

7 November 2016

# HSBC BANK CANADA THIRD QUARTER 2016 RESULTS

- Profit before income tax expense for the quarter ended 30 September 2016 was \$138m, a decrease of 26.2% compared with the same period in 2015. Profit before income tax expense was \$464m for the year to date, a decrease of 28.1% compared with the same period in 2015.
- Profit attributable to the common shareholder was \$91m for the quarter ended 30 September 2016, a decrease of 28.9% compared with the same period in 2015. Profit attributable to the common shareholder was \$308m for the year to date, a decrease of 31.9% compared with the same period in 2015.
- Return on average common equity was 7.7% for the quarter ended 30 September 2016 compared with 11.0% for the same period in 2015. Return on average common equity was 9.0% for the year to date compared with 13.1% for the same period in 2015.
- The cost efficiency ratio was 66.0% for the quarter ended 30 September 2016 compared with 57.5% for the same period in 2015. The cost efficiency ratio was 59.4% for the year to date compared with 55.1% for the same period in 2015.
- Total assets were \$95.2bn at 30 September 2016 compared with \$94.0bn at 31 December 2015.
- Common equity tier 1 capital ratio was 10.7%, tier 1 ratio 12.7% and total capital ratio 13.8% at 30 September 2016 compared with 10.1%, 12.1% and 13.5% respectively at 31 December 2015.

The abbreviations '\$m' and '\$bn' represent millions and billions of Canadian dollars, respectively.

### Overview

HSBC Bank Canada reported a profit before income tax expense of \$138m for the third quarter of 2016, a decrease of \$49m, or 26.2%, compared with the third quarter of 2015. Profit before income tax expense was \$464m for the year to date, a decrease of \$181m, or 28.1%, compared with the same period in 2015. The decreases are in part due to higher loan impairment charges largely reflecting charges related to the oil and gas sectors, increased investment in global standards, risk and compliance activities, and other strategic initiatives to deliver future savings.

In Commercial Banking, international subsidiary banking continued to drive growth in our strategic trade corridors and our market leading global trade and cash management platforms helped us win new clients and drove fee income. The business continues to focus on enhancing and simplifying its delivery model, improving productivity for the benefit of our customers and employees.

Global Banking and Markets increased trading revenues as well as lending and credit activities on a year to date basis by leveraging HSBC's global network on behalf of its clients.

Retail Banking and Wealth Management benefited from growth in residential mortgages and deposits during the year, with a key focus on revenue in a highly competitive low interest rate market environment.

Commenting on the results, Sandra Stuart, President and Chief Executive Officer of HSBC Bank Canada, said:

"Against the backdrop of a global economy that most economists observe is stuck in low gear, our business remains profitable, stable, liquid and continues to demonstrate resilience. Profit before tax (PBT) is \$138M, down 26% compared to the third quarter last year. However, PBT improved in each of the last three quarters and in our largest business, Commercial Banking, loan impairment charges have continued to decline. Though there are signs the oil and gas sector is stabilizing, we continue to closely manage our risk and assist our customers in coping with lower prices. For our Global Banking and Markets business, PBT for the first nine months is 7% higher than the same period last year, largely due to increased trading revenues and lending and credit activities. Retail Banking and Wealth Management benefited from growth in residential mortgages and deposits, with a key focus on revenue in a highly competitive low interest rate environment. PBT was \$17m for the third quarter of 2016, a decrease of \$1m, or 6%, compared with the third quarter of 2015. Our overall operating expenses for the period increased year over year as we continued to invest in enhanced compliance and making our business more efficient to drive future cost savings.

We remain focussed on building and sustaining customer relationships as we invest to grow in Canada. Commercial Banking continues to work closely with Canadian companies seeking international expansion across trade corridors with the US and Greater China; our Retail Banking and Wealth Management business is implementing digitization and branch updates to deliver simpler, faster and better service for our individual customers; and our Global Banking and Markets team increasingly supports both public and private sector customers as they deliver the country's infrastructure projects."

### Analysis of consolidated financial results for the third quarter of 2016

*Net interest income* for the third quarter of 2016 was \$284m, largely in line with the third quarter of 2015. Net interest income for the year to date was \$845m, a decrease of \$16m, or 1.9%, compared with the same period in 2015. The decreases over comparative periods were mainly driven by lower spreads in a competitive low interest rate environment driven by lower Bank of Canada rates, and the continued runoff of the consumer finance portfolio. This was partially offset by residential mortgage growth and higher average yield on financial investments.

*Net fee income* for the third quarter of 2016 was \$166m, largely in line with the third quarter of 2015. Net fee income for the year to date was \$498m, a decrease of \$20m, or 3.9%, compared with the same period in 2015. The decrease was primarily driven by decreased fees from leveraged and acquisition finance.

Net trading income for the third quarter of 2016 was \$29m, a decrease of \$19m, or 39.6%, compared with the third quarter of 2015. The decrease was mainly driven by unfavourable changes to the Debt Valuation Adjustment ('DVA') on derivative contracts due to the tightening of HSBC's own credit spreads. Also, other comprehensive income was recycled to the income statement due to the hedge accounting criteria not having been met, negatively impacting net trading income. Net trading income for the year to date was \$145m, an increase of \$41m, or 39.4%, compared with the same period in 2015. The increase was mainly driven by favourable trading performance in the rates business and favourable changes to the Credit Valuation Adjustment ('CVA') on derivative contracts due to the tightening of customer credit spreads. This is partially offset by derivative fair value movements recycled to the income statement due to hedge accounting criteria not having been met, negatively impacting net trading in 2015.

Gains less losses from financial investments for the third quarter of 2016 were \$3m, an increase of \$1m, or 50.0%, compared with the third quarter of 2015. Gains less losses from financial investments for the year to date was \$30m, a decrease of \$26m, or 46.4%, compared with the same period in 2015. Gains on sale of available-for-sale debt securities arose from the continued rebalancing of the balance sheet management liquid assets.

*Other operating income* for the third quarter of 2016 was \$17m, an increase of \$1m, or 6.3%, compared with the third quarter of 2015. Other operating income for the year to date was \$52m, an increase of \$6m, or 13.0% compared with the same period in 2015. The increases were mainly due to higher intercompany activities, partially offset by losses on the sale of specific commercial loans, and non-recurring recoveries recognized in comparative periods.

**Loan impairment charges and other credit risk provisions** for the third quarter of 2016 were \$29m, a decrease of \$2m compared with the third quarter of 2015. Loan impairment charges and other credit risk provisions for the year to date were \$168m, an increase of \$98m compared with the same period in 2015. The year-to-date increases over the comparative periods largely reflect charges related to the oil and gas sectors.

**Total operating expenses** for the third quarter of 2016 were \$328m, an increase of \$30m, or 10.1%, compared with the third quarter of 2015. Total operating expenses for the year to date were \$930m, an increase of \$55m, or 6.3%, compared with the same period in 2015. The increases over the comparative periods were driven by continued investments in the implementation of global standards and efficiency initiatives to deliver future savings, as well as the adverse impact caused by the lower Canadian dollar on expenses denominated in foreign currencies.

**Share of profit in associates** represents changes in the value of the bank's investment in certain private equity funds. Share of profit in associates for the third quarter of 2016 was a loss of \$3m, a decrease of \$1m compared with the third quarter of 2015. Share of profit in associates for the year to date was a loss of \$5m, a decrease of \$6m compared with the same period in 2015.

*Income tax expense.* The effective tax rate in the third quarter of 2016 was 28.0%, compared with 27.7% in the second quarter of 2016 and 26.7% in the third quarter of 2015. The change reflects the difference in income earned from investments in partnerships.

# Movement in financial position

Total assets at 30 September 2016 were \$95.2bn, an increase of \$1.2bn from 31 December 2015. Trading assets increased by \$2.4bn due to increased trading debt securities. Balance sheet management activities increased financial investments by \$0.2bn and decreased reverse repurchase agreements - non-trading by \$0.5bn. Loans and advances to customers decreased by \$1.1bn due to lower credit facility utilization partially offset by increased new-to-bank activities. Derivatives decreased by \$1.0bn mainly due to lower foreign exchange and commodity contracts partially offset by an increase in interest rate contracts. Customers' liability under acceptances increased by \$1.0bn due to an increase in the volume of acceptances.

Total liabilities at 30 September 2016 were \$89.6bn, an increase of \$1.0bn from 31 December 2015. Trading liabilities increased by \$2.1bn mainly due to higher securities short positions from client facilitation trades and timing of settlement. Other liabilities increased by \$1.9bn largely due to a long-term borrowing. Acceptances increased by \$1.0bn due to an increase in the volume of acceptances. Balance sheet management activities decreased deposits by banks and reverse repurchase agreements non-trading by \$1.5bn and \$0.9bn respectively. \$0.5bn of debt securities matured during the period. Derivatives decreased by \$0.8bn mainly due to a decrease in foreign exchange and commodity contracts partially offset by increase in interest rate contracts.

Total equity at 30 September 2016 was \$5.6bn, an increase of \$0.2bn from 31 December 2015, due to profits generated in the period net of dividends paid on common shares and preferred shares.

### Business performance in the third quarter of 2016

### **Commercial Banking**

Profit before income tax expense was \$100m for the third quarter of 2016, a decrease of \$3m, or 3%, compared with the third quarter of 2015. Profit before income tax expense for the year to date was \$223m, a decrease of \$134m, or 38%, compared with the same period in 2015. Profit before income tax expense for the year to date was down primarily due to increased loan impairment charges largely reflecting challenges in the oil and gas sectors, increased funding costs, lower deposit margins due to lower Bank of Canada rates, and lower loans and advances, partially offset by lower operating expenses.

# **Global Banking and Markets**

Profit before income tax expense was \$64m for the third quarter of 2016, a decrease of \$5m, or 7%, compared with the third quarter of 2015. The decrease from the same period in prior year was driven by decreased trading revenues from unfavourable changes to the DVA on derivative contracts due to the tightening of HSBC's own credit. Also, other comprehensive income was recycled to the income statement due to hedge accounting criteria not having been met, negatively impacting net trading income in the third quarter of 2016. This was partially offset by higher net yields on available-for-sale financial investments and higher credit, lending and transactional banking activities.

Profit before income tax expense was \$262m for the year to date, an increase of \$18m, or 7%, compared with the same period in 2015. The increase from the same period in 2015 was driven by favourable trading performance in the rates business and favourable changes to the CVA on derivative contracts due to the tightening of customer credit spreads. This was partially offset by derivative fair value movements recycled to the income statement due to hedge accounting criteria not having been met, negatively impacting net trading income in 2015.

# **Retail Banking and Wealth Management**

Profit before income tax expense relating to ongoing business (excluding the run-off consumer finance portfolio) was \$11m for the third quarter of 2016, an increase of \$2m, or 22%, compared with the third quarter of 2015. Profit before income tax expense relating to ongoing business was \$32m for the year to date, an increase of \$3m, or 10%, compared with the same period in 2015. The increases in profit before income tax expense relating to ongoing business were due to higher net interest income, partially offset by investments in strategic initiatives.

#### Other

Loss before income tax expense was \$43m for the third quarter of 2016, an increase of \$40m compared with the third quarter of 2015. Loss before income tax expense was \$74m for the year to date, an increase of \$59m compared with the same period in 2015. The increased losses compared with the comparative periods were mainly from investments in initiatives to deliver future savings. As well, the narrowing of credit spreads on financial instruments designated at fair value and a transitional change in the liquidity funds transfer pricing policy framework negatively impacted net interest income for the year to date.

#### **Dividends**

During the third quarter of 2016, the bank declared and paid \$48m in dividends on HSBC Bank Canada common shares, a decrease of \$40m compared with the same quarter last year, and \$9m in dividends on all series of HSBC Bank Canada Class 1 preferred shares, consistent with the same quarter last year.

Common share dividends of \$197m have been declared on HSBC Bank Canada common shares and will be paid on or before 31 December 2016 to the holder of record on 3 November 2016.

Regular quarterly dividends have been declared on all series of HSBC Bank Canada Class 1 preferred shares in the amounts of \$0.31875, \$0.3125 and \$0.25 for Series C, Series D and Series G respectively and will be paid on 31 December 2016 for shareholders of record on 15 December 2016.

### Use of non-IFRSs financial measures

In measuring our performance, the financial measures that we use include those which have been derived from our reported results. However these are not presented within the Financial Statements and are not defined under IFRSs. These are considered non-IFRSs financial measures and are unlikely to be comparable to similar measures presented by other companies. The following non-IFRSs financial measures are used throughout this document and their purposes and definitions are discussed below:

# Financial position ratios

These measures are indicators of the stability of the bank's balance sheet and the degree funds are deployed to fund assets.

*Ratio of customer advances to customer accounts* is calculated by dividing loans and advances to customers by customer accounts using period-end balances.

Average total shareholders' equity to average total assets is calculated by dividing average total shareholders' equity with average total assets (determined using month-end balances) for the period.

### Return ratios

Return ratios are useful for management to evaluate profitability on equity, assets and risk-weighted assets.

Return on average common shareholder's equity is calculated as profit attributable to the common shareholder for the period divided by average common equity (determined using month-end balances during the period).

*Post-tax return on average total assets* is calculated as profit attributable to common shareholders for the period divided by average assets (determined using average month-end balances during the period).

*Pre-tax return on average risk-weighted assets* is calculated as the profit before income tax expense divided by the average monthly balances of risk-weighted assets for the period. Risk-weighted assets are calculated using guidelines issued by OSFI in accordance with the Basel III capital adequacy framework.

# Credit coverage ratios

Credit coverage ratios are useful to management as a measure of the extent of incurred loan impairment charges relative to the bank's performance and size of its customer loan portfolio during the period.

Loan impairment charges to total operating income is calculated as loan impairment charges and other credit provisions, as a percentage of total operating income for the period.

Loan impairment charges to average gross customer advances and acceptances is calculated as annualized loan impairment charges and other credit provisions for the period as a percentage of average gross customer advances and acceptances (determined using month-end balances during the period).

Total impairment allowances to impaired loans at period-end are useful to management to evaluate the coverage of impairment allowances relative to impaired loans using period-end balances.

### Efficiency and revenue mix ratios

Efficiency and revenue mix ratios are measures of the bank's efficiency in managing its operating expense to generate revenue and demonstrates the contribution of each of the primary revenue streams to total income.

Cost efficiency ratio is calculated as total operating expenses as a percentage of total operating income for the period.

Adjusted cost efficiency ratio is calculated similar to the cost efficiency ratio; however, total operating income excludes gains and losses from financial instruments designated at fair value, as the movement in value of the bank's own subordinated debt issues are primarily driven by changes in market rates and are not under the control of management.

Net interest income, net fee income and net trading income as a percentage of total operating income is calculated as net interest income, net fee income and net trading income divided by total operating income for the period.

### **About HSBC Bank Canada**

HSBC Bank Canada, a subsidiary of HSBC Holdings plc, is the leading international bank in the country. We help companies and individuals across Canada to do business and manage their finances internationally through three global business lines: Commercial Banking, Global Banking and Markets, and Retail Banking and Wealth Management. Canada is a priority market for the HSBC Group - one of the world's largest banking and financial services groups with assets of US\$2,557bn at 30 September 2016. Linked by advanced technology, HSBC serves customers worldwide through an international network of around 4,400 offices in 71 countries and territories in Europe, Asia, North and Latin America, and the Middle East and North Africa.

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Copies of HSBC Bank Canada's Third Quarter 2016 Interim Report will be sent to shareholders in November 2016.

HSBC Bank Canada Summary

Finance performance for the period         Total operating income         498         518         1.567         2.589           Profit before income tax expense         138         1818         1.667         5.899           Profit attributable to the common shareholder         91         128         308         452           Basic earnings per common shareholders         91         128         308         452           Performance ratios (%)*         8         2.8         308         452           Return on average common shareholders' equity         7.7         11.0         9.0         13.1           Post-tax return on average colal assets         0.38         0.56         0.44         0.66           Pre-tax return on average colal assets         0.38         0.56         0.44         0.66           Pre-tax return on average colal assets         0.38         0.56         0.44         0.66           Pre-tax return on average total assets         0.38         0.5         0.4         0.66           Pre-tax return on average total assets         0.38         0.5         0.5         0.2           Loan impairment charges to tatal operating income         5.4         6.0         10.7         5.8         5.5	(\$ millions, except where otherwise stated)	Quarter ended		Nine months ended	
Total operating income   498   518   1,567   1,589   Profit before income tax expense   138   187   464   645   Profit attributable to the common sharcholder   91   128   308   452   Basic earnings per common sharcholder   81   128   308   452   Basic earnings per common sharcholder   81   128   308   452   Basic earnings per common sharcholder   81   128   308   452   Basic earnings per common sharcholders   81   128   308   308   Profirmance ratios (%)¹ Return arios (%0)¹ Return on average common sharcholders' equity   7,7   11,0   9,0   13,1   Post-tax return on average total assets   0,38   0,56   0,44   0,66   Pre-tax return on average total assets   0,38   0,56   0,44   0,66   Pre-tax return on average total assets   0,20   10,7   4.5   Loan impairment charges to total operating income   5,4   6,0   10,7   4.5   Loan impairment charges to average gross customer advances and acceptances   0,2   0,3   0,5   0,2    Total impairment allowances to impaired loans and advances at period-end   66,0   57,5   59,4   55,1   Adjusted cost efficiency ratio   66,5   57,8   59,3   55,2   Adjusted cost efficiency ratio   66,5   57,8   59,4   55,1   Adjusted cost efficiency ratio   65,9   57,8   59,4   55,1   Adjusted cost efficiency ratio   71,5   58,1   71,5   Adjusted cost efficiency ratio   71,5   71,5   71,5   Adjusted cos		30 September 2016	30 September 2015	30 September 2016	30 September 2015
Profit before income tax expense	Finance performance for the period				
Profit attributable to the common share (\$)	Total operating income	498	518	1,567	1,589
Performance ratios (%)^1   Return natura (%)   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   13.1   1.0   9.0   1.0   9.0   1.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0   9.0	Profit before income tax expense	138	187	464	645
Performance ratios (%)¹           Return ratios (%)¹         7.7         11.0         9.0         13.1           Return on average common shareholders' equity         7.7         11.0         9.0         13.1           Post-tax return on average total assets         0.38         0.56         0.44         0.66           Pre-tax return on average risk-weighted assets²         1.3         1.7         1.5         2.0           Credit coverage ratios (%)¹           Loan impairment charges to total operating income         5.4         6.0         10.7         4.5           Loan impairment charges to average gross customer advances and acceptances         0.2         0.3         0.5         0.2           Total impairment allowances to impaired loans and advances at period-end         58.1         71.5         58.1         71.5           Efficiency and revenue mix ratios (%)¹           Cost efficiency ratio         66.9         57.5         59.4         55.1           Adjusted cost efficiency ratio         65.9         57.8         59.3         55.2           As a percentage of total operating income:         -         -         -         -         -         -         -         -         -         -         -         -					
Return ratios (%)   Return on average common shareholders' equity         7.7         11.0         9.0         13.1           Post-tax return on average total assets         0.38         0.56         0.44         0.66           Pre-tax return on average risk-weighted assets'         1.3         1.7         1.5         2.0           Credit coverage ratios (%)   Loan impairment charges to total operating income advances and acceptances of a verage gross customer advances and acceptances         0.2         0.3         0.5         0.2           Total impairment charges to average gross customer advances and acceptances         0.2         0.3         0.5         0.2           Total impairment allowances to impaired loans and advances at a period-end         58.1         71.5         58.1         71.5           Efficiency ratio for the color of the col	Basic earnings per common share (\$)	0.18	0.26	0.61	0.91
Return on average common shareholders' equity					
Post-tax return on average total assets Pretax return on average risk-weighted assets²         0.38 (0.36)         0.44 (0.66)         0.15 (0.20)           Credit coverage ratios (%)¹         Secondary and the pretain gincome advances and acceptances to total operating income advances and acceptances and acceptances         5.4 (0.00)         6.0 (0.00)         10.7 (0.7)         4.5 (0.7)           Loan impairment charges to average gross customer advances and acceptances         0.2 (0.3 (0.3 (0.5 (0.5 (0.5 (0.5 (0.5 (0.5 (0.5 (0.5	Return ratios (%) <sup>1</sup>				
Pre-tax retum on average risk-weighted assets²         1.3         1.7         1.5         2.0           Credit coverage ratios (%)¹         Loan impairment charges to total operating income advances and acceptances         5.4         6.0         10.7         4.5           Loan impairment charges to average gross customer advances and acceptances         0.2         0.3         0.5         0.2           Total impairment allowances to impaired loans and advances at period-end         58.1         71.5         58.1         71.5           Efficiency and revenue mix ratios (%)¹         S.1         5.1         5.1         71.5           Efficiency and revenue mix ratios (%)¹         66.0         57.5         59.4         55.1           Adjusted cost efficiency ratio         65.9         57.8         59.3         55.2           As a percentage of total operating income:	Return on average common shareholders' equity		11.0	9.0	13.1
Credit coverage ratios (%)¹           Loan impairment charges to total operating income advances and acceptances         5.4         6.0         10.7         4.5           Loan impairment charges to average gross customer advances and acceptances         0.2         0.3         0.5         0.2           Total impairment allowances to impaired loans and advances at period-end         58.1         71.5         58.1         71.5           Efficiency and revenue mix ratios (%)¹           Cost efficiency ratio         66.0         57.5         59.4         55.1           Adjusted cost efficiency ratio         66.9         57.8         59.3         55.2           As a percentage of total operating income:		0.38	0.56	0.44	0.66
Loan impairment charges to total operating income advances and acceptances         5.4         6.0         10.7         4.5           Loan impairment charges to average gross customer advances and acceptances         0.2         0.3         0.5         0.2           Total impairment allowances to impaired loans and advances at period-end         58.1         71.5         58.1         71.5           Efficiency and revenue mix ratios (%)¹         58.1         57.5         59.4         55.1           Cost efficiency ratio         66.0         57.5         59.4         55.1           Adjusted cost efficiency ratio         65.9         57.8         59.3         55.2           As a percentage of total operating income:         -net interest income         57.1         55.0         54.0         54.2           - net treating income         58.1         31 December 2015         54.0         54.2           - net trading income         58.8         9.3         9.2         6.5           Financial position at period-end         58.8         9.3         9.2         6.5           Customer accounts period-end         58.1         87.8         5.089           Customer accounts         54.914         55.089         5.88         5.7           Customer accounts <td< td=""><td>Pre-tax return on average risk-weighted assets<sup>2</sup></td><td>1.3</td><td>1.7</td><td>1.5</td><td>2.0</td></td<>	Pre-tax return on average risk-weighted assets <sup>2</sup>	1.3	1.7	1.5	2.0
Cost efficiency and revenue mix ratios (%)¹   S.1.   S.1.   S.1.   T.1.5   S.1.   T.1.5	Credit coverage ratios (%) <sup>1</sup>				
Total impairment allowances to impaired loans and advances at period-end   S8.1   71.5   S8.1   71.5	Loan impairment charges to total operating income	5.4	6.0	10.7	4.5
Total impairment allowances to impaired loans and advances at period-end 58.1 71.5 58.1 71.5  Efficiency and revenue mix ratios (%)¹  Cost efficiency ratio 66.0 57.5 59.4 55.1  Adjusted cost efficiency ratio 65.9 57.8 59.3 55.2  As a percentage of total operating income:  - net interest income 57.1 55.0 54.0 54.2  - net fee income 33.4 31.9 31.8 32.6  - net trading income 58.8 9.3 9.2 6.5  Financial position at period-end  Loan and advances to customers 47.259 48.378  Customer accounts 54.914 55.089  Ratio of customer advances to customer accounts (%)¹ 86.1 87.8  Shareholders' equity to average total assets (%)¹ 86.1 57.7  Capital measures²  Common equity tier 1 capital ratio (%) 10.7 10.1  Tier 1 ratio (%) 12.7 12.1  Total capital ratio (%) 13.8 13.5  Leverage ratio (%) 4.8 4.7					
### Refriciency and revenue mix ratios (%)¹    Cost efficiency ratio	advances and acceptances	0.2	0.3	0.5	0.2
Cost efficiency ratio   66.0   57.5   59.4   55.1		58.1	71.5	58.1	71.5
Cost efficiency ratio   66.0   57.5   59.4   55.1	Efficiency and revenue mix ratios (%) <sup>1</sup>				
Adjusted cost efficiency ratio       65.9       57.8       59.3       55.2         As a percentage of total operating income:		66.0	57.5	59.4	55.1
As a percentage of total operating income:  - net interest income	•	65.9	57.8	59.3	55.2
- net interest income	#				
- net fee income		57.1	55.0	54.0	54.2
At perioded   30 September 2016   31 December 2015		33.4	31.9	31.8	32.6
September 2016   31 December 2015	- net trading income	5.8	9.3	9.2	6.5
September 2016   31 December 2015		At perio	d ended		
Loan and advances to customers       47,259       48,378         Customer accounts       54,914       55,089         Ratio of customer advances to customer accounts (%)¹       86.1       87.8         Shareholders' equity.       5,552       5,376         Average total shareholders' equity to average total assets (%)¹       5.8       5.7         Capital measures²       5.8       5.7         Common equity tier 1 capital ratio (%)       10.7       10.1         Tier 1 ratio (%)       12.7       12.1         Total capital ratio (%)       13.8       13.5         Leverage ratio (%)       4.8       4.7		30 September 2016	31 December 2015		
Customer accounts       54,914       55,089         Ratio of customer advances to customer accounts (%)1       86.1       87.8         Shareholders' equity       5,552       5,376         Average total shareholders' equity to average total assets (%)1       5.8       5.7         Capital measures²       5.8       5.7         Common equity tier 1 capital ratio (%)       10.7       10.1         Tier 1 ratio (%)       12.7       12.1         Total capital ratio (%)       13.8       13.5         Leverage ratio (%)       4.8       4.7	Financial position at period-end	-			
Ratio of customer advances to customer accounts (%)1       86.1       87.8         Shareholders' equity       5,552       5,376         Average total shareholders' equity to average total assets (%)1       5.8       5.7         Capital measures²       5.8       5.7         Common equity tier 1 capital ratio (%)       10.7       10.1         Tier 1 ratio (%)       12.7       12.1         Total capital ratio (%)       13.8       13.5         Leverage ratio (%)       4.8       4.7	Loan and advances to customers	47,259	48,378		
Shareholders' equity       5,552       5,376         Average total shareholders' equity to average total assets (%) <sup>1</sup> 5.8       5.7         Capital measures <sup>2</sup> Standard Problems       10.7       10.1         Tier 1 ratio (%)       12.7       12.1         Total capital ratio (%)       13.8       13.5         Leverage ratio (%)       4.8       4.7	Customer accounts	54,914	55,089		
Average total shareholders' equity to average total assets (%)1       5.8       5.7         Capital measures²       5.8       5.7         Common equity tier 1 capital ratio (%)       10.7       10.1         Tier 1 ratio (%)       12.7       12.1         Total capital ratio (%)       13.8       13.5         Leverage ratio (%)       4.8       4.7	Ratio of customer advances to customer accounts (%) <sup>1</sup>	86.1	87.8		
Capital measures²       10.7       10.1         Common equity tier 1 capital ratio (%)       12.7       12.1         Tier 1 ratio (%)       13.8       13.5         Leverage ratio (%)       4.8       4.7	Shareholders' equity	5,552	5,376		
Common equity tier 1 capital ratio (%)       10.7       10.1         Tier 1 ratio (%)       12.7       12.1         Total capital ratio (%)       13.8       13.5         Leverage ratio (%)       4.8       4.7		5.8	5.7		
Common equity tier 1 capital ratio (%)       10.7       10.1         Tier 1 ratio (%)       12.7       12.1         Total capital ratio (%)       13.8       13.5         Leverage ratio (%)       4.8       4.7	Capital measures <sup>2</sup>				
Tier 1 ratio (%)       12.7       12.1         Total capital ratio (%)       13.8       13.5         Leverage ratio (%)       4.8       4.7	•	10.7	10.1		
Total capital ratio (%)       13.8       13.5         Leverage ratio (%)       4.8       4.7	1 5 1				
Leverage ratio (%) 4.8 4.7					
	• • • •				
	Risk-weighted assets	41,915	42,846		

<sup>1</sup> Refer to the 'Use of non-IFRS's financial measures' section of this document for a discussion of non-IFRS's financial measures.

<sup>2</sup> The bank assesses capital adequacy against standards established in guidelines issued by OSFI in accordance with the Basel III capital adequacy frameworks.

Interest income	(Figures in \$m, except per share amounts)	Quarter ended		Nine months ended	
Net interest income		30 September 2016	30 September 2015	30 September 2016	30 September 2015
Net interest income	Interest income	440	422	1,299	1,283
Fee income	Interest expense	(156)	(137)	(454)	(422)
Net fee income	Net interest income	284	285	845	861
Net fee income		1	- 11		575
Trading income excluding net interest income   24   35   13   14	•				(57)
Net interest income on trading activities   5   13   14     Net trading income   29   48   145     Net (expense)/income from financial instruments designated at fair value   (1)   2   (3)     Gains less losses from financial investments   3   2   30     Other operating income   17   16   52     Total operating income   498   518   1,567   1,	Net fee income	166	165	498	518
Net trading income   29   48   145     Net (expense) lincome from financial instruments designated at fair value   (1)   2   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)   (3)				· 11	76
Net (expense)/income from financial instruments   10	<del>-</del>				28
Cains less losses from financial investments   3   2   30	Net trading income	29	48	145	104
Gains less losses from financial investments         3         2         30           Other operating income         17         16         52           Total operating income         498         518         1,567         1,567           Loan impairment charges and other credit risk provisions         (29)         (31)         (168)           Net operating income         469         487         1,399         1,           Employee compensation and benefits         (163)         (167)         (496)         (30)           General and administrative expenses         (155)         (121)         (404)         (400)           General and administrative expenses         (155)         (121)         (404)         (400)           Depreciation of property, plant and equipment         (8)         (7)         (23)           Amortisation and impairment of intangible assets         (2)         (3)         (7)           Total operating expenses         (328)         (298)         (930)         (3           Operating profit         141         189         469         (6           Operating profit static before income tax expense         138         187         464         (6           Profit before income tax expense         138         187 <td></td> <td>(1)</td> <td>2</td> <td>(3)</td> <td>4</td>		(1)	2	(3)	4
Other operating income         17         16         52           Total operating income         498         518         1,567         1,567           Loan impairment charges and other credit risk provisions         (29)         (31)         (168)           Net operating income         469         487         1,399         1,567           Employee compensation and benefits         (163)         (167)         (496)         (30)           General and administrative expenses         (155)         (121)         (404)         (30)           Depreciation of property, plant and equipment         (8)         (7)         (23)           Amortisation and impairment of intangible assets         (2)         (3)         (7)           Total operating expenses         (328)         (298)         (930)         (3           Operating profit         141         189         469         (496)           Operating profit in associates         (3)         (2)         (5)           Profit before income tax expense         138         187         464         (60)           Income tax expense         (38)         (50)         (128)         (7)           Profit attributable to the common shareholder         91         128         308		( )		` '	56
Total operating income			<del>-</del>		46
Provisions   Care   C					1,589
Net operating income		(29)	(31)	(168)	(70)
General and administrative expenses   (155)   (121)   (404)   (121)	•	469	487	1,399	1,519
Depreciation of property, plant and equipment	Employee compensation and benefits	(163)	(167)	(496)	(504)
Amortisation and impairment of intangible assets         (2)         (3)         (7)           Total operating expenses         (328)         (298)         (930)         (3           Operating profit         141         189         469         (6           Share of (loss)/profit in associates         (3)         (2)         (5)           Profit before income tax expense         138         187         464         (6           Income tax expense         (38)         (50)         (128)         (7           Profit for the period         100         137         336         4           Profit attributable to the common shareholder         9         9         28           Profit attributable to shareholders         9         9         28           Profit attributable to non-controlling interest         -         -         -           Average number of common shares outstanding (000's)         498,668         498,668         498,668         498,668         498,668	•	(155)	` ′	` '	(339)
Total operating expenses         (328)         (298)         (930)         (3           Operating profit         141         189         469         6           Share of (loss)/profit in associates         (3)         (2)         (5)           Profit before income tax expense         138         187         464         6           Income tax expense         (38)         (50)         (128)         (           Profit for the period         100         137         336         4           Profit attributable to the common shareholder         9         9         28         4           Profit attributable to shareholders         9         9         28         4           Profit attributable to non-controlling interest         -         -         -         -           Average number of common shares outstanding (000's)         498,668         498,668         498,668         498,668         498,668		` '	` '	` '	(22)
Operating profit         141         189         469         6           Share of (loss)/profit in associates         (3)         (2)         (5)           Profit before income tax expense         138         187         464         6           Income tax expense         (38)         (50)         (128)         (           Profit for the period         100         137         336         4           Profit attributable to the common shareholder         9         9         28           Profit attributable to preferred shareholders         9         9         28           Profit attributable to shareholders         100         137         336         4           Profit attributable to non-controlling interest         —         —         —           Average number of common shares outstanding (000's)         498,668         498,668         498,668         498,668					(10)
Share of (loss)/profit in associates         (3)         (2)         (5)           Profit before income tax expense         138         187         464         6           Income tax expense         (38)         (50)         (128)         (           Profit for the period         100         137         336         4           Profit attributable to the common shareholder         91         128         308         4           Profit attributable to preferred shareholders         9         9         28         2           Profit attributable to shareholders         100         137         336         4           Profit attributable to non-controlling interest         —         —         —           Average number of common shares outstanding (000's)         498,668         498,668         498,668         498,668	Total operating expenses	(328)	(298)	(930)	(875)
Profit before income tax expense         138         187         464         6           Income tax expense         (38)         (50)         (128)         (           Profit for the period         100         137         336         4           Profit attributable to the common shareholder         91         128         308         4           Profit attributable to preferred shareholders         9         9         28         4           Profit attributable to shareholders         100         137         336         4           Profit attributable to non-controlling interest         —         —         —           Average number of common shares outstanding (000's)         498,668         498,668         498,668         498,668	Operating profit	141	189	469	644
Income tax expense	Share of (loss)/profit in associates	(3)	(2)	(5)	1
Profit attributable to the common shareholder 91 128 308 Profit attributable to preferred shareholders 9 9 28 Profit attributable to shareholders 100 137 336 Average number of common shares outstanding (000's) 498,668 498,688 498,668 498,668	Profit before income tax expense	138	187	464	645
Profit attributable to the common shareholder 91 128 308 28 Profit attributable to preferred shareholders 9 9 28 Profit attributable to shareholders 100 137 336 AProfit attributable to non-controlling interest — — — Average number of common shares outstanding (000's) 498,668 498,688 498,668 498,668	Income tax expense	(38)	(50)	(128)	(170)
Profit attributable to preferred shareholders 9 9 28  Profit attributable to shareholders 100 137 336  Profit attributable to non-controlling interest	Profit for the period	100	137	336	475
Profit attributable to shareholders 100 137 336 Profit attributable to non-controlling interest — — —  Average number of common shares outstanding (000's) 498,668 498,688 498,668 498,688 498,668			11		452
Profit attributable to non-controlling interest — — — — — — — — — — Average number of common shares outstanding (000's). 498,668 498,688 498,668 498,688					18
Average number of common shares outstanding (000's). <b>498,668</b> 498,688 <b>498,668</b> 498,6		100	137	336	470
	Profit attributable to non-controlling interest	_	_	_	5
Basic earnings per common share (\$) 0.18 0.26 0.62	Average number of common shares outstanding (000's). Basic earnings per common share (\$)	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·	498,668 0.91

ASSETS         Asset and balances at central bank         51         65           Icash and balances at central bank         68         73           Trading assets         6,301         3,803           Derivatives         3,914         4,909           Loans and advances to banks         1,575         1,400           Loans and advances to customers         47,259         48,378           Reverse repurchase agreements – non-trading         6,265         6,807           Financial investments         347         365           Other assets         4,864         3,834           Other assets         97         110           Goodwill and intangible assets         55         61           Total assets         95,174         94,024           Liabilities           Deposits by banks         562         2,049           Customer accounts         5494         5,660         6,666           Repurchase agreements – non-trading         5,660         6,666         6,	(Figures in \$m)	30 September 2016	31 December 2015
Items in the course of collection from other banks         68         73           Trading assets         6,301         3,893           Derivatives         3,914         4,909           Loans and advances to banks         1,575         1,400           Loans and advances to customers         47,259         48,378           Reverse repurchase agreements – non-trading         6,665         6,807           Charter of the sasets         347         365           Other assets         347         365           Customers' liability under acceptances         4,864         3,834           Property, plant and equipment         97         110           Goodwill and intangible assets         65         61           Total assets         552         2,049           Perperty, plant and equipment         552         2,049           Verpoerty, plant and equipment         97         110           Goodwill and intangible assets         55         61           Total assets         552         2,049           Perperty, plant and equipment         97         110           Goodwill and intangible assets         56         6           Customer accounts         552         2,049           Repur	ASSETS		
Trading assets         6,301         3,893           Derivatives         3,914         4,909           Loans and advances to banks         1,575         1,400           Loans and advances to customers         47,259         48,378           Reverse repurchase agreements – non-trading         6,665         6,807           Financial investments         24,136         23,935           Other assets         347         365           Prepayments and accrued income         232         194           Customers' liability under acceptances         4,864         3,834           Property, plant and equipment         97         110           Goodwill and intangible assets         65         61           Total assets         95,174         94,024           Liabilities           Liabilities         562         2,049           Customer accounts         54,914         55,089           Repurchase agreements – non-trading         560         6,606           Repurchase agreements – non-trading         5,660         6,606           Repurchase agreements – non-trading         1,713         1,713           Financial liabilities         3,799         1,713           Financial liabilitie	Cash and balances at central bank	51	65
Derivatives         3.914         4.909           Loans and advances to banks         1.575         1.400           Loans and advances to customers         47.259         48.378           Reverse repurchase agreements – non-trading         6.065         6.807           Financial investments         24.136         23.935           Other assets         347         36.5           Prepayments and accrued income         232         194           Customers' liability under acceptances         4.864         3.834           Property, plant and equipment         97         110           Goodwill and intangible assets         65         61           Total assets         562         2.049           Peposits by banks         562         2.049           Customer accounts         5.660         6.606           Repurchase agreements – non-trading         5.660         6.606           Items in the course of transmission to other banks         159         219           Trading liabilities         3,799         1,713           Tiancial liabilities designated at fair value         405         414           Deriv securities in issue         10,444         10,896           Other liabilities         3,735         1,8	Items in the course of collection from other banks	68	73
Loans and advances to banks         1.575         1,400           Loans and advances to customers         47,259         48,378           Reverse repurchase agreements – non-trading         6,265         6,807           Financial investments         347         365           Other assets         347         365           Prepayments and accrued income         232         194           Customers' liability under acceptances         4,864         3,834           Property plant and equipment         97         110           Goodwill and intangible assets         65         61           Total assets         561         61           Total assets         55,124         20,49           Customer accounts         55,62         2,049           Customer accounts         5,660         6,606           Repurchase agreements – non-trading         5,660         6,606           Items in the course of transmission to other banks         159         219           Trading liabilities         3,799         1,713           Financial liabilities         3,799         1,713           Financial liabilities designated at fair value         405         4,44           Derivaccurities in issue         10,444         10,896	Trading assets	· · · · · · · · · · · · · · · · · · ·	- ,
Loan and advances to customers         47,259         48,378           Reverse repurchase agreements – non-trading         6,265         6,807           Financial investments         24,136         23,935           Other assets         347         365           Prepayments and accrued income         232         194           Customers' liability under acceptances         4,864         3,834           Property, plant and equipment         65         61           Goodwill and intangible assets         65         61           Total assets         95,174         94,024           Liability metabolity           Liabilities           Deposits by banks         562         2,049           Customer accounts         5,660         6,606           Customer accounts         5,660         6,606           Lems in the course of transmission to other banks         159         219           Trading liabilities         3,799         1,713           Tinancial liabilities designated at fair value         405         414           Debt securities in issue         10,444         10,896           Other Liabilities         3,735         1,822           Acceptances         4,864         3,		, , , , , , , , , , , , , , , , , , ,	4,909
Reverse repurchase agreements – non-trading         6.265         6.807           Financial investments         24,136         23,935           Other assets         347         365           Prepayments and accrued income         4,864         3,834           Customers' liability under acceptances         4,864         3,834           Property, plant and equipment         97         110           Goodwill and intangible assets         65         61           Total assets         95,174         94,024           Liabilities           Experiments on the property of the property		, , , , , , , , , , , , , , , , , , ,	· ·
Financial investments         24,136         23,935           Other assets         347         365           Prepayments and accrued income         232         194           Customers' liability under acceptances         4,864         3,834           Property, plant and equipment         97         110           Goodwill and intangible assets         65         61           Total assets         95,174         94,024           Liabilities           Expensits by banks         562         2,049           Customer accounts         54,914         55,089           Repurchase agreements – non-trading         5,660         6,606           Items in the course of transmission to other banks         159         219           Trading liabilities         3,799         1,713           Financial liabilities designated at fair value         405         414           Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Acceptances         4,864         3,834           Accuptances         4,864         3,834           Accuptances         4,864         3,834           Accuptances         4,864			,
Other assets         347         365           Prepayments and accrued income         232         194           Customers' liability under acceptances         4,864         3,834           Property, plant and equipment         97         110           Goodwill and intangible assets         65         61           Total assets         95,174         94,024           LIABILITIES AND EQUITY           Liabilities         562         2,049           Deposits by banks         562         2,049           Customer accounts         5,660         6,606           Items in the course of transmission to other banks         159         219           Items in the course of transmission to other banks         159         219           Irrading liabilities         3,799         1,713           Financial liabilities designated at fair value         405         414           Derivatives         4,242         5,005           Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Acceptances         4,864         3,834           Acceptances         4,864         3,834           Subordinated liabilities <td< td=""><td></td><td>· · · · · · · · · · · · · · · · · · ·</td><td>· · · · · · · · · · · · · · · · · · ·</td></td<>		· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·
Prepayments and accrued income         232         194           Customers' liability under acceptances         4,864         3,834           Property, plant and equipment         97         110           Goodwill and intangible assets         65         61           Total assets         95,174         94,024           LIABILITIES AND EQUITY           Liabilities         Sepain and equipment and equ		· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·
Customers' liability under acceptances         4,864         3,834           Property, plant and equipment         97         110           Goodwill and intangible assets         56         61           Total assets         95,174         94,024           LIABILITIES AND EQUITY           Liabilities           Equipment         562         2,049           Deposits by banks         560         6,606           Customer accounts         5,660         6,606           Items in the course of transmission to other banks         159         219           Financial liabilities         3,799         1,713           Financial liabilities designated at fair value         405         414           Derivatives         4,242         5,005           Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Acceruals and deferred income         42,72         4,74           Retirement benefit liabilities         372         288           Subordinated liabilities         39         239           Total liabilities         850         850           Common shares         1,225         1,225 <t< td=""><td></td><td></td><td></td></t<>			
Property, plant and equipment         97         110           Goodwill and intangible assets         65         61           Total assets         95,174         94,024           Liabilities           Equipment of the property of the propert	. 3		
Goodwill and intangible assets         65         61           Total assets         95,174         94,024           LIABILITIES AND EQUITY           Liabilities           Exposits by banks         562         2,049           Customer accounts         54,914         55,089           Repurchase agreements – non-trading         5,660         6,606           Items in the course of transmission to other banks         159         219           Trading liabilities         3,799         1,713           Financial liabilities designated at fair value         405         414           Derivatives         4,242         5,005           Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Acceptances         4,864         3,834           Accruals and deferred income         4,27         4,74           Retirement benefit liabilities         372         288           Subordinated liabilities         39         239           Total liabilities         89,622         88,648           Equity         1,225         1,225           Common shares         1,225         1,225 <t< td=""><td>•</td><td>· · · · · · · · · · · · · · · · · · ·</td><td>,</td></t<>	•	· · · · · · · · · · · · · · · · · · ·	,
Liabilities         562         2,049           Deposits by banks         562         2,049           Customer accounts         54,914         55,089           Repurchase agreements – non-trading         5,660         6,606           Items in the course of transmission to other banks         159         219           Trading liabilities         3,799         1,713           Financial liabilities designated at fair value         405         414           Derivatives         4,242         5,005           Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Accertals and deferred income         4,27         474           Retirement benefit liabilities         379         239           Total liabilities         39         239           Total liabilities         85,622         88,648           Equity         850         850           Common shares         1,225         1,225           Other reserves         1,67         92           Retained carnings         3,310         3,209           Total equity         5,552         5,376			
LIABILITIES AND EQUITY           Liabilities           Deposits by banks         562         2,049           Customer accounts         54,914         55,089           Repurchase agreements – non-trading         159         219           Items in the course of transmission to other banks         159         219           Trading liabilities         3,799         1,713           Financial liabilities designated at fair value         405         414           Derivatives         4,242         5,005           Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Acceptances         4,864         3,834           Accruals and deferred income         427         474           Retirement benefit liabilities         372         288           Subordinated liabilities         372         288           Subordinated liabilities         89,622         88,648           Equity         2         2           Preferred shares         850         850           Common shares         1,225         1,225           Other reserves         167         92           Retained earnings <t< td=""><td>Goodwill and intangible assets</td><td>65</td><td></td></t<>	Goodwill and intangible assets	65	
Liabilities         562         2,049           Deposits by banks         562         2,049           Customer accounts         54,914         55,089           Repurchase agreements – non-trading         5,660         6,606           Items in the course of transmission to other banks         159         219           Trading liabilities         3,799         1,713           Financial liabilities designated at fair value         405         414           Derivatives         4,242         5,005           Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Acceptances         4,864         3,834           Accruals and deferred income         427         474           Retirement benefit liabilities         372         288           Subordinated liabilities         39         239           Total liabilities         85,0         85,0           Common shares         1,225         1,225           Other reserves         167         92           Retained earnings         3,310         3,209           Total equity         5,552         5,376	Total assets	95,174	94,024
Deposits by banks         562         2,049           Customer accounts         54,914         55,089           Repurchase agreements – non-trading         5,660         6,606           Items in the course of transmission to other banks         159         219           Trading liabilities         3,799         1,713           Financial liabilities designated at fair value         405         414           Derivatives         4,242         5,005           Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Acceptances         4,864         3,834           Accruals and deferred income         427         474           Retirement benefit liabilities         39         239           Total liabilities         89,622         88,648           Equity         89,622         88,648           Equity         167         92           Common shares         167         92           Common shares         3,310         3,209           Total equity         5,552         5,376	LIABILITIES AND EQUITY		
Customer accounts         54,914         55,089           Repurchase agreements – non-trading         5,660         6,606           Items in the course of transmission to other banks         159         219           Trading liabilities         3,799         1,713           Financial liabilities designated at fair value         405         414           Derivatives         4,242         5,005           Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Acceptances         4,864         3,834           Accruals and deferred income         427         474           Retirement benefit liabilities         372         288           Subordinated liabilities         39         239           Total liabilities         89,622         88,648           Equity         1,225         1,225           Common shares         1,225         1,225           Other reserves         167         92           Retained earnings         3,310         3,209           Total equity         5,552         5,376	Liabilities		
Repurchase agreements – non-trading         5,660         6,006           Items in the course of transmission to other banks         159         219           Trading liabilities         3,799         1,713           Financial liabilities designated at fair value         405         414           Derivatives         4,242         5,005           Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Acceptances         4,864         3,834           Accruals and deferred income         427         474           Retirement benefit liabilities         372         288           Subordinated liabilities         39         239           Total liabilities         89,622         88,648           Equity         850         850           Common shares         1,225         1,225           Other reserves         167         92           Retained earnings         3,310         3,209           Total equity         5,552         5,376	Deposits by banks	562	2,049
Items in the course of transmission to other banks         159         219           Trading liabilities         3,799         1,713           Financial liabilities designated at fair value         405         414           Derivatives         4,242         5,005           Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Acceptances         4,864         3,834           Accruals and deferred income         427         474           Retirement benefit liabilities         372         288           Subordinated liabilities         39         239           Total liabilities         89,622         88,648           Equity         850         850           Common shares         1,225         1,225           Other reserves         167         92           Retained earnings         3,310         3,209           Total equity         5,552         5,376	Customer accounts	54,914	55,089
Trading liabilities         3,799         1,713           Financial liabilities designated at fair value         405         414           Derivatives         4,242         5,005           Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Acceptances         4,864         3,834           Accruals and deferred income         427         474           Retirement benefit liabilities         372         288           Subordinated liabilities         39         239           Total liabilities         89,622         88,648           Equity         850         850           Common shares         1,225         1,225           Other reserves         167         92           Retained earnings         3,310         3,209           Total equity         5,552         5,376	·	5,660	6,606
Financial liabilities designated at fair value         405         414           Derivatives         4,242         5,005           Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Acceptances         4,864         3,834           Accruals and deferred income         427         474           Retirement benefit liabilities         372         288           Subordinated liabilities         39         239           Total liabilities         89,622         88,648           Equity         850         850           Common shares         1,225         1,225           Other reserves         167         92           Retained earnings         3,310         3,209           Total equity         5,552         5,376	Items in the course of transmission to other banks		219
Derivatives         4,242         5,005           Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Acceptances         4,864         3,834           Accruals and deferred income         427         474           Retirement benefit liabilities         372         288           Subordinated liabilities         39         239           Total liabilities         89,622         88,648           Equity         850         850           Common shares         1,225         1,225           Other reserves         167         92           Retained earnings         3,310         3,209           Total equity         5,552         5,376	Trading liabilities	3,799	, -
Debt securities in issue         10,444         10,896           Other liabilities         3,735         1,822           Acceptances         4,864         3,834           Accruals and deferred income         427         474           Retirement benefit liabilities         372         288           Subordinated liabilities         39         239           Total liabilities         89,622         88,648           Equity         850         850           Common shares         1,225         1,225           Other reserves         167         92           Retained earnings         3,310         3,209           Total equity         5,552         5,376			
Other liabilities       3,735       1,822         Acceptances       4,864       3,834         Accruals and deferred income       427       474         Retirement benefit liabilities       372       288         Subordinated liabilities       39       239         Total liabilities       89,622       88,648         Equity       850       850         Common shares       1,225       1,225         Other reserves       167       92         Retained earnings       3,310       3,209         Total equity       5,552       5,376		· · · · · · · · · · · · · · · · · · ·	,
Acceptances       4,864       3,834         Accruals and deferred income       427       474         Retirement benefit liabilities       372       288         Subordinated liabilities       39       239         Total liabilities       89,622       88,648         Equity       Preferred shares       850       850         Common shares       1,225       1,225         Other reserves       167       92         Retained earnings       3,310       3,209         Total equity       5,552       5,376		· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·
Accruals and deferred income       427       474         Retirement benefit liabilities       372       288         Subordinated liabilities       39       239         Total liabilities       89,622       88,648         Equity       850       850         Preferred shares       1,225       1,225         Other reserves       167       92         Retained earnings       3,310       3,209         Total equity       5,552       5,376		, , , , , , , , , , , , , , , , , , ,	· ·
Retirement benefit liabilities         372         288           Subordinated liabilities         39         239           Total liabilities         89,622         88,648           Equity         Preferred shares         850         850           Common shares         1,225         1,225           Other reserves         167         92           Retained earnings         3,310         3,209           Total equity         5,552         5,376			· · · · · · · · · · · · · · · · · · ·
Subordinated liabilities         39         239           Total liabilities         89,622         88,648           Equity              Preferred shares			
Equity         850         850           Preferred shares         850         850           Common shares         1,225         1,225           Other reserves         167         92           Retained earnings         3,310         3,209           Total equity         5,552         5,376			
Equity         850         850           Preferred shares         850         850           Common shares         1,225         1,225           Other reserves         167         92           Retained earnings         3,310         3,209           Total equity         5,552         5,376			
Preferred shares         850         850           Common shares         1,225         1,225           Other reserves         167         92           Retained earnings         3,310         3,209           Total equity         5,552         5,376	Total liabilities	89,622	88,648
Common shares         1,225           Other reserves         167         92           Retained earnings         3,310         3,209           Total equity         5,552         5,376	± •		
Other reserves         167         92           Retained earnings         3,310         3,209           Total equity         5,552         5,376			
Retained earnings         3,310         3,209           Total equity         5,552         5,376		· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·
Total equity 5,552 5,376			
	Retained earnings		3,209
Total equity and liabilities         95,174         94,024	Total equity	5,552	5,376
	Total equity and liabilities	95,174	94,024

	Nine months ended		
	30 September 2016	30 September 2015	
Cash flows generated from/(used in):			
Operating activities	393	5.795	
Investing activities	(129)	(5,382)	
Financing activities	(372)	13	
Net (decrease)/increase in cash and cash equivalents	(108)	426	
Cash and cash equivalents, beginning of period	1,983	2,337	
Cash and cash equivalents, end of period	1,875	2,763	
Represented by:			
Cash and balances at central bank	51	59	
Items in the course of transmission to other banks, net	(91)	(135)	
Loans and advances to banks of one month or less	1,575	1,373	
Reverse repurchase agreements with banks of one month or less	265	493	
Treasury bills and certificates of deposits of three months or less	75	973	
Cash and cash equivalents, end of period	1,875	2,763	

(Figures in \$m)	Quarter ended		Nine months ended	
Commercial Banking	30 September 2016	30 September 2015	30 September 2016	30 September 2015
Net interest income	135	149	407	453
Net fee income	80	80	237	238
Net trading income	9	9	24	25
Gains less losses from financial investments	_	_	3	_
Other operating income	3	6	13	16
Total operating income	227	244	684	732
Loan impairment charges and other credit risk provisions	(27)	(30)	(155)	(60)
Net operating income	200	214	529	672
Total operating expenses	(97)	(109)	(301)	(316)
Operating profit	103	105	228	356
Share of (loss)/profit in associates	(3)	(2)	(5)	1_
Profit before income tax expense	100	103	223	357
Global Banking and Markets				
Net interest income	55	42	157	133
Net fee income	32	29	99	112
Net trading income	9	28	89	42
Gains less losses from financial investments	3	2	28	56
Other operating loss			(6)	
Total operating income	98	101	367	343
Loan impairment recovery/(charges) and other credit risk provisions	1		(5)	(2)
Net operating income	99	101	362	341
Total operating expenses	(35)	(32)	(100)	(97)
Profit before income tax expense	64	69	262	244
Retail Banking and Wealth Management				
Net interest income	102	101	305	295
Net fee income	54	56	162	168
Net trading income	6	5	16	17
Other operating income		2	12	11
Total operating income	165	164	495	491
Loan impairment charges and other credit risk provisions	(3)	(1)	(8)	(8)
Net operating income	162	163	487	483
Total operating expenses	(145)	(145)	(434)	(424)
Profit before income tax expense	17	18	53	59
Other		_		
Net interest expense	(8)	(7)	(24)	(20)
Net trading income	5	6	16	20
Net (expense)/income from financial instruments designated at fair value	(1)	2	(3)	4
Gains less losses from financial investments	_	_	(1)	_
Other operating income	12	8	33	19
Net operating income	8	9	21	23
Net operating expenses		(12)	(95)	(38)
Loss before income tax expense	(43)	(3)	(74)	(15)