

Financial review

The financial review gives detailed reporting of our financial performance at Group level as well as across the global businesses we reported on in 2024 and legal entities.

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Financial summary

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Key financial measures: basis of preparation

Return on average tangible equity excluding notable items

From 1 January 2024, we revised the adjustments made to our adjusted RoTE measure. Prior to this, we adjusted RoTE for the impact of strategic transactions and the impairment of our investment in Bank of Communications Co., Limited ('BoCom'), whereas from 1 January 2024 we have excluded all notable items. This was intended to improve alignment with the treatment of notable items in our other income statement disclosures. The calculation for RoTE excluding notable items, adjusts the 'profit attributable to the ordinary shareholders, excluding goodwill and other intangible assets impairment' for the post-tax impact of notable items. It also adjusts the 'average tangible equity' for the post-tax impact of notable items in each period, which remain as adjusting items for all relevant periods within that calendar year. For a reconciliation from return on equity ('RoE') to RoTE excluding notable items, see page 122.

We do not reconcile our forward RoTE guidance to the equivalent reported measure.

Banking net interest income

Banking net interest income ('banking NII') adjusts our NII, primarily for the impact of funding trading and fair value activities reported in interest expense. It represents the Group's banking revenue that is directly impacted by changes in interest rates.

We use this measure to determine the deployment of our surplus funding, and to help optimise our structural hedging and risk management actions. For more information on banking NII, see page 91.

Target basis operating expenses

Target basis operating expenses is computed by excluding the direct cost impact of our France retail banking operations and Canada banking business disposals from the 2023 baseline. It is measured on a constant currency basis and excludes notable items and the impact of retranslating the prior year results of hyperinflationary economies at constant currency, which we consider to be outside of our control. We consider target basis operating expenses to provide useful information to investors by quantifying and excluding the notable items that management considered when setting and assessing cost-related targets. For a reconciliation from reported operating expenses to target basis operating expenses, see page 124.

In 2024, we targeted operating expenses growth on a target basis of approximately 5% compared with 2023. This target reflected our business plan for 2024, which included an increase in staff compensation, higher spend and investment in technology for growth and efficiency, in part mitigated by cost savings from actions taken during 2023.

We are targeting growth in target basis operating expenses of approximately 3% in 2025 compared with 2024. Our target basis operating expenses for 2025 excludes the direct cost impact of the business disposals in Canada and Argentina, notable items and the impact of retranslating the prior year results of hyperinflationary economies at constant currency.

Our cost target includes the impact of simplification-related saves associated with our announced reorganisation, see page 98, which aims to generate approximately \$0.3bn of cost reductions in 2025. To deliver these reductions, we plan to incur severance and other up-front costs of \$1.8bn over 2025 and 2026, which will be classified as notable items.

We do not reconcile our forward target basis operating expenses guidance to the reported operating expenses.

Dividend payout ratio target basis

We established a dividend payout ratio target basis of 50% for 2023 and 2024, and we continue to target a payout ratio target basis of 50% for 2025. For the purposes of computing our dividend payout ratio target basis, we exclude from earnings per share material notable items and related impacts. Material notable items are components of our income statement that management would consider as outside the normal course of business and generally non-recurring in nature, which are excluded from our dividend payout ratio calculation and our earnings per share measure, along with related impacts.

Material notable items are a subset of notable items for which categorisation is dependent on the nature of each item in conjunction with the financial impact on the Group's income statement. They comprise the impacts of the sales of our banking business in Canada and our retail banking operations in France, the gain following the acquisition of SVB UK, the impacts of the sale of our business in Argentina and the impairment of BoCom. We also exclude HSBC Bank Canada's financial results from the 30 June 2022 net asset reference date until completion, as the gain on sale was recognised through a combination of the consolidation of HSBC Bank Canada's results in the Group's results since this date, and the remaining gain on sale recognised at completion, inclusive of the recycling of related reserves and fair value gains on related hedges. Following the completion of the sale of our banking business in Canada, the Board approved a special dividend of \$0.21 per share, which was paid in June 2024, alongside the first interim dividend.

For a reconciliation of basic earnings per share to basic earnings per share excluding material notable items and related impacts, see page 125. We do not reconcile our forward dividend payout ratio target basis guidance to the reported dividend payout ratio.

Use of alternative performance measures

Our reported results are prepared in accordance with International Financial Reporting Standards as issued by the International Accounting Standards Board ('IFRS Accounting Standards'), as detailed in the financial statements starting on page 341.

To measure our performance, we supplement our IFRS Accounting Standards figures with non-IFRS Accounting Standards measures, which constitute alternative performance measures under European Securities and Markets Authority guidance and non-GAAP financial measures defined in and presented in accordance with US Securities and Exchange Commission rules and regulations. These measures include those derived from our reported results that eliminate factors distorting year-on-year comparisons. The 'constant currency performance' measure used throughout this report is described below. Definitions and calculations of other alternative performance measures

are included in our 'Reconciliation of alternative performance measures' on page 120. Also, the insurance-specific non-GAAP measure 'Insurance equity plus CSM net of tax', is provided on page 106, along with its definition and reconciliation to the GAAP measure. All alternative performance measures are reconciled to the closest reported performance measure.

The global business segmental results are presented on a constant currency basis in accordance with IFRS 8 'Operating Segments' as detailed in Note 10 'Segmental analysis' on page 383.

Constant currency performance

Constant currency performance is computed by adjusting reported results for the effects of foreign currency translation differences, which distort year-on-year comparisons.

We consider constant currency performance to provide useful information for investors by aligning internal and external reporting, and reflecting how management assesses year-on-year performance.

Notable items and material notable items

We separately disclose 'notable items', which are components of our income statement that management would consider as outside the normal course of business and generally non-recurring in nature.

Certain notable items are classified as 'material notable items', which are a subset of notable items. Categorisation as a material notable item is dependent on the nature of each item in conjunction with the financial impact on the Group's income statement. We exclude material notable items when computing our dividend payout ratio target basis. Material notable items currently comprise the sale of our retail operations in France and our banking business in Canada, the sale of our business in Argentina, the acquisition of SVB UK and the impairment of our investment in BoCom.

▣ The tables on pages 99 to 101 and pages 113 to 118 detail the effects of notable items on each of our global business segments, legal entities and selected countries/territories in 2024, 2023 and 2022.

Impact of strategic transactions

To aid the understanding of our results, we separately disclose the impact of strategic transactions classified as material notable items on the results of the Group and our global businesses. At 31 December 2024, strategic transactions classified as material notable items in current and comparative periods comprise the disposal of our retail banking operations in France, the disposal of our banking business in Canada, the sale of our business in Argentina and the acquisition of SVB UK.

The impacts of strategic transactions include the gains or losses on classification to held for sale or on acquisition and all other related notable items. They also include the distorting impact between the periods of the operating income statement results related to acquisitions and disposals that affect period-on-period comparisons. This is computed by including the operating income statement results of each business in any period for which there are no results in the comparative period. We consider the monthly impacts of distorting income statement results when calculating the impact of strategic transactions.

▣ See page 102 for supplementary analysis of the impact of strategic transactions.

Constant currency revenue and profit before tax excluding notable items

We separately report 'constant currency revenue excluding notable items' and 'constant currency profit before tax excluding notable items', which exclude the impact of notable items and the impact of foreign exchange translation. We consider this measure to provide useful information to investors as it removes items which distort period-on-period comparisons.

▣ For a reconciliation of 'constant currency revenue excluding notable items' and 'constant currency profit before tax excluding notable items' to reported revenue and reported profit respectively, see page 122.

Constant currency revenue and profit before tax excluding notable items and the impact of strategic transactions

To aid the understanding of our results, we separately disclose 'constant currency revenue excluding notable items and the impact of strategic transactions' and 'constant currency profit before tax excluding notable items and the impact of strategic transactions'. This measure excludes the impact of strategic transactions classified as material notable items from constant currency revenue and profit before tax excluding notable items. At 31 December 2024, strategic transactions classified as material notable items comprise the disposal of our retail banking operations in France, our banking business in Canada, the sale of our business in Argentina and the acquisition of SVB UK.

The impacts quoted include the gains or losses on classification to held for sale or acquisition and all other related notable items. They also include the distorting impact between the periods of the operating income statement results related to acquisitions and disposals that affect period-on-period comparisons. It is computed by including the operating income statement results of each business in any period for which there are no results in the comparative period. We consider the monthly impacts of distorting income statement results when calculating the impact of strategic transactions.

▣ For a reconciliation of 'constant currency revenue excluding notable items and the impact of strategic transactions' and 'constant currency profit before tax excluding notable items and the impact of strategic transactions' to reported revenue and reported profit respectively, see page 122.

Foreign currency translation differences

Foreign currency translation differences reflect the movements of the US dollar against most major currencies during 2024.

We exclude them to derive constant currency data, allowing us to assess balance sheet and income statement performance on a like-for-like basis and to better understand the underlying trends in the business.

Foreign currency translation differences for 2024 are computed by retranslating into US dollars for non-US dollar branches, subsidiaries, joint ventures and associates:

- the income statements for 2023 and 2022 at the average rates of exchange for 2024; and
- the balance sheets at 31 December 2023 and 31 December 2022 at the prevailing rates of exchange on 31 December 2024.

No adjustment has been made to the exchange rates used to translate foreign currency-denominated assets and liabilities into the functional currencies of any HSBC branches, subsidiaries, joint ventures or associates. The constant currency data of our operations in Argentina and Türkiye has not been adjusted further for the impacts of hyperinflation.

When reference is made to foreign currency translation differences in tables or commentaries, comparative data reported in the functional currencies of HSBC's operations have been translated at the appropriate exchange rates applied in the current period on the basis described above.

Insurance metrics no longer reported

Insurance manufacturing value of new business and Insurance manufacturing proxy embedded value were previously presented as non-GAAP performance measures. The Group continues to review its use of non-GAAP performance measures following implementation of IFRS 17 and has now discontinued the reporting of these measures. Instead 'New business CSM' is now management's key new-business performance measure, and 'Equity plus CSM net of tax' is considered a measure of entity value more closely aligned with IFRS 17.

Impact of hyperinflationary accounting

During 2024, we continued to treat Argentina and Türkiye as hyperinflationary economies for accounting purposes. The impact of applying IAS 29 'Financial Reporting in Hyperinflationary Economies' and the hyperinflation provisions of IAS 21 'The Effects of Changes in Foreign Exchange Rates' for our operations in both Argentina and Türkiye was a decrease in the Group's profit before tax of \$917m (2023: \$1,297m), comprising a decrease in revenue, including loss on net monetary position, of \$840m (2023: \$1,586m) and an increase in ECL and operating expenses of \$77m (2023: decrease of \$289m). These numbers reflect an increase in the consumer price index ('CPI') of 3,915.03 (2023: 2,429.13 increase) for Argentina and 825.55 (2023: 730.89 increase) for Türkiye. We have now completed the sale of our business in Argentina, so there will be no impact in 2025 of hyperinflation in this market, although comparative data will include the impact of hyperinflation.

Critical estimates and judgements

The results of HSBC reflect the choice of accounting policies, assumptions and estimates that underlie the preparation of HSBC's consolidated financial statements. The material accounting policies, including the policies which include critical estimates and judgements, are described in Note 1.2 on the financial statements. The accounting policies listed below are highlighted as they involve a high degree of uncertainty and have a material impact on the financial statements:

- Impairment of amortised cost financial assets and financial assets measured at fair value through other comprehensive income ('FVOCI'): The most significant judgements relate to defining what is considered to be a significant increase in credit risk, determining the lifetime and point of initial recognition of revolving facilities, selecting and calibrating the probability of default ('PD'), the loss given default ('LGD') and the exposure at default ('EAD') models, as well as selecting model inputs and economic forecasts, making assumptions and estimates to incorporate relevant information about late-breaking and past events, current conditions and forecasts of economic conditions, and selecting applicable recovery strategies for certain wholesale credit-impaired loans. A high degree of uncertainty is involved in making estimations using assumptions that are highly subjective and very sensitive to the risk factors. See Note 1.2(i) on page 359.
- Deferred tax assets: The most significant judgements relate to those made in respect of recoverability, which are based on expected future profitability. See Note 1.2(l) on page 364.
- Valuation of financial instruments: In determining the fair value of financial instruments a variety of valuation techniques are used, some of which feature significant unobservable inputs and are subject to substantial uncertainty. See Note 1.2(c) on page 357.
- Impairment of investment in subsidiaries: Impairment testing, including testing for reversal of impairment, involves significant judgement in determining the value in use, and in particular estimating the present values of cash flows expected to arise from continuing to hold the investment, based on a number of management assumptions. See Note 1.2(a) on page 354.
- Impairment of interests in associates: Impairment testing, including testing for reversal of impairment, involves significant judgement in determining the value in use, and in particular estimating the present values of cash flows expected to arise from continuing to hold the investment, based on a number of management assumptions. The most significant judgements relate to the impairment testing of our investment in Bank of Communications Co., Limited ('BoCom'). See Note 1.2(a) on page 354.
- Impairment of goodwill and non-financial assets: A high degree of uncertainty is involved in estimating the future cash flows of the cash-generating units ('CGUs') and the rates used to discount these cash flows. See Note 1.2(a) on page 354 and Note 1.2(n) on page 365.
- Provisions: Significant judgement may be required due to the high degree of uncertainty associated with determining whether a present obligation exists, and estimating the probability and amount of any outflows that may arise. See Note 1.2(m) on page 364.
- Post-employment benefit plans: The calculation of the defined benefit pension obligation involves the determination of key assumptions including discount rate, inflation rate, pension payments and deferred pensions, pay and mortality. See Note 1.2(k) on page 363.

Given the inherent uncertainties and the high level of subjectivity involved in the recognition or measurement of the items above, it is possible that the outcomes in the next financial year could differ from the expectations on which management's estimates are based, resulting in the recognition and measurement of materially different amounts from those estimated by management in these financial statements.

Consolidated income statement

Summary consolidated income statement

	2024	2023	2022 ¹	2021	2020
	\$m	\$m	\$m	\$m	\$m
Net interest income	32,733	35,796	30,377	26,489	27,578
Net fee income	12,301	11,845	11,770	13,097	11,874
Net income from financial instruments held for trading or managed on a fair value basis ²	21,116	16,661	10,278	7,744	9,582
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss	5,901	7,887	(13,831)	4,053	2,081
Net insurance premium income	—	—	—	10,870	10,093
Insurance finance (expense)/income	(5,978)	(7,809)	13,799	—	—
Insurance service result	1,310	1,078	809	—	—
Gain on acquisition ³	—	1,591	—	—	—
Gains/(losses) recognised on sale of business operations ⁴	(1,752)	(61)	(2,678)	—	—
Other operating income/(expense) ⁵	223	(930)	96	1,687	1,866
Total operating income	65,854	66,058	50,620	63,940	63,074
Net insurance claims and benefits paid and movement in liabilities to policyholders	—	—	—	(14,388)	(12,645)
Net operating income before change in expected credit losses and other credit impairment charges⁶	65,854	66,058	50,620	49,552	50,429
Change in expected credit losses and other credit impairment charges	(3,414)	(3,447)	(3,584)	928	(8,817)
Net operating income	62,440	62,611	47,036	50,480	41,612
Total operating expenses excluding impairment of goodwill and other intangible assets	(32,966)	(32,355)	(32,554)	(33,887)	(33,044)
(Impairment)/reversal of impairment of goodwill and other intangible assets	(77)	285	(147)	(733)	(1,388)
Operating profit	29,397	30,541	14,335	15,860	7,180
Share of profit in associates and joint ventures	2,912	2,807	2,723	3,046	1,597
Impairment of interest in associate	—	(3,000)	—	—	—
Profit before tax	32,309	30,348	17,058	18,906	8,777
Tax expense	(7,310)	(5,789)	(809)	(4,213)	(2,678)
Profit for the year	24,999	24,559	16,249	14,693	6,099
Attributable to:					
– ordinary shareholders of the parent company	22,917	22,432	14,346	12,607	3,898
– preference shareholders of the parent company	—	—	—	7	90
– other equity holders	1,062	1,101	1,213	1,303	1,241
– non-controlling interests	1,020	1,026	690	776	870
Profit for the year	24,999	24,559	16,249	14,693	6,099

Five-year financial information

	2024	2023	2022 ¹	2021	2020
	\$	\$	\$	\$	\$
Basic earnings per share	1.25	1.15	0.72	0.62	0.19
Diluted earnings per share	1.24	1.14	0.72	0.62	0.19
Dividends per ordinary share (paid in the period) ⁷	0.82	0.53	0.27	0.22	—
	%	%	%	%	%
Dividend payout ratio ⁸	50	50	44	40	79
Post-tax return on average total assets	0.8	0.8	0.5	0.5	0.2
Return on average ordinary shareholders' equity	13.6	13.6	9.0	7.1	2.3
Return on average tangible equity	14.6	14.6	10.0	8.3	3.1
Effective tax rate	22.6	19.1	4.7	22.3	30.5

- From 1 January 2023, we adopted IFRS 17 'Insurance Contracts', which replaced IFRS 4 'Insurance Contracts'. Comparative data for the financial year ended 31 December 2022 have been restated accordingly. Comparative data for the years ended 31 December 2021 and 2020 are prepared on an IFRS 4 basis.
- Includes a \$255m gain (2023: \$315m loss) on the foreign exchange hedging of the proceeds from the sale of our banking business in Canada and a \$114m mark-to-market gain (2023:nil) on interest rate hedging of the portfolio of retained loans post sale of our retail banking business in France.
- Gain recognised in respect of the acquisition of SVB UK.
- This line item has been updated to include amounts from Other operating income relating to all sales of business operations; in the 2023 Annual Report and Accounts, this line item only reflected the disposal of our France retail banking business. The amount in 2024 includes a \$1.0bn loss on disposal and a \$5.2bn loss on the recycling in foreign currency translation reserve losses and other reserves arising on sale of our business in Argentina. This was partly offset by a gain of \$4.6bn, inclusive of the recycling of \$0.6bn in foreign currency translation reserve losses and \$0.4bn of other reserves losses but excluding the \$255m gain on the foreign exchange hedging (see footnote 2 above) on the sale of our banking business in Canada. The amount in 2023 primarily reflected losses due to restrictions impacting the recoverability of assets in Russia, partly offset by a gain on sale of our retail banking operations in France. The amount in 2022 included losses from classifying businesses as held for sale as part of a broader restructuring of our European business.
- Other operating (expense)/income includes a loss on net monetary positions of \$1,187m (2023: \$1,667m; 2022: \$678m) as a result of applying IAS 29 'Financial Reporting in Hyperinflationary Economies'.
- Net operating income before change in expected credit losses and other credit impairment charges also referred to as revenue.
- Includes dividend paid during the period, which consisted of a fourth interim dividend of \$0.31 per ordinary share in respect of the financial year ended 31 December 2023 paid in April 2024 and the first, second and third interim dividends of \$0.30 per ordinary share in respect of the financial year ending 31 December 2024. In addition, a special dividend of \$0.21 per ordinary share from the Canada sale proceeds was paid in June 2024 along with the first interim dividend.
- In 2024 and 2023, our dividend payout ratio was adjusted for material notable items and related impacts. In 2022, our dividend payout ratio was adjusted for the loss on classification to held for sale of our retail banking business in France, items relating to the sale of our banking business in Canada, and the recognition of certain deferred tax assets. No items were adjusted for in 2021 and 2020.

Unless stated otherwise, all tables are presented on a reported basis.

For a summary of our financial performance in 2024, see page 27.

For further financial performance data for each global business and legal entity, see pages 98 to 102 and 110 to 120 respectively. The global business segmental results are presented on a constant currency basis in accordance with IFRS 8 'Operating Segments' as set out in Note 10: Segmental analysis on page 383.

Income statement commentary

The following commentary compares Group financial performance for the year ended 2024 with 2023, unless otherwise stated.

Net interest income

	Year ended			Quarter ended		
	31 Dec 2024	31 Dec 2023	31 Dec 2022	31 Dec 2024	30 Sep 2024	31 Dec 2023
	\$m	\$m	\$m	\$m	\$m	\$m
Interest income	108,631	100,868	52,826	26,004	27,255	26,714
Interest expense	(75,898)	(65,072)	(22,449)	(17,819)	(19,618)	(18,430)
Net interest income	32,733	35,796	30,377	8,185	7,637	8,284
Average interest-earning assets	2,099,285	2,161,746	2,143,758	2,113,276	2,088,100	2,164,324
	%	%	%	%	%	%
Gross interest yield ¹	5.17	4.67	2.46	4.90	5.19	4.90
Less: gross interest payable ¹	(3.95)	(3.47)	(1.24)	(3.60)	(4.07)	(3.83)
Net interest spread ²	1.22	1.20	1.22	1.30	1.12	1.07
Net interest margin ³	1.56	1.66	1.42	1.54	1.46	1.52

- Gross interest yield is the average annualised interest rate earned on average interest-earning assets ('AIEA'). Gross interest payable is the average annualised interest cost as a percentage of average interest-bearing liabilities.
- Net interest spread is the difference between the average annualised interest rate earned on AIEA, net of amortised premiums and loan fees, and the average annualised interest rate payable on average interest-bearing funds.
- Net interest margin is net interest income expressed as an annualised percentage of AIEA.

Summary of interest income by type of asset

	2024			2023			2022		
	Average balance	Interest income	Yield	Average balance	Interest income	Yield	Average balance	Interest income	Yield
	\$m	\$m	%	\$m	\$m	%	\$m	\$m	%
Short-term funds and loans and advances to banks	349,517	14,727	4.21	403,674	14,770	3.66	445,659	5,577	1.25
Loans and advances to customers	949,825	49,879	5.25	957,717	47,673	4.98	1,022,320	32,543	3.18
Reverse repurchase agreements – non-trading ¹	238,694	17,721	7.42	240,263	14,391	5.99	231,058	4,886	2.11
Financial investments	470,182	20,587	4.38	407,363	16,858	4.14	372,702	7,704	2.07
Other interest-earning assets	91,067	5,717	6.28	152,729	7,176	4.70	72,019	2,116	2.94
Total interest-earning assets	2,099,285	108,631	5.17	2,161,746	100,868	4.67	2,143,758	52,826	2.46

Summary of interest expense by type of liability

	2024			2023			2022		
	Average balance	Interest expense	Cost	Average balance	Interest expense	Cost	Average balance	Interest expense	Cost
	\$m	\$m	%	\$m	\$m	%	\$m	\$m	%
Deposits by banks ²	66,405	2,930	4.41	60,392	2,401	3.98	75,739	770	1.02
Customer accounts ³	1,385,840	40,173	2.90	1,334,803	34,162	2.56	1,342,342	10,903	0.81
Repurchase agreements – non-trading ¹	187,337	15,617	8.34	146,605	10,858	7.41	118,308	3,085	2.61
Debt securities in issue – non-trading	196,440	12,806	6.52	184,867	11,223	6.07	179,775	5,607	3.12
Other interest-bearing liabilities	84,773	4,372	5.16	146,216	6,428	4.40	87,965	2,084	2.37
Total interest-bearing liabilities	1,920,795	75,898	3.95	1,872,883	65,072	3.47	1,804,129	22,449	1.24

- The average balances for repurchase and reverse repurchase agreements include net amounts where the criteria for offsetting are met, resulting in a lower net balance reported for repurchase agreements and thus higher cost.
- Including interest-bearing bank deposits only.
- Including interest-bearing customer accounts only.

Net interest income ('NII') for 2024 was \$32.7bn, a decrease of \$3.1bn or 9% compared with 2023. The decrease included a \$2.7bn reduction mainly due to the redeployment of our commercial surplus to net trading and fair value assets, for which the associated revenue is reported in 'net income on financial instruments held for trading or managed on a fair value basis'. The fall also reflected a \$1.0bn loss due to the disposal of our business in Canada and a \$0.2bn loss in 2024 related to the early redemption of legacy securities. NII in HSBC UK grew by \$0.6bn, including the benefit of our structural hedge and balance sheet growth, partly offset by mortgage pricing pressures. There was also higher NII in Markets Treasury due to reinvestments in our portfolio at higher yields. Excluding the unfavourable impact of foreign currency translation differences, net interest income decreased by \$1.4bn or 4%. NII for the fourth quarter of 2024 was \$8.2bn, up 7% compared with the previous quarter, and down 1% compared with the fourth quarter of 2023. The increase compared with 3Q24 was predominantly driven by the non-recurrence of the adverse impact in 3Q24 from the early redemption of legacy securities. The decline in NII compared with 4Q23 was predominantly driven by the impact of lower AIEA.

Net interest margin ('NIM') for 2024 of 1.56% was 10bps lower compared with 2023, reflecting redeployment of our commercial surplus to net trading and fair value assets, and higher interest expense due to higher market rates and an adverse impact of \$0.2bn from the early redemption of legacy securities. The decrease in NIM in 2024 included the unfavourable impact of foreign currency translation differences. Excluding this, NIM decreased by 6bps. NIM for the fourth quarter of 2024 was 1.54%, up 8bps compared with the previous quarter, and up 2bps compared with the fourth quarter of 2023. The increase against the previous quarter was primarily due to the non-recurrence of the adverse impact from the early redemption of legacy securities. The year-on-year increase was predominantly driven by HSBC UK.

Interest income for 2024 of \$108.6bn increased by \$7.8bn compared with 2023, primarily due to an increase in market interest rates.

Interest income of \$26bn in the fourth quarter of 2024 was down \$1.3bn compared with the previous quarter, and down \$0.7bn compared with the fourth quarter of 2023. Both the declines were primarily due to lower market interest rates.

The change in interest income in 2024 compared with 2023 included an adverse impact of foreign currency translation differences of \$2.7bn. After excluding foreign currency translation differences, interest income increased by \$10.5bn.

Interest expense for 2024 of \$75.9bn increased by \$10.8bn compared with 2023, primarily due to an increase in market interest rates, growth in customer accounts with higher proportion for term deposits and the impact of the early redemption of legacy securities.

Banking net interest income

	Year ended		Quarter ended		
	31 Dec 2024	31 Dec 2023	31 Dec 2024	30 Sep 2024	31 Dec 2023
	\$m	\$m	\$m	\$m	\$m
Net interest income	32,733	35,796	8,185	7,637	8,284
Banking book funding costs used to generate 'net income from financial instruments held for trading or managed on a fair value basis'	11,434	8,744	2,874	3,051	2,542
Third-party net interest income from insurance	(429)	(445)	(109)	(104)	(109)
Banking net interest income	43,738	44,095	10,950	10,584	10,717
– of which:					
The Hongkong and Shanghai Banking Corporation Limited	21,691	22,024	5,464	5,475	5,566
HSBC UK Bank plc	10,368	9,684	2,663	2,643	2,455
HSBC Bank plc	4,630	4,596	1,182	1,152	1,205

Banking net interest income is an alternative performance measure, and is defined as Group reported net interest income after deducting:

- the internal cost to fund trading and fair value net assets for which associated revenue is reported in 'Net income from financial instruments held for trading or managed on a fair value basis', also referred to as 'trading and fair value income'. These funding costs reflect proxy overnight or term interest rates as applied by internal funds transfer pricing;
- the funding costs of foreign exchange swaps in Markets Treasury, where an offsetting income or loss is recorded in trading and fair value income. These instruments are used to manage foreign currency deployment and funding in our entities; and
- third-party net interest income in our insurance business.

In our segmental disclosures, the funding costs of trading and fair value net assets are predominantly recorded in GBM in 'net income from financial instruments held for trading or managed on a fair value basis'. On consolidation, this funding is eliminated in Corporate Centre, resulting in an increase in the funding costs reported in NII with an equivalent offsetting increase in 'net income from financial instruments held for trading or managed on a fair value basis' in this segment. In the consolidated Group results, the cost to fund these trading and fair value net assets is reported in NII.

Banking NII was \$43.7bn in 2024. The funding costs associated with generating trading and fair value income were \$11.4bn, an increase of \$2.7bn compared with 2023, primarily reflecting redeployment of our commercial surplus to net trading and fair value assets. Banking NII also deducts third-party NII related to our insurance business, which was \$0.4bn, stable compared with 2023. The movement in banking NII also included a reduction from the disposal of our business in Canada of \$1.0bn, a \$0.2bn loss in 2024 related to the early redemption of legacy securities and from higher interest expense on deposits in part due to balance growth. Banking NII in HSBC UK grew by \$0.7bn, including the benefit of our structural hedge and balance sheet growth, partly offset by mortgage pricing pressures. There was higher NII in Markets Treasury due to reinvestments in our portfolio at higher yields.

The internally allocated funding to generate trading and fair value income was approximately \$200bn at 31 December 2024, a rise of approximately \$37bn since 31 December 2023, although it decreased by approximately \$9bn during 4Q24. This relates to trading, fair value and associated net asset balances predominantly in GBM. The increase reflected management decisions on the deployment of our commercial surplus.

The rise in interest expense included the favourable effects of foreign currency translation differences of \$1.1bn. Excluding this, interest expense increased by \$11.9bn.

Interest expense of \$17.8bn in the fourth quarter of 2024 was \$1.8bn and \$0.6bn lower compared with the third quarter of 2024 and the fourth quarter of 2023 respectively. The decrease against the previous quarter was due to the non-recurrence of an adverse impact from the early redemption of legacy securities. The year-on-year decline was primarily due to lower market interest rates.

Net fee income of \$12.3bn was \$0.5bn or 4% higher than in 2023, and included an adverse impact from foreign currency translation differences of \$0.2bn, as well as a reduction of \$0.4bn due to the impact of the disposal of our banking business in Canada. On a constant currency basis, net fee income was \$0.6bn higher, driven by an increase in WPB, while a smaller rise in GBM was offset by a reduction in CMB.

In WPB, net fee income increased by \$0.6bn. The rise was mainly due to higher income from unit trusts, broking income and funds under management, including in Hong Kong. This reflected stronger equity markets and improved customer sentiment. Cards income grew, including in our main entity in Mexico, as customer spending increased, as well as in our legal entities in Asia, which mitigated the reduction from the disposal of our banking business in Canada. The growth in cards activity resulted in a corresponding rise in fee expense.

In GBM, net fee income was stable, including an adverse impact of foreign currency translation of \$42m. There was higher broking and underwriting income in our main entity in Europe, although this was partly offset by a rise in associated fee expense. In addition, there was higher fee expense relating to broking and custody, as well as intercompany fee expenses incurred on behalf of other global businesses.

In CMB, net fee income decreased by \$0.1bn driven by lower fees from credit facilities, notably due to the disposal of our banking operations in Canada. This reduction was partly offset by an increase in fee income from GBM products sold to CMB customers.

Net income from financial instruments held for trading or managed on a fair value basis of \$21.1bn was \$4.5bn higher compared with 2023. This included favourable fair value movements of \$0.6bn on the foreign exchange hedging of the proceeds of the sale of our banking business in Canada until completion of the sale. The increase also reflected higher client activity and elevated volatility in Markets and Securities Services in GBM. A component of funding costs incurred to generate this income are reported in NII, and these increased by \$2.7bn, compared with 2023.

In WPB, income rose by \$0.2bn due to a favourable movement related to derivatives in our insurance business and from higher customer trading activity in Wealth, including in our main legal entity in Asia.

Financial summary

Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss of \$5.9bn fell by \$2.0bn compared with 2023. This decrease reflected adverse fair value movements on debt securities, due to movements in interest rates, including in our portfolios in Hong Kong and France, partly offset by improved equity returns.

This unfavourable movement resulted in a corresponding reduction in insurance finance expense, which has an offsetting impact for the related liabilities to policyholders.

Insurance finance expense of \$6.0bn was \$1.8bn lower than in 2023, reflecting the impact of investment returns on underlying assets on the value of liabilities to policyholders, which moves inversely with 'net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit or loss'.

Insurance service result of \$1.3bn increased by \$0.2bn compared with 2023, primarily due to an increase in the release of the contractual service margin ('CSM').

Gain on acquisition fell by \$1.6bn, reflecting the non-recurrence of a gain recognised in respect of the acquisition of SVB UK in 1Q23.

Losses recognised on sale of business operations were \$1.8bn in 2024. This compared with a gain of \$61m in 2023. In 2024, there were losses from completion of the disposal of our business in Argentina, comprising the recycling of \$5.2bn of foreign currency translation reserve losses and other reserves to the income statement and a \$1.0bn loss on disposal. This was partly offset by a gain of \$4.6bn on the sale of our banking business in Canada, inclusive of recycling of foreign currency translation reserve and other reserve losses to the income statement.

Operating expenses

	Year ended		
	2024	2023	2022
	\$m	\$m	\$m
Gross employee compensation and benefits	20,153	19,623	19,288
Capitalised wages and salaries	(1,688)	(1,403)	(1,285)
Property and equipment	4,786	4,285	4,949
Amortisation and impairment of intangibles	2,235	1,827	1,701
UK bank levy	249	339	13
Legal proceedings and regulatory matters	145	188	246
Other operating expenses ¹	7,163	7,211	7,789
Reported operating expenses	33,043	32,070	32,701
Currency translation		(576)	(472)
Constant currency operating expenses	33,043	31,494	32,229

1 Other operating expenses includes professional fees, contractor costs, transaction taxes, marketing and travel.

Staff numbers (full-time equivalents)¹

	2024	2023	2022
Global businesses			
Wealth and Personal Banking	119,791	128,399	128,764
Commercial Banking	45,190	45,884	43,640
Global Banking and Markets	45,983	46,241	46,435
Corporate Centre	340	337	360
At 31 Dec	211,304	220,861	219,199

1 Represents the number of full-time equivalent people with contracts of service with the Group who are being paid at the reporting date.

Other operating income of \$0.2bn was \$1.3bn higher than in 2023. The increase primarily related to the non-recurrence of losses in 2023 of \$1.0bn relating to Treasury repositioning and risk management.

The increase also included the non-recurrence of a loss of \$0.3bn in 2023 relating to corrections to historical valuation estimates in our life insurance business, and losses related to the disposal of our New Zealand retail mortgage loan portfolio and the merger of HSBC Bank Oman in 2023 with Sohar International.

Change in expected credit losses and other credit impairment charges ('ECL') were a charge of \$3.4bn, stable compared with 2023.

ECL charges in CMB were \$1.8bn in 2024 and in GBM charges were \$0.2bn. This included charges of \$0.4bn in respect of commercial real estate in mainland China and of \$0.1bn in the Hong Kong real estate sector. This compared with charges of \$1.0bn and \$0.1bn respectively in these sectors in 2023. In addition, ECL in CMB in 2024 included a charge related to a single exposure in the UK, while charges in HSBC UK reduced compared with 2023. In GBM, charges in 2024 also benefited from a release of stage 3 allowances in HSBC Bank plc related to a single exposure.

In WPB, ECL charges were \$1.3bn. These primarily related to our legal entity in Mexico, reflecting growth in our unsecured lending portfolio and unemployment trends, and also in Hong Kong.

For further details on the calculation of ECL, including the measurement uncertainties and significant judgements applied to such calculations, the impact of the economic scenarios and management judgemental adjustments, see pages 147 to 160.

Operating expenses of \$33.0bn were \$1.0bn or 3% higher than in 2023, including a favourable impact of \$0.6bn from foreign currency translation differences. The increase reflected higher spend and investment in technology and inflationary impacts, while performance-related pay remained stable. Operating expenses were adversely impacted by the non-recurrence of a \$0.2bn reversal of historical asset impairments in 2023.

These increases were partly offset by the favourable impacts from the completion of business disposals in Canada and France, and a lower UK bank levy of \$0.1bn, as 2023 included adjustments relating to prior years. Operating expenses in 2024 benefited from the non-recurrence of a \$0.2bn charge in 2023 incurred in the US relating to the FDIC special assessment.

Target basis operating expense growth was 5% compared with 2023, in line with our cost growth target. This primarily reflected higher investment spend, including in technology and from inflationary pressures, while our performance-related pay accrual was broadly in line with 2023. Our target basis operating expenses are measured on a constant currency basis, excluding notable items, the impact of retranslating the prior year results of hyperinflationary economies at constant currency, and the direct costs from the sales of our French retail banking operations and our banking business in Canada.

For a reconciliation of target basis operating expense to reported operating expenses see page 124.

The number of employees expressed in full-time equivalent staff ('FTE') at 31 December 2024 was 211,304, a decrease of 9,557 compared with 31 December 2023, primarily reflecting the completion of the sales of our banking business in Canada, our retail banking operations in France and our business in Argentina. The number of contractors at 31 December 2024 was 4,226, a decrease of 450.

Share of profit in associates and joint ventures of \$2.9bn was \$3.1bn higher than in 2023, including an increase in the share of profit from SAB.

Impairment of interest in associate. In relation to our investment in BoCom, at 31 December 2024 we concluded that there was no indication of further significant impairment (or indication that an impairment may no longer exist or may have decreased significantly) since 31 December 2023.

At 31 December 2023, the Group performed an impairment test on the carrying value of our investment in BoCom which resulted in an impairment of \$3.0bn.

For further details of our impairment review process, see Note 18: Interests in associates and joint ventures on page 401.

Tax expense

	2024	2023
	\$m	\$m
Tax (charge)/credit		
Reported	(7,310)	(5,789)
Currency translation	—	222
Constant currency tax (charge)/credit	(7,310)	(5,567)

Notable items

	2024	2023
	\$m	\$m
Tax		
Tax (charge)/credit on notable items	108	207
Uncertain tax positions	—	427

Tax expense

The effective tax rate for 2024 of 22.6% was higher than the 19.1% in 2023. The effective tax rate for 2024 was increased by 4.8 percentage points by the non-deductible loss on disposal of our business in Argentina and by 0.7 percentage points by the tax charge arising under the Global Minimum Tax rules, and reduced by 3.6 percentage points by the non-taxable gain on disposal of our banking business in Canada. The effective tax rate for 2023 was increased by 2.3 percentage points by the non-deductible impairment of investments in associates, and reduced by 1.6 percentage points by the release of provisions for uncertain tax positions and by 1.5 percentage points by the non-taxable accounting gain arising on the acquisition of SVB UK.

Return on average tangible equity

In 2024, RoTE was 14.6%, compared with 14.6% in 2023. RoTE excluding notables was 16.0% in 2024, compared with 16.2% in 2023.

Consolidated balance sheet

Five-year summary consolidated balance sheet

	2024	2023	2022 ¹	2021	2020
	\$m	\$m	\$m	\$m	\$m
Assets					
Cash and balances at central banks	267,674	285,868	327,002	403,018	304,481
Trading assets	314,842	289,159	218,093	248,842	231,990
Financial assets designated and otherwise mandatorily measured at fair value through profit or loss	115,769	110,643	100,101	49,804	45,553
Derivatives	268,637	229,714	284,159	196,882	307,726
Loans and advances to banks	102,039	112,902	104,475	83,136	81,616
Loans and advances to customers	930,658	938,535	923,561	1,045,814	1,037,987
Reverse repurchase agreements – non-trading	252,549	252,217	253,754	241,648	230,628
Financial investments	493,166	442,763	364,726	446,274	490,693
Assets held for sale	27,234	114,134	115,919	3,411	299
Other assets	244,480	262,742	257,496	239,110	253,191
Total assets at 31 Dec	3,017,048	3,038,677	2,949,286	2,957,939	2,984,164
Liabilities					
Deposits by banks	73,997	73,163	66,722	101,152	82,080
Customer accounts	1,654,955	1,611,647	1,570,303	1,710,574	1,642,780
Repurchase agreements – non-trading	180,880	172,100	127,747	126,670	111,901
Trading liabilities	65,982	73,150	72,353	84,904	75,266
Financial liabilities designated at fair value	138,727	141,426	127,321	145,502	157,439
Derivatives	264,448	234,772	285,762	191,064	303,001
Debt securities in issue	105,785	93,917	78,149	78,557	95,492
Insurance contract liabilities	107,629	120,851	108,816	112,745	107,191
Liabilities of disposal groups held for sale	29,011	108,406	114,597	9,005	—
Other liabilities	203,361	216,635	212,319	190,989	204,019
Total liabilities at 31 Dec	2,824,775	2,846,067	2,764,089	2,751,162	2,779,169
Equity					
Total shareholders' equity	184,973	185,329	177,833	198,250	196,443
Non-controlling interests	7,300	7,281	7,364	8,527	8,552
Total equity at 31 Dec	192,273	192,610	185,197	206,777	204,995
Total liabilities and equity at 31 Dec	3,017,048	3,038,677	2,949,286	2,957,939	2,984,164

1 From 1 January 2023, we adopted IFRS 17 'Insurance Contracts', which replaced IFRS 4 'Insurance Contracts'. Comparative data for the financial year ended 31 December 2022 have been restated accordingly. Comparative data for the years ended 31 December 2021 and 2020 are prepared on an IFRS 4 basis.

■ A more detailed consolidated balance sheet is contained in the financial statements on page 343.

Five-year selected financial information

	2024	2023	2022 ¹	2021	2020
	\$m	\$m	\$m	\$m	\$m
Called up share capital	8,973	9,631	10,147	10,316	10,347
Capital resources ²	172,386	171,204	162,423	177,786	184,423
Undated subordinated loan capital	17	18	1,967	1,968	1,970
Preferred securities and dated subordinated loan capital ³	35,258	36,413	29,921	28,568	30,721
Risk-weighted assets	838,254	854,114	839,720	838,263	857,520
Total shareholders' equity	184,973	185,329	177,833	198,250	196,443
Less: preference shares and other equity instruments	(19,070)	(17,719)	(19,746)	(22,414)	(22,414)
Total ordinary shareholders' equity	165,903	167,610	158,087	175,836	174,029
Less: goodwill and intangible assets (net of tax)	(11,608)	(11,900)	(11,160)	(17,643)	(17,606)
Tangible ordinary shareholders' equity	154,295	155,710	146,927	158,193	156,423
Financial statistics					
Loans and advances to customers as a percentage of customer accounts	56.2%	58.2%	58.8%	61.1%	63.2%
Average total shareholders' equity to average total assets	6.12%	6.01%	5.97%	6.62%	6.46%
Net asset value per ordinary share at year-end (\$) ⁴	9.26	8.82	8.01	8.76	8.62
Tangible net asset value per ordinary share at year-end (\$) ⁴	8.61	8.19	7.44	7.88	7.75
Tangible net asset value per fully diluted share at year-end (\$) ⁴	8.54	8.14	7.39	7.84	7.72
Number of \$0.50 ordinary shares in issue (millions)	17,947	19,263	20,294	20,632	20,694
Basic number of \$0.50 ordinary shares outstanding, after deducting own shares held (millions)	17,918	19,006	19,739	20,073	20,184
Basic number of \$0.50 ordinary shares outstanding and dilutive potential ordinary shares, after deducting own shares held (millions)	18,062	19,135	19,876	20,189	20,272
Closing foreign exchange translation rates to \$:					
\$1: £	0.797	0.784	0.830	0.739	0.732
\$1: €	0.964	0.903	0.937	0.880	0.816

1 From 1 January 2023, we adopted IFRS 17 'Insurance Contracts', which replaced IFRS 4 'Insurance Contracts'. Comparative data for the financial year ended 31 December 2022 have been restated accordingly. Comparative data for the years ended 31 December 2021 and 2020 are prepared on an IFRS 4 basis.

2 Capital resources are regulatory total capital, the calculation of which is set out on page 204.

3 Including perpetual preferred securities, details of which can be found in Note 29: Subordinated liabilities on page 416.

4 For the definition, see page 121.

Combined view of customer lending and customer deposits¹

	2024 \$m	2023 \$m
Loans and advances to customers	930,658	938,535
Loans and advances to customers of disposal groups reported in 'Assets held for sale'	965	73,285
– banking business in Canada	–	56,129
– retail banking operations in France	–	16,902
– private banking business in Germany	309	–
– business in South Africa	656	–
– other	–	254
Non-current assets held for sale	12	92
Combined customer lending	931,635	1,011,912
Currency translation	–	(27,137)
Combined customer lending at constant currency	931,635	984,775
Customer accounts	1,654,955	1,611,647
Customer accounts reported in 'Liabilities of disposal groups held for sale'	5,399	85,950
– banking business in Canada	–	63,001
– retail banking operations in France	–	22,307
– private banking business in Germany	2,085	–
– business in South Africa	3,294	–
– other	20	642
Combined customer deposits	1,660,354	1,697,597
Currency translation	–	(38,656)
Combined customer deposits at constant currency	1,660,354	1,658,941

1 On 9 April 2024, HSBC Latin America B.V. entered into a binding agreement to sell its business in Argentina to Grupo Financiero Galicia ('Galicia'). The sale was completed on 6 December 2024, so is not included in the table above.

Balance sheet commentary compared with 31 December 2023

At 31 December 2024, total assets of \$3.0tn were \$22bn or 1% lower on a reported basis and increased by \$45bn or 1% on a constant currency basis.

Reported loans and advances to customers as a percentage of customer accounts was 56.2% compared with 58.2% at 31 December 2023. The movement in this ratio reflected a higher growth in customer accounts than in lending.

Assets

Cash and balances at central banks decreased by \$18bn or 6%, which included an \$11bn adverse impact of foreign currency translation differences. The decrease was mainly in HSBC UK, reflecting a reduction in repurchase agreements, as well as an increase in the deployment of our cash surplus into financial investments. Cash also decreased in our legal entities in the US to a partial redeployment of surplus liquidity to reverse repurchase agreements, and in Hong Kong due to lower balances maintained for faster payment system flow. This was partly offset by increases in HSBC Bank plc from an increase in deposit bank balances and issuances of new commercial paper and certificates of deposit.

Trading assets increased by \$26bn or 9%, mainly as we captured increased client activity in equity and debt securities, particularly in our legal entity in Hong Kong and in HSBC Bank plc. The increase in trading assets also reflected the use of surplus liquidity to fund trading activities given the subdued demand for customer lending.

Derivative assets increased by \$39bn or 17%, reflecting an increase in foreign exchange contracts, mainly in HSBC Bank plc and our legal entities in Asia, as a result of foreign exchange rate movements. The increase in derivative assets was consistent with the increase in derivative liabilities, as the underlying risk is broadly matched.

Loans and advances to customers of \$931bn decreased by \$8bn or 1% on a reported basis. This included an adverse impact of foreign currency translation differences of \$21bn. Loans and advances to customers are net of allowances for ECL.

On a constant currency basis, loans and advances to customers increased by \$14bn, reflecting the following movements.

In WPB, customer lending increased by \$2bn, reflecting growth in mortgage balances, including in our main legal entities in the UK (up \$5bn) and the US (up \$3bn). There was also growth in lending in Private Banking (up \$3bn) and in unsecured lending (up \$1bn).

These increases were partly offset by a \$7.4bn (€7.1bn) transfer to Corporate Centre of a portfolio of home and certain other loans retained following the sale of our retail banking operations in France.

In CMB, customer lending was \$6bn higher, reflecting increases in our legal entities in mainland China (up \$2bn), India (up \$2bn), and Mexico (up \$1bn). There were also increases in HSBC UK (up \$2bn) and HSBC Bank plc (up \$1bn) from higher revolving credit facility balances and term lending. These increases were partly offset by a reduction in lending balances in our main legal entity in Hong Kong (down \$3bn) due to lower market wide loan demand and competitive pricing.

In GBM, customer lending balances were broadly stable. There was a decrease in lending balances in our main legal entity in Hong Kong (down \$6bn) due to muted client demand. The reduction was broadly offset by growth in our legal entity in Singapore (up \$3bn) reflecting higher overdraft balances, and in our main legal entity in Australia (up \$2bn) from higher term lending balances.

In Corporate Centre, the increase in customer balances of \$7bn reflected the transfer of balances from WPB, mentioned above.

Financial investments increased by \$50bn or 11%, mainly in our main legal entities in Hong Kong and Singapore as well as in HSBC UK and HSBC Bank plc from the purchase of debt securities, treasury and other eligible bills, as we redeployed our commercial surplus to benefit from higher yield curves and enhance our hedging activities on net interest income. The increase was across both debt instruments held at fair value through other comprehensive income and instruments held at amortised cost.

Assets held for sale decreased by \$87bn or 76% following the completion of the sales of our retail banking operations in France and our banking operations in Canada in 2024.

Other assets decreased by \$18bn or 7% primarily reflecting a reduction in settlement accounts balances, including in HSBC Bank plc as well as in our legal entities in the US and Hong Kong.

Financial summary

Liabilities

Customer accounts of \$1.7tn increased by \$43bn or 3% on a reported basis. This included an adverse impact of foreign currency translation differences of \$32bn.

On a constant currency basis, customer accounts increased by \$75bn, reflecting the following movements.

In WPB, customer accounts grew by \$31bn, reflecting higher interest-bearing savings and time deposit balances due to strong deposit inflow as interest rates remained high. The increase in customer accounts included growth in our main legal entities in Asia (up \$30bn) and in HSBC UK (up \$6bn).

In CMB, customer accounts increased by \$25bn, primarily in our legal entities in Asia (up \$12bn), including in Hong Kong (up \$8bn) due to an increase in term deposits and in mainland China (up \$3bn) due to an increase in current and savings accounts. Balances also increased in HSBC Bank plc (up \$9bn) driven by organic growth from existing customers as well as new to bank customers, and in our main legal entity in Mexico (up \$3bn).

In GBM, customer accounts increased by \$20bn, due to higher balances in our legal entities in Asia (up \$9bn) supported by term deposit campaigns, and in HSBC Bank plc (up \$8bn) driven by an increase in short-term money market account balances. Balances also rose in our main legal entity in the Middle East (up \$3bn), including in term deposits and current accounts.

Debt securities in issue increased by \$12bn or 13%, primarily in HSBC Bank plc mainly driven by new commercial paper and certificates of deposit issued to meet liquidity and funding requirements.

Derivative liabilities increased by \$30bn or 13%, which is consistent with the increase in derivative assets, since the underlying risk is broadly matched.

Liabilities of disposal groups held for sale decreased by \$79bn or 73% following the completion of the sales of our retail banking operations in France and our banking operations in Canada during 2024.

Other liabilities decreased by \$13bn or 6%, including from a \$9bn reduction in settlement account balances in our main legal entity in the US.

Customer accounts by country/territory

	2024	2023
	\$m	\$m
Hong Kong	575,141	543,504
UK	524,251	508,181
US	99,278	99,607
Singapore	76,737	73,547
Mainland China	63,169	56,006
France	40,384	42,666
Australia	31,951	32,071
Germany ¹	23,564	30,641
Mexico	27,525	29,423
UAE	28,008	24,882
India	27,199	24,377
Taiwan	17,067	16,949
Malaysia	17,038	15,983
Egypt	4,137	5,858
Indonesia	5,558	5,599
Türkiye	3,489	3,510
Other ¹	90,459	98,843
At 31 Dec	1,654,955	1,611,647

¹ At 31 December 2024, customer accounts of \$5bn met the criteria to be classified as held for sale and are reported within 'Liabilities of disposal groups held for sale' on the balance sheet, of which \$3bn and \$2bn belongs to the planned sale of our South Africa business and planned sale of our private banking business in Germany, respectively. Refer to Note 23 on page 411 for further details.

Equity

Total shareholders' equity, including non-controlling interests, of \$192bn was stable compared with 31 December 2023.

Shareholders' equity was increased by profits generated of \$24bn and net gains through other comprehensive income ('OCI') of \$2bn. These increases were broadly offset by the impact of dividends paid of \$16bn, and the impact of our \$11bn share buy-back activities in 2024.

The net gains through OCI of \$2bn included a favourable movement of \$6bn due to the recycling of foreign exchange and other reserves to the income statement, primarily relating to the completion of disposals in Argentina and Canada, as well as a favourable movement of \$1bn from the effects of hyperinflation. These impacts were partly offset by \$5bn of exchange differences.

Financial investments

As part of our interest rate hedging strategy, we hold a portfolio of debt instruments, reported within financial investments, which are classified as hold-to-collect-and-sell. As a result, the change in value of these instruments is recognised through 'debt instruments at fair value through other comprehensive income' in equity.

At 31 December 2024, we had recognised a pre-tax cumulative unrealised loss reserve through other comprehensive income of \$3.8bn related to these hold-to-collect-and-sell positions, excluding investments held in our insurance business. This reflected a \$0.1bn pre-tax gain in 2024, inclusive of movements on related fair value hedges. In 2023, we recognised a loss of \$1.0bn in the income statement in relation to Treasury repositioning and risk management actions in this portfolio, compared with minimal disposal losses in 2024. Overall, the Group is positively exposed to rising interest rates through NII, although there is an adverse impact on our capital base in the early stages of a rising interest rate environment due to the fair value of hold-to-collect-and-sell instruments. Over time, these adverse movements will unwind as the instruments reach maturity, although not all will necessarily be held to maturity, or as interest rates begin to fall.

We also hold a portfolio of financial investments measured at amortised cost, which are classified as hold-to-collect. At 31 December 2024, there was a cumulative unrecognised loss of \$2.9bn. This included an unrealised loss of \$2.2bn that related to debt instruments held to manage our interest rate exposure, representing a deterioration of \$1.2bn during 2024.

Loans and advances, deposits by currency

\$m	At						
	31 Dec 2024						
	USD	GBP	HKD	EUR	CNY	Others ¹	Total
Loans and advances to banks	33,727	15,267	5,340	4,137	8,129	35,439	102,039
Loans and advances to customers	171,530	286,797	203,586	68,437	51,966	148,342	930,658
Total loans and advances	205,257	302,064	208,926	72,574	60,095	183,781	1,032,697
Deposits by banks	31,415	18,771	3,973	8,788	4,114	6,936	73,997
Customer accounts	476,210	426,747	316,997	124,452	67,405	243,144	1,654,955
Total deposits	507,625	445,518	320,970	133,240	71,519	250,080	1,728,952

	31 Dec 2023						
Loans and advances to banks	33,231	15,632	7,106	4,688	8,772	43,473	112,902
Loans and advances to customers	170,274	284,261	213,079	68,655	49,594	152,672	938,535
Total loans and advances	203,505	299,893	220,185	73,343	58,366	196,145	1,051,437
Deposits by banks	28,744	18,231	2,597	6,997	4,517	12,077	73,163
Customer accounts	441,967	423,725	305,520	128,444	63,535	248,456	1,611,647
Total deposits	470,711	441,956	308,117	135,441	68,052	260,533	1,684,810

1 'Others' includes items with no currency information available of \$878m for loans to banks (2023: \$1,592m), \$941m for loans to customers (2023: \$1,904m), nil for deposits by banks (2023: \$11m) and \$6m for customer accounts (2023: \$8m).

Risk-weighted assets

Risk-weighted assets ('RWAs') decreased by \$15.8bn during the year, primarily due to strategic disposals of \$47.8bn, a decrease of \$22.2bn from foreign currency translation differences and a \$8.9bn reduction from methodology and policy changes, mainly driven by a \$7.5bn fall due to regulatory changes related to the risk-weighting of residential mortgages in Hong Kong. These were offset by the increase of \$63.1bn RWAs, reflected in the following movements:

- a \$49.4bn increase in asset size, which was in part attributed to a \$14.6bn rise in operational risk, driven by an increase in average income. Further increases were due to corporate lending growth, largely in HSBC UK Bank plc and in SAB, higher sovereign exposures in Other trading entities and Asia, and retail mortgage growth in the US and HSBC UK Bank plc; and

- a \$7.4bn increase mainly following a revision to the definition of default in our probability of default ('PD') models for exposures to financial institutions and post-model adjustments in Hong Kong, and a \$6.3bn increase from credit risk migrations in Asia, including in the Hong Kong commercial real estate sector.

In January 2025, the PRA announced the delay of Basel 3.1 implementation to 1 January 2027 pending US developments. The near-final rules released in September 2024 are now subject to a three-year transitional provision, ensuring that the date for full implementation remains 1 January 2030. We expect that the impact on our CET1 ratio will be a modest benefit.

RWAs by currency

\$m	At						
	31 Dec 2024						
	USD	GBP	HKD	EUR	CNY	Others	Total
RWAs ¹	205,645	165,684	136,001	67,440	56,561	206,923	838,254

	31 Dec 2023						
RWAs ¹	202,697	155,231	135,701	69,996	57,907	232,582	854,114

1 RWAs include credit risk, market risk and operational risk RWAs.

Global businesses and legal entities

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Summary

The Group CEO, supported in 2024 by the Group Executive Committee ('GEC'), reviewed operating activity on a number of bases, including by global business and legal entities. Up to 31 December 2024, our global businesses – Wealth and Personal Banking, Commercial Banking, and Global Banking and Markets – along with Corporate Centre were our reportable segments under IFRS 8 'Operating Segments' and are presented below and in Note 10: Segmental analysis on page 383. Following our organisational announcement in October 2024, effective from 1 January 2025 the Group's operating segments will comprise four new businesses – Hong Kong, UK, Corporate and Institutional Banking, and International Wealth and Premier Banking – along with Corporate Centre. These will replace our previously reported operating segments up to 31 December 2024.

For further details of our new operating segments effective from 1 January 2025, see page 103.

Basis of preparation

The Group CEO, supported in 2024 by the rest of the GEC, is considered the Chief Operating Decision Maker ('CODM') for the purposes of identifying the Group's reportable segments. Global business results are assessed by the CODM on the basis of constant currency performance. We separately disclose 'notable items', which are components of our income statement that management would consider as outside the normal course of business and generally non-recurring in nature. Constant currency performance information for 2023 and 2022 are presented as described on page 87. As required by IFRS 8, reconciliations of the total constant currency global business results to the Group's reported results are presented on page 384.

Supplementary reconciliations from reported to constant currency results by global business are presented on pages 99 to 101 for information purposes.

Global business performance is also assessed using return on tangible equity ('RoTE'). A reconciliation of global business RoTE to the Group's RoTE is provided on page 123.

Our operations are closely integrated and, accordingly, the presentation of data includes internal allocations of certain items of income and expense. These allocations include the costs of certain support services and global functions to the extent that they can be meaningfully attributed to global businesses and legal entities. While such allocations have been made on a systematic and consistent basis, they necessarily involve a degree of subjectivity. Costs that are not allocated to global businesses are included in Corporate Centre.

Where relevant, income and expense amounts presented include the results of inter-segment funding along with inter-company and inter-business line transactions. All such transactions are undertaken on arm's length terms. The intra-Group elimination items for the global businesses are presented in Corporate Centre.

HSBC Holdings incurs the liability of the UK bank levy, with the cost being recharged to its UK operating subsidiaries. The current year expense will be reflected in the fourth quarter as it is assessed on our balance sheet position as at 31 December.

The results of main legal entities are presented on a reported and constant currency basis, including HSBC UK Bank plc, HSBC Bank plc, The Hongkong and Shanghai Banking Corporation Limited, HSBC Bank Middle East Limited, HSBC North America Holdings Inc., HSBC Bank Canada and Grupo Financiero HSBC, S.A. de C.V.

The results of legal entities are presented on a reported basis on page 110 and a constant currency basis on page 113.

Supplementary analysis of constant currency results and notable items by global business

Constant currency results¹

	2024				
	Wealth and Personal Banking ²	Commercial Banking	Global Banking and Markets	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m
Revenue ³	28,674	21,580	17,529	(1,929)	65,854
ECL	(1,335)	(1,815)	(235)	(29)	(3,414)
Operating expenses	(15,204)	(7,906)	(10,231)	298	(33,043)
Share of profit in associates and joint ventures	47	1	—	2,864	2,912
Profit/(loss) before tax	12,182	11,860	7,063	1,204	32,309
Loans and advances to customers (net)	447,085	306,926	169,516	7,131	930,658
Customer accounts	823,267	490,475	340,898	315	1,654,955

1 In the current period constant currency results are equal to reported as there is no currency translation.

2 On 1 January 2024, HSBC Continental Europe completed the sale of its retail banking operations in France to CCF, a subsidiary of Promontoria MMB SAS ('My Money Group'). With effect from this date, we have prospectively reclassified the portfolio of retained loans, profit participation interest and licence agreement of the CCF brand from WPB to Corporate Centre.

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

Notable items

	2024				
	Wealth and Personal Banking	Commercial Banking	Global Banking and Markets	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m
Notable items					
Revenue					
Disposals, acquisitions and related costs ¹	28	—	(14)	(1,357)	(1,343)
– of which:					
Argentina ¹	—	—	—	(6,138)	(6,138)
Canada ²	—	—	—	4,924	4,924
France	55	—	—	5	60
Early redemption of legacy securities	—	—	—	(237)	(237)
Operating expenses					
Disposals, acquisitions and related costs	(3)	(2)	(2)	(192)	(199)
– of which:					
Argentina	—	(9)	—	(34)	(43)
Canada	(1)	(1)	—	(151)	(153)
France	1	—	—	(6)	(5)
Restructuring and other related costs ³	(10)	2	(1)	(25)	(34)

1 Includes \$1.0bn loss on disposal and a \$5.2bn loss on the recycling in foreign currency translation reserve losses and other reserves arising on sale of our business in Argentina.

2 Includes \$4.8bn gain on disposal of our banking business in Canada, inclusive of a \$0.3bn gain on the foreign exchange hedging of the sales proceeds, the recycling of \$0.6bn in foreign currency translation reserve losses and \$0.4bn of other reserves losses.

3 Amounts relate to restructuring provisions recognised in 2024 and reversals of restructuring provisions recognised during 2022.

Global businesses

Reconciliation of reported results to constant currency results – global businesses (continued)

	2023				
	Wealth and Personal Banking	Commercial Banking	Global Banking and Markets	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m
Revenue ¹					
Reported	27,275	22,867	16,115	(199)	66,058
Currency translation	(427)	(471)	(344)	96	(1,146)
Constant currency	26,848	22,396	15,771	(103)	64,912
ECL					
Reported	(1,058)	(2,062)	(326)	(1)	(3,447)
Currency translation	123	56	9	—	188
Constant currency	(935)	(2,006)	(317)	(1)	(3,259)
Operating expenses					
Reported	(14,738)	(7,524)	(9,865)	57	(32,070)
Currency translation	386	290	(7)	(93)	576
Constant currency	(14,352)	(7,234)	(9,872)	(36)	(31,494)
Share of profit/(loss) in associates and joint ventures					
Reported	65	(1)	—	(257)	(193)
Currency translation	(1)	—	—	(62)	(63)
Constant currency	64	(1)	—	(319)	(256)
Profit/(loss) before tax					
Reported	11,544	13,280	5,924	(400)	30,348
Currency translation	81	(125)	(342)	(59)	(445)
Constant currency	11,625	13,155	5,582	(459)	29,903
Loans and advances to customers (net)					
Reported	454,878	309,422	173,966	269	938,535
Currency translation	(10,022)	(8,319)	(3,098)	(7)	(21,446)
Constant currency	444,856	301,103	170,868	262	917,089
Customer accounts					
Reported	804,863	475,666	330,522	596	1,611,647
Currency translation	(12,153)	(10,571)	(9,296)	(14)	(32,034)
Constant currency	792,710	465,095	321,226	582	1,579,613

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

Notable items (continued)

	2023				
	Wealth and Personal Banking	Commercial Banking	Global Banking and Markets	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m
Notable items					
Revenue					
Disposals, acquisitions and related costs ^{1,2,3}	4	1,591	—	(297)	1,298
Fair value movements on financial instruments ⁴	—	—	—	14	14
Disposal losses on Markets Treasury repositioning	(391)	(316)	(270)	—	(977)
Operating expenses					
Disposals, acquisitions and related costs	(53)	(55)	3	(216)	(321)
Restructuring and other related costs ⁵	20	32	21	63	136
Impairment of interest in associate ⁶	—	—	—	(3,000)	(3,000)

1 Includes the impact of the sale of our retail banking operations in France.

2 Includes the gain of \$1.6bn recognised in respect of the acquisition of SVB UK.

3 Includes fair value movements on the foreign exchange hedging of the proceeds from the sale of our banking business in Canada.

4 Fair value movements on non-qualifying hedges in HSBC Holdings.

5 Amounts relate to reversals of restructuring provisions recognised during 2022.

6 Relates to an impairment loss of \$3.0bn recognised in respect of the Group's investment in BoCom. See Note 18 on page 401 to 402.

Reconciliation of reported results to constant currency results – global businesses (continued)

	2022				
	Wealth and Personal Banking	Commercial Banking	Global Banking and Markets	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m
Revenue ¹					
Reported	21,103	16,494	14,899	(1,876)	50,620
Currency translation	(331)	(287)	(357)	(58)	(1,033)
Constant currency	20,772	16,207	14,542	(1,934)	49,587
ECL					
Reported	(1,130)	(1,849)	(595)	(10)	(3,584)
Currency translation	(30)	(19)	17	1	(31)
Constant currency	(1,160)	(1,868)	(578)	(9)	(3,615)
Operating expenses					
Reported	(14,415)	(7,052)	(9,383)	(1,851)	(32,701)
Currency translation	274	242	(20)	(24)	472
Constant currency	(14,141)	(6,810)	(9,403)	(1,875)	(32,229)
Share of profit/(loss) in associates and joint ventures					
Reported	30	—	(2)	2,695	2,723
Currency translation	(1)	1	—	(164)	(164)
Constant currency	29	1	(2)	2,531	2,559
Profit/(loss) before tax					
Reported	5,588	7,593	4,919	(1,042)	17,058
Currency translation	(88)	(63)	(360)	(245)	(756)
Constant currency	5,500	7,530	4,559	(1,287)	16,302
Loans and advances to customers (net)					
Reported	422,309	311,957	188,940	355	923,561
Currency translation	2,763	(2,733)	(2,287)	(5)	(2,262)
Constant currency	425,072	309,224	186,653	350	921,299
Customer accounts					
Reported	779,310	463,928	326,630	435	1,570,303
Currency translation	2,571	(1,122)	(3,210)	8	(1,753)
Constant currency	781,881	462,806	323,420	443	1,568,550

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

Notable items (continued)

	2022				
	Wealth and Personal Banking	Commercial Banking	Global Banking and Markets	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m
Notable items					
Revenue					
Disposals, acquisitions and related costs ¹	(2,212)	—	—	(525)	(2,737)
Fair value movements on financial instruments ²	—	—	—	(618)	(618)
Restructuring and other related costs ³	98	(16)	(184)	(145)	(247)
Operating expenses					
Disposals, acquisitions and related costs	(7)	—	—	(11)	(18)
Restructuring and other related costs	(357)	(266)	(252)	(2,007)	(2,882)

1 Includes losses from classifying businesses as held for sale as part of a broader restructuring of our European business, of which \$2.3bn (inclusive of \$0.4bn in goodwill impairments) related to the sale of the retail banking operations in France. Held-for-sale classification for the sale of the retail banking operations in France was reversed in 1Q23 (\$2.1bn loss reversed) and reinstated in 4Q23 (\$2.0bn loss reinstated).

2 Fair value movements on non-qualifying hedges in HSBC Holdings.

3 Comprises gains and losses relating to the business update in February 2020, including losses associated with the RWA reduction programme.

Strategic transactions supplementary analysis

The following table presents the selected impacts of strategic transactions to the Group and our global business segments. These comprise the strategic transactions where the financial impacts of the acquisition or disposal have qualified for material notable item treatment in our results. Material notable items are a subset of notable items and categorisation is dependent on the financial impact on the Group's income statement. At 2024, strategic transactions classified as material notable items in current and comparative periods comprise the disposal of our retail banking operations in France, our banking business in Canada, the sale of our business in Argentina and the acquisition of SVB UK.

The impacts quoted include the gains or losses on classification to held for sale or acquisition and all other related notable items. They also include the distorting impact between the periods of the operating income statement results related to acquisitions and disposals that affect period-on-period comparisons. It is computed by including the operating income statement results of each business in any period for which there are no results in the comparative period. We consider the monthly impacts of distorting income statement results when calculating the impact of strategic transactions.

Constant currency results

	2024				
	Wealth and Personal Banking	Commercial Banking	Global Banking and Markets	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m
Revenue	54	179	—	(1,209)	(976)
ECL	—	(3)	—	—	(3)
Operating expenses	(7)	(76)	—	(191)	(274)
Share of profit in associates and joint ventures	—	—	—	—	—
Profit before tax	47	100	—	(1,400)	(1,253)
– HSBC Innovation Banking ¹		100		—	100
– Retail banking operations in France	47			(1)	46
– Banking business in Canada				4,773	4,773
– Business in Argentina				(6,172)	(6,172)
of which: notable items					
Revenue	55	—	—	(1,209)	(1,154)
Profit before tax	55	7	—	(1,400)	(1,338)
of which: distorting impact of operating results between periods					
Revenue	(1)	179	—	—	178
Profit/(loss) before tax	(8)	93	—	—	85
	2023				
Revenue	690	2,407	49	(231)	2,915
ECL	22	(72)	11	—	(39)
Operating expenses	(658)	(331)	(59)	(218)	(1,266)
Share of profit in associates and joint ventures	—	—	—	—	—
Profit/(loss) before tax	54	2,004	1	(449)	1,610
– HSBC Innovation Banking ¹		1,583		—	1,583
– Retail banking operations in France	(141)			(26)	(167)
– Banking business in Canada	211	400	82	(424)	269
– Business in Argentina	(16)	21	(81)	—	(76)
of which: notable items					
Revenue	41	1,659	—	(231)	1,469
Profit before tax	(11)	1,607	—	(449)	1,147
of which: distorting impact of operating results between periods					
Revenue	649	748	49	—	1,446
Profit before tax	65	397	1	—	463

1 Includes the impact of our acquisition of SVB UK, which in June 2023 changed its legal entity name to HSBC Innovation Bank Limited.

Reconciliation of reported and constant currency risk-weighted assets

	At 31 Dec 2024				
	Wealth and Personal Banking \$bn	Commercial Banking \$bn	Global Banking and Markets \$bn	Corporate Centre \$bn	Total \$bn
Risk-weighted assets					
Reported	181.1	337.9	231.9	87.4	838.3
Constant currency	181.1	337.9	231.9	87.4	838.3
	At 31 Dec 2023				
Risk-weighted assets					
Reported	192.9	354.5	218.5	88.2	854.1
Currency translation	(6.8)	(12.6)	(4.8)	(1.1)	(25.3)
Constant currency	186.1	341.9	213.7	87.1	828.8
	At 31 Dec 2022				
Risk-weighted assets					
Reported	182.9	342.4	225.9	88.5	839.7
Currency translation	(4.1)	(9.3)	(4.2)	(0.5)	(18.1)
Constant currency	178.8	333.1	221.7	88.0	821.6

New operating segments effective 1 January 2025 - summary results

Effective from 1 January 2025, the Group's reporting segments under IFRS 8 'Operating Segments' will comprise four new businesses – Hong Kong, UK, Corporate and Institutional Banking, and International Wealth and Premier Banking – along with Corporate Centre. These will replace our previously reported operating segments up to 31 December 2024.

The Hong Kong business comprises Personal Banking and Commercial Banking of HSBC Hong Kong and Hang Seng Bank. The UK business comprises UK Personal Banking (including first direct and M&S Bank) and UK Commercial Banking including HSBC Innovation Bank. Corporate and Institutional Banking integrates the Commercial Banking business outside of the UK and Hong Kong together with the Global Banking and Markets business, the UK non-ringfenced bank

(HSBC Bank plc), Europe, and the Americas. International Wealth and Premier Banking comprises Premier banking outside of Hong Kong and the UK, our Global Private Bank, and our wealth manufacturing businesses of Asset Management and Insurance.

Selected 2024 financial information have been re-presented, for illustrative purposes only, to align with the Group's operating segments effective from 1 January 2025 and are presented in the following table. No additional adjustments have been made to this information other than to reflect the presentation of the Group's new operating segments, and there are no changes to the Group's total figures as disclosed in this Annual Report and Accounts 2024. All data presented in the following table is unaudited.

	2024					Total \$m
	Hong Kong \$m	UK \$m	Corporate and Institutional Banking \$m	International Wealth and Premier Banking \$m	Corporate Centre \$m	
Revenue	15,034	11,954	26,819	13,976	(1,929)	65,854
ECL	(1,076)	(402)	(869)	(1,038)	(29)	(3,414)
Operating expenses	(4,837)	(4,947)	(14,544)	(9,013)	298	(33,043)
Share of profit in associates and joint ventures less impairment	—	—	1	47	2,864	2,912
Profit before tax	9,121	6,605	11,407	3,972	1,204	32,309
RoTE (%)	c.38%	c.25%	c.14%	c.16%	c.1%	14.6%
	At 31 Dec 2024					
Loans and advances to customers (net)	235,208	267,293	284,701	136,325	7,131	930,658
Customer accounts	507,389	330,012	557,796	259,443	315	1,654,955
RWAs	143,668	133,495	388,047	85,673	87,371	838,254

For further details of our organisational update, see page 5.

Supplementary tables for WPB and GBM

WPB constant currency performance by business unit

A breakdown of WPB by business unit is presented below to reflect the basis of how the revenue performance of the business units is assessed and managed.

WPB – summary (constant currency basis)

	Consists of ¹				
	Total WPB \$m	Banking operations \$m	Life insurance \$m	Global Private Banking \$m	Asset management \$m
2024					
Net operating income before change in expected credit losses and other credit impairment charges ²	28,674	22,842	1,840	2,611	1,381
– net interest income	20,352	18,819	326	1,193	14
– net fee income/(expense)	5,930	3,452	177	1,015	1,286
– other income	2,392	571	1,337	403	81
ECL	(1,335)	(1,334)	–	(1)	–
Net operating income	27,339	21,508	1,840	2,610	1,381
Total operating expenses	(15,204)	(11,728)	(716)	(1,752)	(1,008)
Operating profit	12,135	9,780	1,124	858	373
Share of profit in associates and joint ventures	47	14	33	–	–
Profit before tax	12,182	9,794	1,157	858	373
2023					
Net operating income before change in expected credit losses and other credit impairment charges ²	26,848	21,920	1,396	2,268	1,264
– net interest income	19,902	18,455	282	1,167	(2)
– net fee income/(expense)	5,283	3,148	147	800	1,188
– other income	1,663	317	967	301	78
ECL	(935)	(933)	4	(6)	–
Net operating income	25,913	20,987	1,400	2,262	1,264
Total operating expenses	(14,352)	(11,075)	(683)	(1,639)	(955)
Operating profit	11,561	9,912	717	623	309
Share of profit in associates and joint ventures	64	14	50	–	–
Profit before tax	11,625	9,926	767	623	309
2022					
Net operating income before change in expected credit losses and other credit impairment charges ²	20,772	16,267	1,337	2,039	1,129
– net interest income	15,887	14,576	342	975	(6)
– net fee income/(expense)	5,290	3,241	150	795	1,104
– other income	(405)	(1,550)	845	269	31
ECL	(1,160)	(1,146)	(8)	(5)	(1)
Net operating income	19,612	15,121	1,329	2,034	1,128
Total operating expenses	(14,141)	(11,001)	(787)	(1,495)	(858)
Operating profit	5,471	4,120	542	539	270
Share of profit in associates and joint ventures	29	12	17	–	–
Profit before tax	5,500	4,132	559	539	270

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

² From 1 January 2023, we adopted IFRS 17 'Insurance Contracts', which replaced IFRS 4 'Insurance Contracts'. Comparative data for the year ended 31 December 2022 have been restated accordingly.

Life insurance business performance

The following table provides an analysis of the performance of our life insurance business for the period. It comprises income earned by our insurance manufacturing operations within our WPB business, as well as income earned and costs incurred within our Wealth insurance distribution channels, consolidation and inter-company elimination entries.

Results of WPB's life insurance business unit (constant currency basis)

	2024			2023			2022		
	Insurance manufacturing operations	Wealth insurance and other ¹	Life insurance	Insurance manufacturing operations	Wealth insurance and other ¹	Life insurance	Insurance manufacturing operations	Wealth insurance and other ¹	Life insurance
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	326	—	326	282	—	282	345	(3)	342
Net fee income/(expense)	10	167	177	(25)	172	147	(31)	181	150
Other income	1,331	6	1,337	975	(8)	967	832	13	845
– insurance service result	1,356	(15)	1,341	1,120	(31)	1,089	868	(19)	849
– net investment returns (excluding net interest income)	(162)	(15)	(177)	(198)	55	(143)	(196)	(24)	(220)
– other operating income	137	36	173	53	(32)	21	160	56	216
Net operating income before change in expected credit losses and other credit impairment charges²	1,667	173	1,840	1,232	164	1,396	1,146	191	1,337
ECL	—	—	—	4	—	4	(9)	1	(8)
Net operating income	1,667	173	1,840	1,236	164	1,400	1,137	192	1,329
Total operating expenses	(601)	(115)	(716)	(570)	(113)	(683)	(593)	(194)	(787)
Operating profit	1,066	58	1,124	666	51	717	544	(2)	542
Share of profit/(loss) in associates and joint ventures	33	—	33	50	—	50	17	—	17
Profit before tax	1,099	58	1,157	716	51	767	561	(2)	559

1 'Wealth insurance and other' includes fee income earned and operating expenses incurred within our Wealth distribution channels. It also includes the IFRS 17 consolidation entries arising from transactions between our insurance manufacturing operations and Wealth distribution channels and with the wider Group, as well as allocations of central costs benefiting life insurance.

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

WPB insurance manufacturing (constant currency basis)

The following table shows the results of our insurance manufacturing operations for our WPB business and for all global business segments in aggregate.

Results of insurance manufacturing operations^{1,2}

	2024		2023		2022	
	All global WPB businesses		WPB	All global businesses	WPB	All global businesses
	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	326	363	282	321	345	370
Net fee expense	10	21	(25)	(13)	(31)	(16)
Other income	1,331	1,326	975	965	832	842
Insurance service result	1,356	1,356	1,120	1,119	868	872
– release of contractual service margin	1,290	1,290	1,087	1,087	900	900
– risk adjustment release	74	74	44	44	47	47
– experience variance and other	36	36	31	30	50	54
– loss from onerous contracts	(44)	(44)	(42)	(42)	(129)	(129)
Net investment returns (excluding net interest income) ³	(162)	(165)	(198)	(205)	(196)	(208)
– insurance finance income/(expense)	(5,985)	(5,985)	(7,718)	(7,718)	13,882	13,885
– other investment income	5,823	5,820	7,520	7,513	(14,078)	(14,093)
Other operating income	137	135	53	51	160	178
Net operating income before change in expected credit losses and other credit impairment charges^{4,5}	1,667	1,710	1,232	1,273	1,146	1,196
Change in expected credit losses and other credit impairment charges	–	–	4	4	(9)	(9)
Net operating income	1,667	1,710	1,236	1,277	1,137	1,187
Total operating expenses	(601)	(602)	(570)	(580)	(593)	(589)
Operating profit	1,066	1,108	666	697	544	598
Share of profit in associates and joint ventures	33	33	50	50	17	17
Profit before tax of insurance business operations⁵	1,099	1,141	716	747	561	615
Additional information						
Insurance manufacturing new business contractual service margin (reported basis)	2,515	2,515	1,686	1,686	1,111	1,111
Consolidated Group new business contractual service margin (reported basis)	2,729	2,729	1,812	1,812	1,229	1,229
Annualised new business premiums of insurance manufacturing operations	4,912	4,912	3,797	3,797	2,354	2,354
Net dividends of insurance manufacturing operations (reported basis) ⁶	1,522	1,522	813	813	(152)	(152)

- Constant currency results are derived by adjusting for period-on-period effects of foreign currency translation differences. The impact of foreign currency translation differences on 'All global businesses' profit before tax was a \$13m decrease for 2023 and a \$60m decrease for 2022.
- The results presented for insurance manufacturing are shown before elimination of inter-company transactions with HSBC non-insurance operations. The 'All global businesses' result consists primarily of WPB business, as well as a small proportion of CMB business.
- Net investment return under IFRS 17 for all global businesses for 2024 was \$198m (2023: \$116m; 2022: \$162m), which consisted of net interest income, net income/(expenses) on assets held at fair value through profit or loss, and insurance finance income/(expense).
- Net operating income before change in expected credit losses and other credit impairment charges, also referred to as revenue.
- The effect of applying hyperinflation accounting in Argentina on insurance manufacturing operations in all global business resulted in a decrease of \$53m in revenue in 2024 (2023: decrease of \$35m, 2022: decrease of \$7m) and a decrease of \$53m in profit before tax in 2024 (2023: decrease of \$35m, 2022: decrease of \$6m).
- Net dividends of insurance manufacturing operations include dividends paid to immediate parent companies of \$1,612m (2023: \$993m; 2022: \$606m) net of CET1 qualifying injections to fund business growth of \$90m (2023: \$180m; 2022: \$758m including a \$528m capital injection to fund the acquisition of AXA Singapore).

Insurance manufacturing

The following commentary, unless otherwise specified, relates to the 'All global businesses' results.

Profit before tax of \$1.1bn increased by \$0.4bn compared with 2023. This primarily reflected the following:

- Insurance service result of \$1.4bn increased by \$0.2bn compared with 2023 primarily due to an increase in the release of CSM.
- Net investment return (excluding net interest income) remained broadly unchanged, with negative impacts in China from reducing interest rates partly offset by gains in other markets.
- Other operating income increased by \$0.1bn compared with 2023, with the increase driven by the non-repeat of losses of \$0.3bn in 2023 from corrections to historical valuation estimates, partly offset by current period losses on reinsurance contracts in Hong Kong.

Profit before tax of \$0.7bn in 2023 increased by \$0.1bn compared with 2022. This primarily reflected the following:

- Insurance service result of \$1.1bn increased by \$0.3bn compared with 2022. This was driven by an increase in the release of CSM of \$0.2bn as a result of a higher closing CSM balance. The improved insurance service result also reflected a reduction to losses from onerous contracts of \$0.1bn, mainly in Hong Kong and Singapore, in part due to improved market conditions in 2023.

- Other operating income decreased by \$0.1bn compared with 2022, and included a \$0.3bn loss from corrections to historical valuation estimates, partly offset by gains of \$0.2bn from reinsurance contracts in Hong Kong.

Insurance manufacturing new business contractual service margin increased by \$0.8bn or 49% primarily in Hong Kong, from new business volumes increasing and a \$0.2bn benefit from recognising a new reinsurance contract.

Annualised new business premiums ('ANP') is used to assess new insurance premiums generated by the business. It is calculated as 100% of annualised first year regular premiums and 10% of single premiums, before reinsurance ceded. ANP in 2024 increased by 29% compared with 2023, primarily from strong new business sales in Hong Kong.

Insurance equity plus CSM net of tax

Insurance equity plus CSM net of tax is a non-GAAP alternative performance measure that provides information about our insurance manufacturing operations' net asset value plus the future earnings from in-force business. At 31 December 2024, insurance equity plus CSM net of tax was \$17,025m (31 December 2023: \$16,583m; 31 December 2022: \$14,646m).

At 31 December 2024, insurance equity plus CSM net of tax was calculated as insurance manufacturing operations equity of \$7,015m plus CSM of \$12,063m less tax of \$2,053m. At 31 December 2023, it was calculated as insurance manufacturing operations equity of

\$7,731m plus CSM of \$10,786m less tax of \$1,934m. At 31 December 2022, it was calculated as insurance manufacturing operations equity of \$7,236m plus CSM of \$9,058m less tax of \$1,648m.

The increase of \$0.4bn in 2024 insurance manufacturing equity plus CSM net of tax compared to the prior year includes an increase in CSM net of tax of \$1.2bn and a reduction in equity of \$0.7bn. CSM net of tax benefited from strong new business written in the period, partially offset by a reduction of \$0.6bn from reclassification of our French insurance business to held for sale. The reduction in insurance manufacturing equity of \$0.7bn primarily reflected the benefit of profit after tax in the year of \$0.9bn offset by net dividends paid of \$1.5bn.

Net dividends of \$1.5bn in 2024 have increased by \$0.7bn primarily due to releases of surplus regulatory capital in Hong Kong.

Insurance metrics no longer reported

Insurance manufacturing value of new business and Insurance manufacturing proxy embedded value were previously presented as non-GAAP performance measures. The Group continues to review its use of non-GAAP performance measures following implementation of IFRS 17 and has now discontinued the reporting of these measures. Instead 'New business CSM' is now management's key new business performance measure, and 'Equity plus CSM net of tax' is considered a measure of entity value more closely aligned with IFRS 17.

WPB: Wealth balances

The following table shows the wealth balances, which include invested assets and wealth deposits. Invested assets comprise customer assets either managed by our Asset Management business or by external third-party investment managers, as well as self-directed investments by our customers.

WPB – reported wealth balances¹

	2024	2023
	\$bn	\$bn
Global Private Banking invested assets	395	363
– managed by Global Asset Management	68	61
– external managers, direct securities and other	327	302
Retail invested assets	409	383
– managed by Global Asset Management	175	178
– external managers, direct securities and other	234	205
Asset Management third-party distribution	489	445
Reported invested assets¹	1,293	1,191
Wealth deposits (Premier and Global Private Banking) ²	555	536
Total reported wealth balances	1,848	1,727

1 Invested assets are not reported on the Group's balance sheet, except where it is deemed that we are acting as principal rather than agent in our role as investment manager. At 31 December 2024, \$54bn of invested assets were classified as held for sale and are not included in the table above (2023: \$32bn).

2 Premier and Global Private Banking deposits, which include Prestige deposits in Hang Seng Bank, form part of the total WPB customer accounts balance of \$823bn (2023: \$805bn) on page 99. At 31 December 2024, \$3bn of wealth deposits were classified as held for sale and are not included in the table above (2023: \$42bn).

Asset Management: funds under management

The following table shows the funds under management of our Asset Management business. Funds under management represents assets managed, either actively or passively, on behalf of our customers. Funds under management are not reported on the Group's balance sheet, except where it is deemed that we are acting as principal rather than agent in our role as investment manager.

Asset Management – reported funds under management¹

	2024	2023
	\$bn	\$bn
Opening balance	684	595
Net new invested assets	30	54
Net market movements	47	23
Foreign exchange and others	(18)	12
Transfer to Markets Treasury	(12)	—
Closing balance	731	684

Asset Management – reported funds under management by legal entities

	2024	2023
	\$bn	\$bn
HSBC Bank plc	165	162
The Hongkong and Shanghai Banking Corporation Limited	223	198
HSBC North America Holdings Inc.	67	71
Grupo Financiero HSBC, S.A. de C.V.	15	15
Other trading entities ²	261	238
Closing balance	731	684

1 Funds under management are not reported on the Group's balance sheet, except where it is deemed that we are acting as principal rather than agent in our role as investment manager.

2 Funds under management of \$194bn in 2024 and \$177bn in 2023 relating to our Asset Management entity in the UK are reported under 'other trading entities' in the table above.

Global businesses

At 31 December 2024, Asset Management funds under management amounted to \$731bn, an increase of \$47bn or 7%. The increase reflected net new invested assets of \$30bn and a positive impact from market performance. These increases were partly offset by an adverse impact of foreign exchange translation of \$18bn and from a reduction of \$12bn due to a transfer of a portfolio forming part of the Group's Holdings Capital Buffer from Asset Management to our Markets Treasury function. Net new invested assets were mainly in long-term products, primarily passive investment, alternative investment, and multi-asset investment products. These inflows were partly offset by redemptions from money market instruments in the US.

Global Private Banking: client balances

Global Private Banking client balances comprises invested assets and deposits, which are translated at the rates of exchange applicable for their respective year-ends, with the effects of currency translation reported separately.

Global Private Banking – reported client balances¹

	2024	2023
	\$bn	\$bn
Opening balance	447	383
Net new invested assets	23	17
Increase/(decrease) in deposits	1	9
Net market movements	37	19
Foreign exchange and others	(24)	19
Closing balance	484	447

Global Private Banking – reported client balances by legal entities

	2024	2023
	\$bn	\$bn
HSBC UK Bank plc	36	32
HSBC Bank plc	115	54
The Hongkong and Shanghai Banking Corporation Limited	251	209
HSBC North America Holdings Inc.	77	64
HSBC Bank Middle East Limited	3	—
Grupo Financiero HSBC, S.A. de C.V.	2	3
Other trading entities	—	85
Closing balance	484	447

1 Client balances are not reported on the Group's balance sheet, except where it is deemed that we are acting as principal rather than agent in our role as investment manager. Customer deposits included in these client balances are on balance sheet.

Retail invested assets

The following table shows the invested assets of our retail customers. These comprise customer assets either managed by our Asset Management business or by external third-party investment managers as well as self-directed investments by our customers.

Retail invested assets are not reported on the Group's balance sheet, except where it is deemed that we are acting as principal rather than agent in our role as investment manager.

Retail invested assets

	2024	2023
	\$bn	\$bn
Opening balance	383	363
Net new invested assets ¹	28	26
Net market movements	23	7
Foreign exchange and others	(25)	(13)
Closing balance	409	383

Retail invested assets by legal entities

	2024	2023
	\$bn	\$bn
HSBC UK Bank plc	31	29
HSBC Bank plc	8	31
The Hongkong and Shanghai Banking Corporation Limited	336	292
HSBC Bank Middle East Limited	3	3
HSBC North America Holdings Inc.	16	14
Grupo Financiero HSBC, S.A. de C.V.	10	9
Other trading entities	5	5
Closing balance	409	383

1 'Retail net new invested assets' covers nine markets, comprising Hong Kong including Hang Seng Bank (Hong Kong), mainland China, Malaysia, Singapore, HSBC UK, UAE, US, Canada and Mexico. The net new invested assets relating to all other geographies is reported in 'foreign exchange and others'.

WPB invested assets

Net new invested assets represents the net customer inflows from retail invested assets, Asset Management third-party distribution and Global Private Banking invested assets. It excludes all customer deposits. The net new invested assets in the table below is non-additive from the tables above, as net new invested assets managed by Asset Management that are generated by retail clients or Global Private Banking will be recorded in both businesses.

WPB: Invested assets

	2024 \$bn	2023 \$bn
Opening balance	1,191	1,015
Net new invested assets	64	84
Net market movements	97	43
Foreign exchange and others	(59)	49
Closing balance	1,293	1,191

WPB: Net new invested assets by legal entities

	2024 \$bn	2023 \$bn
HSBC UK Bank plc	3	1
HSBC Bank plc	9	3
The Hongkong and Shanghai Banking Corporation Limited	47	47
HSBC Bank Middle East Limited	1	1
HSBC North America Holdings Inc.	(10)	7
Grupo Financiero HSBC, S.A. de C.V.	2	5
Other trading entities	12	20
Total	64	84

GBM: Securities Services and Issuer Services

Assets held in custody

Custody is the safekeeping and servicing of securities and other financial assets on behalf of clients. Assets held in custody are not reported on the Group's balance sheet, except where it is deemed that we are acting as principal rather than agent in our role as investment manager. At 31 December 2024, we held \$10.6tn of assets as custodian, an increase of 9% compared with 31 December 2023. The balance comprised \$9.7tn of assets in Securities Services, which were recorded at market value, and \$0.9tn of assets in Issuer Services, recorded at book value.

The increase was mainly in Securities Services balances. This was driven by net asset inflows in Asia and Europe and favourable market movements in Asia, North America and Latin America, partly offset by adverse impacts of currency translations in Asia and Europe.

Assets under administration

Our assets under administration business includes the provision of bond and loan administration services, transfer agency services and the valuation of portfolios of securities and other financial assets on behalf of clients and complements the custody business. At 31 December 2024, the value of assets held under administration by the Group amounted to \$5.2tn, which was 6% higher than at 31 December 2023. The balance comprised \$3.1tn of assets in Securities Services, which were recorded at market value, and \$2.1tn of assets in Issuer Services, recorded at book value.

The increase was mainly driven by Securities Services balances due to net asset inflows in Europe and Asia together with favourable market movement, partly offset by adverse impact of currency translations notably in Europe and Asia. Issuer Services balances also rose driven by new issuances, including in the UK and the US, as well as new assets, including in our legal entity in Hong Kong.

Analysis of reported results by legal entities

HSBC reported profit/(loss) before tax and balance sheet data

	2024									
	HSBC UK Bank plc	HSBC Bank plc	The Hongkong and Shanghai Banking Corporation Limited	HSBC Bank Middle East Limited	HSBC North America Holdings Inc.	HSBC Bank Canada	Grupo Financiero HSBC, S.A. de C.V.	Other trading entities	Holding companies, shared service centres and intra-Group eliminations	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	10,331	1,254	15,077	1,590	1,613	300	2,292	2,774	(2,498)	32,733
Net fee income	1,672	1,629	5,449	508	1,372	129	630	1,076	(164)	12,301
Net income from financial instruments held for trading or managed on a fair value basis	580	6,042	11,781	331	914	33	504	411	520	21,116
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit and loss	—	1,100	4,608	—	—	—	22	183	(12)	5,901
Insurance finance income/(expense)	—	(1,261)	(4,562)	—	—	—	(26)	(150)	21	(5,978)
Insurance service result	—	217	1,042	—	—	—	76	(7)	(18)	1,310
Other income/(expense) ¹	169	576	658	75	365	—	75	(984)	(2,463)	(1,529)
Net operating income before change in expected credit losses and other credit impairment charges²	12,752	9,557	34,053	2,504	4,264	462	3,573	3,303	(4,614)	65,854
Change in expected credit losses and other credit impairment charges	(405)	(211)	(1,532)	(198)	(81)	(40)	(864)	(93)	10	(3,414)
Net operating income	12,347	9,346	32,521	2,306	4,183	422	2,709	3,210	(4,604)	62,440
Total operating expenses excluding impairment of goodwill and other intangible assets	(5,124)	(6,718)	(14,296)	(1,191)	(3,349)	(236)	(1,992)	(1,959)	1,899	(32,966)
Impairment of goodwill and other intangible assets	(11)	(5)	(33)	(1)	(2)	—	(2)	(22)	(1)	(77)
Operating profit/(loss)	7,212	2,623	18,192	1,114	832	186	715	1,229	(2,706)	29,397
Share of profit in associates and joint ventures less impairment ³	1	22	2,278	—	—	—	15	600	(4)	2,912
Profit/(loss) before tax	7,213	2,645	20,470	1,114	832	186	730	1,829	(2,710)	32,309
	%	%	%	%	%	%	%	%	%	%
Share of HSBC's profit before tax	22.2	8.2	63.4	3.4	2.6	0.6	2.3	5.7	(8.4)	100.0
Cost efficiency ratio	40.3	70.3	42.1	47.6	78.6	51.1	55.8	60.0	41.1	50.2
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (net)	272,973	103,464	449,940	20,440	55,786	—	23,439	4,617	(1)	930,658
Total assets	426,165	914,506	1,400,456	57,215	253,251	—	46,007	26,623	(107,175)	3,017,048
Customer accounts	340,233	297,785	845,284	34,808	99,278	—	27,525	9,999	43	1,654,955
Risk-weighted assets ^{4,5,6}	138,332	137,609	402,847	26,624	74,416	—	29,671	50,731	(648)	838,254

HSBC reported profit/(loss) before tax and balance sheet data (continued)

2023

	HSBC UK Bank plc	HSBC Bank plc	The Hongkong and Shanghai Banking Corporation Limited	HSBC Bank Middle East Limited	HSBC North America Holdings Inc.	HSBC Bank Canada	Grupo Financiero HSBC, S.A. de C.V.	Other trading entities	Holding companies, shared service centres and intra-Group eliminations	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	9,684	2,674	16,705	1,551	1,712	1,275	2,148	3,765	(3,718)	35,796
Net fee income	1,597	1,527	4,859	475	1,237	559	581	1,225	(215)	11,845
Net income from financial instruments held for trading or managed on a fair value basis	516	4,220	9,507	397	729	110	437	1,054	(309)	16,661
Net income from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit and loss	—	1,438	6,258	—	—	—	39	323	(171)	7,887
Insurance finance income/(expense)	—	(1,460)	(6,237)	—	—	—	(44)	(166)	98	(7,809)
Insurance service result	—	154	838	—	—	—	87	9	(10)	1,078
Other income/(expense) ¹	1,608	736	(31)	2	185	22	65	(1,481)	(506)	600
Net operating income before change in expected credit losses and other credit impairment charges ²	13,405	9,289	31,899	2,425	3,863	1,966	3,313	4,729	(4,831)	66,058
Change in expected credit losses and other credit impairment charges	(523)	(212)	(1,641)	(90)	(94)	(46)	(696)	(279)	134	(3,447)
Net operating income	12,882	9,077	30,258	2,335	3,769	1,920	2,617	4,450	(4,697)	62,611
Total operating expenses excluding impairment of goodwill and other intangible assets	(4,602)	(6,483)	(13,379)	(1,095)	(3,473)	(1,049)	(1,823)	(2,631)	2,180	(32,355)
Impairment of goodwill and other intangible assets	(10)	97	(16)	(1)	222	—	(3)	(4)	—	285
Operating profit/(loss)	8,270	2,691	16,863	1,239	518	871	791	1,815	(2,517)	30,541
Share of profit in associates and joint ventures less impairment ³	—	(52)	(696)	—	—	—	14	544	(3)	(193)
Profit/(loss) before tax	8,270	2,639	16,167	1,239	518	871	805	2,359	(2,520)	30,348
	%	%	%	%	%	%	%	%	%	%
Share of HSBC's profit before tax	27.2	8.7	53.3	4.1	1.7	2.9	2.6	7.8	(8.3)	100.0
Cost efficiency ratio	34.4	68.7	42.0	45.2	84.2	53.4	55.1	55.7	45.1	48.5
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (net)	270,208	95,750	455,315	20,072	54,829	—	26,410	15,951	—	938,535
Total assets	423,029	896,682	1,333,911	50,612	252,339	90,731	47,309	59,051	(114,987)	3,038,677
Customer accounts	339,611	274,733	801,430	31,341	99,607	—	29,423	35,326	176	1,611,647
Risk-weighted assets ^{4,5}	129,211	131,468	396,677	24,294	72,248	31,890	32,639	59,574	6,704	854,114

Legal entities

HSBC reported profit/(loss) before tax and balance sheet data (continued)

2022

	HSBC UK Bank plc	HSBC Bank plc	The Hongkong and Shanghai Banking Corporation Limited	HSBC Bank Middle East Limited	HSBC North America Holdings Inc.	HSBC Bank Canada	Grupo Financiero HSBC, S.A. de C.V.	Other trading entities	Holding companies, shared service centres and intra-Group eliminations	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Net interest income	7,615	2,357	14,031	903	1,922	1,251	1,796	2,244	(1,742)	30,377
Net fee income	1,536	1,601	4,924	458	1,223	598	455	1,127	(152)	11,770
Net income from financial instruments held for trading or managed on a fair value basis	472	3,564	5,270	360	485	76	351	639	(939)	10,278
Net income/(expense) from assets and liabilities of insurance businesses, including related derivatives, measured at fair value through profit and loss	—	(1,761)	(12,117)	—	—	—	(9)	66	(10)	(13,831)
Insurance finance income/(expense)	—	1,431	12,407	—	—	—	3	(32)	(10)	13,799
Insurance service result	—	149	636	—	—	—	50	(20)	(6)	809
Other income/(expense) ¹	148	(1,920)	491	22	533	29	67	(521)	(1,431)	(2,582)
Net operating income before loan impairment (charges)/recoveries and other credit risk provisions ²	9,771	5,421	25,642	1,743	4,163	1,954	2,713	3,503	(4,290)	50,620
Change in expected credit losses and other credit impairment (charges)/recoveries	(563)	(292)	(2,090)	21	(20)	(84)	(507)	(61)	12	(3,584)
Net operating income	9,208	5,129	23,552	1,764	4,143	1,870	2,206	3,442	(4,278)	47,036
Total operating expenses excluding impairment of goodwill and other intangible assets	(4,667)	(6,497)	(13,011)	(1,033)	(3,429)	(1,017)	(1,631)	(2,359)	1,090	(32,554)
Impairment of goodwill and other intangible assets	(54)	11	(42)	(3)	(9)	(21)	(5)	(2)	(22)	(147)
Operating profit/(loss)	4,487	(1,357)	10,499	728	705	832	570	1,081	(3,210)	14,335
Share of profit in associates and joint ventures less impairment	—	(38)	2,400	—	—	—	13	351	(3)	2,723
Profit/(loss) before tax	4,487	(1,395)	12,899	728	705	832	583	1,432	(3,213)	17,058
	%	%	%	%	%	%	%	%	%	%
Share of HSBC's profit before tax	26.3	(8.2)	75.6	4.3	4.1	4.9	3.4	8.4	(18.8)	100.0
Cost efficiency ratio	48.3	119.6	50.9	59.4	82.6	53.1	60.3	67.4	24.9	64.6
Balance sheet data	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Loans and advances to customers (net)	245,921	86,964	473,985	19,762	54,159	—	20,446	22,325	(1)	923,561
Total assets	412,522	863,308	1,297,806	48,086	239,117	94,604	39,939	67,345	(113,441)	2,949,286
Customer accounts	336,086	253,075	784,236	29,893	100,404	—	25,531	41,078	—	1,570,303
Risk-weighted assets ^{4,5}	110,919	127,017	406,985	22,490	72,446	31,876	26,744	60,289	8,144	839,720

1 Other income/(expense) in this context includes gain on acquisitions, impairment gain/(loss) relating to the sale of our retail banking operations in France, and other operating income/(expense).

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

3 Includes an impairment loss of \$3.0bn recognised in respect of the Group's investment in BoCom.

4 Risk-weighted assets are non-additive across the legal entities due to market risk diversification effects within the Group.

5 Balances are on a third-party Group consolidated basis.

6 Other trading entities' RWAs balance at 31 December 2024 includes HSBC Argentina operational risk RWAs, due to the averaging calculation and will roll off over future reporting cycles.

Summary information – legal entities and selected countries/territories

Legal entity reported and constant currency results¹

	2024									
	HSBC UK Bank plc	HSBC Bank plc	The Hongkong and Shanghai Banking Corporation Limited	HSBC Bank Middle East Limited	HSBC North America Holdings Inc.	HSBC Bank Canada	Grupo Financiero HSBC, S.A. de C.V.	Other trading entities ²	Holding companies, shared service centres and intra-Group eliminations	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Revenue ³	12,752	9,557	34,053	2,504	4,264	462	3,573	3,303	(4,614)	65,854
ECL	(405)	(211)	(1,532)	(198)	(81)	(40)	(864)	(93)	10	(3,414)
Operating expenses	(5,135)	(6,723)	(14,329)	(1,192)	(3,351)	(236)	(1,994)	(1,981)	1,898	(33,043)
Share of profit in associates and joint ventures	1	22	2,278	–	–	–	15	600	(4)	2,912
Profit/(loss) before tax	7,213	2,645	20,470	1,114	832	186	730	1,829	(2,710)	32,309
Loans and advances to customers (net)	272,973	103,464	449,940	20,440	55,786	–	23,439	4,617	(1)	930,658
Customer accounts	340,233	297,785	845,284	34,808	99,278	–	27,525	9,999	43	1,654,955

1 In the current period, constant currency results are equal to reported, as there is no currency translation.

2 Other trading entities includes the results of entities located in Türkiye, Egypt and Saudi Arabia (including our share of the results of Saudi Awwal Bank) which do not consolidate into HSBC Bank Middle East Limited. These entities had an aggregated impact on the Group's reported profit before tax of \$1,429m.

Supplementary analysis is provided on page 120 to provide a fuller picture of the MENAT regional performance.

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

Legal entity results: notable items

	2024									
	HSBC UK Bank plc	HSBC Bank plc	The Hongkong and Shanghai Banking Corporation Limited	HSBC Bank Middle East Limited	HSBC North America Holdings Inc.	HSBC Bank Canada	Grupo Financiero HSBC, S.A. de C.V.	Other trading entities	Holding companies, shared service centres and intra-Group eliminations	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Revenue										
Disposals, acquisitions and related costs ¹	–	(148)	–	–	–	–	–	(23)	(1,172)	(1,343)
Early redemption of legacy securities	–	–	–	–	–	–	–	–	(237)	(237)
Operating expenses										
Disposals, acquisitions and related costs	8	(9)	–	–	(29)	(36)	–	(61)	(72)	(199)
Restructuring and other related costs ²	3	15	(5)	(2)	(4)	–	–	(9)	(32)	(34)

1 Includes a \$1.0bn loss on disposal and a \$5.2bn loss on the recycling in foreign currency translation reserve losses and other reserves arising on sale of our business in Argentina. This is partly offset by a \$4.8bn gain on disposal of our banking business in Canada, inclusive of a \$0.3bn gain on the foreign exchange hedging of the sales proceeds, the recycling of \$0.6bn in foreign currency translation reserve losses and \$0.4bn of other reserves losses.

2 Amounts relate to restructuring provisions recognised in 2024 and reversals of restructuring provisions recognised during 2022.

Selected countries/territories results¹

	2024				
	UK ²	Hong Kong	Mainland China	US	Mexico
	\$m	\$m	\$m	\$m	\$m
Revenue ³	21,017	22,038	4,078	4,216	3,573
ECL	(526)	(1,273)	(121)	(81)	(864)
Operating expenses	(13,725)	(8,886)	(2,971)	(3,350)	(1,994)
Share of profit/(loss) in associates and joint ventures	24	8	2,241	–	15
Profit before tax	6,790	11,887	3,227	785	730
Loans and advances to customers (net)	313,925	272,152	44,551	55,786	23,439
Customer accounts	524,251	575,141	63,169	99,278	27,525

1 In the current period, constant currency results are equal to reported, as there is no currency translation.

2 UK includes HSBC UK Bank plc (ring-fenced bank), HSBC Bank plc (non-ring-fenced bank), the ultimate holding company, HSBC Holdings plc, and the separately incorporated group of service companies ('ServCo Group').

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

Legal entities

Selected countries/territories results: notable items

	2024				
	UK ¹ \$m	Hong Kong \$m	Mainland China \$m	US \$m	Mexico \$m
Revenue					
Disposals, acquisitions and related costs ^{1,2}	285	—	—	—	—
Early redemption of legacy securities	(237)	—	—	—	—
Operating expenses					
Disposals, acquisitions and related costs	(50)	(2)	(7)	(28)	—
Restructuring and other related costs ³	(42)	(4)	—	(4)	—

- 1 UK includes HSBC UK Bank plc (ring-fenced bank), HSBC Bank plc (non-ring-fenced bank), the ultimate holding company, HSBC Holdings plc, and the separately incorporated group of service companies ('ServCo Group').
- 2 Includes fair value movements on the foreign exchange hedging of the sale of our banking business in Canada which is booked in HSBC Overseas Holdings (UK) Limited.
- 3 Amounts relate to restructuring provisions recognised in 2024 and reversals of restructuring provisions recognised during 2022.

Legal entity reported and constant currency results (continued)

	2023									
	HSBC UK Bank plc \$m	HSBC Bank plc \$m	The Hongkong and Shanghai Banking Corporation Limited \$m	HSBC Bank Middle East Limited \$m	HSBC North America Holdings Inc. \$m	HSBC Bank Canada \$m	Grupo Financiero HSBC, S.A. de C.V. \$m	Other trading entities ¹ \$m	Holding companies, shared service centres and intra-Group eliminations \$m	Total \$m
Revenue²										
Reported	13,405	9,289	31,899	2,425	3,863	1,966	3,313	4,729	(4,831)	66,058
Currency translation	391	150	(93)	1	—	(28)	(103)	(1,567)	103	(1,146)
Constant currency	13,796	9,439	31,806	2,426	3,863	1,938	3,210	3,162	(4,728)	64,912
ECL										
Reported	(523)	(212)	(1,641)	(90)	(94)	(46)	(696)	(279)	134	(3,447)
Currency translation	(11)	(1)	—	—	—	1	34	166	(1)	188
Constant currency	(534)	(213)	(1,641)	(90)	(94)	(45)	(662)	(113)	133	(3,259)
Operating expenses										
Reported	(4,612)	(6,386)	(13,395)	(1,096)	(3,251)	(1,049)	(1,826)	(2,635)	2,180	(32,070)
Currency translation	(126)	(99)	31	—	—	16	55	796	(97)	576
Constant currency	(4,738)	(6,485)	(13,364)	(1,096)	(3,251)	(1,033)	(1,771)	(1,839)	2,083	(31,494)
Share of profit/(loss) in associates and joint ventures										
Reported	—	(52)	(696)	—	—	—	14	544	(3)	(193)
Currency translation	—	(1)	(61)	—	—	—	(1)	—	—	(63)
Constant currency	—	(53)	(757)	—	—	—	13	544	(3)	(256)
Profit/(loss) before tax										
Reported	8,270	2,639	16,167	1,239	518	871	805	2,359	(2,520)	30,348
Currency translation	254	49	(123)	1	—	(11)	(15)	(605)	5	(445)
Constant currency	8,524	2,688	16,044	1,240	518	860	790	1,754	(2,515)	29,903
Loans and advances to customers (net)										
Reported	270,208	95,750	455,315	20,072	54,829	—	26,410	15,951	—	938,535
Currency translation	(4,407)	(4,136)	(6,200)	(4)	—	—	(4,904)	(1,794)	(1)	(21,446)
Constant currency	265,801	91,614	449,115	20,068	54,829	—	21,506	14,157	(1)	917,089
Customer accounts										
Reported	339,611	274,733	801,430	31,341	99,607	—	29,423	35,326	176	1,611,647
Currency translation	(5,539)	(9,425)	(7,068)	(12)	—	—	(5,464)	(4,527)	1	(32,034)
Constant currency	334,072	265,308	794,362	31,329	99,607	—	23,959	30,799	177	1,579,613

- 1 Other trading entities includes the results of entities located in Oman, Türkiye, Egypt and Saudi Arabia (including our share of the results of Saudi Awwal Bank) which do not consolidate into HSBC Bank Middle East Limited. These entities had an aggregated impact on the Group's reported profit before tax of \$1,286m, and constant currency profit before tax of \$1,090m. Supplementary analysis is provided on page 120 to provide a fuller picture of the MENAT regional performance.
- 2 Net operating income before change in expected credit losses and other credit impairment charges, also referred to as revenue.

Legal entity results: notable items (continued)

2023										
	HSBC UK Bank plc	HSBC Bank plc	The Hongkong and Shanghai Banking Corporation Limited	HSBC Bank Middle East Limited	HSBC North America Holdings Inc.	HSBC Bank Canada	Grupo Financiero HSBC, S.A. de C.V.	Other trading entities	Holding companies, shared service centres and intra-Group eliminations	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Revenue										
Disposals, acquisitions and related costs ^{1,2,3}	1,591	(14)	—	—	—	—	—	—	(279)	1,298
Fair value movements on financial instruments ⁴	—	—	—	—	—	—	—	—	14	14
Restructuring and other related costs	—	361	—	—	—	—	—	—	(361)	—
Disposal losses on Markets Treasury repositioning	(145)	(94)	(473)	(20)	(246)	—	—	—	1	(977)
Operating expenses										
Disposals, acquisitions and related costs	(45)	(111)	—	—	(11)	(115)	—	—	(39)	(321)
Restructuring and other related costs ⁵	20	30	10	2	10	—	6	2	56	136
Impairment of interest in associate ⁶	—	—	(3,000)	—	—	—	—	—	—	(3,000)

1 Includes the impacts of the sale of our retail banking operations in France.

2 Includes the gain of \$1.6bn recognised in respect of the acquisition of SVB UK.

3 Includes fair value movements on the foreign exchange hedging of the proceeds from the sale of our banking business in Canada.

4 Fair value movements on non-qualifying hedges in HSBC Holdings.

5 Balances relate to reversals of restructuring provisions recognised during 2022.

6 Includes an impairment loss of \$3.0bn recognised in respect of the Group's investment in BoCom.

Selected countries/territories results (continued)

2023					
	UK ¹	Hong Kong	Mainland China	US	Mexico
	\$m	\$m	\$m	\$m	\$m
Revenue ²					
Reported	19,092	20,611	3,923	3,796	3,313
Currency translation	637	67	(64)	—	(103)
Constant currency	19,729	20,678	3,859	3,796	3,210
ECL					
Reported	(594)	(1,529)	(93)	(94)	(696)
Currency translation	(14)	(5)	(2)	—	34
Constant currency	(608)	(1,534)	(95)	(94)	(662)
Operating expenses					
Reported	(12,485)	(8,244)	(2,713)	(3,251)	(1,826)
Currency translation	(328)	(27)	41	—	55
Constant currency	(12,813)	(8,271)	(2,672)	(3,251)	(1,771)
Share of profit/(loss) in associates and joint ventures					
Reported	(53)	30	(746)	—	14
Currency translation	—	—	(61)	—	(1)
Constant currency	(53)	30	(807)	—	13
Profit before tax					
Reported	5,960	10,868	371	451	805
Currency translation	295	35	(86)	—	(15)
Constant currency	6,255	10,903	285	451	790
Loans and advances to customers (net)					
Reported	309,262	279,551	44,275	54,829	26,410
Currency translation	(5,044)	1,663	(1,207)	—	(4,904)
Constant currency	304,218	281,214	43,068	54,829	21,506
Customer accounts					
Reported	508,181	543,504	56,006	99,607	29,423
Currency translation	(8,289)	3,233	(1,525)	—	(5,464)
Constant currency	499,892	546,737	54,481	99,607	23,959

1 UK includes HSBC UK Bank plc (ring-fenced bank), HSBC Bank plc (non-ring-fenced bank), the ultimate holding company, HSBC Holdings plc, and the separately incorporated group of service companies ('ServCo Group').

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

Legal entities

Selected countries/territories results: notable items (continued)

	2023				
	UK ¹	Hong Kong	Mainland China	US	Mexico
	\$m	\$m	\$m	\$m	\$m
Revenue					
Disposals, acquisitions and related costs ^{2,3,4}	1,272	—	—	—	—
Fair value movements on financial instruments ⁵	14	—	—	—	—
Disposal losses on Markets Treasury repositioning	(239)	(473)	—	(246)	—
Operating expenses					
Disposals, acquisitions and related costs	(71)	(1)	(5)	(11)	—
Restructuring and other related costs ⁶	75	9	4	10	6
Impairment of interest in associate ⁷	—	—	(3,000)	—	—

1 UK includes HSBC UK Bank plc (ring-fenced bank), HSBC Bank plc (non-ring-fenced bank), the ultimate holding company, HSBC Holdings plc, and the separately incorporated group of service companies ('ServCo Group').

2 Includes the gain of \$1.6bn recognised in respect of the acquisition of SVB UK.

3 Includes the impairment gain relating to the sale of our retail banking operations in France.

4 Includes fair value movements on the foreign exchange hedging of the proceeds from the sale of our banking business in Canada.

5 Fair value movements on non-qualifying hedges in HSBC Holdings.

6 Balances relates to reversals of restructuring provisions recognised during 2022.

7 Includes an impairment loss of \$3.0bn recognised in respect of the Group's investment in BoCom.

Legal entity reported and constant currency results

	2022									
	HSBC UK Bank plc	HSBC Bank plc	The Hongkong and Shanghai Banking Corporation Limited	HSBC Bank Middle East Limited	HSBC North America Holdings Inc.	HSBC Bank Canada	Grupo Financiero HSBC, S.A. de C.V.	Other trading entities ¹	Holding companies, shared service centres and intra-Group eliminations	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Revenue ²										
Reported	9,771	5,421	25,642	1,743	4,163	1,954	2,713	3,503	(4,290)	50,620
Currency translation	399	(30)	(338)	3	—	(96)	265	(1,235)	(1)	(1,033)
Constant currency	10,170	5,391	25,304	1,746	4,163	1,858	2,978	2,268	(4,291)	49,587
ECL										
Reported	(563)	(292)	(2,090)	21	(20)	(84)	(507)	(61)	12	(3,584)
Currency translation	(57)	8	2	—	—	5	(46)	59	(2)	(31)
Constant currency	(620)	(284)	(2,088)	21	(20)	(79)	(553)	(2)	10	(3,615)
Operating expenses										
Reported	(4,721)	(6,486)	(13,053)	(1,036)	(3,438)	(1,038)	(1,636)	(2,361)	1,068	(32,701)
Currency translation	(178)	(177)	165	(1)	—	51	(163)	792	(17)	472
Constant currency	(4,899)	(6,663)	(12,888)	(1,037)	(3,438)	(987)	(1,799)	(1,569)	1,051	(32,229)
Share of profit/(loss) in associates and joint ventures										
Reported	—	(38)	2,400	—	—	—	13	351	(3)	2,723
Currency translation	—	—	(164)	—	—	—	—	—	—	(164)
Constant currency	—	(38)	2,236	—	—	—	13	351	(3)	2,559
Profit/(loss) before tax										
Reported	4,487	(1,395)	12,899	728	705	832	583	1,432	(3,213)	17,058
Currency translation	164	(199)	(335)	2	—	(40)	56	(384)	(20)	(756)
Constant currency	4,651	(1,594)	12,564	730	705	792	639	1,048	(3,233)	16,302
Loans and advances to customers (net)										
Reported	245,921	86,964	473,985	19,762	54,159	—	20,446	22,325	(1)	923,561
Currency translation	10,166	331	(8,248)	16	—	—	(1,318)	(3,210)	1	(2,262)
Constant currency	256,087	87,295	465,737	19,778	54,159	—	19,128	19,115	—	921,299
Customer accounts										
Reported	336,086	253,075	784,236	29,893	100,404	—	25,531	41,078	—	1,570,303
Currency translation	13,894	3,640	(9,033)	24	—	—	(1,645)	(8,633)	—	(1,753)
Constant currency	349,980	256,715	775,203	29,917	100,404	—	23,886	32,445	—	1,568,550

1 Other trading entities includes the results of entities located in Oman, Türkiye, Egypt and Saudi Arabia (including our share of the results of Saudi Awwal Bank) which do not consolidate into HSBC Bank Middle East Limited. These entities had an aggregated impact on the Group's reported profit before tax of \$997m and constant currency profit before tax of \$756m.

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

Legal entity results: notable items (continued)

2022										
	HSBC UK Bank plc	HSBC Bank plc	The Hongkong and Shanghai Banking Corporation Limited	HSBC Bank Middle East Limited	HSBC North America Holdings Inc.	HSBC Bank Canada	Grupo Financiero HSBC, S.A. de C.V.	Other trading entities	Holding companies, shared service centres and intra-Group eliminations	Total
	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m	\$m
Revenue										
Disposals, acquisitions and related costs ¹	—	(2,242)	—	—	—	—	—	—	(495)	(2,737)
Fair value movements on financial instruments ²	—	—	—	—	—	—	—	—	(618)	(618)
Restructuring and other related costs ³	1	(278)	46	(13)	98	1	(17)	—	(85)	(247)
Operating expenses										
Disposals, acquisitions and related costs	—	(18)	—	—	—	—	—	—	—	(18)
Restructuring and other related costs	(521)	(656)	(741)	(64)	(421)	(87)	(115)	(150)	(127)	(2,882)

- 1 Includes losses from classifying businesses as held for sale as part of a broader restructuring of our European business, of which \$2.3bn (inclusive of \$0.4bn in goodwill impairments) relates to the sale of the retail banking operations in France. Held-for-sale classification for the sale of the retail banking operations in France was reversed in 1Q23 (\$2.1bn loss reversed) and reinstated in 4Q23 (\$2.0bn loss reinstated).
- 2 Fair value movements on non-qualifying hedges in HSBC Holdings.
- 3 Comprises gains and losses relating to the business update in February 2020, including losses associated with the RWA reduction programme.

Selected countries/territories results (continued)

2022					
	UK ¹	Hong Kong	Mainland China	US	Mexico
	\$m	\$m	\$m	\$m	\$m
Revenue ²					
Reported	17,268	15,712	4,104	4,107	2,713
Currency translation	746	60	(272)	—	265
Constant currency	18,014	15,772	3,832	4,107	2,978
ECL					
Reported	(712)	(1,683)	(326)	(20)	(507)
Currency translation	(54)	(8)	21	—	(46)
Constant currency	(766)	(1,691)	(305)	(20)	(553)
Operating expenses					
Reported	(13,232)	(7,935)	(2,757)	(3,438)	(1,636)
Currency translation	(504)	(26)	178	—	(163)
Constant currency	(13,736)	(7,961)	(2,579)	(3,438)	(1,799)
Share of profit/(loss) in associates and joint ventures					
Reported	(41)	5	2,386	—	12
Currency translation	—	—	(163)	—	1
Constant currency	(41)	5	2,223	—	13
Profit before tax					
Reported	3,283	6,099	3,407	649	582
Currency translation	188	26	(236)	—	57
Constant currency	3,471	6,125	3,171	649	639
Loans and advances to customers (net)					
Reported	286,032	294,580	50,481	54,159	20,446
Currency translation	11,825	1,122	(2,811)	—	(1,318)
Constant currency	297,857	295,702	47,670	54,159	19,128
Customer accounts					
Reported	493,028	542,543	56,948	100,404	25,531
Currency translation	20,382	2,068	(3,169)	—	(1,645)
Constant currency	513,410	544,611	53,779	100,404	23,886

- 1 UK includes HSBC UK Bank plc (ring-fenced bank), HSBC Bank plc (non-ring-fenced bank), the ultimate holding company, HSBC Holdings plc, and the separately incorporated group of service companies ('ServCo Group').
- 2 Net operating income before change in expected credit losses and other credit impairment charges, also referred to as revenue.

Legal entities

Selected countries/territories results: notable items (continued)

	2022				
	UK ¹	Hong Kong	Mainland China	US	Mexico
	\$m	\$m	\$m	\$m	\$m
Revenue					
Disposals, acquisitions and related costs	(60)	—	—	—	—
Fair value movements on financial instruments ²	(617)	—	—	—	—
Restructuring and other related costs ³	407	(124)	71	99	(17)
Operating expenses					
Restructuring and other related costs	(1,741)	(393)	(70)	(424)	(115)

- 1 UK includes HSBC UK Bank plc (ring-fenced bank), HSBC Bank plc (non-ring-fenced bank), the ultimate holding company, HSBC Holdings plc, and the separately incorporated group of service companies ('ServCo Group').
- 2 Fair value movements on non-qualifying hedges in HSBC Holdings.
- 3 Comprises gains and losses relating to the business update in February 2022, including losses associated with RWA reduction commitments.

Analysis by country/territory

Profit/(loss) before tax by country/territory within global businesses

	2024				
	Wealth and Personal Banking	Commercial Banking	Global Banking and Markets	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m
UK ¹	2,487	3,446	12	845	6,790
– of which: HSBC UK Bank plc (ring-fenced bank)	2,628	4,367	146	72	7,213
– of which: HSBC Bank plc (non-ring-fenced bank)	534	97	657	(359)	929
– of which: Holdings and other	(675)	(1,018)	(791)	1,132	(1,352)
France	60	196	127	(153)	230
Germany	27	45	137	5	214
Hong Kong	7,453	3,212	1,704	(482)	11,887
Australia	141	378	99	(9)	609
India	96	448	875	269	1,688
Indonesia	7	156	63	(5)	221
Mainland China ²	(167)	235	678	2,481	3,227
Malaysia	143	155	219	(3)	514
Singapore	572	376	448	(21)	1,375
Taiwan	113	70	223	(8)	398
Egypt	123	145	355	(16)	607
UAE	371	228	355	(83)	871
Saudi Arabia ³	—	—	112	596	708
US	74	578	331	(198)	785
Canada ⁴	71	126	26	4,503	4,726
Mexico	185	529	13	3	730
Other ⁵	426	1,537	1,286	(6,520)	(3,271)
Year ended 31 Dec 2024	12,182	11,860	7,063	1,204	32,309

- 1 UK includes results from the ultimate holding company, HSBC Holdings plc, and the separately incorporated group of service companies ('ServCo Group').
- 2 Includes our share of the profits of our associate, Bank of Communications Co., Limited.
- 3 Includes the results of HSBC Saudi Arabia and our share of the profits of our associate, Saudi Awwal Bank.
- 4 Corporate Centre includes a gain of \$4.5bn on the sale of our banking business in Canada excluding the fair value movements on the foreign exchange hedging of the sale which is booked in HSBC Overseas Holdings (UK) Limited.
- 5 Corporate Centre includes the profit and loss impact of inter-company debt eliminations of \$(269)m and a loss of \$6.2bn relating to the sale of our business in Argentina.

Profit/(loss) before tax by country/territory within global businesses (continued)

2023

	Wealth and Personal Banking	Commercial Banking	Global Banking and Markets	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m
UK ¹	2,415	4,437	(692)	(200)	5,960
– of which: HSBC UK Bank plc (ring-fenced bank)	2,754	5,282	144	90	8,270
– of which: HSBC Bank plc (non-ring-fenced bank)	396	295	121	177	989
– of which: Holdings and other	(735)	(1,140)	(957)	(467)	(3,299)
France	(35)	235	128	10	338
Germany	44	144	128	4	320
Hong Kong	6,808	2,970	1,394	(304)	10,868
Australia	177	319	85	(15)	566
India	56	398	774	289	1,517
Indonesia	23	124	68	(7)	208
Mainland China ²	(90)	339	662	(540)	371
Malaysia	111	158	219	(21)	467
Singapore	233	436	444	(31)	1,082
Taiwan	99	72	198	(7)	362
Egypt	141	98	303	(11)	531
UAE	387	212	377	(83)	893
Saudi Arabia ³	—	—	118	539	657
US	225	513	111	(398)	451
Canada	293	561	120	(96)	878
Mexico	317	504	15	(31)	805
Other ⁴	340	1,760	1,472	502	4,074
Year ended 31 Dec 2023	11,544	13,280	5,924	(400)	30,348

1 UK includes results from the ultimate holding company, HSBC Holdings plc, and the separately incorporated group of service companies ('ServCo Group').

2 Includes our share of the profits of our associate, Bank of Communications Co., Limited.

3 Includes the results of HSBC Saudi Arabia and our share of the profits of our associate, Saudi Awwal Bank.

4 Corporate Centre includes the profit and loss impact of inter-company debt eliminations of \$571m.

2022

	Wealth and Personal Banking	Commercial Banking	Global Banking and Markets	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m
UK ¹	1,764	2,094	(534)	(41)	3,283
– of which: HSBC UK Bank plc (ring-fenced bank)	2,112	2,662	143	(430)	4,487
– of which: HSBC Bank plc (non-ring fenced bank)	294	315	141	(473)	277
– of which: Holdings and other	(642)	(883)	(818)	862	(1,481)
France ²	(2,248)	210	81	(231)	(2,188)
Germany	17	8	133	(147)	11
Hong Kong	4,435	1,278	955	(568)	6,100
Australia	147	180	157	(36)	448
India	45	304	622	306	1,277
Indonesia	4	71	100	(8)	167
Mainland China ³	(100)	303	526	2,678	3,407
Malaysia	110	89	219	(36)	382
Singapore	218	255	351	(77)	747
Taiwan	36	43	137	(17)	199
Egypt	101	76	194	(4)	367
UAE	128	107	320	(86)	469
Saudi Arabia ⁴	30	—	94	345	469
US	209	557	270	(387)	649
Canada	243	548	140	(89)	842
Mexico	241	414	39	(112)	582
Other ⁵	208	1,056	1,115	(2,532)	(153)
Year ended 31 Dec 2022	5,588	7,593	4,919	(1,042)	17,058

1 UK includes results from the ultimate holding company, HSBC Holdings plc, and the separately incorporated group of service companies ('ServCo Group').

2 Includes the impact of goodwill impairment of \$425m as a result of the reclassification of our retail banking operations in France to held for sale. At 31 December 2022, HSBC's cash-generating units were based on geographical regions, sub-divided by global businesses.

3 Includes our share of the profits of our associate, Bank of Communications Co., Limited.

4 Includes the results of HSBC Saudi Arabia and our share of the profits of our associate, Saudi Awwal Bank.

5 Corporate Centre includes the profit and loss impact of inter-company debt eliminations of \$1,850m.

Reconciliation of alternative performance measures

Middle East, North Africa and Türkiye supplementary information

The following tables show the results of our Middle East, North Africa and Türkiye business operations on a regional basis (including results of all the legal entities operating in the region and our share of the results of Saudi Awwal Bank). They also show the profit before tax of each of the global businesses.

Middle East, North Africa and Türkiye regional performance

	2024	2023
	\$m	\$m
Revenue ¹	3,852	3,688
Change in expected credit losses and other credit impairment charges	(222)	(133)
Operating expenses	(1,695)	(1,592)
Share of profit in associates and joint ventures	596	538
Profit before tax	2,531	2,501
Loans and advances to customers (net)	22,975	22,766
Customer accounts	42,434	40,708

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

Profit before tax by global business

	2024	2023
	\$m	\$m
Wealth and Personal Banking	585	612
Commercial Banking	368	400
Global Banking and Markets	1,091	1,104
Corporate Centre	487	385
Total	2,531	2,501

Reconciliation of alternative performance measures

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Use of alternative performance measures

Our reported results are prepared in accordance with IFRS Accounting Standards as detailed in our financial statements starting on page 341.

As described on page 86, we use a combination of reported and alternative performance measures, including those derived from our reported results that eliminate factors that distort year-on-year comparisons. These are considered alternative performance measures (non-GAAP financial measures).

The following information details the adjustments made to the reported results and the calculation of other alternative performance measures. All alternative performance measures are reconciled to the closest reported performance measure.

On 1 January 2023, HSBC adopted IFRS 17 'Insurance Contracts'. As required by the standard, the Group applied the requirements retrospectively with comparative data previously published under IFRS 4 'Insurance Contracts' restated from the 1 January 2022 transition date.

In addition to the alternative performance measures set out in this section, another alternative performance measure in relation to the Group's insurance manufacturing operations is set out on pages 105 to 107.

Alternative performance measure definitions

Alternative performance measure	Definition
Reported revenue excluding notable items	Reported revenue after excluding notable items reported under revenue
Reported profit before tax excluding notable items	Reported profit before tax after excluding notable items reported under revenue less notable items reported under operating expenses
Constant currency revenue excluding notable items ¹	Reported revenue excluding notable items and the impact of foreign exchange translation ²
Constant currency profit before tax excluding notable items ¹	Reported profit before tax excluding notable items and the impact of foreign exchange translation ²
Constant currency revenue excluding notable items and strategic transactions ¹	Reported revenue excluding notable items, strategic transactions and the impact of foreign exchange translation ³
Constant currency profit before tax excluding notable items and strategic transactions ¹	Reported profit before tax excluding notable items, strategic transactions and the impact of foreign exchange translation ³
Return on average ordinary shareholders' equity ('RoE')	$\frac{\text{Profit attributable to the ordinary shareholders}}{\text{Average ordinary shareholders' equity}}$
Return on average tangible equity ('RoTE')	$\frac{\text{Profit attributable to the ordinary shareholders, excluding impairment of goodwill and other intangible assets}}{\text{Average ordinary shareholders' equity adjusted for goodwill and intangibles}}$
Return on average tangible equity ('RoTE') excluding notable items	$\frac{\text{Profit attributable to the ordinary shareholders, excluding impairment of goodwill and other intangible assets and notable items}^2}{\text{Average ordinary shareholders' equity adjusted for goodwill and intangibles and notable items}^2}$
Net asset value per ordinary share	$\frac{\text{Total ordinary shareholders' equity}^4}{\text{Basic number of ordinary shares in issue after deducting own shares held}}$
Tangible net asset value per ordinary share	$\frac{\text{Tangible ordinary shareholders' equity}^5}{\text{Basic number of ordinary shares in issue after deducting own shares held}}$
Post-tax return on average total assets	$\frac{\text{Profit after tax}}{\text{Average total assets}}$
Average total shareholders' equity on average total assets	$\frac{\text{Average total shareholders' equity}}{\text{Average total assets}}$
Expected credit losses and other credit impairment charges ('ECL') as % of average gross loans and advances to customers	$\frac{\text{Annualised constant currency ECL}^6}{\text{Constant currency average gross loans and advances to customers}^6}$
Expected credit losses and other credit impairment charges ('ECL') as % of average gross loans and advances to customers, including held for sale	$\frac{\text{Annualised constant currency ECL}^6}{\text{Constant currency average gross loans and advances to customers, including held for sale}^6}$
Target basis operating expenses	Reported operating expenses excluding notable items, foreign exchange translation and other excluded items ⁷
Basic earnings per share excluding material notable items and related impacts	$\frac{\text{Profit attributable to ordinary shareholders excluding material notable items and related impacts}^8}{\text{Weighted average number of ordinary shares outstanding after deducting own shares held}}$
Multi-jurisdictional client revenue	Total client revenue we generate from clients that hold a relationship with us that generates revenue in more than one market

1 Constant currency performance is computed by adjusting reported results for the effects of foreign currency translation differences, which distort period-on-period comparisons.

2 For details of notable items, see 'Supplementary financial information' on page 99.

3 For details of strategic transactions, see 'Strategic transactions supplementary analysis' on page 102.

4 Total ordinary shareholders' equity is total shareholders' equity less non-cumulative preference shares and capital securities.

5 Tangible ordinary shareholders' equity is total ordinary shareholders' equity excluding goodwill and other intangible assets (net of deferred tax).

6 The constant currency numbers are derived by adjusting reported ECL and average loans and advances to customers for the effects of foreign currency translation differences.

7 Other excluded items includes the impact of re-translating comparative period financial information at the latest rates of foreign exchange in hyperinflationary economies, which we consider to be outside of our control, and the impact of the sale of our retail banking operations in France and banking business in Canada.

8 For details of material notable items and related impacts, that are included in the calculation of Profit attributable to ordinary shareholders excluding material notable items and related impacts, see page 125.

Reconciliation of alternative performance measures

Constant currency revenue and profit before tax excluding notable items and strategic transactions

	Year ended		
	2024	2023	2022
	\$m	\$m	\$m
Revenue			
Reported	65,854	66,058	50,620
Notable items	1,580	(335)	3,602
Reported revenue excluding notable items	67,434	65,723	54,222
Currency translation ¹		(1,234)	(839)
Constant currency revenue excluding notable items	67,434	64,489	53,383
Constant currency impact of strategic transactions (distorting impact of operating results between periods) ²	(178)	(1,446)	N/A
Constant currency revenue excluding notable items and strategic transactions	67,256	63,043	N/A
Profit before tax			
Reported	32,309	30,348	17,058
Notable items	1,813	2,850	6,502
Reported profit before tax excluding notable items	34,122	33,198	23,560
Currency translation ¹		(518)	(503)
Constant currency profit before tax excluding notable items	34,122	32,680	23,057
Constant currency impact of strategic transactions (distorting impact of operating results between periods) ²	(85)	(463)	N/A
Constant currency profit before tax excluding notable items and strategic transactions	34,037	32,217	N/A

1 Currency translation on the reported balance excluding currency translation on notable items.

2 For more details of strategic transactions, please refer to page 102.

Return on average ordinary shareholders' equity, return on average tangible equity and return on average tangible equity excluding notable items

	2024	2023	2022
	\$m	\$m	\$m
Profit after tax			
Profit attributable to the ordinary shareholders of the parent company	22,917	22,432	14,346
Impairment of goodwill and other intangible assets (net of tax)	118	43	535
Profit attributable to the ordinary shareholders, excluding goodwill and other intangible assets impairment	23,035	22,475	14,881
Impact of notable items ¹	1,588	2,173	2,750
Profit attributable to the ordinary shareholders, excluding goodwill, other intangible assets impairment and notable items	24,623	24,648	17,631
Equity			
Average total shareholders' equity	187,507	184,029	180,263
Effect of average preference shares and other equity instruments	(18,480)	(18,794)	(21,202)
Average ordinary shareholders' equity	169,027	165,235	159,061
Effect of goodwill and other intangibles (net of deferred tax)	(11,626)	(11,480)	(10,786)
Average tangible equity	157,401	153,755	148,275
Average impact of notable items	(3,322)	(1,162)	1,565
Average tangible equity excluding notable items	154,079	152,593	149,840
	%	%	%
Ratio			
Return on average ordinary shareholders' equity	13.6	13.6	9.0
Return on average tangible equity	14.6	14.6	10.0
Return on average tangible equity excluding notable items	16.0	16.2	11.8

1 For details of notable items please refer to Supplementary financial information on page 99.

From 1 January 2024, we have revised the adjustments made to return on average tangible equity ('RoTE'). Prior to this, we adjusted RoTE for the impact of strategic transactions and the impairment of our investment in Bank of Communications Co., Limited ('BoCom'), whereas from 1 January 2024 we have excluded all notable items. This was intended to improve alignment with the treatment of notable

items in our other income statement disclosures. Comparatives have been re-presented on the revised basis and we no longer disclose RoTE excluding strategic transactions and the impairment of BoCom. We will now target a RoTE in the mid-teens in each of the three years from 2025 to 2027 excluding the impact of notable items.

The following table details the adjustments made to reported results by global business:

Return on average tangible equity by global business

	Year ended 31 Dec 2024				
	Wealth and Personal Banking	Commercial Banking	Global Banking and Markets	Corporate Centre	Total
	\$m	\$m	\$m	\$m	\$m
Profit before tax	12,182	11,860	7,063	1,204	32,309
Tax expense	(2,173)	(2,834)	(1,573)	(730)	(7,310)
Profit after tax	10,009	9,026	5,490	474	24,999
Less attributable to: preference shareholders, other equity holders, non-controlling interests	(824)	(471)	(520)	(267)	(2,082)
Profit attributable to ordinary shareholders of the parent company	9,185	8,555	4,970	207	22,917
Other adjustments	(110)	314	(202)	116	118
Profit attributable to ordinary shareholders	9,075	8,869	4,768	323	23,035
Average tangible shareholders' equity	31,267	44,357	36,622	45,155	157,401
Return on average tangible equity (%)	29.0	20.0	13.0	0.7	14.6

	Year ended 31 Dec 2023				
Profit before tax	11,544	13,280	5,924	(400)	30,348
Tax expense	(2,141)	(2,945)	(1,165)	462	(5,789)
Profit after tax	9,403	10,335	4,759	62	24,559
Less attributable to: preference shareholders, other equity holders, non-controlling interests	(828)	(485)	(588)	(226)	(2,127)
Profit attributable to ordinary shareholders of the parent company	8,575	9,850	4,171	(164)	22,432
Other adjustments	(221)	364	168	(268)	43
Profit attributable to ordinary shareholders	8,354	10,214	4,339	(432)	22,475
Average tangible shareholders' equity	29,352	43,687	38,036	42,680	153,755
Return on average tangible equity (%)	28.5	23.4	11.4	(1.0)	14.6

Net asset value and tangible net asset value per ordinary share

	2024	2023	2022
	\$m	\$m	\$m
Total shareholders' equity	184,973	185,329	177,833
Preference shares and other equity instruments	(19,070)	(17,719)	(19,746)
Total ordinary shareholders' equity	165,903	167,610	158,087
Goodwill, PVIF and intangible assets (net of deferred tax)	(11,608)	(11,900)	(11,160)
Tangible ordinary shareholders' equity	154,295	155,710	146,927
Basic number of \$0.50 ordinary shares outstanding after deducting own shares held	17,918	19,006	19,739
Value per share	\$	\$	\$
Net asset value per ordinary share	9.26	8.82	8.01
Tangible net asset value per ordinary share	8.61	8.19	7.44

Post-tax return and average total shareholders' equity on average total assets

	2024	2023	2022
	\$m	\$m	\$m
Profit after tax	24,999	24,559	16,249
Average total shareholders' equity	187,507	184,029	180,263
Average total assets	3,062,474	3,059,887	3,017,495
Ratio	%	%	%
Post-tax return on average total assets	0.8	0.8	0.5
Average total shareholders' equity to average total assets	6.12	6.01	5.97

Reconciliation of alternative performance measures

Expected credit losses and other credit impairment charges as % of average gross loans and advances to customers and expected credit losses and other credit impairment charges as % of average gross loans and advances to customers, including held for sale

	2024	2023	2022
	\$m	\$m	\$m
Expected credit losses and other credit impairment charges ('ECL')	(3,414)	(3,447)	(3,584)
Currency translation	—	188	(31)
Constant currency	(3,414)	(3,259)	(3,615)
Average gross loans and advances to customers	952,484	955,585	1,014,148
Currency translation	(16,140)	(10,586)	(17,751)
Constant currency	936,344	944,999	996,397
Average gross loans and advances to customers, including held for sale	968,785	1,020,992	1,035,678
Currency translation	(17,394)	(14,752)	(18,233)
Constant currency	951,391	1,006,240	1,017,445
Ratio	%	%	%
Expected credit losses and other credit impairment charges as % of average gross loans and advances to customers	0.36	0.34	0.36
Expected credit losses and other credit impairment charges as % of average gross loans and advances to customers, including held for sale	0.36	0.32	0.36

Target basis operating expenses

Target basis operating expenses for 2024 was computed by excluding the direct cost impact of our retail banking operations in France and Canada banking business disposals from the 2023 baseline. It is measured on a constant currency basis and excludes notable items and the impact of retranslating the prior year results of hyperinflationary economies at constant currency, which we consider to be outside of our control. We consider target basis operating expenses to provide useful information to investors by quantifying and excluding the notable items that management considered when setting and assessing cost-related targets. In 2024, we targeted operating expenses growth of approximately 5% compared with 2023. This target reflected our business plan for 2024, which included an increase in staff compensation, higher spend and investment in technology for growth and efficiency, in part mitigated by cost savings from actions taken during 2023. We are targeting growth in target basis operating expenses of approximately 3% in 2025 compared with 2024.

Our target basis operating expenses for 2025 excludes the direct cost impact of the business disposals in Canada and Argentina, notable items and the impact of retranslating the prior year results of hyperinflationary economies at constant currency.

Our cost target includes the impact of simplification-related saves associated with our announced reorganisation, see page 103, which aims to generate approximately \$0.3bn of cost reductions in 2025, with a commitment to an annualised reduction of \$1.5bn in our cost base expected by the end of 2026. To deliver these reductions, we plan to incur severance and other up-front costs of \$1.8bn over 2025 and 2026, which will be classified as notable items.

We do not reconcile our forward target basis operating expenses guidance to the reported operating expenses.

Target basis operating expenses

	2024	2023
	\$m	\$m
Reported operating expenses	33,043	32,070
Notable items	(233)	(185)
– disposals, acquisitions and related costs	(199)	(321)
– restructuring and other related costs ¹	(34)	136
Currency translation ²		(577)
Excluding the constant currency impact of the sale of our retail banking operations in France and banking business in Canada ³	(162)	(976)
Excluding the impact of retranslating prior year costs of hyperinflationary economies at a constant currency foreign exchange rate		742
Target basis operating expenses	32,648	31,074

1 Amounts relate to restructuring provisions recognised in 2024 and reversals of restructuring provisions recognised during 2022.

2 Currency translation on reported operating expenses, excluding currency translation on notable items.

3 This represents the business as usual costs which are not classified as notable items relating to our retail banking operations in France and banking business in Canada, on a constant currency basis. This does not include the disposal costs which relate to these transactions.

Basic earnings per share excluding material notable items and related impacts

Basic earnings per share excluding material notable items and related impacts

	2024	2023
	\$m	\$m
Profit attributable to shareholders of company	23,979	23,533
Coupon payable on capital securities classified as equity	(1,062)	(1,101)
Profit attributable to ordinary shareholders of company	22,917	22,432
Impairment of interest in associate ¹	—	3,000
Gain on acquisition of SVB UK	(5)	(1,549)
Impact of the sale of our retail banking operations in France	(56)	108
Impact of the sale of our banking business in Canada ²	(4,963)	(311)
Impact of the sale of our business in Argentina	6,161	—
Profit attributable to ordinary shareholders of company excluding material notable items and related impacts	24,054	23,680
Number of shares		
Weighted average basic number of ordinary shares (millions) after deducting own shares held	18,357	19,478
Basic earnings per share (\$)	1.25	1.15
Basic earnings per share excluding material notable items and related impacts (\$)	1.31	1.22
Dividend per ordinary share (in respect of the period) (\$) ³	0.87	0.61
Dividend payout ratio (%) (dividend per ordinary share divided by basic earnings per share excluding material notable items and related impacts)	50%	50%

1 Represents an impairment loss of \$3bn recognised in respect of the Group's investment in BoCom in 2023. See Note 18 on page 402.

2 Represents gain on sale of business in Canada recognised on completion, inclusive of the earnings recognised by the banking business from 30 June 2022, the recycling of losses in foreign currency translation reserves and other reserves, and gain on the foreign exchange hedging of the sale proceeds.

3 In 2024, dividend per share includes the special dividend of \$0.21 per ordinary share arising from the proceeds of the sale of our banking business in Canada to Royal Bank of Canada.

Material notable items are a subset of notable items. Material notable items are components of our income statement that management would consider as outside the normal course of business and generally non-recurring in nature, which are excluded from our dividend payout ratio calculation and our earnings per share measure, along with related impacts. Categorisation as a material notable item is dependent on the nature of each item in conjunction with the financial impact on the Group's income statement.

Related impacts include those items that do not qualify for designation as notable items but whose adjustment is considered by management to be appropriate for the purposes of determining the basis for our dividend payout ratio calculation.

Material notable items in 2024 and comparative periods included the sale of our business in Argentina, the sale of our retail banking

operations in France, the sale of our banking business in Canada, the gain following the acquisition of SVB UK and the impairment of our investment in BoCom. In determining this measure, we also excluded HSBC Bank Canada's financial results from the 30 June 2022 net asset reference date until completion of the sale, as the gain on sale was recognised through a combination of the consolidation of HSBC Bank Canada's results in the Group's results since this date, and the remaining gain on sale recognised at completion. For the sale of our business in Argentina, between signing and closing, the loss on sale varied by changes in the net asset value of the disposed business and associated hyperinflation and foreign currency translation, and in the fair value of consideration including price adjustments and migration costs. There were no additional related impacts identified, and the ongoing profits from HSBC Argentina were not excluded from our basic earnings per share excluding material notable items and related impacts.

Multi-jurisdictional client revenue

Multi-jurisdictional client revenue is a financial metric we use to assess our ability to drive value from our international network.

In our wholesale businesses, we identify a client as multi-jurisdictional if they hold a relationship with us that generates revenue in any market outside of where the primary relationship is managed. A client is defined as a mastergroup (HSBC's own client groupings) that includes both the parent and, where relevant, any subsidiaries.

Multi-jurisdictional client revenue is a component of wholesale client revenue and represents the total client revenue we generate from multi-jurisdictional clients. Wholesale client revenue is derived by excluding from CMB and GBM reported revenue the revenue we generate from client facilitation in Fixed Income and Equities, as well as other non-client revenue. In 2023, we also excluded the gain on the acquisition of SVB UK.

Wholesale multi-jurisdictional client revenue

	2024	2023
	\$bn	\$bn
CMB and GBM revenue	39.1	39.0
Allocated revenue and other ¹	(1.3)	0.9
Client facilitation in Fixed Income and Equities	(5.6)	(4.8)
Gain on acquisition of SVB UK	—	(1.6)
Wholesale client revenue	32.3	33.5
– clients banked in multiple jurisdictions ('multi-jurisdictional')	20.0	20.4
– domestic only clients	12.3	13.1

1 Including allocations of Market Treasury revenue, HSBC Holdings interest expense and hyperinflationary accounting adjustments, and interest earned on capital held in the global businesses.