1,181	(356)

Mexico - Global Banking and Markets

Revenue	6	9	(1)	(6)
ECL	(1)	(7)	—	—
Operating expenses	(2)	(4)	1	2
Share of profit in associates and joint ventures	—	—	—	—
Revenue significant items	—	(1)	—	—
Operating expense significant items	—	—	—	—
Share of profit in associates and joint ventures significant items	—	—	—	—
Loans and advances to customers (net)	664	1,057	1,202	(350)
Customer accounts	392	614	560	(220)

HSBC
Mexico

Mexico - Corporate Centre

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

HSBC

Tangible equity

Tangible equity by global business (\$bn)

Wealth and Personal Banking
Commercial Banking
Global Banking and Markets
Corporate Centre

Total tangible equity excluding fair value of own debt, DVA and other adjustments¹

Fair value of own debt, DVA and other adjustments

Total tangible equity

Tangible equity by principal subsidiary (\$bn)

Total tangible equity²

of which:

The Hongkong and Shanghai Banking Corporation Limited
HSBC Bank plc
HSBC UK Bank plc
HSBC North America Holdings Inc.
The Saudi British Bank (associate)

Memo

Bank of Communications Co, Ltd³ (associate)

	Balance sheet date				
	31-Dec-20	30-Sep-20	30-Jun-20	31-Mar-20	31-Dec-19
Total tangible equity by global business (\$bn)					
Wealth and Personal Banking	28.8	26.8	25.3	25.6	26.3
Commercial Banking	39.1	38.4	36.4	37.8	37.5
Global Banking and Markets	43.4	41.9	43.0	40.5	39.1
Corporate Centre	47.7	45.7	43.4	43.1	43.0
Total tangible equity excluding fair value of own debt, DVA and other adjustments¹	158.9	152.7	148.0	147.0	145.9
Fair value of own debt, DVA and other adjustments	(2.5)	(0.4)	(0.1)	3.0	(1.8)
Total tangible equity	156.4	152.3	147.9	150.0	144.1
Total tangible equity by principal subsidiary (\$bn)					
Total tangible equity²	156.4	152.3	147.9	150.0	144.1
of which:					
The Hongkong and Shanghai Banking Corporation Limited	86.9	84.3	82.1	80.5	81.6
HSBC Bank plc	26.3	25.7	24.8	25.4	24.2
HSBC UK Bank plc	22.5	21.3	20.4	22.2	21.2
HSBC North America Holdings Inc.	18.6	18.9	18.9	18.9	17.8
The Saudi British Bank (associate)	4.2	3.8	4.1	4.4	4.4
Memo					
Bank of Communications Co, Ltd ³ (associate)	21.6	20.6	19.8	19.3	19.1

¹ Totals may not cast due to rounding.

² The sum of the tangible equity of the Group's subsidiaries is greater than the tangible equity of the consolidated Group.

³ Included within The Hongkong and Shanghai Banking Corporation Limited.

Summary of credit risk (excluding debt instruments measured at FVOCI) by stage distribution and ECL coverage by industry sector at 31 December 2020

	Gross carrying/nominal amount ¹				Total \$m	Allowance for ECL					Total \$m	ECL coverage %				Total %
	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI ² \$m		Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI ² \$m	Stage 1 %		Stage 2 %	Stage 3 %	POCI ² %		
Loans and advances to customers at amortised cost	869,920	163,185	19,095	277	1,052,477	(1,974)	(4,965)	(7,439)	(112)	(14,490)	0.2 %	3.0 %	39.0 %	40.4 %	1.4 %	
– personal	430,134	25,064	5,611	—	460,809	(827)	(2,402)	(1,502)	—	(4,731)	0.2 %	9.6 %	26.8 %	— %	1.0 %	
– corporate and commercial	387,563	126,287	12,961	277	527,088	(1,101)	(2,444)	(5,837)	(112)	(9,494)	0.3 %	1.9 %	45.0 %	40.4 %	1.8 %	
– non-bank financial institutions	52,223	11,834	523	—	64,580	(46)	(119)	(100)	—	(265)	0.1 %	1.0 %	19.1 %	— %	0.4 %	
Loans and advances to banks at amortised cost	79,654	2,004	—	—	81,658	(33)	(9)	—	—	(42)	— %	0.4 %	— %	— %	0.1 %	
Other financial assets measured at amortised cost	768,216	3,975	177	40	772,408	(80)	(44)	(42)	(9)	(175)	— %	1.1 %	23.7 %	22.5 %	— %	
Loans and other credit-related commitments	604,485	54,217	1,080	1	659,783	(290)	(365)	(78)	(1)	(734)	— %	0.7 %	7.2 %	100.0 %	0.1 %	
– personal	234,327	1,681	152	—	236,170	(39)	(1)	—	—	(40)	— %	0.1 %	— %	— %	— %	
– corporate and commercial	253,062	45,851	888	1	299,802	(236)	(338)	(75)	(1)	(650)	0.1 %	0.7 %	8.4 %	100.0 %	0.2 %	
– financial	117,086	6,685	40	—	123,811	(15)	(26)	(3)	—	(44)	— %	0.4 %	7.5 %	— %	— %	
Financial guarantees	14,090	4,024	269	1	18,384	(37)	(62)	(26)	—	(125)	0.3 %	1.5 %	9.7 %	— %	0.7 %	
– personal	872	26	2	—	900	—	(1)	—	—	(1)	— %	3.8 %	— %	— %	0.1 %	
– corporate and commercial	9,536	3,157	252	1	12,946	(35)	(54)	(25)	—	(114)	0.4 %	1.7 %	9.9 %	— %	0.9 %	
– financial	3,682	841	15	—	4,538	(2)	(7)	(1)	—	(10)	0.1 %	0.8 %	6.7 %	— %	0.2 %	
At 31 Dec 2020	2,336,365	227,405	20,621	319	2,584,710	(2,414)	(5,445)	(7,585)	(122)	(15,566)	0.1 %	2.4 %	36.8 %	38.2 %	0.6 %	

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

Stage 2 days past due analysis at 31 December 2020

	Gross carrying amount				Stage 2 \$m	Allowance for ECL				Stage 2 %	ECL coverage %			
	Stage 2 \$m	Up-to-date \$m	1 to 29 DPD ^{1,2} \$m	30 and > DPD ^{1,2} \$m		Up-to-date \$m	1 to 29 DPD ^{1,2} \$m	30 and > DPD ^{1,2} \$m	Up-to-date %		1 to 29 DPD ^{1,2} %	30 and > DPD ^{1,2} %		
Loans and advances to customers at amortised cost	163,185	159,367	2,052	1,766	(4,965)	(4,358)	(275)	(332)	3.0 %	2.7 %	13.4 %	18.8 %		
– personal	25,064	22,250	1,554	1,260	(2,402)	(1,895)	(227)	(280)	9.6 %	8.5 %	14.6 %	22.2 %		
– corporate and commercial	126,287	125,301	489	497	(2,444)	(2,344)	(48)	(52)	1.9 %	1.9 %	9.8 %	10.5 %		
– non-bank financial institutions	11,834	11,816	9	9	(119)	(119)	—	—	1.0 %	1.0 %	— %	— %		
Loans and advances to banks at amortised cost	2,004	2,004	—	—	(9)	(9)	—	—	0.4 %	0.4 %	— %	— %		
Other financial assets measured at amortised cost	3,975	3,963	3	9	(44)	(44)	—	—	1.1 %	1.1 %	— %	— %		

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

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

By portfolio	Gross carrying amount				Stage 1 \$m	Allowance for ECL			Total \$m
	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	Total \$m		Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	
First lien residential mortgages	336,666	12,233	3,383	352,282	(125)	(188)	(442)	(755)	
– of which:									
– interest only (including offset affordability (including US adjustable rate mortgages))	29,143	3,074	351	32,568	(9)	(19)	(88)	(116)	
Other personal lending	93,468	12,831	2,228	108,527	(702)	(2,214)	(1,060)	(3,976)	
– other	74,174	7,288	1,489	82,951	(305)	(914)	(665)	(1,884)	
– credit cards	17,327	5,292	680	23,299	(386)	(1,281)	(380)	(2,047)	
– second lien residential mortgages	593	100	51	744	(3)	(9)	(10)	(22)	
– motor vehicle finance	1,374	151	8	1,533	(8)	(10)	(5)	(23)	
At 31 Dec 2020	430,134	25,064	5,611	460,809	(827)	(2,402)	(1,502)	(4,731)	
By geography									
Europe	200,120	11,032	2,511	213,663	(247)	(1,271)	(826)	(2,344)	
– of which: UK	163,338	9,476	1,721	174,535	(223)	(1,230)	(545)	(1,998)	
Asia	178,175	7,969	1,169	187,213	(234)	(446)	(241)	(921)	
– of which: Hong Kong	118,252	5,133	206	123,591	(102)	(237)	(48)	(387)	
MENA	4,879	403	251	5,533	(54)	(112)	(152)	(318)	
North America	40,387	4,613	1,378	46,378	(93)	(200)	(132)	(425)	
Latin America	6,573	1,047	302	7,922	(199)	(373)	(151)	(723)	
At 31 Dec 2020	430,134	25,064	5,611	460,809	(827)	(2,402)	(1,502)	(4,731)	

HSBC
Credit risk

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

	Gross carrying amount					Allowance for ECL				
	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI \$m	Total \$m	Stage 1 \$m	Stage 2 \$m	Stage 3 \$m	POCI \$m	Total \$m
Corporate and commercial	387,563	126,287	12,961	277	527,088	(1,101)	(2,444)	(5,837)	(112)	(9,494)
– agriculture, forestry and fishing	6,087	1,026	331	1	7,445	(12)	(45)	(149)	(1)	(207)
– mining and quarrying	7,429	3,705	797	16	11,947	(33)	(112)	(209)	(11)	(365)
– manufacturing	68,179	23,564	2,076	87	93,906	(201)	(442)	(905)	(40)	(1,588)
– electricity, gas, steam and air-conditioning supply	14,240	1,907	53	–	16,200	(25)	(40)	(8)	–	(73)
– water supply, sewerage, waste management and remediation	2,874	253	47	–	3,174	(8)	(7)	(22)	–	(37)
– construction	9,368	4,455	773	4	14,600	(42)	(118)	(426)	(4)	(590)
– wholesale and retail trade, repair of motor vehicles and motorcycles	65,937	21,518	3,196	12	90,663	(174)	(326)	(2,029)	(3)	(2,532)
– transportation and storage	19,510	9,143	769	11	29,433	(90)	(163)	(240)	–	(493)
– accommodation and food	10,616	14,918	536	1	26,071	(76)	(285)	(129)	(1)	(491)
– publishing, audiovisual and broadcasting	17,019	2,796	131	33	19,979	(45)	(85)	(39)	(20)	(189)
– real estate	102,933	22,186	1,907	1	127,027	(169)	(260)	(738)	–	(1,167)
– professional, scientific and technical activities	17,162	6,379	498	33	24,072	(56)	(149)	(185)	(8)	(398)
– administrative and support services	17,085	8,361	907	70	26,423	(66)	(153)	(291)	(24)	(534)
social security	1,530	475	3	–	2,008	(2)	(11)	(1)	–	(14)
– education	1,402	691	29	–	2,122	(12)	(20)	(9)	–	(41)
– health and care	4,049	1,192	261	8	5,510	(21)	(45)	(120)	–	(186)
– arts, entertainment and recreation	1,631	1,570	236	–	3,437	(9)	(62)	(87)	–	(158)
– other services	11,380	1,320	410	–	13,110	(54)	(105)	(249)	–	(408)
– activities of households	660	142	–	–	802	–	(1)	–	–	(1)
– extra-territorial organisations and bodies activities	10	–	–	–	10	–	–	–	–	–
– government	7,866	671	1	–	8,538	(6)	(2)	(1)	–	(9)
– asset-backed securities	596	15	–	–	611	–	(13)	–	–	(13)
Non-bank financial institutions	52,223	11,834	523	–	64,580	(46)	(119)	(100)	–	(265)
Loans and advances to banks	79,654	2,004	–	–	81,658	(33)	(9)	–	–	(42)
At 31 Dec 2020	519,440	140,125	13,484	277	673,326	(1,180)	(2,572)	(5,937)	(112)	(9,801)
By geography										
Europe	156,474	51,708	6,531	109	214,822	(589)	(1,400)	(2,097)	(51)	(4,137)
– of which: UK	104,534	40,454	4,712	53	149,753	(336)	(1,234)	(1,320)	(33)	(3,123)
Asia	279,985	58,159	3,443	106	341,693	(337)	(883)	(2,040)	(43)	(2,803)
– of which: Hong Kong	156,817	39,257	1,627	45	197,756	(162)	(260)	(751)	(23)	(1,196)
MENA	24,753	7,893	1,952	30	34,628	(91)	(216)	(1,205)	(12)	(1,524)
North America	46,852	18,220	913	–	65,985	(77)	(302)	(281)	–	(660)
Latin America	11,376	4,145	645	32	16,198	(86)	(271)	(314)	(6)	(677)
At 31 Dec 2020	519,440	140,125	13,484	277	673,326	(1,180)	(2,572)	(5,937)	(112)	(9,801)
Corporate and commercial										
Europe	124,865	48,068	6,066	104	179,103	(547)	(1,298)	(2,024)	(48)	(3,917)
– of which: UK	87,131	37,473	4,276	53	128,933	(503)	(1,154)	(1,269)	(33)	(2,959)
Asia	203,902	50,510	3,420	110	257,942	(313)	(374)	(2,033)	(46)	(2,766)
– of which: Hong Kong	125,660	34,698	1,635	46	162,039	(156)	(253)	(747)	(23)	(1,179)
MENA	14,998	7,661	1,935	31	24,625	(88)	(214)	(1,199)	(12)	(1,513)
North America	34,877	17,616	894	–	53,387	(75)	(295)	(267)	–	(637)
Latin America	8,921	2,432	646	32	12,031	(78)	(263)	(314)	(6)	(661)
At 31 Dec 2020	387,563	126,287	12,961	277	527,088	(1,101)	(2,444)	(5,837)	(112)	(9,494)

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