**HSBC Holdings plc**

**Overseas Regulatory Announcement**

The attached announcement has been released to the other stock exchanges on which HSBC Holdings plc is listed.

The Board of Directors of HSBC Holdings plc as at the date of this announcement are: Douglas Flint, Stuart Gulliver, Phillip Ameen†, Kathleen Casey†, Laura Cha†, Henri de Castries†, Lord Evans of Weardale†, Joachim Faber†, Irene Lee†, John Lipsky†, Iain Mackay, Heidi Miller†, Marc Moses, David Nish†, Jonathan Symonds†, Jackson Tai† and Pauline van der Meer Mohr†.

† Independent non-executive Director

Hong Kong Stock Code: 5

**HSBC Holdings plc**
*Registered Office and Group Head Office:*
8 Canada Square, London E14 5HQ, United Kingdom
Web: www.hsbc.com
*Incorporated in England with limited liability. Registered in England: number 617987*

HSBC

31 July 2017

**HSBC HOLDINGS PLC**
**INTERIM RESULTS 2017**
**AUDIO WEBCAST AND CONFERENCE CALL**

There will be an audio webcast presentation and conference call today for investors and analysts. The speakers will be: Douglas Flint, Group Chairman; Stuart Gulliver, Group Chief Executive; and Iain Mackay, Group Finance Director.

A copy of the presentation to investors and analysts is attached and is also available to view and download at http://www.hsbc.com/investor-relations/events-and-presentations. Full details of how to access the conference call appear below and details of how to access the webcast can also be found at: www.hsbc.com/investor-relations/group-results-and-reporting

**Time:** 7.30am (London); 2.30pm (Hong Kong); and 2.30am (New York).

**Conference call access numbers:**
*Restrictions may exist when accessing freephone/toll-free numbers using a mobile telephone.*

**Passcode**: HSBC

| | **Toll-free** | **Toll** |
|---|---|---|
| **UK** | 0800 279 5983 | |
| **US** | 1866 629 0054 | |
| **Hong Kong** | 800 933 234 | |
| **International** | | +44 1452 584 928 |

**Replay access details from 31 July 2017, 10:45am BST (available until Thursday, 31 August 2017, 10:45am BST):**

**Passcode:** 51468180

| | **Toll-free** | **Toll** |
|---|---|---|
| **UK** | 0800 953 1533 | |
| **US** | 1866 247 4222 | |
| **Hong Kong** | 800 901 393 | |
| **International** | | +44 1452 550 000 |

**Note to editors:**

**The HSBC Group**
HSBC Holdings plc, the parent company of the HSBC Group, is headquartered in London. The Group serves customers worldwide from around 3,900 offices in 67 countries and territories in Europe, Asia, North and Latin America, and the Middle East and North Africa. With assets of US$2,492bn at 30 June 2017, HSBC is one of the world's largest banking and financial services organisations.

*ends/all*

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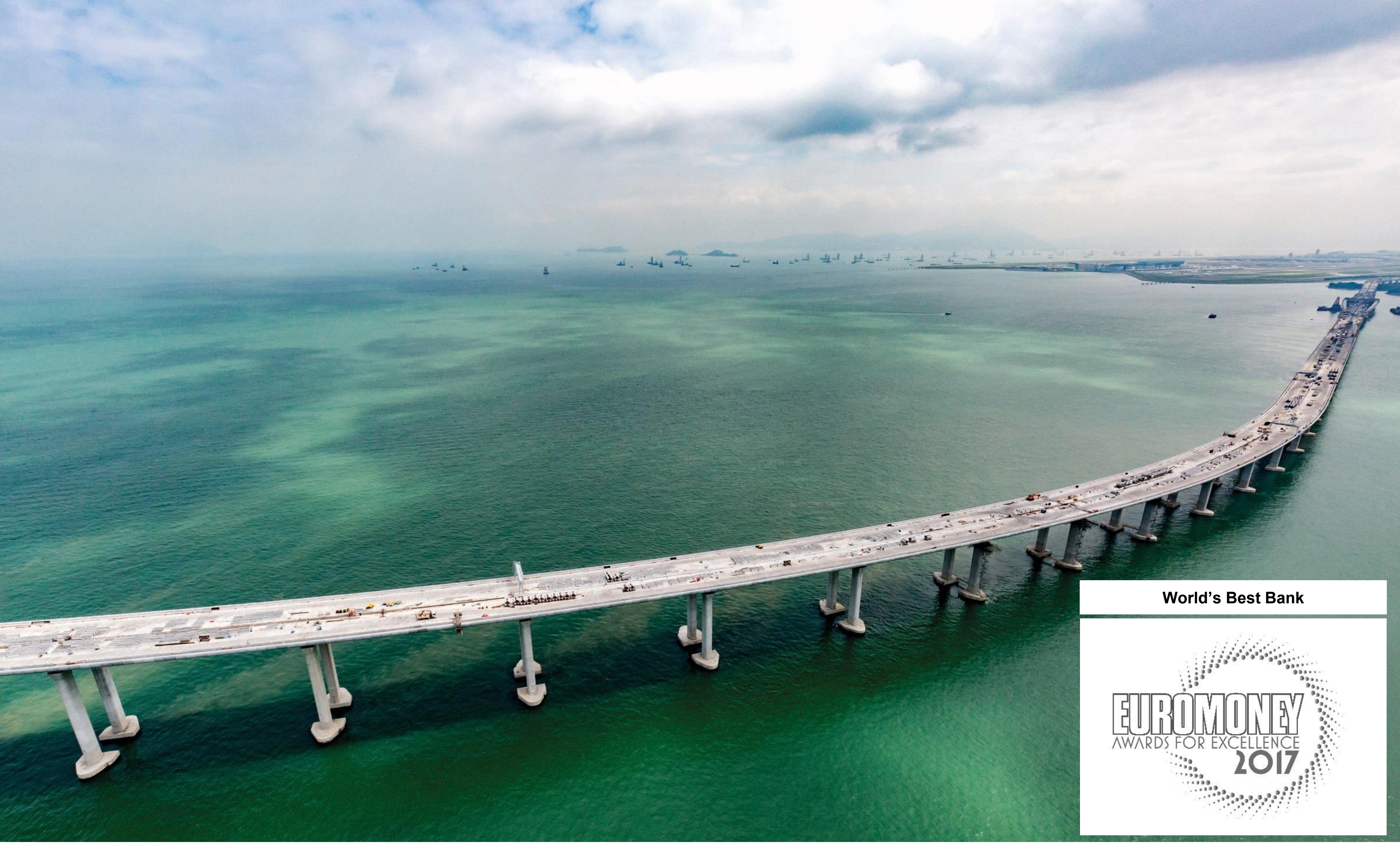



# HSBC Holdings plc Interim Results 2017

## Presentation to Investors and Analysts

HSBC

# Our highlights

**1st Half 2017**

**Reported PBT** (1H16: $9.7bn)
$10.2bn

**Adjusted PBT** (1H16: $10.7bn)
$12.0bn

**Reported RoE[1]** (1H16: 7.4%)
8.8%

**Adjusted Jaws[2]**
0.5%

**A/D ratio** (1H16: 68.8%)
70.1%

**CET1 ratio[3]** (1H16: 12.1%)
14.7%

### 1H17 Financial Performance
**(vs. 1H16 unless otherwise stated)**

- Reported PBT of $10.2bn was $0.5bn higher than 1H16
- Adjusted PBT of $12.0bn up $1.3bn; up in all three of our largest global businesses
  - Revenue of $26.1bn up $0.8bn or 3%:
    - RBWM up $1.1bn or 12% primarily from increased deposit revenue and included favourable market impacts; excluding these market impacts, revenue was up 6%
    - GB&M up $0.6bn or 8% driven by our FICC, Equities and Global Banking businesses
    - CMB up $0.1bn or 1% driven by our Global Liquidity and Cash Management business
    - Corporate Centre down $0.9bn mainly due to lower revenue from the run-off of the CML portfolio and lower valuation differences on long term debt and associated swaps
  - Delivered positive jaws of 0.5%; on track to deliver targeted saves whilst we continue to invest in growth
  - Lower LICs reflecting improved credit conditions, primarily in the oil and gas sector
- $41bn of lending growth since 4Q16 (excluding CML run-off and red-inked balances), in Asia ($31bn) and Europe ($12bn)

### Capital and liquidity

- Strong capital position with a CET1 ratio of 14.7% and a leverage ratio of 5.7%
- The Board has determined to return to shareholders up to a further $2bn by way of a share buy-back which is expected to commence shortly and complete in the second half of 2017

### Strategy execution

- Delivered growth from our international network with 7% increase in revenues from transaction banking products; 17% rise in synergies between Global Businesses
- Achieved annualised run-rate savings of $4.7bn since inception, while continuing to invest in growth, and regulatory programmes and compliance. Incremental savings in 1H17 were $0.9bn
- Targeted initiatives removed a further $29bn of low return RWAs in 1H17. Exceeded our RWA reduction target (FX rebased) bringing the total to $296bn since the start of 2015
- Obtained regulatory approval to establish HSBC Qianhai Securities, the first securities company in mainland China to be majority-owned by an international bank
- Maintained momentum in Asian Insurance and Asset Management businesses with annualised new business premiums and AuM up 14% and 17% respectively
- Successfully achieved a non-objection to our US capital plan as part of the Comprehensive Capital Analysis and Review (CCAR)

# 1H17 Key financial metrics

| Key financial metrics | 1H16 | 1H17 |
|---|---|---|
| Return on average ordinary shareholders' equity[1] | 7.4% | 8.8% |
| Return on average tangible equity[1] | 9.3% | 9.9% |
| Jaws (adjusted)[2, 4] | (0.5)% | 0.5% |
| Dividends per ordinary share in respect of the period | $0.20 | $0.20 |
| Earnings per share | $0.32 | $0.35 |
| Common equity tier 1 ratio | 12.1% | 14.7% |
| Leverage ratio | 5.1% | 5.7% |
| Advances to deposits ratio | 68.8% | 70.1% |
| Net asset value per ordinary share (NAV) | $8.75 | $8.30 |
| Tangible net asset value per ordinary share (TNAV) | $7.53 | $7.26 |

**Reported Income Statement, $m**

| | 2Q17 | Δ 2Q16 | Δ % | 1H17 | Δ 1H16 | Δ % |
|---|---|---|---|---|---|---|
| Revenue | 13,173 | (1,321) | (9)% | 26,166 | (3,304) | (11)% |
| LICs | (427) | 778 | 65% | (663) | 1,703 | 72% |
| Costs | (8,115) | 2,249 | 22% | (16,443) | 2,185 | 12% |
| Associates | 651 | (32) | (5)% | 1,183 | (55) | (4)% |
| PBT | 5,282 | 1,674 | 46% | 10,243 | 529 | 5% |

**Adjusted Income Statement, $m**

| | 2Q17 | Δ 2Q16 | Δ % | 1H17 | Δ 1H16 | Δ % |
|---|---|---|---|---|---|---|
| Revenue | 13,210 | 546 | 4% | 26,053 | 818 | 3% |
| LICs | (427) | 330 | 44% | (663) | 893 | 57% |
| Costs | (7,404) | (197) | (3)% | (14,606) | (384) | (3)% |
| Associates | 651 | (9) | (1)% | 1,183 | (11) | (1)% |
| PBT | 6,030 | 670 | 13% | 11,967 | 1,316 | 12% |

# Financial overview

## Reconciliation of Reported to Adjusted PBT

| | | Discrete quarter | | | Half year | | |
|---|---|---|---|---|---|---|---|
| | | 2Q16 | 2Q17 | ∆ 2Q16 | 1H16 | 1H17 | ∆ 1H16 |
| **Reported profit before tax** | | **3,608** | **5,282** | **1,674** | **9,714** | **10,243** | **529** |
| Includes: | | | | | | | |
| **Currency translation** | | 245 | - | (245) | 520 | - | (520) |
| **Significant items:** | | | | | | | |
| FVOD[5] | Fair value gains / losses on own debt | 75 | - | (75) | 1,226 | - | (1,226) |
| Brazil disposal | Trading results from disposed operations in Brazil | (220) | - | 220 | (338) | - | 338 |
| Disposal of membership interest in Visa | Europe | 584 | - | (584) | 584 | - | (584) |
| | US | - | 166 | 166 | - | 312 | 312 |
| DVA | DVA on derivative contracts | (7) | (178) | (171) | 151 | (275) | (426) |
| NQHs | Fair value movements on non-qualifying hedges | (164) | (61) | 103 | (397) | 30 | 427 |
| Cost-related | Settlements and provisions in connection with legal matters | (723) | 322 | 1,045 | (723) | 322 | 1,045 |
| | Impairment of GPB Europe goodwill | (800) | - | 800 | (800) | - | 800 |
| | Costs to achieve (CTA) | (677) | (837) | (160) | (1,018) | (1,670) | (652) |
| | UK customer redress | (33) | (89) | (56) | (33) | (299) | (266) |
| | Costs to establish UK ring-fenced bank | (63) | (93) | (30) | (94) | (176) | (82) |
| Other | Other significant items | 34 | 22 | (12) | (15) | 32 | 47 |
| **Adjusted profit before tax** | | **5,360** | **6,030** | **670** | **10,651** | **11,967** | **1,316** |

**The remainder of the presentation, unless otherwise stated, is presented on an adjusted basis**

# 1H17 Profit before tax

## Adjusted PBT higher from increased revenue and reduced LICs

### 1H17 vs. 1H16

**Adjusted PBT by item**

| | 1H17 | Δ 1H16 (adverse / favourable) | |
|---|---|---|---|
| Revenue | $26,053m | 818 | 3% |
| LICs | $(663)m | 893 | 57% |
| Operating expenses | $(14,606)m | (384) | (3)% |
| Share of profits in associates and joint ventures | $1,183m | (11) | (1)% |
| **Profit before tax** | **$11,967m** | 1,316 | 12% |

**Jaws[2]**

+ 0.5%

| Adjusted PBT by global business, $m | 1H16 | 1H17 | Δ 1H16 | Δ % |
|---|---|---|---|---|
| RBWM | 2,539 | 3,355 | 816 | 32% |
| CMB | 2,945 | 3,443 | 498 | 17% |
| GB&M | 2,558 | 3,403 | 845 | 33% |
| GPB | 182 | 143 | (39) | (21)% |
| Corporate Centre | 2,427 | 1,623 | (804) | (33)% |
| **Group** | **10,651** | **11,967** | **1,316** | **12%** |

| Adjusted PBT by geography, $m | 1H16 | 1H17 | Δ 1H16 | Δ % |
|---|---|---|---|---|
| Europe | 1,647 | 1,801 | 154 | 9% |
| Asia | 7,157 | 8,106 | 949 | 13% |
| Middle East and North Africa | 863 | 820 | (43) | (5)% |
| North America | 683 | 926 | 243 | 36% |
| Latin America | 301 | 314 | 13 | 4% |
| **Group** | **10,651** | **11,967** | **1,316** | **12%** |

# 2Q17 Profit before tax

## Adjusted PBT up in all regions

### 2Q17 vs. 2Q16

**Adjusted PBT by item**

| | 2Q17 | Δ 2Q16 (adverse / favourable) | |
|---|---|---|---|
| Revenue | $13,210m | 546 | 4% |
| LICs | $(427)m | 330 | 44% |
| Operating expenses | $(7,404)m | (197) | (3)% |
| Share of profits in associates and joint ventures | $651m | (9) | (1)% |
| **Profit before tax** | **$6,030m** | 670 | 13% |

Jaws[2]

+ 1.6%

| Adjusted PBT by global business, $m | 2Q16 | 2Q17 | Δ 2Q16 | Δ % |
|---|---|---|---|---|
| RBWM | 1,324 | 1,574 | 250 | 19% |
| CMB | 1,457 | 1,648 | 191 | 13% |
| GB&M | 1,296 | 1,694 | 398 | 31% |
| GPB | 96 | 73 | (23) | (24)% |
| Corporate Centre | 1,187 | 1,041 | (146) | (12)% |
| **Group** | **5,360** | **6,030** | **670** | **13%** |

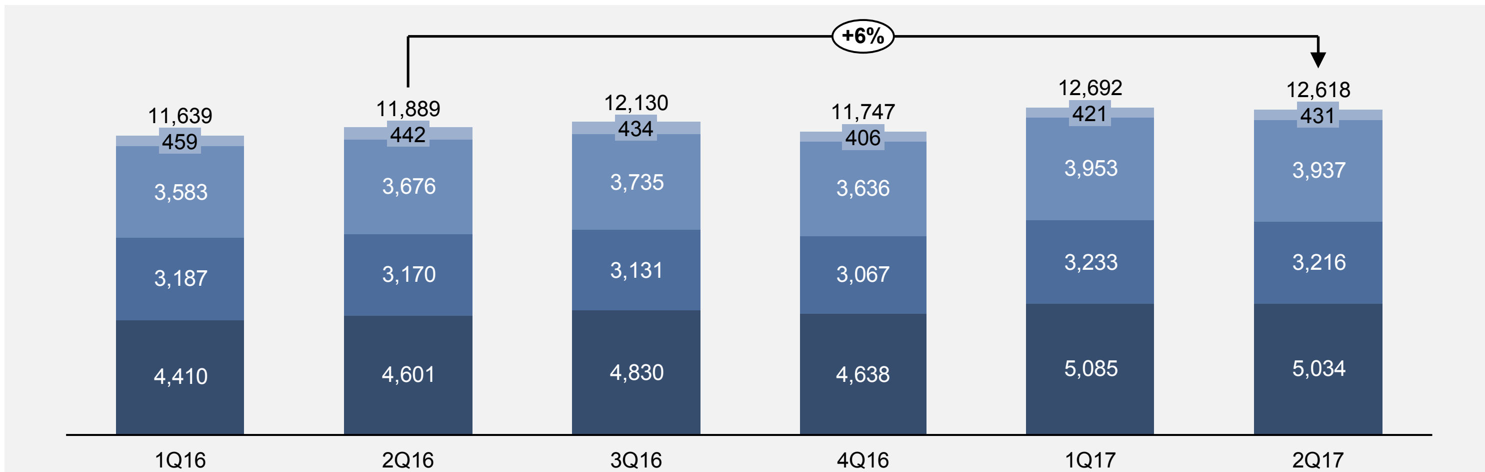
| Adjusted PBT by geography, $m | 2Q16 | 2Q17 | Δ 2Q16 | Δ % |
|---|---|---|---|---|
| Europe | 744 | 1,206 | 462 | 62% |
| Asia | 3,719 | 3,799 | 80 | 2% |
| Middle East and North Africa | 419 | 425 | 6 | 1% |
| North America | 315 | 414 | 99 | 31% |
| Latin America | 162 | 186 | 24 | 15% |
| **Group** | **5,360** | **6,030** | **670** | **13%** |

# Revenue performance

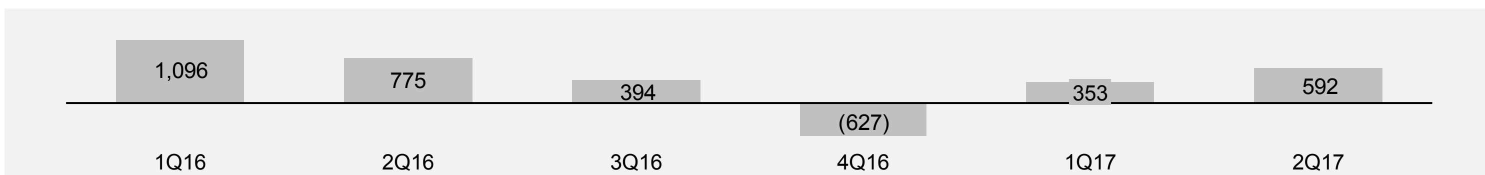
Revenue up across our three largest businesses vs. 2Q16

**Quarterly revenue trend[6], $m**

**Global businesses**




**Corporate Centre**




| | | | | | | |
|---|---|---|---|---|---|---|
| **Group** | **12,735** | **12,664** | **12,524** | **11,120** | **13,045** | **13,210** |

# Retail Banking and Wealth Management performance

## Strong revenue growth in 1H17

**1H17 highlights**

**Adjusted PBT**
(1H16: $2.5bn)

$3.4bn

**Adjusted revenue**
(1H16: $9.0bn)

$10.0bn

**Adjusted LICs**
(1H16: $0.5bn)

$0.6bn

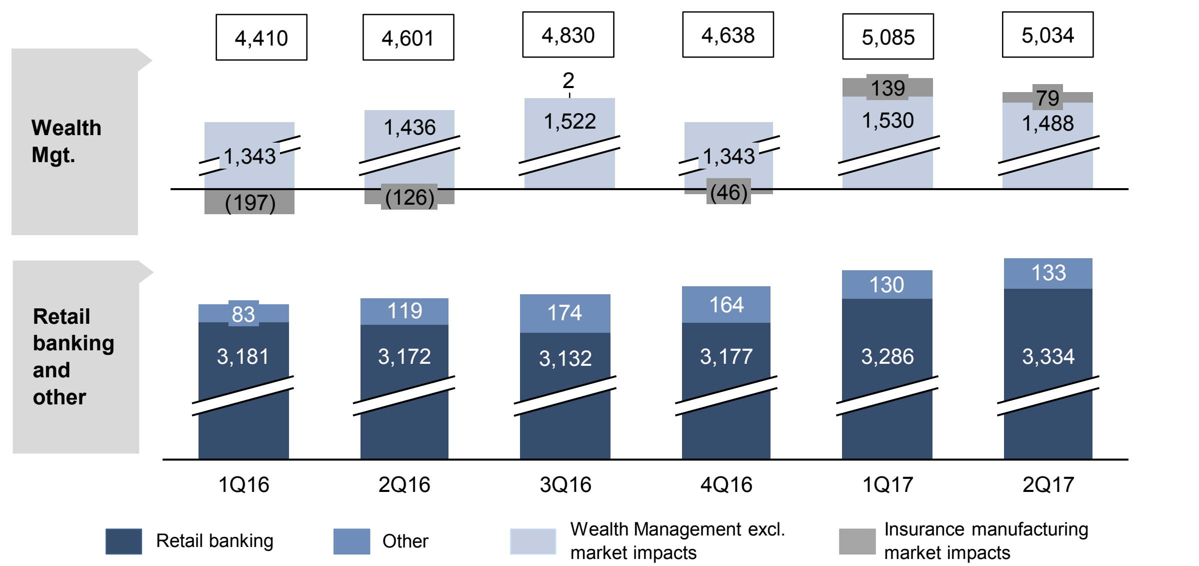
**Adjusted costs**
(1H16: $5.9bn)

$6.1bn

**Adjusted Jaws**

+8.3%

**Revenue performance, $m[6]**




**2Q17 vs. 2Q16: Adjusted revenue up 9%**

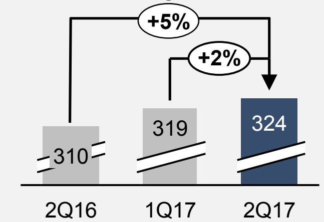
- Wider liability margins and higher balances (mainly in Hong Kong) driving deposit revenues (up $235m)
- Partly offset by lower lending revenue (down $74m) in Asia and Europe due to margin compression, despite volume growth
- Investment distribution (up $73m), mainly in Hong Kong due to higher sales from renewed investor confidence
- Insurance manufacturing (up $159m), reflecting positive market impacts in Asia

**2Q17 vs. 1Q17: Adjusted revenue down 1%**

- Deposits up $74m, due to wider margins and higher balances
- Lending down $26m, due to margin compression in Asia and Europe, despite volume growth
- Insurance manufacturing (down $104m), reflecting less favourable market impacts ($60m) and lower insurance sales ($30m)

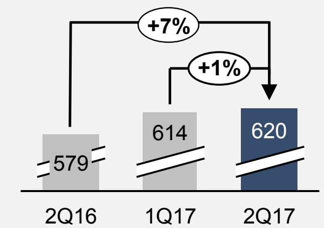
**Balance Sheet, $bn[7]**

Customer lending:




- Lending growth up 2% compared to 1Q17, mainly in Hong Kong, the UK and Mexico
- Up 5% versus 2Q16

Customer deposits:




- Customer deposits growth up 7% vs. 2Q16, notably in the UK and Hong Kong

# Commercial Banking performance

## Growth in GLCM and Lending; Trade stabilising

### 1H17 highlights

**Adjusted PBT**
(1H16: $2.9bn)

$3.4bn

**Adjusted revenue**
(1H16: $6.3bn)

$6.4bn

**Adjusted LICs**
(1H16: $0.5bn)

$0.1bn

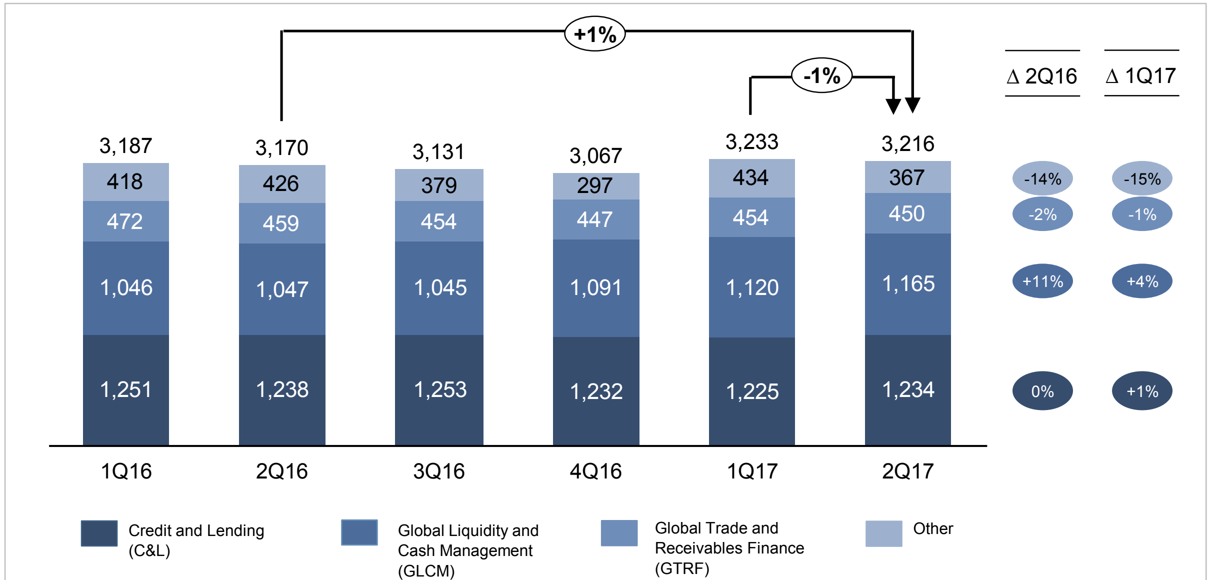
**Adjusted costs**
(1H16: $2.8bn)

$2.8bn

**Adjusted Jaws**

+1.5%

### Revenue performance, $m[6]



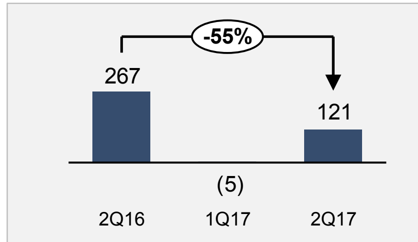

**2Q17 vs. 2Q16: Adjusted revenue up 1%**

- GLCM up 11%, primarily due to wider spreads and balance sheet growth in Asia
- C&L stable as balance sheet growth in Asia and the UK was offset by compressed lending spreads in Asia
- GTRF marginally lower as balance sheet growth in Asia was largely offset by the impact of repositioning in MENA

**2Q17 vs. 1Q17: Adjusted revenue down 1%**

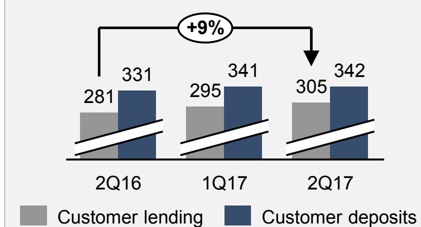
- GLCM up 4%, primarily due to wider spreads in Asia
- C&L was 1% higher reflecting growth in Europe
- GTRF marginally lower as balance sheet growth in Asia was offset by lower revenue in MENA
- Other down 15%, which includes lower sales of insurance and investment products in Asia

### Loan impairment charges, $m




- Continued low level of LICs, notably relating to lower charges in the oil and gas sector

### Balance Sheet, $bn[7]




- Strong and sustained balance sheet growth driven by Asia and the UK
- Lending balances increased in both GTRF and C&L

# Global Banking & Markets performance

## Strong YTD PBT performance driven by 8% revenue growth

### 1H17 highlights

**Adjusted PBT**
(1H16: $2.6bn)

$3.4bn

**Adjusted revenue**
(1H16: $7.2bn)

$7.8bn

**Adjusted LICs**
(1H16: $0.4bn)

$0.0bn

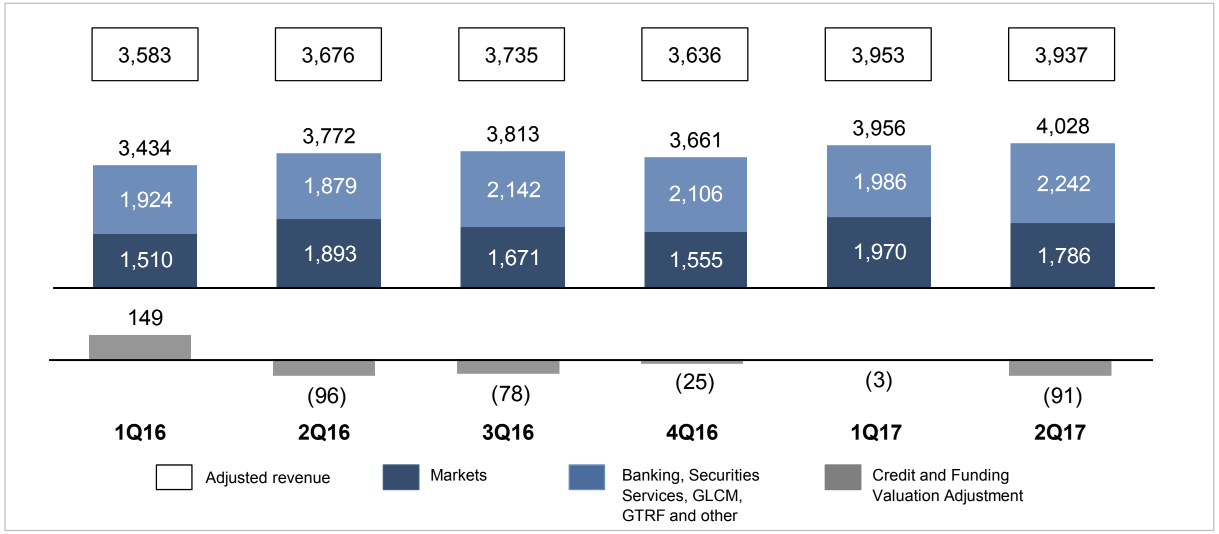
**Adjusted costs**
(1H16: $4.2bn)

$4.4bn

**Adjusted Jaws**

+4.9%

### Revenue performance, $m[6]



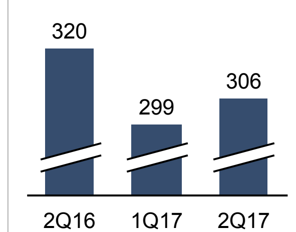

### 2Q17 vs. 2Q16: High single-digit (7%) revenue growth

- Strong Global Banking performance up 16%, from investment banking fees and higher restructuring recoveries offsetting spread compression in lending
- GLCM and Securities Services continue to perform well as we won new mandates, grew balances and benefited from positive interest rate movements
- Markets down 6% impacted by industry wide reduction in fixed income activity; FX and Equities performed well driven by strong client activity

### 1H17 vs 1H16: Strong performance driven by 8% revenue growth

- Double digit revenue growth excluding Credit and Funding valuation adjustments
- Strong YTD PBT performance, 33% up with all businesses' revenues up and an improvement in LICs
- RoRWA improved to 2.3% vs. 1.6% in 1H16

### Adjusted RWAs




### Management view of adjusted revenue

| $m | 2Q17 | ∆ 2Q16 |
|---|---|---|
| **Markets** | **1,786** | **(6)%** |
| Of which: | | |
| FX | 723 | 9% |
| Rates | 499 | (22)% |
| Credit | 239 | (27)% |
| **FICC** | **1,461** | **(11)%** |
| **Equities** | **325** | **25%** |
| **Global Banking** | **1,056** | **16%** |
| **GLCM** | **524** | **15%** |
| **Securities Services** | **434** | **13%** |
| **GTRF** | **177** | **4%** |
| **Principal Investments** | **49** | **>100%** |
| **Other revenue** | **2** | **>100%** |
| Credit and Funding Valuation Adjustment | (91) | 5% |
| Total | **3,937** | **7%** |

# Low volatility GB&M business delivering stable and growing revenues

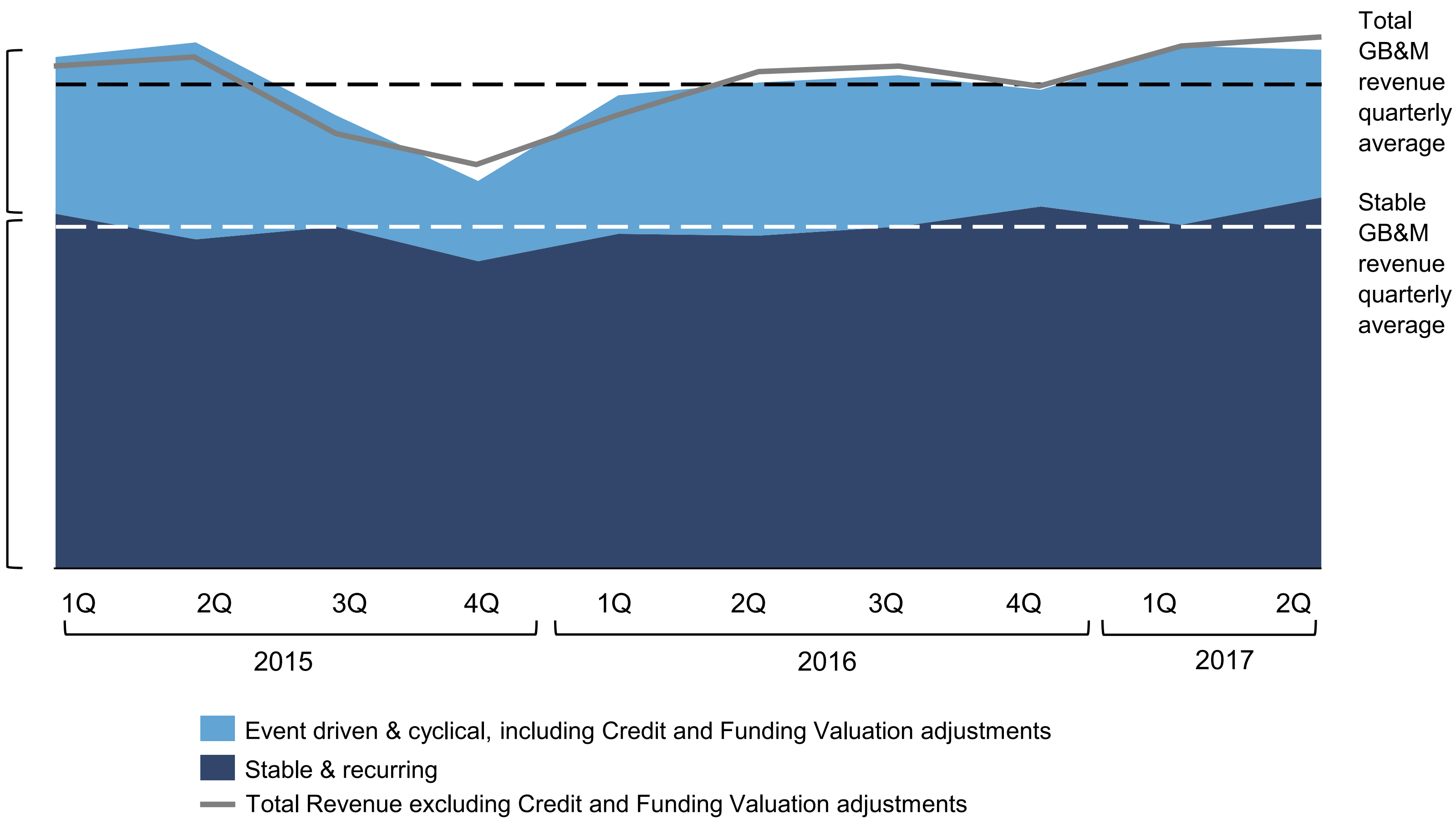
**Quarterly GB&M Revenue[8]**

**c.30% Revenue**

- Equities
- M&A
- Rates & Credit
- ECM
- Principal Investments
- Other Revenue

**c.70% Revenue**

- FX
- Lending
- DCM
- Global Liquidity & Cash Management
- Global Trade & Receivables Finance
- Securities Services



# Global Private Bank performance

## Business now positioned for growth; $7.8bn of positive inflows in 1H17

**1H17 highlights**

**Adjusted PBT**
(1H16: $0.2bn)

$0.1bn

**Adjusted revenue**
(1H16: $0.9bn)

$0.8bn

**Adjusted LICs**
(1H16: $0.0bn)

$0.0bn

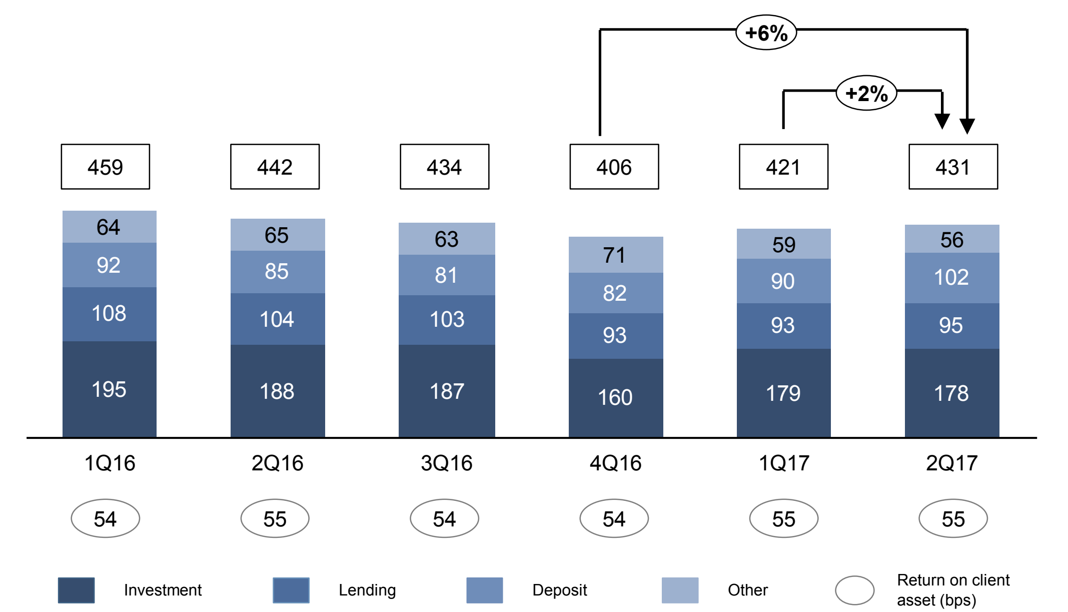
**Adjusted costs**
(1H16: $0.7bn)

$0.7bn

**Adjusted Jaws**

(2.7)%

**Revenue performance, $m[6]**



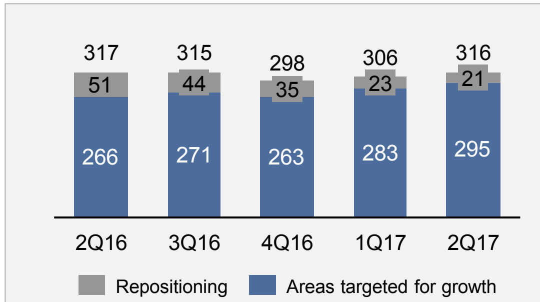

**2Q17 vs. 2Q16: Adjusted revenue down 2%**

- Lower revenue reflecting the impact of repositioning actions
- Revenue in areas targeted for growth up 16%, mainly in Hong Kong reflecting higher client investment activity (mandates and brokerage) and wider deposit spreads

**2Q17 vs. 1Q17: Adjusted revenue up 2%**

- Growth driven by Hong Kong reflecting wider deposit spreads
- Positive momentum with strong growth in client mandates

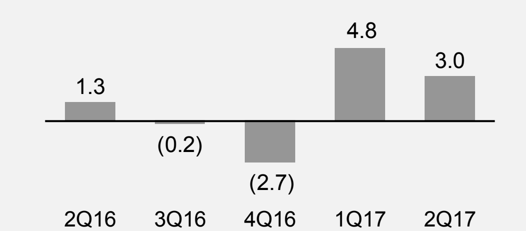
**Client assets, $bn**




- Repositioning largely completed
- $316bn client assets include $295bn in areas targeted for growth and $21bn in repositioning

**Net new money, $bn**

*Net new money in areas targeted for growth*




- In 2017, positive inflows of $7.8bn in key markets targeted for growth, mainly in Hong Kong

# Corporate Centre performance

## Lower revenue from the run-off of the CML portfolio and lower valuation differences on long term debt and associated swaps

### 1H17 highlights

**Adjusted PBT**
(1H16: $2.4bn)
$1.6bn

**Adjusted revenue**
(1H16: $1.9bn)
$0.9bn

**Adjusted LICs**
(1H16: $0.1bn)
$(0.1)bn

**Adjusted costs**
(1H16: $0.5bn)
$0.6bn

### Quarterly revenue performance, $m[6]

| | 1Q16 | 2Q16 | 3Q16 | 4Q16 | 1Q17 | 2Q17 |
|---|---|---|---|---|---|---|
| **Central Treasury** | **736** | **625** | **358** | **(281)** | **384** | **425** |
| Of which: | | | | | | |
| Balance Sheet Management | 718 | 764 | 734 | 771 | 854 | 636 |
| Interest expense | (155) | (244) | (292) | (274) | (332) | (295) |
| Valuation differences on long-term debt and associated swaps | 251 | 110 | 108 | (741) | (29) | 126 |
| Other | (78) | (5) | (192) | (37) | (109) | (42) |
| **US run-off portfolio (CML)** | 239 | 181 | 150 | 122 | 28 | 47 |
| **Legacy Credit** | (38) | (54) | 123 | (3) | - | 58 |
| **Other** | 159 | 23 | (237) | (465) | (59) | 62 |
| **Total** | **1,096** | **775** | **394** | **(627)** | **353** | **592** |

**2Q17 vs. 2Q16: Adjusted revenue down 24%**

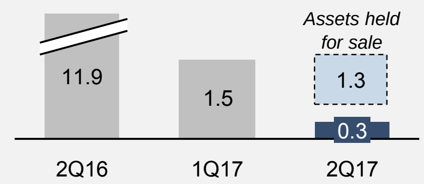
- US CML (down $134m) due to continued run-off
- BSM (down $128m), including lower income from hedges in France and lower NII in the US
- Legacy credit (up $112m) driven by net favourable credit and funding valuation adjustments

**2Q17 vs. 1Q17: Adjusted revenue up 68%**

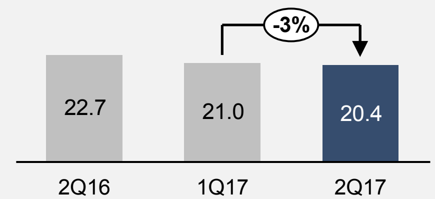
- Valuation differences (up $155m) on long-term debt and associated swaps
- Legacy credit (up $58m) driven by net favourable credit and funding valuation adjustments
- BSM (down $218m), due primarily to lower gains on the disposal of AFS debt securities and lower NII in Asia and Europe

### Balance Sheet, $bn[7]

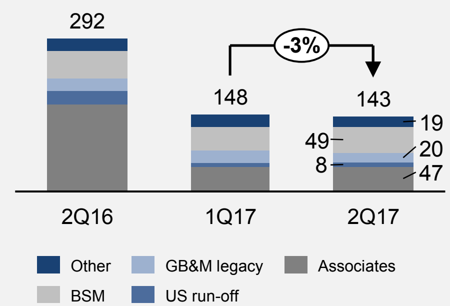
**US run-off portfolio (CML):**




**Legacy credit adjusted RWAs:**



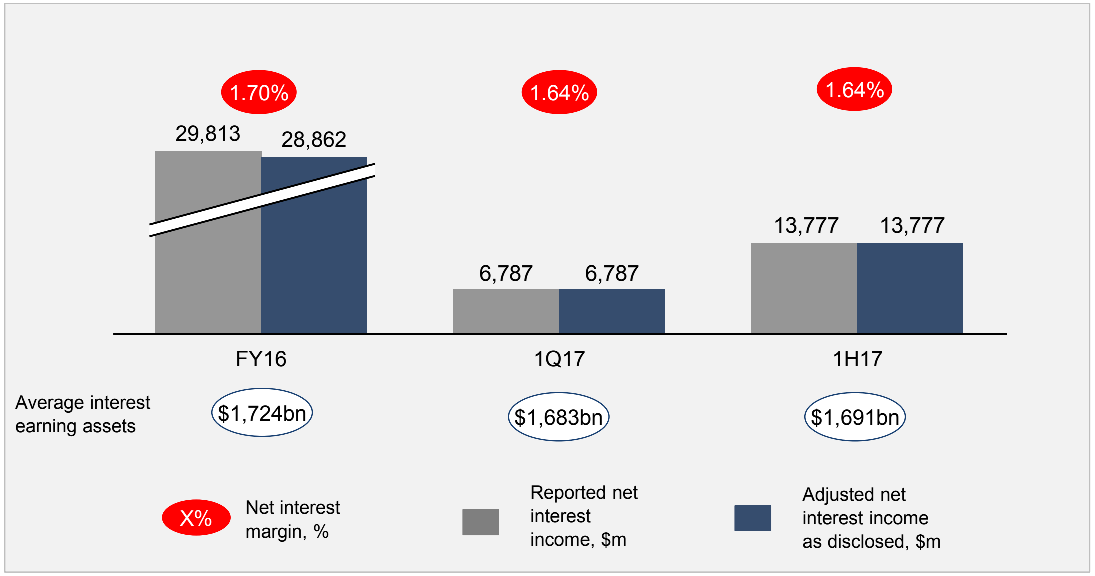

**Adjusted RWAs:**



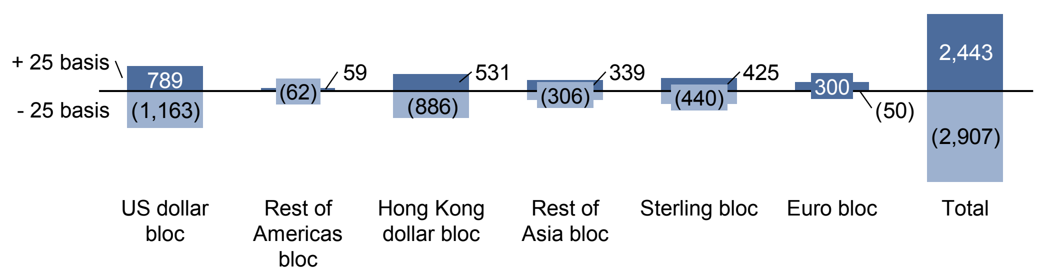
# Net interest margin

Net interest margin has stabilised since FY16; well positioned for NII to benefit as rates move higher

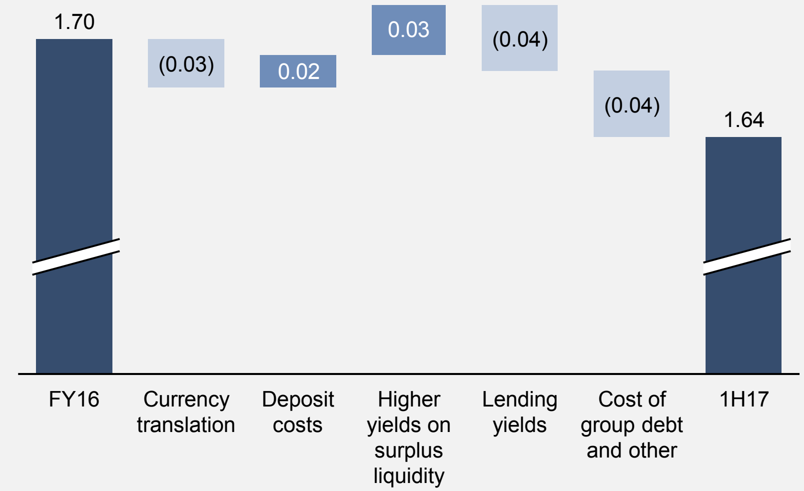
## Net interest income and margin




**NII sensitivity, $m:** 25 basis point shift in yield curves at the beginning of each quarter. *Equivalent to 62.5 basis points parallel shift in year 1 (see page 69 of the 1H17 Interim Report):*




**Main drivers, %:**




**1H17 vs. FY16**

Net Interest Margin of 1.64% was 9bps lower than FY16 or 6bps excluding Brazil

- Currency translation of 3bps
- Lower yields on customer lending contributed to a 4bps reduction reflecting margin compression in Asia and Europe, and the impact of CML run-off
- Increase in the cost of debt including MREL and on other interest bearing liabilities contributed to a 4bps reduction; partly offset by
- Lower costs of deposits and higher surplus liquidity yields which together contributed to an increase of 5bps

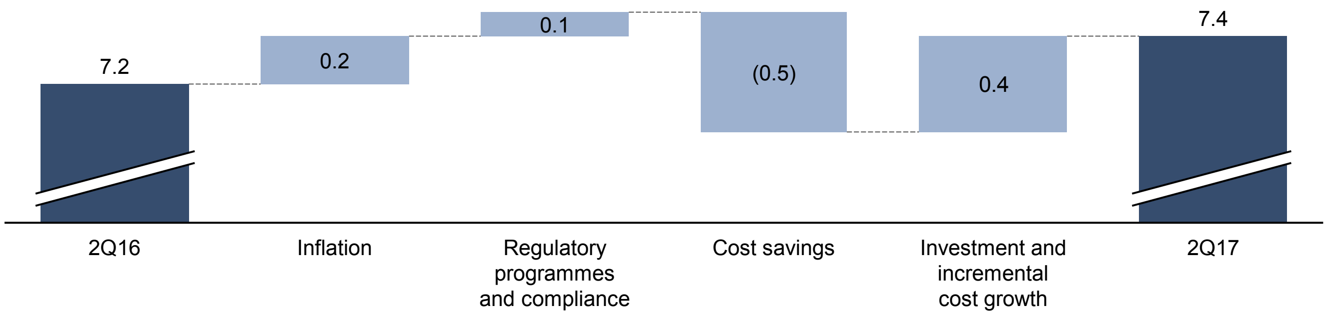
**1H17 vs. 1Q17**

Net Interest Margin broadly unchanged compared with 1Q17

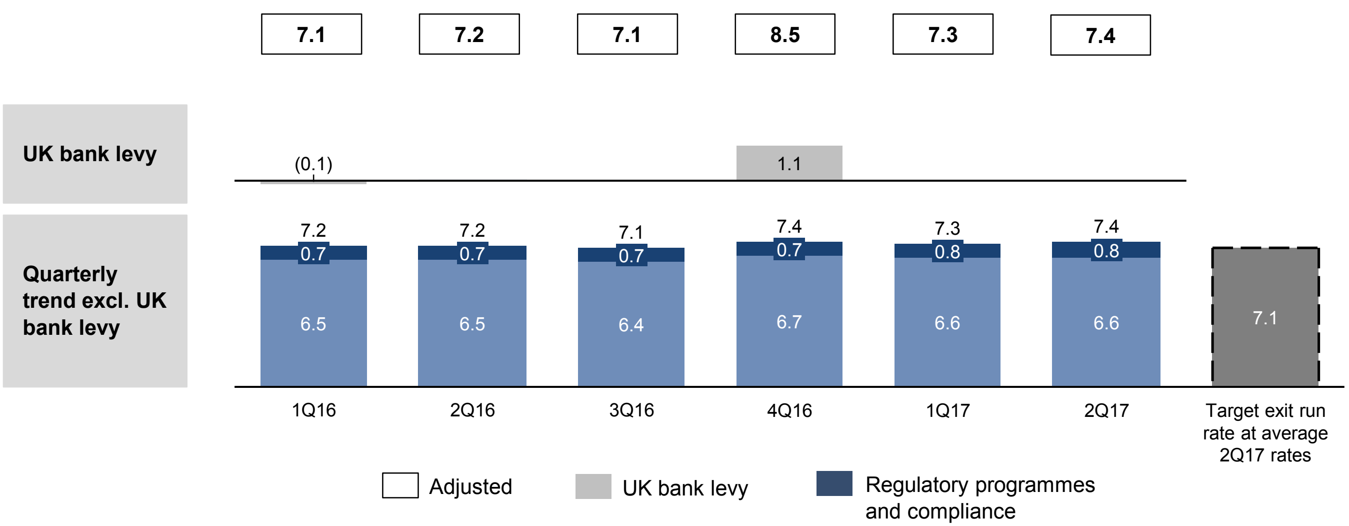
# Operating expenses

## Delivered positive jaws; on track to deliver targeted saves whilst we continue to invest in growth

### 2Q17 vs. 2Q16, $bn




### Quarterly trend, $bn




### Operating Expenses

- Delivered positive jaws in 1H17; continued focus on delivering positive jaws in FY17
- Remain on track to deliver c. $6bn of savings and exit run rate commitment
- 2H17 cost-to-achieve spend to be c. $1bn; cost-to-achieve spending will end by 31 Dec 2017
- $0.3bn of incremental investment in growth initiatives will be made during 2H17, mainly in RBWM, primarily funded by gains from the disposal of our shares in Visa, Inc.

# Loan impairment charges

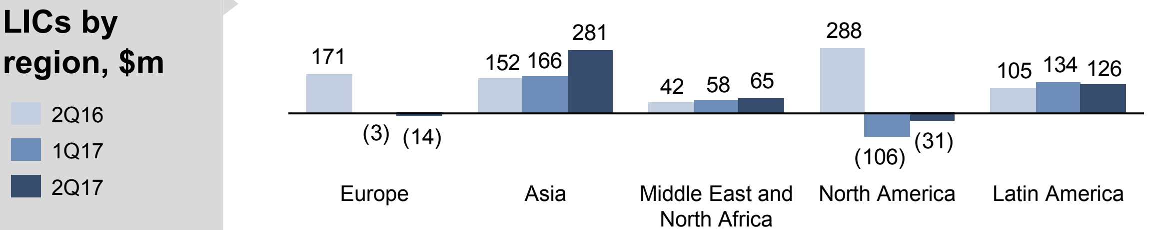
## Credit standards remain robust; stable outlook

### Adjusted loan impairment charges and other credit risk provisions (LICs) analysis

**LICs by global business**

| | 2Q16 | 1Q17 | 2Q17 | vs.2Q16 | vs.1Q17 |
|---|---|---|---|---|---|
| **Group, $m** | **757** | **249** | **427** | **330** | **(178)** |
| *as a % of gross loans and advances to customers* | *0.34* | *0.11* | *0.19* | *0.15* | *(0.08)* |
| **RBWM, $m** | **280** | **308** | **260** | **20** | **48** |
| *as a % of gross loans* | *0.36* | *0.39* | *0.32* | *0.04* | *0.07* |
| **CMB, $m** | **267** | **(5)** | **121** | **146** | **(126)** |
| *as a % of gross loans* | *0.38* | *(0.01)* | *0.16* | *0.22* | *(0.17)* |
| **GB&M, $m** | **251** | **(19)** | **61** | **190** | **(80)** |
| *as a % of gross loans* | *0.43* | *(0.03)* | *0.10* | *0.33* | *(0.13)* |
| **GPB, $m** | **(9)** | **1** | **-** | **(9)** | **1** |
| *as a % of gross loans* | *(0.09)* | *0.02* | *0.00* | *(0.09)* | *0.02* |
| **Corporate Centre, $m** | **(32)** | **(37)** | **(15)** | **(17)** | **22** |
| *as a % of gross loans* | *(0.56)* | *(1.46)* | *(0.63)* | *(0.07)* | *0.83* |
| *Of which:* | | | | | |
| *- Oil and gas* | *$0.3bn* | *$(0.1)bn* | *< $0.1bn* | | |
| *- Metals and mining* | *$0.2bn* | *$nil* | *< $0.1bn* | | |

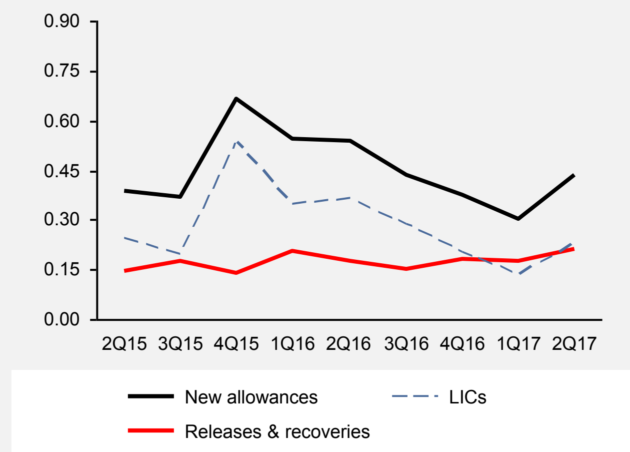
**LICs by region, $m**




**Credit environment remains stable**

- 2Q17 LICs as a % of gross loans are c.0.19%
- Prudent underwriting standards, affordability processes and conservative LTVs

**New allowances, allowance releases and recoveries as a % of gross loans and advances to customers[9]**



# Capital adequacy

## Strong capital base: common equity tier 1 ratio – 14.7%

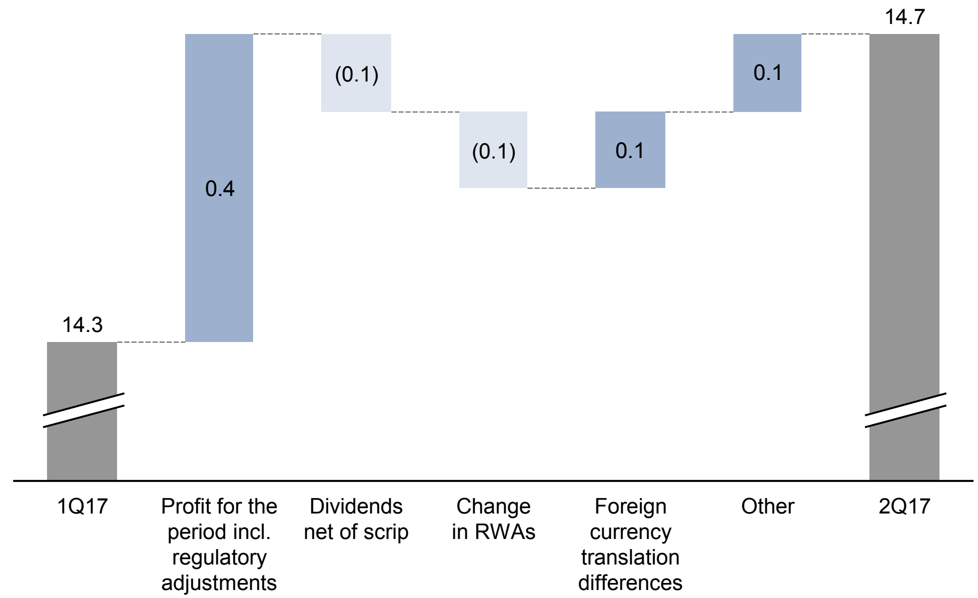
### Regulatory capital and RWAs ($bn)

| Reported basis | 1Q17 | 2Q17 |
|---|---|---|
| Common equity tier 1 capital | 122.4 | 128.9 |
| Total regulatory capital | 173.3 | 183.9 |
| Risk-weighted assets | 857.9 | 876.1 |

### 2Q17 CET1 movement ($bn)

| | |
|---|---|
| **At 31 Mar 2017** | **122.4** |
| Capital generation | 2.8 |
| Profit for the period including regulatory adjustments | 4.0 |
| Dividends[10] net of scrip | (1.6) |
| First interim scrip take-up higher than plan | 0.4 |
| Foreign currency translation differences | 2.1 |
| Other movements | 1.6 |
| **At 30 Jun 2017** | **128.9** |

### CET1 ratio movement (%)

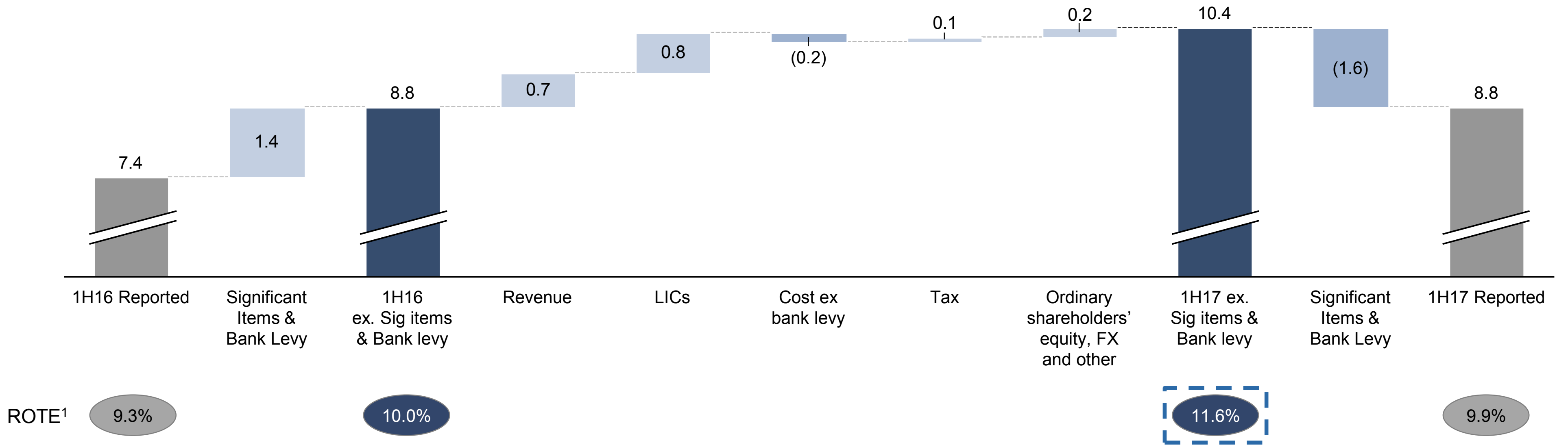



### Quarterly CET1 ratio and leverage ratio progression

| | 2Q16 | 3Q16 | 4Q16 | 1Q17 | 2Q17 |
|---|---|---|---|---|---|
| CET1 ratio | 12.1% | 13.9% | 13.6% | 14.3% | 14.7% |
| Leverage ratio | 5.1% | 5.4% | 5.4% | 5.5% | 5.7% |

# Return metrics

## 1H17 Group ROE[1], %




**Group RoRWA[1]**

| | 1H16 | 1H17 |
|---|---|---|
| Reported | 1.8% | 2.4% |
| Adjusted RoRWA | 2.1% | 2.8% |

**Adjusted RoRWA[1]**

| | 1H16 | 1H17 |
|---|---|---|
| RBWM | 4.5% | 5.9% |
| CMB | 2.2% | 2.5% |
| GB&M | 1.6% | 2.3% |
| GPB | 2.1% | 1.8% |

# Significant progress in the execution of the "Strategic Actions to capture value from our international network" announced in June 2015

✓ On track to meet target

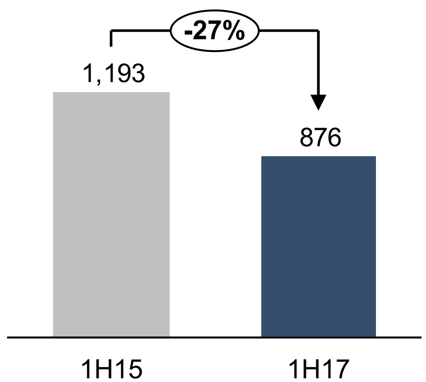
| Strategic actions | Targeted outcome by 2017 | Progress | Status |
|---|---|---|---|
| **Actions to re-size and simplify** | | | |
| **Reduce Group RWAs by c.$290bn** | – Group RWA reduction: $290bn<br>– GB&M <1/3 of Group RWAs | – RWA: $296bn gross reduction through management actions (>100% of our FX adjusted target) | ✓ |
| **Optimise global network** | – Reduced footprint | – Realised three further country exits in 1H17; present in 67 countries as of end-Jun 2017<br>– Turkey legal entity transfer complete in June 2017; 1H17 costs down 27% and PBT up >400% on 1H16<br>– Progressing previously announced transactions/ closures | ✓ |
| **Rebuild NAFTA profitability** | – US PBT c. $2bn | – Material adjusted PBT improvement v. 1H16 in all three countries: Canada +52%, US excl. legacy +122%, Mexico +61%<br>– Completed asset sales of CML legacy portfolio totaling $5.5bn; remaining CML portfolio reduced to US$1.6bn with plans to complete the sale / wind-down of the portfolio by end 2017 | – |
| | – Mexico PBT c. $0.6bn | – Mexico adjusted PBT gains over prior year in RBWM +37%, CMB +29%, GB&M +150%; continue market share gain in strategic product areas | ✓ |
| **Set up UK ring-fenced bank** | – Completed in 2018 | – Received a restricted banking licence from the UK FCA and the PRA to set up our UK ring-fenced bank<br>– On track to have a fully functioning team in place for the opening of our new UK headquarters in the first quarter of 2018 | ✓ |
| **Deliver $4.5-5.0bn cost savings** | – 2017 exit rate to equal 2014 operating expenses | – Achieved annualised run-rate savings of $4.7bn<br>– Continued to migrate activities to global service centres with 26% of staff now in lower cost locations<br>– Now one of the biggest financial services users of biometrics globally; continue to introduce voice recognition and fingerprint technology across our network | ✓ |
| **Actions to redeploy capital and invest** | | | |
| **Deliver growth above GDP from international network** | – Revenue growth of international network above GDP | – Transaction banking adjusted revenue up 7% in 1H17 vs. prior year, with GLCM adjusted revenues increasing by 11% driven by growth in deposits and the impact of US rate rises<br>– Synergies revenue grew 17% in 1H17 vs. 1H16<br>– Named 'World's Best Bank' by *Euromoney* Awards for Excellence 2017 | ✓ |
| **Investments in Asia – prioritise and accelerate** | – Market share gains<br>– c. 10% growth p.a. in assets under management | – Since our launch of credit cards in China at the end of last year, we have reached nearly 250,000 cards in circulation<br>– Insurance annualised new business premiums and Asset Management AuM up 14% and 15% respectively vs. 1H16<br>– Awarded 'Asia's Best Bank' and 'Hong Kong's Best Bank' by *Euromoney* Awards for Excellence 2017 | ✓ |
| **RMB internationalisation** | – $2.0-2.5bn revenue | – Ranked #1 among all banks (53.7% market share) in terms of market share in RMB Qualified Foreign Institutional Investor ("RQFII") custodian business as of June 2017<br>– Ranked #1 in offshore RMB bond underwriting in 1H17 with 28.5% of market share<br>– Ranked #1 for the 6th consecutive year in Asiamoney Offshore RMB Poll 2017, also winning across all 10 sub-categories<br>– Largest fund house in terms of AuM in the Mutual Recognition of Fund scheme (southbound) with 43.1% share as of March 2017 (Source: WIND Information Co.) | – |
| **Global Standards – safeguarding against financial crime[11]** | – End of 2017: Introduction of major compliance IT systems; anti-money laundering ('AML') and sanctions policy framework in place; assessment against the capabilities of our financial crime risk framework to enable the capabilities to be fully integrated in our day-to-day operations | – We remain on track to complete the introduction of the major compliance IT systems, to have our AML and sanctions policy framework in place, and to complete all actions committed to as part of the Global Standards programme in 2013 by the end of 2017<br>– Post 2017: Policy framework and associated operational processes fully integrated into day-to-day financial crime risk management practices in an effective and sustainable way. Target end state agreed with the UK Financial Conduct Authority to be achieved. Major compliance IT systems continue to be fine-tuned, and recommendations from the Monitor continue to be implemented | ✓ * |

*As set out under 'Targeted outcome by 2017'

# Good progress on RWA reductions, capital management, and cost discipline

## RWA reduction target achieved

**Group Reported RWAs,** $bn

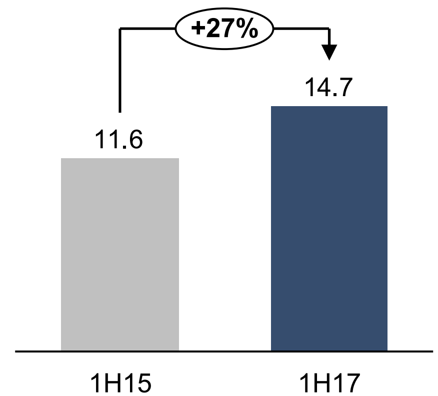



| | 1H15 | 1H17 |
|---|---|---|
| **GB&M RWAs** | 377 | 306 |
| **US CML Loans & Advances** | 23 | 1.6[13] |

- Achieved 100% of target $290bn RWA reduction target while growing in target areas
- Further reductions planned in GB&M over the medium term
- RWA discipline an ongoing management focus

## Strong capital position

**Group CET1 ratio,** %

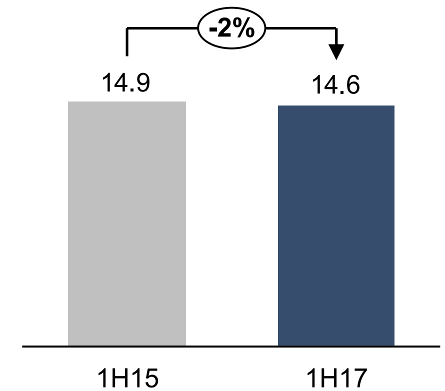



| | 1H15 | 1H17 |
|---|---|---|
| **Total Capital Ratio** | 16.3% | 20.1% |
| **Dividend** | $3.9bn | $4.0bn |

- Strong capital position (target: 12-13%)
- Completed $3.5bn share buyback
- Further $2bn buyback announced today to be completed by year end

## Cost discipline

**Group Operating Expenses[12],** $bn



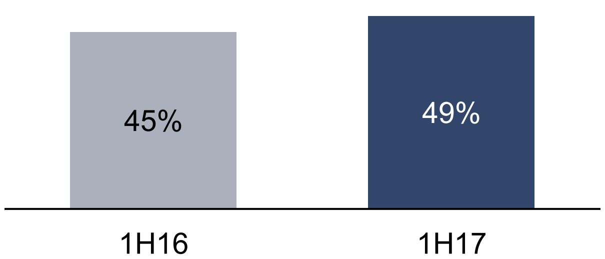

| | 1H15 | 1H17 |
|---|---|---|
| **FTE** | 240k | 233k |
| **CER** | 57% | 56% |

- Annualised run-rate save of $4.7bn since start of the cost-to-achieve programme
- On-track to deliver c.$6.0bn run rate cost savings by end of 2017; 2H17 cost-to-achieve spend to be c. $1.0bn
- Positive adjusted jaws maintained in 1H17 at +0.5%

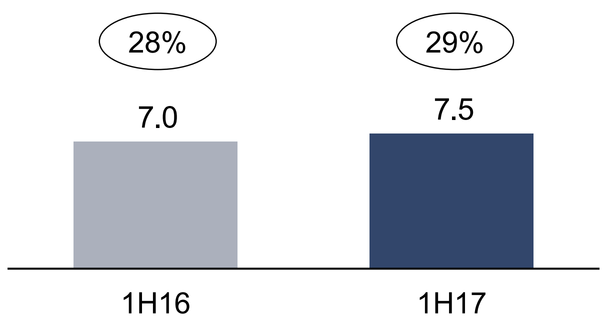
# Increased international connectivity within Group and further strengthened global position

## Increased international connectivity and transaction banking revenue

**Revenue from international clients[14], %**




**Transaction banking adjusted revenue,** $bn
**% of total**



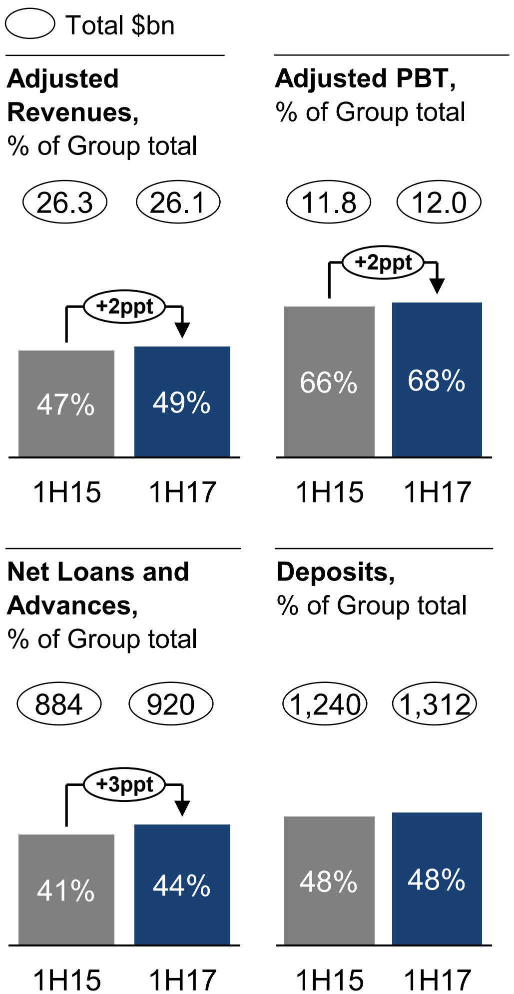

| Global trade growth[15] | *-4%* | *+9%* |
|---|---|---|

## Market share and rank, %

| | | 1H15 | 1H17 | |
|---|---|---|---|---|
| **Global Liquidity and Cash Management** | GLCM rank[16] | #3 | #3 | – |
| | GLCM market share[16] | 2.8% | 2.9% | ↑ |
| | International commercial payments[17] | 10.8% | 10.9% | ↑ |
| **Global Trade and Receivables Finance** | Trade Finance rank[16] | #1 | #1 | – |
| | Hong Kong market share[18] | 9.1% | 12.6% | ↑ |
| | Singapore market share[18] | 6.9% | 11.7% | ↑ |
| **FX** | FX rank[19] | #2 | #2 | – |
| **Cross-Border Transactions** | Cross-border DCM Rank[20] | #7 | #6 | ↑ |

# Shifted the Group's business mix towards Asia

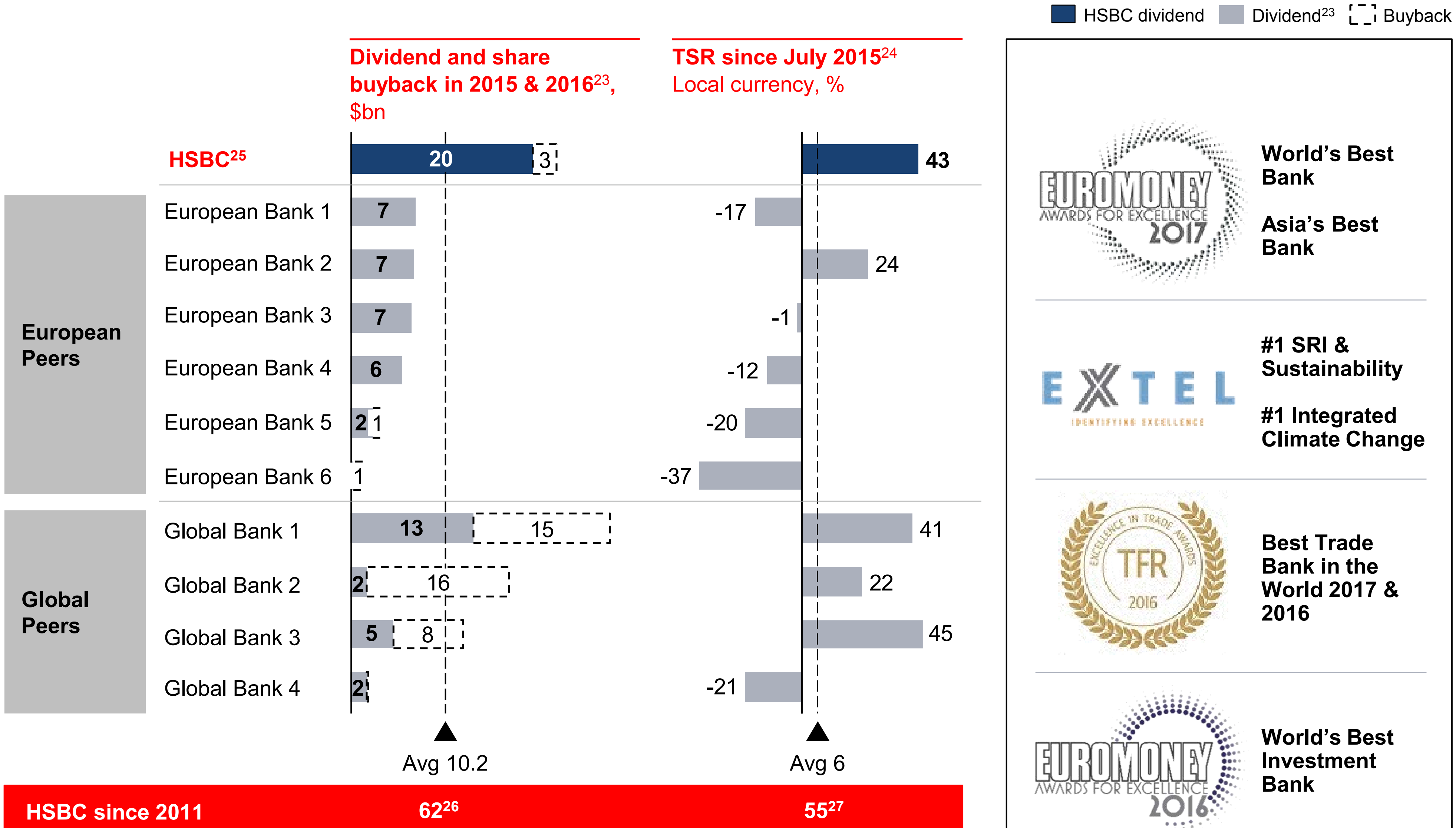
## Pivot to Asia




## Drivers of growth

| | |
|---|---|
| **Hong Kong** | ▪ Total customer loan growth across both retail and corporate segment, up 19% 1H17 vs. 1H16<br>▪ Trade finance market share grew from 10.6% to 12.6% over past year[21]<br>▪ Insurance premium income up 12.4% 1H17 vs. 1H16 |
| **China and PRD** | ▪ Majority owned Securities JV with Qianhai Financial approved by local authority<br>▪ Ranked #1 among foreign banks at 1H17 in Panda bond underwriting league table<br>▪ $290m Innovation Growth Fund rolled out to support leading names in the PRD high-tech sector<br>▪ Launched personal loans to existing customers in PRD<br>▪ Almost 250k credit cards in circulation since launch in December 2016 |
| **Asset management and insurance** | ▪ Asia AUM at record high at $161bn and up 17% YoY (1H17)<br>▪ Leading foreign-bank distributor of life insurance in China<br>▪ Asia Insurance annualised new business premiums up 14% 1H17 vs. 1H16 |
| **Belt and Road and China Outbound** | ▪ Supporting Chinese clients as the largest foreign bank in China and with 24 China desks across our international network. Transactions include:<br>▪ Sole Arranger of Sinosure facility for financing of works at Bandaranaike International Airport in Colombo, Sri Lanka, for Airport and Aviation Services (Sri Lanka) Ltd ("AASL")<br>▪ Sole Financial Adviser to Zhejiang Geely Holding Group Co, Ltd on its China outbound acquisition of 49.9% of Proton Holdings in Malaysia and 51% of Lotus Advance Technologies Sdn Bhd |
| **RMB International-isation** | ▪ Ranked #1 among all banks (53.7% market share) in terms of market share in RMB Qualified Foreign Institutional Investor ("RQFII") custodian business as of June 2017[22]<br>▪ Ranked #1 for the 6th consecutive year in Asiamoney Offshore RMB Poll 2017, also winning across all 10 sub-categories |

# Our award winning global franchise is the key driver of our robust shareholder returns with higher dividends than peers




**EUROMONEY AWARDS FOR EXCELLENCE 2017**

**World's Best Bank**

**Asia's Best Bank**

**EXTEL IDENTIFYING EXCELLENCE**

**#1 SRI & Sustainability**

**#1 Integrated Climate Change**

**TFR EXCELLENCE IN TRADE AWARDS 2016**

**Best Trade Bank in the World 2017 & 2016**

**EUROMONEY AWARDS FOR EXCELLENCE 2016**

**World's Best Investment Bank**

# Looking ahead

**Delivering our strategy**

- **Unrivalled footprint in Asia and the Middle East** driving strong returns and good business momentum
- **Investing for growth ;** 4% revenue growth and > 7% ($62bn) loan growth[28] compared with Q2 2016
- **Deliver Global Standards,** fulfil Deferred Prosecution Agreement obligations, implement regulatory and compliance programs
- Will **achieve c.$6bn cost savings target** as updated at 2016 annual results
- **Positive jaws** in 2016 and 2017
- **Strong capital generation**, well funded, and well diversified balance sheet; **Exceeded our RWA reduction target**
- Delivering **industry leading dividend** and **shareholder returns**
- **Financial targets unchanged**

**Diversified business, strong capital position and positive business momentum**

**Group financial targets**

| | |
|---|---|
| **ROE** | >10% |
| **Costs** | Positive jaws (adjusted) |
| **Dividend and capital** | – Sustain dividend through long-term earnings capacity of the businesses[29]<br>– Share buy-backs as and when appropriate, subject to the execution of targeted capital actions and regulatory approval |

# Appendix

# Appendix

## Global business management view of adjusted revenue

| RBWM, $m | 1Q16 | 2Q16 | 3Q16 | 4Q16 | 1Q17 | 2Q17 | ∆ 2Q16 | ∆ 1Q17 |
|---|---|---|---|---|---|---|---|---|
| **Retail Banking** | **3,181** | **3,172** | **3,132** | **3,177** | **3,286** | **3,334** | 5% | 1% |
| Current accounts, savings and deposits | 1,281 | 1,320 | 1,280 | 1,339 | 1,481 | 1,555 | 18% | 5% |
| Personal lending | 1,900 | 1,852 | 1,852 | 1,838 | 1,805 | 1,779 | (4)% | (1)% |
| Mortgages | 654 | 634 | 629 | 620 | 602 | 560 | (12)% | (7)% |
| Credit cards | 791 | 750 | 759 | 744 | 739 | 757 | 1% | 2% |
| Other personal lending | 455 | 468 | 464 | 474 | 464 | 461 | (1)% | (1)% |
| **Wealth Management** | **1,146** | **1,310** | **1,524** | **1,297** | **1,669** | **1,567** | 20% | (6)% |
| Investment distribution | 695 | 726 | 798 | 679 | 805 | 799 | 10% | (1)% |
| Life insurance manufacturing | 210 | 348 | 465 | 372 | 611 | 507 | 46% | (17)% |
| Asset management | 241 | 235 | 261 | 246 | 253 | 262 | 11% | 4% |
| Other | 83 | 119 | 174 | 164 | 130 | 133 | 12% | 2% |
| **Total** | **4,410** | **4,601** | **4,830** | **4,638** | **5,085** | **5,034** | 9% | (1)% |
| Adjusted revenue as previously disclosed[30] | 4,597 | 4,819 | 4,921 | 4,590 | 5,009 | 5,034 | 4% | 0% |

| CMB, $m | 1Q16 | 2Q16 | 3Q16 | 4Q16 | 1Q17 | 2Q17 | ∆ 2Q16 | ∆ 1Q17 |
|---|---|---|---|---|---|---|---|---|
| Global Trade and Receivables Finance | 472 | 459 | 454 | 447 | 454 | 450 | (2)% | (1)% |
| Credit and Lending | 1,251 | 1,238 | 1,253 | 1,232 | 1,225 | 1,234 | 0% | 1% |
| Global Liquidity and Cash Management | 1,046 | 1,047 | 1,045 | 1,091 | 1,120 | 1,165 | 11% | 4% |
| Markets products, Insurance and Investments and other | 418 | 426 | 379 | 297 | 434 | 367 | (14)% | (15)% |
| **Total** | **3,187** | **3,170** | **3,131** | **3,067** | **3,233** | **3,216** | 1% | (1)% |
| Adjusted revenue as previously disclosed[30] | 3,318 | 3,326 | 3,201 | 3,041 | 3,191 | 3,216 | (3)% | 1% |

| GPB, $m | 1Q16 | 2Q16 | 3Q16 | 4Q16 | 1Q17 | 2Q17 | ∆ 2Q16 | ∆ 1Q17 |
|---|---|---|---|---|---|---|---|---|
| Investment | 195 | 188 | 187 | 160 | 179 | 178 | (5)% | (1)% |
| Lending | 108 | 104 | 103 | 93 | 93 | 95 | (9)% | 2% |
| Deposit | 92 | 85 | 81 | 82 | 90 | 102 | 20% | 13% |
| Other | 64 | 65 | 63 | 71 | 59 | 56 | (14)% | (5)% |
| **Total** | **459** | **442** | **434** | **406** | **421** | **431** | (2)% | 2% |
| Adjusted revenue as previously disclosed[30] | 465 | 453 | 440 | 399 | 415 | 431 | (5)% | 4% |

| GB&M, $m | 1Q16 | 2Q16 | 3Q16 | 4Q16 | 1Q17 | 2Q17 | ∆ 2Q16 | ∆ 1Q17 |
|---|---|---|---|---|---|---|---|---|
| **Global Markets** | **1,510** | **1,893** | **1,671** | **1,555** | **1,970** | **1,786** | (6)% | (9)% |
| Equities | 237 | 260 | 259 | 229 | 341 | 325 | 25% | (5)% |
| **FICC** | **1,273** | **1,633** | **1,412** | **1,326** | **1,629** | **1,461** | (11)% | (10)% |
| Foreign Exchange | 700 | 661 | 645 | 744 | 636 | 723 | 9% | 14% |
| Rates | 419 | 643 | 543 | 508 | 660 | 499 | (22)% | (24)% |
| Credit | 154 | 329 | 224 | 74 | 333 | 239 | (27)% | (28)% |
| **Global Banking** | **888** | **907** | **977** | **991** | **908** | **1,056** | 16% | 16% |
| **GLCM** | **464** | **454** | **468** | **490** | **525** | **524** | 15% | 0% |
| **Securities Services** | **369** | **384** | **402** | **398** | **411** | **434** | 13% | 6% |
| **GTRF** | **172** | **171** | **172** | **171** | **183** | **177** | 4% | (3)% |
| **Principal Investments** | **2** | **(4)** | **173** | **51** | **29** | **49** | >100% | 69% |
| Other revenue | 29 | (33) | (50) | 5 | (70) | 2 | >100% | >100% |
| Credit and Funding Valuation Adjustment | 149 | (96) | (78) | (25) | (3) | (91) | 5% | <100% |
| **Total** | **3,583** | **3,676** | **3,735** | **3,636** | **3,953** | **3,937** | 7% | 0% |
| Adjusted revenue as previously disclosed[30] | 3,677 | 3,834 | 3,817 | 3,591 | 3,886 | 3,937 | 3% | 1% |

| Corporate Centre, $m | 1Q16 | 2Q16 | 3Q16 | 4Q16 | 1Q17 | 2Q17 | ∆ 2Q16 | ∆ 1Q17 |
|---|---|---|---|---|---|---|---|---|
| **Central Treasury** | **736** | **625** | **358** | **(281)** | **384** | **425** | (32)% | 11% |
| Balance Sheet Management | 718 | 764 | 734 | 771 | 854 | 636 | (17)% | (26)% |
| Interest expense | (155) | (244) | (292) | (274) | (332) | (295) | (21)% | 11% |
| Valuation differences on long-term debt and associated swaps | 251 | 110 | 108 | (741) | (29) | 126 | 15% | >100% |
| Other | (78) | (5) | (192) | (37) | (109) | (42) | <(100)% | 62% |
| **US run-off portfolio** | **239** | **181** | **150** | **122** | **28** | **47** | (74)% | 68% |
| **Legacy credit** | **(38)** | **(54)** | **123** | **(3)** | **-** | **58** | >100% | 0% |
| Other | 159 | 23 | (237) | (465) | (59) | 62 | >100% | >100% |
| **Total** | **1,096** | **775** | **394** | **(627)** | **353** | **592** | (24)% | 67% |
| Adjusted revenue as previously disclosed[30] | 1,122 | 756 | 408 | (621) | 342 | 592 | (22)% | 73% |

# Appendix

## Currency translation and significant items

| $m | 2Q16 | 2Q17 | 1H16 | 1H17 |
|---|---|---|---|---|
| **Revenue** | | | | |
| Currency translation | 522 | - | 994 | - |
| Trading results from disposed operations in Brazil | 748 | - | 1,470 | - |
| *Portfolio disposals | 68 | (42) | 68 | (32) |
| (Adverse) / Favourable debit valuation adjustment on derivative contracts | (7) | (178) | 151 | (275) |
| (Adverse) / Favourable fair value movements on non-qualifying hedges | (164) | (61) | (397) | 30 |
| *Releases arising from the ongoing review of compliance with the Consumer Credit Act in the UK | 2 | - | 2 | - |
| Favourable / (Adverse) movements on own credit spread | 75 | - | 1,226 | - |
| Gain on disposal of our membership interest in Visa - Europe | 584 | - | 584 | - |
| Gain on disposal of our membership interest in Visa - US | - | 166 | - | 312 |
| *Other acquisitions, disposals and dilutions | - | 78 | - | 78 |
| *Currency translation of significant items | 3 | - | 137 | - |
| | 1,831 | (37) | 4,235 | 113 |
| | | | | |
| **Loan impairment charges** | | | | |
| Currency translation | 3 | - | 57 | - |
| Trading results from disposed operations in Brazil | (414) | - | (748) | - |
| *Currency translation of significant items | (37) | - | (119) | - |
| | (448) | - | (810) | - |
| | | | | |
| **Operating expenses** | | | | |
| Currency translation | (304) | - | (576) | - |
| Trading results from disposed operations in Brazil | (555) | - | (1,059) | - |
| *Regulatory provisions in GPB | (3) | - | (4) | - |
| Impairment of GPB Europe goodwill | (800) | - | (800) | - |
| Settlements and provisions in connection with legal matters | (723) | 322 | (723) | 322 |
| UK customer redress programmes | (33) | (89) | (33) | (299) |
| Costs-to-achieve | (677) | (837) | (1,018) | (1,670) |
| *Costs associated with portfolio disposals | - | (10) | - | (10) |
| Costs to establish UK ring-fenced bank | (63) | (93) | (94) | (176) |
| *Costs associated with the UK's exit from the EU | | (4) | - | (4) |
| *Currency translation of significant items | 1 | - | (99) | - |
| | (3,157) | (711) | (4,406) | (1,837) |
| **Share of profit in associates and joint ventures** | | | | |
| Currency translation | 24 | - | 45 | - |
| *Other acquisitions, disposals and dilutions | - | - | (1) | - |
| | 24 | - | 44 | - |
| | | | | |
| **Currency translation and significant items** | **(1,750)** | **(748)** | **(937)** | **(1,724)** |

* Items summarised on slide 5 as 'Other significant items'

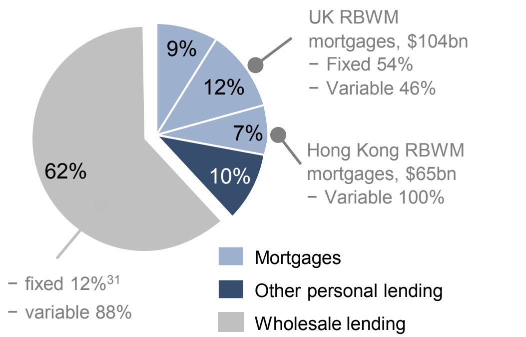
# Appendix

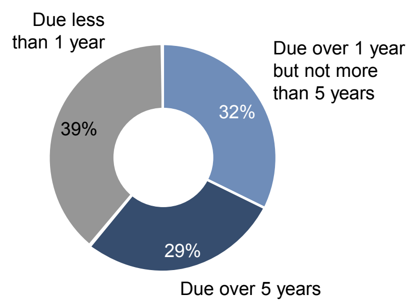
## Net interest margin supporting information

**Gross customer lending analysis - $927bn:**

Of our customer lending:

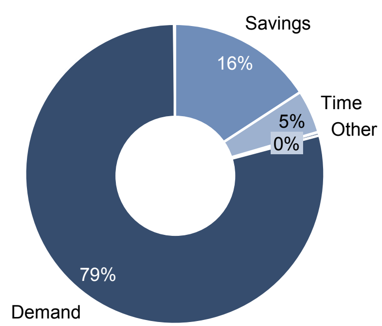
*As at 31 Dec 2016*

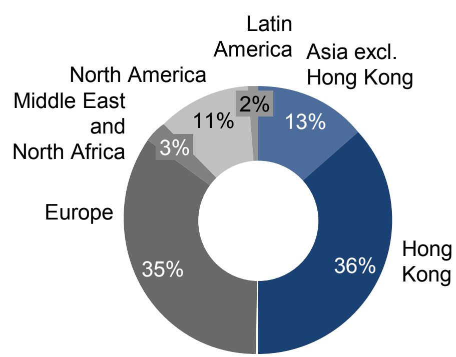


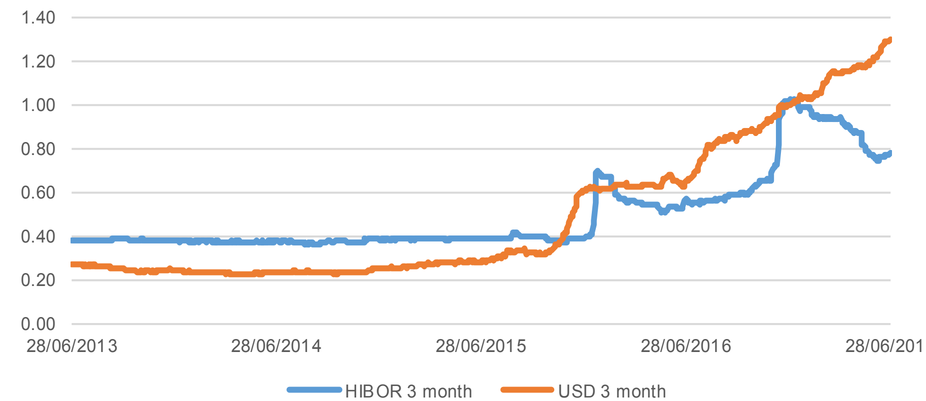

**Deposit analysis[32] - $1,312bn:**

Regional breakdown:

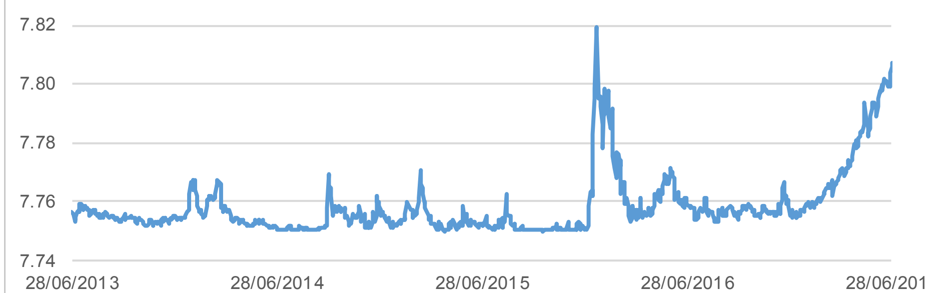



**HIBOR / USD 3 month rate[33]**




**HKD / USD exchange rate[33]**



# Appendix

## Transformation Programme: $4.7bn of annualised savings achieved; on track to achieve our target

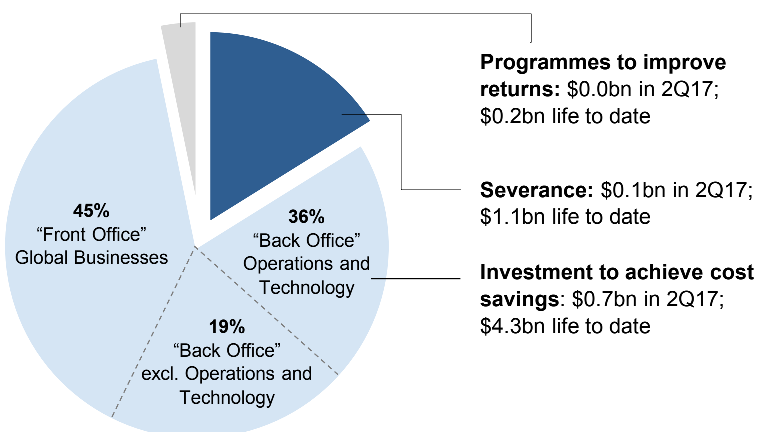
### Saves ($bn)

| | Realised Savings (savings recognised in the Income Statement during the time period) | | | | Run Rate Saves |
|---|---|---|---|---|---|
| **Saves**, $bn | 2015 to 2016 | 1Q17 | 2Q17 | Life to date | Life to date |
| Global Businesses | 0.6 | 0.1 | 0.2 | 0.9 | 1.2 |
| Operations and Technology | 1.7 | 0.2 | 0.3 | 2.2 | 2.7 |
| Global Functions | 0.8 | 0.1 | 0.1 | 0.9 | 0.8 |
| **Total** | **3.1** | **0.4** | **0.5** | **4.0** | **4.7** |

*Numbers will not sum due to roundings*

### CTA: Programme to date ($bn)

$0.8bn in 2Q17; c. $1bn still to spend in 2H17




### Examples of Q2 achievements

**Digital investment and productivity improvement**

- US customers can receive instant help with online banking through Live Chat and Live Share; contact centre agents can see what customers are seeing, doing on screen and offer to guide them through any issues
- CMB: Business customers in Mexico and the US can apply for loans faster and from comfort of their own office through LinkScreen, a platform that delivers all the key elements of a traditional face-to-face meeting online. This service is available in the UK and will be launched in France, Canada and Hong Kong in September

**Automate and re-engineer operations**

- Pre-approved customers for Visa Signature, Visa Platinum and Visa Gold credit cards in Hong Kong receive full approval for their application in as little as 5 seconds
- Credit card users in China can view payment status in real-time, with instant notifications through mobile app, text message, or WeChat. Payment status calls to our contact centre are down 54% as a result
- CMB: customers in Hong Kong and Spain are the latest to get faster access to funds as a result of Hotdocs – automated production of post-approval lending documents – cutting time to draft letters by a third and is now available in 22 markets

**Simplify software development and optimise IT infrastructure**

- Customers in the UAE can now apply for an account, card or personal loan online and receive a decision within minutes, rather than 5 days

**Re-shape global functions**

- HR: launch of Career Suite 1 which automates talent data management, enhances insights and allows for consistent approach to develop future leaders

# Appendix

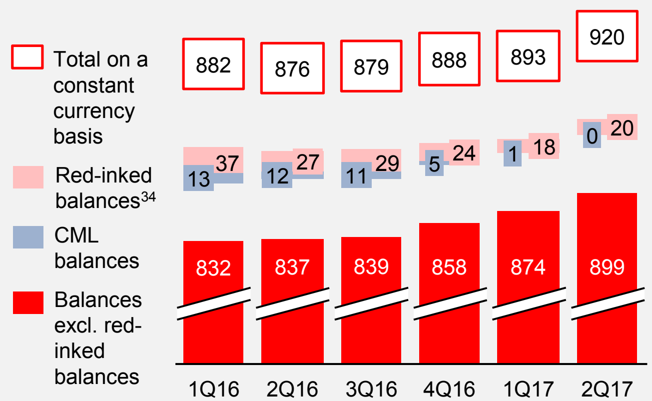
## Balance sheet

### 2Q17 Loans and advances to customers, $bn

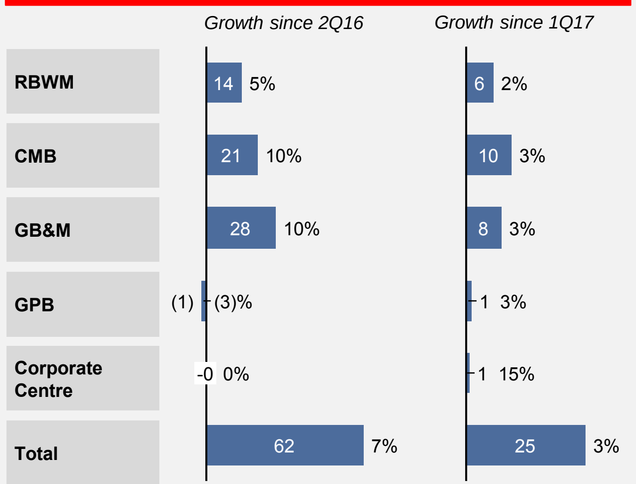
Balances increased by $27bn vs. 1Q17. Excluding CML and red-inked balances, lending increased by $25bn or 3%:

- Growth in term lending in Asia
- $2.4bn or 3.6% mortgage growth in Hong Kong
- $1.4bn or 1% mortgage growth in the UK

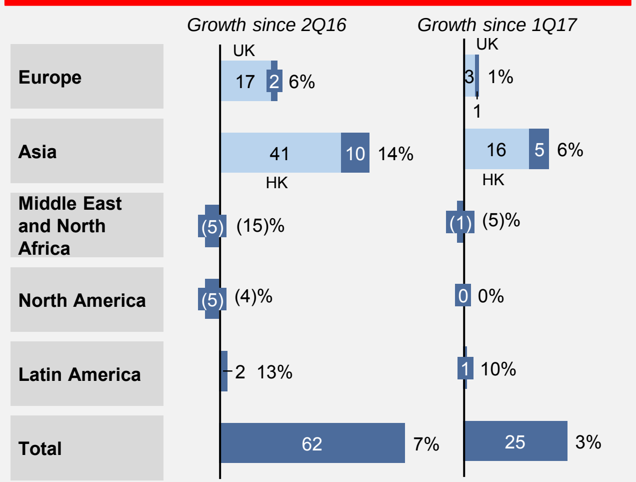
Balances increased by $44bn vs. 2Q16. Excluding CML and red-inked balances, lending increased by $62bn or 7%.




**By global business *(excluding red-inked balances and CML)***

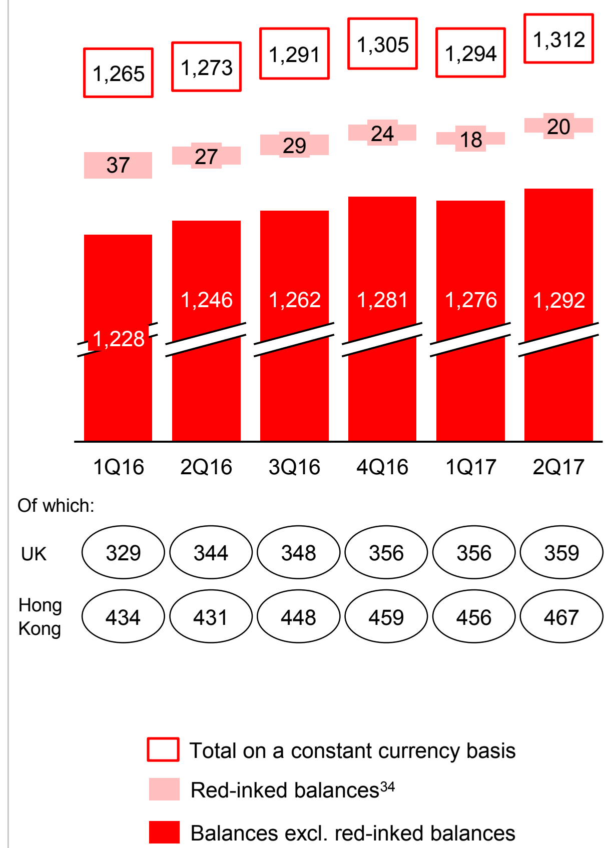



**By region *(excluding red-inked balances and CML)***




### Customer accounts, $bn

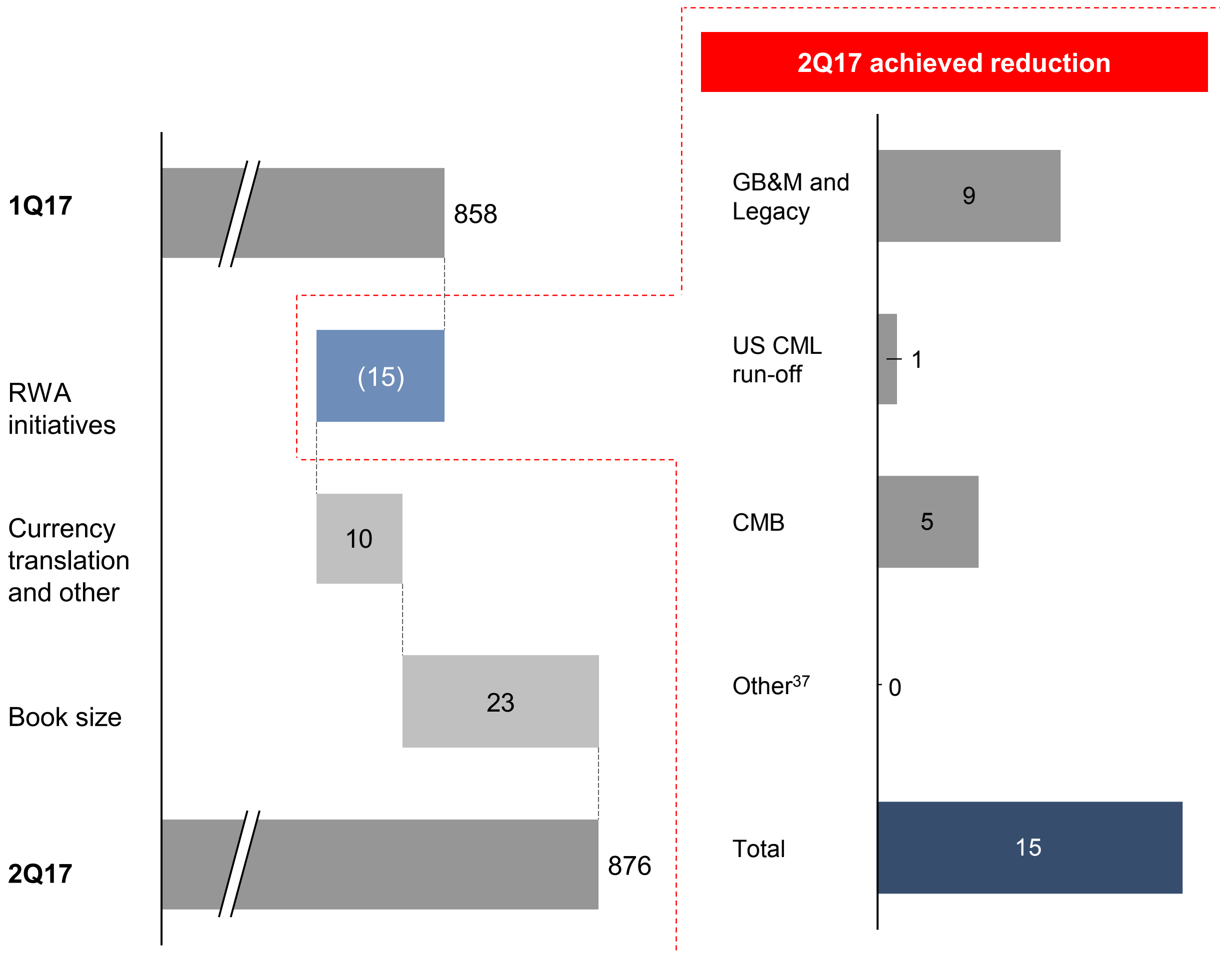
Excluding red-inked balances, customer accounts increased by $16bn vs. 1Q17, notably in Hong Kong and the UK



# Appendix

## Exceeded our FX rebased RWA target[35]

### Key movements in Group RWAs ($bn)




**Progress since Dec-14**

| | RWAs | Target (FX rebased)[35] | % achieved |
|---|---|---|---|
| GB&M and Legacy[36] | 131 | 135 | 97% |
| US CML run-off | 48 | 40 | Target achieved ✓ |
| CMB | 53 | 29 | Target achieved ✓ |
| Other | 64 | 73 | 88% |
| Total | 296 | 277 | Target achieved ✓ |

# Appendix

## Equity drivers

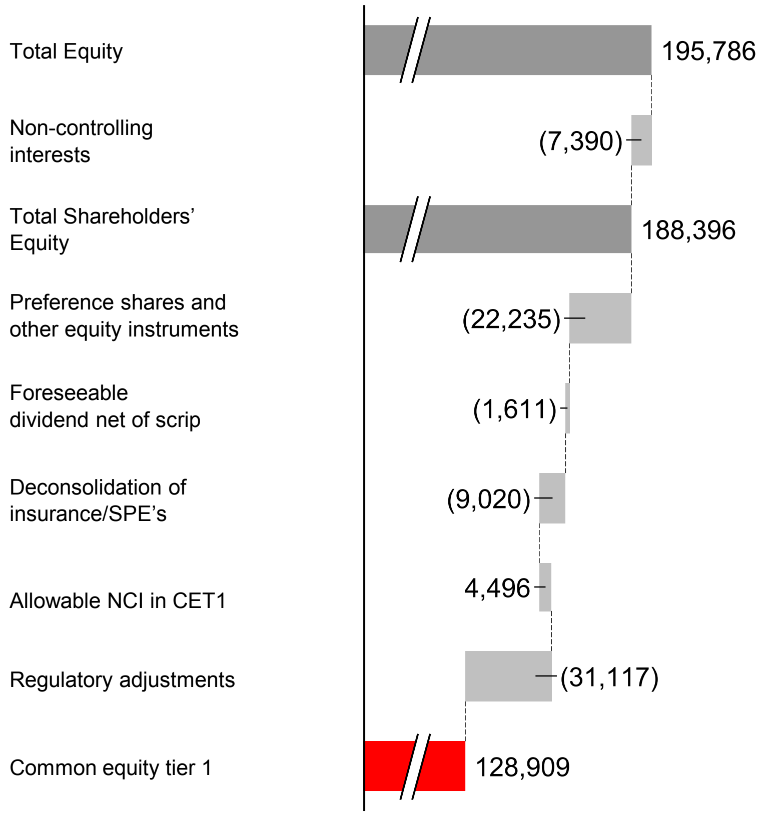
### 2Q17 vs. 1Q17 Equity drivers

| | Shareholders' Equity, $bn | Tangible Equity, $bn | TNAV per share, $ | No. of shares (excl. treasury shares), million |
|---|---|---|---|---|
| **As at 31 March 2017** | **178.8** | **140.2** | **7.08** | **19,793** |
| Profit to shareholders | 4.0 | 4.0 | 0.20 | - |
| Dividends net of scrip[38] | (1.4) | (1.4) | (0.15) | 241 |
| AT1 issuances | 3.7 | - | - | - |
| FX | 3.2 | 2.8 | 0.14 | - |
| Net gains on AFS investments and Actuarial gains on defined benefit plans | 0.8 | 0.8 | 0.04 | - |
| Adverse fair value movements from own credit risk | (0.8) | (0.8) | (0.04) | - |
| Other | 0.1 | (0.3) | (0.01) | (19) |
| **As at 30 June 2017** | **188.4** | **145.3** | **7.26** | **20,015** |

# Appendix

## Total Shareholders' Equity to CET1 capital

**Total Equity to Common equity tier 1 capital, as at 2Q17**

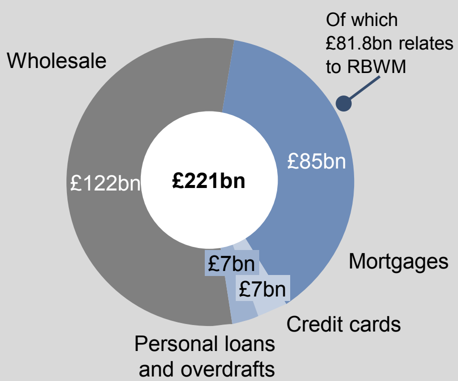



| $m | 4Q16 | 2Q17 |
|---|---|---|
| **Total equity (per balance sheet)** | **182,578** | **195,786** |
| - Non-controlling interests | (7,192) | (7,390) |
| **Total shareholders' equity** | **175,386** | **188,396** |
| - Preference share premium | (1,405) | (1,405) |
| - Perpetual capital Securities | (5,851) | (5,851) |
| - Additional Tier 1 | (11,259) | (14,979) |
| **Total shareholders' equity less preference shares premium and other equity instruments** | **156,871** | **166,161** |
| - Foreseeable dividend (net of scrip) | (3,751) | (1,611) |
| - Deconsolidation of insurance/SPE's | (7,707) | (9,020) |
| - Allowable NCI in CET1 | 3,878 | 4,496 |
| **CET1 before regulatory adjustments** | **149,291** | **160,026** |
| - Additional value adjustments (prudential valuation adjustment) | (1,358) | (1,201) |
| - Intangible assets | (15,037) | (16,114) |
| - Deferred tax asset deduction | (1,696) | (1,476) |
| - Cash flow hedge adjustment | (52) | 55 |
| - Excess of expected loss | (4,025) | (3,426) |
| - Own credit spread and debit valuation adjustment | 1,052 | 2,656 |
| - Defined-benefit pension fund assets | (3,680) | (5,513) |
| - Direct and indirect holdings of CET1 instruments | (1,573) | (40) |
| - Threshold deductions | (6,370) | (6,058) |
| **- Regulatory adjustments** | **(32,739)** | **(31,117)** |
| **CET1** | **116,552** | **128,909** |

# Appendix

## UK credit quality

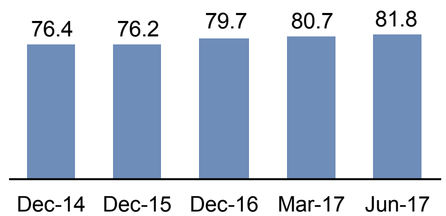
### Total UK[39] gross customer advances - £221bn




**Total UK gross customer advances of £221bn or ($286bn) which represents 31% of the Group's gross customer advances:**

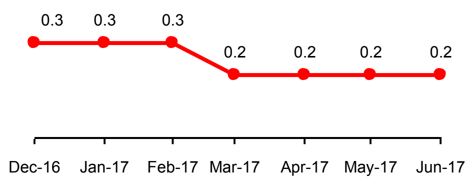
- Continued mortgage growth whilst maintaining extremely conservative loan-to-value (LTV) ratios
- Low levels of buy-to-let mortgages and mortgages on a standard variable rate (SVR)
- Low levels of delinquencies across mortgages and unsecured lending portfolios
- Commercial real estate lending to high quality operators and conservative LTV levels

### RBWM residential mortgages[40], £bn



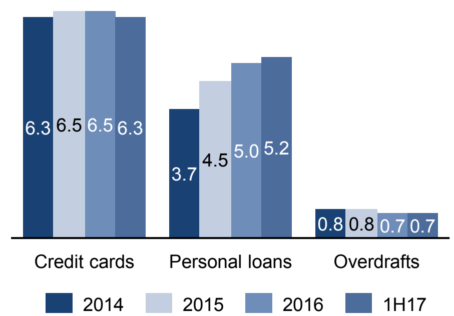

| By Loan to Value (LTV) | |
|---|---|
| Less than 50% | £45.2bn |
| 50% - < 60% | £13.7bn |
| 60% - < 70% | £10.5bn |
| 70% - < 80% | £7.8bn |
| 80% - < 90% | £3.8bn |
| 90% + | £0.7bn |

**90+ day delinquency trend, %**

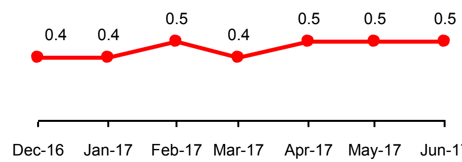



- c.30% of mortgage book is in Greater London
- LTV ratios:
  - c. 55% of the book < 50% LTV
  - new originations average LTV of 60%;
  - average LTV of the total portfolio of 40%
- Buy-to-let mortgages of £2.8bn
- Mortgages on a standard variable rate of £4.0bn
- Interest-only mortgages of £21.7bn

### RBWM unsecured lending[41], £bn

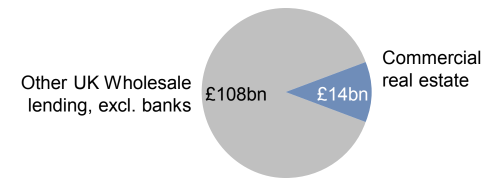


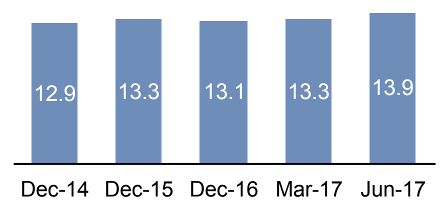

**Credit cards: 90+ day delinquency trend, %**




- Only c. 16% of outstanding credit card balances are on a 0% balance transfer offer
- HSBC does not provide a specific motor finance offering to consumers although standard personal loans may be used for this purpose
- Growth in unsecured lending has been confined to the personal loans portfolio with tight risk controls
- 1H17 credit card balances are lower than 2016 year end due to higher seasonal spend in the year end numbers. Compared to end 1H16 balances are marginally higher

### Commercial real estate, £bn




We lend to high quality real estate operators:

- 41% general financing vs. 59% specific property-related financing
- 53% in London and the south east
- 88% investment grade
- We have maintained conservative LTV levels and have strong interest cover

# Appendix

## Oil and gas

### Oil and gas, $bn

**Overall drawn risk exposure**

**$28bn** *(Dec 2016: $28bn)*

**Integrated Producers $15bn**

**Service companies $8bn**

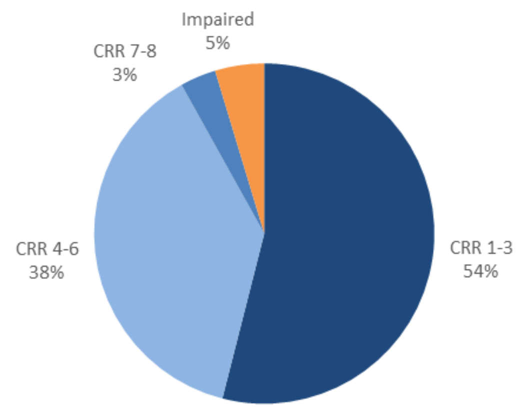
**Pure producers $4bn**

**Infrastructure companies $1bn**

- $28bn represents  c. 2% of wholesale drawn risk exposures
- 3% of the portfolio is CRR (credit risk rating) 7-8, the majority of which is in service companies and pure producers
- 5% of the portfolio is impaired
- Loan impairment charges and other credit risk provisions of less than $50m YTD
- Impairment allowances against the oil and gas portfolio of c. $0.6bn

| Exposure by region | $bn |
|---|---|
| Europe | 7 |
| Asia | 7 |
| Middle East and North Africa | 5 |
| North America | 8 |
| Latin America | 1 |
| **Group** | **28** |

**Credit quality (%)**




- CRR 1-3 broadly equivalent to investment grade
- CRR 4-6 broadly equivalent to BB+ to B-
- CRR 7-8 broadly equivalent to an external rating ranging from CCC+ to C

# Appendix
## Metals and mining

### Metals and mining, $bn

**Overall drawn risk exposure**

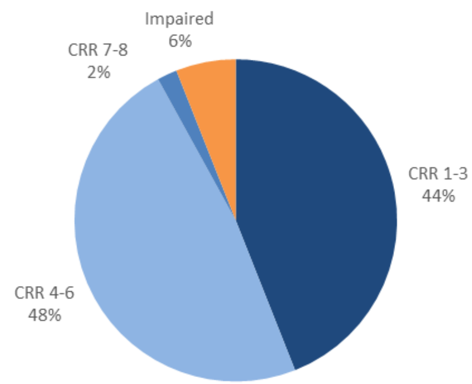
**$15bn** *(Dec 2016: $16bn)*

| Base / diversified | Bulk | Precious metals | Steel / Aluminium |
|---|---|---|---|
| $4bn | $2bn | $1bn | $8bn |
| Copper, Zinc and Nickel | Iron ore and metallurgical coal | Gold and Silver | |

- $15bn represents c.1% of wholesale drawn risk exposure
- Specific impairment allowances of c. $0.5bn, concentrated on a few counterparties
- Loan impairment charges and other credit risk provisions of less than $50m YTD

| Exposure by region | $bn |
|---|---|
| Europe | 3 |
| Asia | 8 |
| Middle East and North Africa | 1 |
| North America | 2 |
| Latin America | 1 |
| **Group** | **15** |

**Credit quality (%)**




- CRR 1-3 broadly equivalent to investment grade
- CRR 4-6 Broadly equivalent to BB+ to B-
- CRR 7-8 Broadly equivalent to an external rating ranging from CCC+ to C

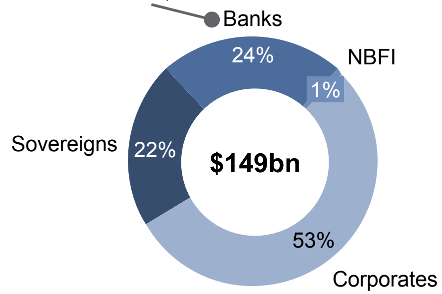
# Appendix
## China

### Mainland China drawn risk exposure[42]

- Total China exposure of $158bn of which 54% is onshore
- Wholesale: $149bn; Retail: $9bn
- Gross loans and advances to customers of $38bn in Mainland China (by country of booking, excluding Hong Kong and Taiwan)
- Losses remain low (onshore loan impairment charges of less than $100m year-to-date)
- Impaired loans and days past due trends remain low
- HSBC's onshore corporate lending market share is 0.2% which allows us to be selective in our lending

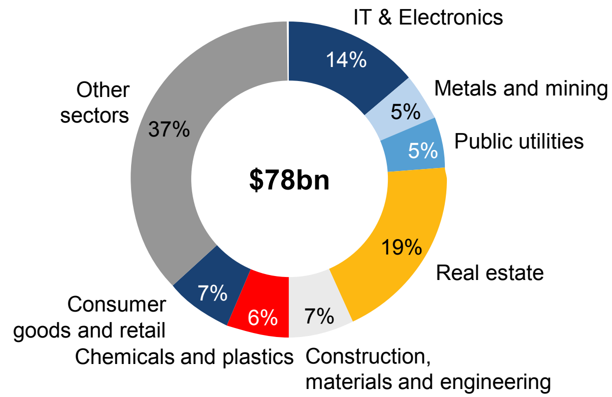
**Wholesale lending by type:**

Our top 5 exposures to banks amounted to $26bn




| CRRs | 1-3 | 4-6 | 7-8 | 9+ | |
|---|---|---|---|---|---|
| Sovereigns | 32.8 | - | - | - | **$32.8bn** |
| Banks | 35.6 | 0.3 | - | - | **$35.9bn** |
| NBFI | 1.6 | 0.2 | - | - | **$1.8bn** |
| Corporates | 45.7 | 31.8 | 0.2 | 0.5 | **$78.2bn** |
| Total, $bn | **115.7** | **32.3** | **0.2** | **0.5** | **$148.7bn** |

**Corporate Lending by sector**




- c. 25% of lending is to Foreign Owned Enterprises, c. 33% of lending is to State Owned Enterprises
- Corporate real estate
  - 52% sits within CRR 1-3 (broadly equivalent to investment grade)
  - Highly selective, focusing on top tier developers with strong performance track records
  - Focused on Tier 1 and selected Tier 2 cities

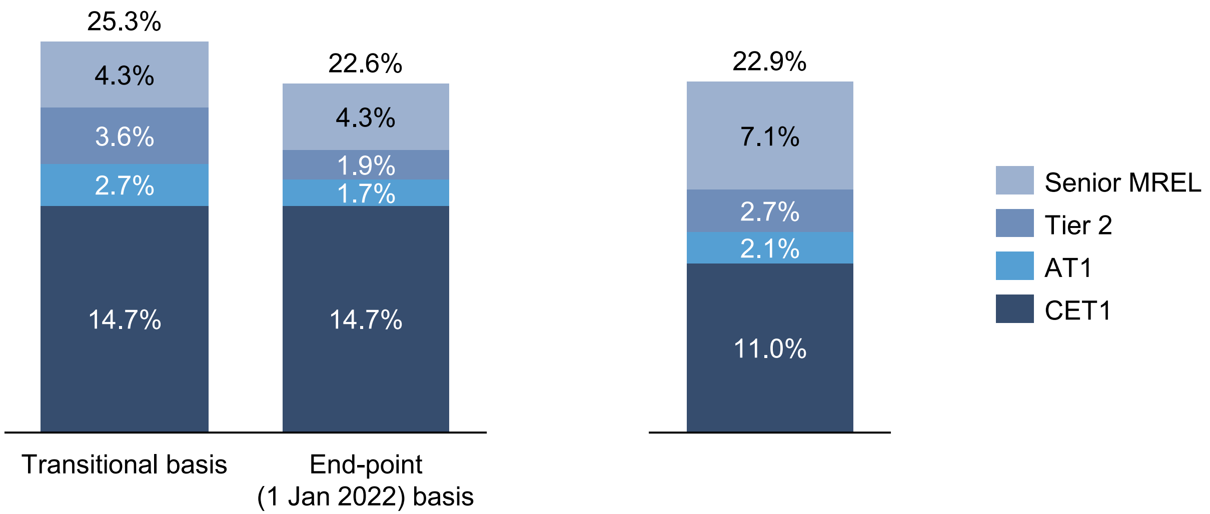
# Appendix – Fixed Income

# Appendix

## HSBC capital structure[43]

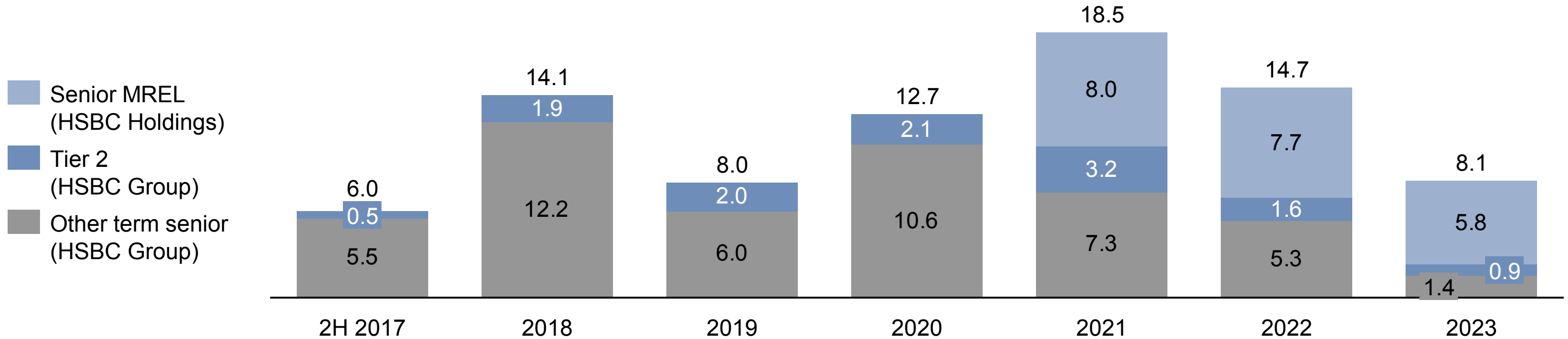
**HSBC capital structure as at 30 June 2017 (% of RWAs)**

**End-point (1 Jan 2022) regulatory requirements, including buffers**

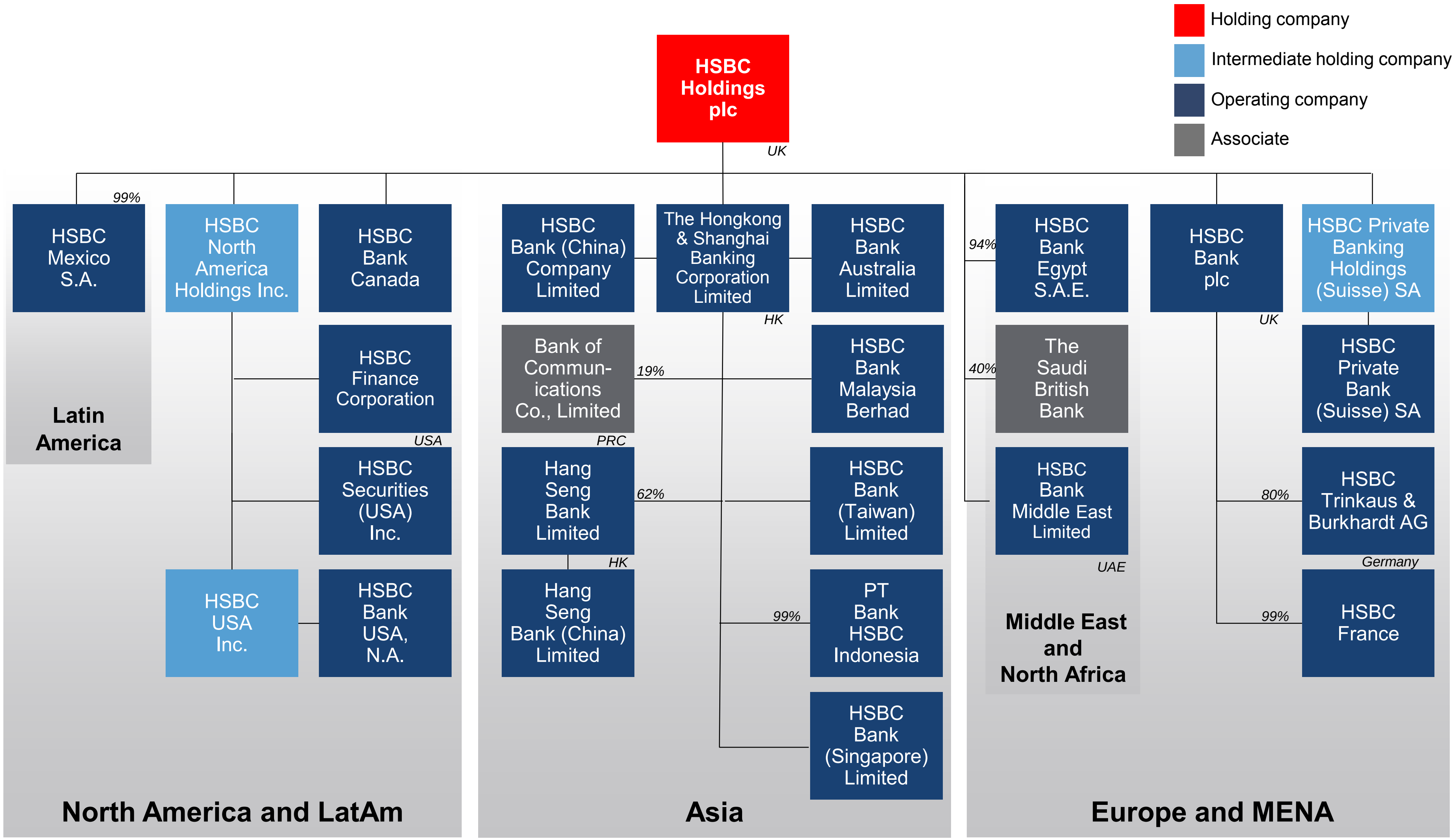



- HSBC meets its 2019 MREL requirements
- HSBC had $37bn of senior MREL in issue at 30 June 2017
- We will issue senior MREL to meet regulatory requirements and to refinance existing maturities
- Issuance of senior MREL to be at the lower end of our $60-80bn guided range

**Contractual maturity profile, $bn**



# Appendix
## Simplified structure chart

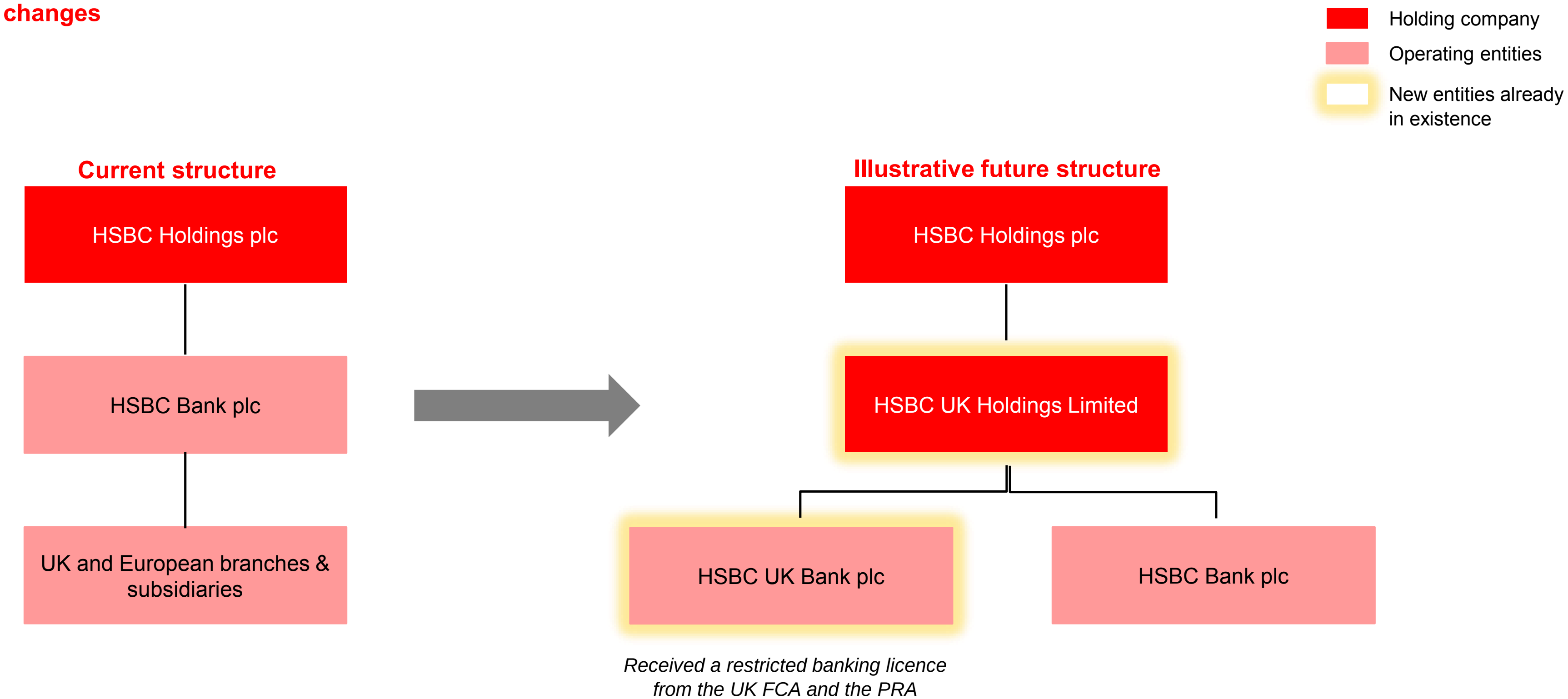


# Appendix: Establishing the UK Ring-Fenced Bank

## Changes to the legal structure in Europe and to the business of HSBC Bank plc as at 30 June 2017

- HSBC's ring-fenced bank, HSBC UK Bank plc, will be a new entity and will not be a subsidiary of HSBC Bank plc
- We intend to transfer into HSBC UK Bank plc the qualifying components of HSBC Bank plc's UK RBWM, CMB and GPB businesses. The UK GB&M business will remain in HSBC Bank plc
- HSBC Bank plc will remain the issuer under its debt issuance programmes and outstanding securities issued under such programmes will continue to be obligations of HSBC Bank plc and will not transfer to HSBC UK Bank plc

**Legal structure changes**

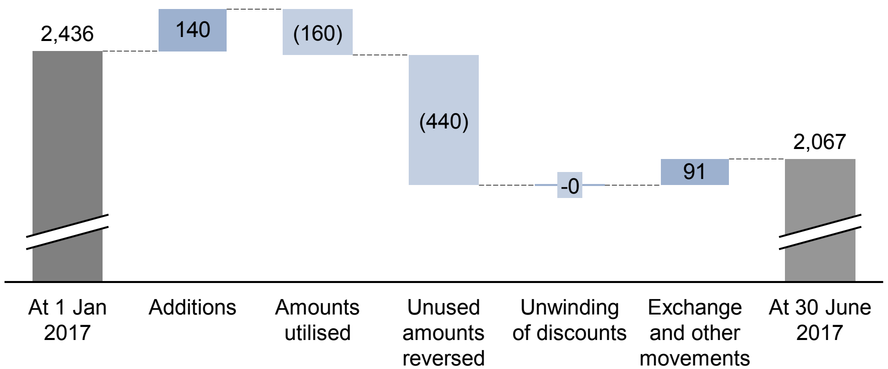


# Appendix

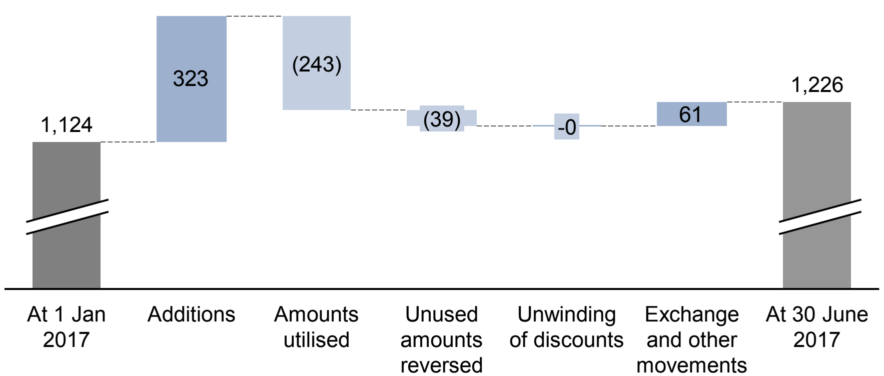
## Legal proceedings and regulatory matters

- This slide should be read in conjunction with Note 10 and Note 13 of the HSBC Holdings plc Interim Report 2017.

### Provisions relating to legal proceedings and regulatory matters, $m




### Provisions relating to customer remediation, $m




### Commentary on selected items[44]

| | |
|---|---|
| **Foreign exchange rate investigation[45]** | As at 30 June 2017, HSBC held a provision of $865m for foreign exchange rate investigations and litigation. |
| **Madoff[45]** | Based upon the information currently available, management's estimate of possible aggregate damages that might arise as a result of all claims in the various Madoff-related proceedings is up to or exceeding $800m, excluding costs and interest. |
| **US mortgage securitisation activity and litigation** | Due to the high degree of uncertainty involved, it is not practicable to estimate the possible financial impact of these matters, which could be significant. |
| **Tax-related investigations[45]** | HSBC is cooperating with the relevant authorities. As at 30 June 2017, HSBC has recognised a provision for these various matters in the amount of $796m. |
| **PPI** | As at 30 June 2017, a provision of $1,056m (31 December 2016: $919m) was held relating to the estimated liability for redress in respect of the possible mis-selling of Payment Protection Insurance ('PPI') policies in previous years. An increase to provisions of $300m was recognised during the year, primarily reflecting a recent increase in complaint volumes, along with a delay to the inception of the expected time bar on inbound complaint volumes. |

# Appendix
## Footnotes

1. Annualised
2. Includes the impact of UK bank levy
3. Unless otherwise stated, risk-weighted assets and capital are calculated and presented on a transitional CRD IV basis as implemented in the UK by the Prudential Regulation Authority
4. 1H16 jaws as reported in 1H16
5. ‘Own credit spread’ includes the fair value movements on our long-term debt attributable to credit spread where the net result of such movements will be zero upon maturity of the debt. On 1 January 2017, HSBC adopted the requirements of IFRS 9 relating to the presentation of gains and losses on financial liabilities designated at fair value. As a result, the effects of changes in those liabilities’ credit risk is presented in other comprehensive income
6. Where a quarterly trend is presented on the Income Statement, all comparatives are re-translated at average 2Q17 exchange rates
7. Where a quarterly trend is presented on Balance sheet data, all comparatives are re-translated at 30 Jun 2017 exchange rates
8. GB&M Adjusted Revenue, translated at 2Q17 FX rates, post-Corporate Centre re-segmentation; Source: HSBC Management View of Adjusted Revenue as reported in the Annual and Interim Report and Accounts between 2014 and 1H17
9. In the 1Q17 Results Presentation, new individually assessed and collectively assessed allowances were presented as new allowances; in the current disclosure new allowances includes new individually assessed allowances and new collectively assessed allowances net of allowance releases
10. This includes dividends on ordinary shares
11. Further detail on the Monitor and the US deferred prosecution agreement and related agreements and consent orders can be found in our ‘Annual Report and Accounts 2016’ on pages 82 and 66, respectively
12. Includes UK bank levy
13. $1.3bn resides in ‘Assets held for sale’
14. Revenue from international clients is derived from an allocation of Adjusted revenue based on internal management information. International clients are businesses and individuals with an international presence
15. Global Insight, Jun17; Merchandise Exports by value
16. Oliver Wyman analysis, Global Ranking, YE2014 & YE2016
17. Market share of SWIFT payments
18. Hong Kong Monetary Authority statistics; Monetary Authority of Singapore, Monthly Statistical Bulletin; June 2015 to May 2017
19. Source: Coalition FY2014 and FY2016. Peer group: Bank of America Merrill Lynch, Barclays, BNP Paribas, Citi, Credit Suisse, Deutsche Bank, Goldman Sachs, HSBC, J.P. Morgan, Morgan Stanley, Société Générale and UBS. Rankings are based upon HSBC’s product taxonomy and include all Group-wide FX revenues.
20. Dealogic, 1H2017
21. May 2016 to May 2017; Excluding Hang Seng Bank
22. Market share calculated based on China Securities Regulatory Commission (CSRC) published data

# Appendix
## Footnotes

23. Total dividend paid in cash and scrip; Peers include: Banco Santander, Bank of America, Barclays, BNP Paribas, Citigroup, Deutsche Bank, JP Morgan Chase & Co, Standard Chartered, UBS, Lloyds; Source: Bloomberg and HSBC Annual Reports
24. Date range 01/07/2015 - 30/06/2017
25. Based on shares listed on the London Stock Exchange
26. Date range 01/01/2011 - 30/06/2017; Includes 2Q17 dividends
27. Date range 01/01/2011 - 30/06/2017
28. Excluding CML and red-inked balances
29. Dividend per ordinary share
30. 1Q17 as reported at 1Q17 Results; 1Q16 to 4Q16 included in the '4Q 2016 Global Business Management View of Income' published at 2016FY Results.
31. Assumes the FY2016 split of fixed and variable for commercial lending including lending to banks with greater than 1 year maturity as published in 'Form 20-F'
32. Based on the average balance sheet at 1H17. Of the 79% that relates to Demand, 64% is interest bearing with the remaining 15% non-interest bearing
33. Source: Bloomberg
34. Red-inked balances relate to corporate customers in the UK, who settle their overdraft and deposit balances on a net basis
35. Investor day target of $290bn rebased for exchange rates at 30 Jun 2017
36. Includes BSM
37. Includes reductions related to Legacy credit, which following re-segmentation now resides in Corporate Centre
38. Includes dividends to preference shareholders and other equity holders
39. Where the country of booking is the UK
40. Includes First Direct balances
41. Includes First Direct, M&S and John Lewis Financial Services
42. Retail drawn exposures represent retail lending booked in mainland China; wholesale drawn exposures represents wholesale lending where the ultimate parent or beneficial owner is Chinese. Drawn exposures incorporates all forms of on balance sheet lending such as loans and advances to customers and banks and debt securities as well as issued non-cash products such as guarantees and letters of credit.

# Appendix
## Footnotes

43. The following should be read in conjunction with slide 39:
    - End-point MREL requirements calculated as a % of Group consolidated RWAs. The Bank of England (BOE) has written to HSBC outlining its current expectation with regard to the Group's Multiple Point of Entry resolution strategy and the Group's MREL to be issued by 2019 and 2022. The Group's MREL requirements are expected to be set at the higher of (i) 16% of RWAs (consolidated) from 1 Jan 2019 and 18% of RWAs (consolidated) from 1 Jan 2022; (ii) 6% of leverage exposures (consolidated) from 1 Jan 2019 and 6.75% from 1 Jan 2022; and (iii) the sum of requirements relating to other Group entities or sub-groups, which are as yet unknown.
    - MREL-qualifying instruments are estimated based on the Bank of England published Statement of Policy on the Bank of England's approach to setting a minimum requirement for own funds and eligible liabilities (MREL) and the Financial Stability Board's TLAC term sheet. It includes senior debt issued by HSBC Holdings plc with effective remaining maturity greater than 1 year and excludes structured notes. Own funds instruments are included to the extent they are eligible per the Capital Requirements Regulation (CRR), whilst instruments issued by subsidiaries are only allowed to be included until 2022 (beyond 1 January 2022 only CET1 instruments issued by those subsidiaries can count towards the Group's external MREL requirement).
    - The finalisation of the CRR proposals and changes in the regulatory environment in the UK may change the above requirements and eligibility criteria, in the future.
    - The final 2019 and 2022 MREL eligible debt requirements are subject to a number of caveats including: changes to the firm and its balance sheet (RWAs, FX and leverage); liability management and share buy backs; changes in accounting and regulatory policy; stress test requirements and, not least, confirmation of the final requirements from the Bank of England and other regulators, including the resolution strategy which is subject to revision on a regular basis.
    - Regulatory requirements comprise the minimum ratios set under the CRR and the Pillar 2A requirements set by the PRA. At June 2017, the total Pillar 2A corresponds to 2.9% of RWA (to be met with at least 56% CET1 capital and no more than 25% Tier 2 capital). Pillar 2A requirements are subject to change.
    - The capital buffers on an end point basis include: a) the fully phased-in capital conservation buffer of 2.5% of RWAs; b) the countercyclical capital buffer, which is dependent on the prevailing rates set in the jurisdictions where HSBC has relevant credit exposures (this buffer amounts to 0.4% of RWAs on an end-point basis, based on confirmed rates as of June 2017); c) the fully phased-in Global Systemically Important Institutions Buffer (G-SII buffer) of 2% of RWAs. With the exception of the capital conservation buffer, the remaining buffers are subject to change.
    - In the table 'Contractual maturity profile', "Other term senior" means senior unsecured debt securities with an original term to maturity of >1.5 years and an original principal balance of > $250mn issued by HSBC Group entities.
44. This slide contains selected items only, as at 30 June 2017. For further information, please refer to Note 10 and Note 13 of the HSBC Holdings plc Interim Report 2017.
45. There are many factors that may affect the range of outcomes, and the resulting financial impact, of these matters. Due to uncertainties and limitations of these estimates, the ultimate penalties could differ significantly from the amount provided.

# Appendix

## Important notice and forward-looking statements

### Important notice

The information set out in this presentation and subsequent discussion does not constitute a public offer for the purposes of any applicable law or an offer to sell or solicitation of any offer to purchase any securities or other financial instruments or any recommendation in respect of such securities or instruments.

### Forward-looking statements

This presentation and subsequent discussion may contain projections, estimates, forecasts, targets, opinions, prospects, results, returns and forward-looking statements with respect to the financial condition, results of operations, capital position and business of the Group (together, “forward-looking statements”). Any such forward-looking statements are not a reliable indicator of future performance, as they may involve significant assumptions and subjective judgements which may or may not prove to be correct and there can be no assurance that any of the matters set out in forward-looking statements are attainable, will actually occur or will be realised or are complete or accurate. Forward-looking statements are statements about the future and are inherently uncertain and generally based on stated or implied assumptions. The assumptions may prove to be incorrect and involve known and unknown risks, uncertainties, contingencies and other important factors, many of which are outside the control of the Group. Actual achievements, results, performance or other future events or conditions may differ materially from those stated, implied and/or reflected in any forward-looking statements due to a variety of risks, uncertainties and other factors (including without limitation those which are referable to general market conditions or regulatory changes). Any such forward-looking statements are based on the beliefs, expectations and opinions of the Group at the date the statements are made, and the Group does not assume, and hereby disclaims, any obligation or duty to update them if circumstances or management’s beliefs, expectations or opinions should change. For these reasons, recipients should not place reliance on, and are cautioned about relying on, any forward-looking statements. Additional detailed information concerning important factors that could cause actual results to differ materially is available in our Interim Report 2017.

This presentation contains non-GAAP financial information. The primary non-GAAP financial measure we use is ‘adjusted performance’ which is computed by adjusting reported results for the period-on-period effects of foreign currency translation differences and significant items which distort period-on-period comparisons. Significant items are those items which management and investors would ordinarily identify and consider separately when assessing performance in order to better understand the underlying trends in the business. Reconciliations between non-GAAP financial measurements and the most directly comparable measures under GAAP are provided in the Interim Report 2017 and the Reconciliations of Non-GAAP Financial Measures document which are both available at www.hsbc.com.

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Cover image: The Hong Kong-Zhuhai-Macau Bridge: one of the most ambitious infrastructure projects in the Pearl River.

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