FY’20 and 4Q’20 Results and investor update
25 February 2021
We are weathering the health crisis and geopolitical tensions well
Our strategic transformation continues

**Strategic progress**

- We have been successfully executing the 2019 strategic priorities
  - Delivering our differentiated network and affluent businesses
  - Launching transformational digital capabilities
  - Optimising returns in target markets: PBT up 34% YoY\(^1\) and we sold Permata
- Actions since 2015 ensured operational and financial resilience in 2020
  - Encouraging signs of agility in response to COVID-19 and with new initiatives
- The refreshed priorities announced today link directly to our Purpose

**Performance**

- COVID-19 led to severe economic dislocation and sharply lower interest rates
- But we remain profitable, with very strong capital and liquidity
  - We are determined to optimise our capital to maximise RoTE
  - We are resuming the dividend and buying back shares
- The strategic drivers to achieve our RoTE targets are still in place
  - We were on the right track to reach >10% until the pandemic hit …
  - … and the path to deliver that objective remains clear
Andy Halford
Group Chief Financial Officer
The Group delivered a resilient performance in 2020 ... ... in extremely challenging conditions

- Income diversity largely offset the impact of interest rate cuts
  - NIM stabilising / FM ex DVA up 14%
  - Strong start to 1Q’21 in FM and WM
- Costs 1% lower despite continued investment
  - 2/3 of FY impairment charge taken in 1H’20
    - 4Q’20 flat YoY: no significant new exposures
    - ‘High risk’ assets down QoQ in 4Q’20
- $248m restructuring charge in 4Q’20
  - Redundancies and legacy business exits
- Risk-weighted assets up $5bn
  - $15bn credit migration / $(9)bn Permata
- Capital strong; distributing maximum permitted
  - $284m final ordinary dividend ...
  - ... and completing 2020 buy-back: $254m
- RoTE down 340bps to 3.0%

### Results

<table>
<thead>
<tr>
<th></th>
<th>FY’19</th>
<th>FY’20</th>
<th>YoY¹</th>
<th>Ccy¹</th>
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</thead>
<tbody>
<tr>
<td>Net interest income</td>
<td>7.7</td>
<td>6.9</td>
<td>(11)%</td>
<td>(9)%</td>
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<tr>
<td>Other income</td>
<td>7.6</td>
<td>7.9</td>
<td>4%</td>
<td>5%</td>
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<tr>
<td><strong>Operating income</strong></td>
<td>15.3</td>
<td>14.8</td>
<td>(3)%</td>
<td>(2)%</td>
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<tr>
<td>Operating expenses</td>
<td>(10.1)</td>
<td>(9.8)</td>
<td>2%</td>
<td>1%</td>
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<tr>
<td>UK bank levy</td>
<td>(0.3)</td>
<td>(0.3)</td>
<td>5%</td>
<td>9%</td>
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<tr>
<td>Pre-provision operating profit</td>
<td>4.9</td>
<td>4.6</td>
<td>(5)%</td>
<td>(4)%</td>
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<tr>
<td>Credit impairment</td>
<td>(0.9)</td>
<td>(2.3)</td>
<td>Nm¹</td>
<td>Nm¹</td>
</tr>
<tr>
<td>Other impairment</td>
<td>(0.0)</td>
<td>0.0</td>
<td>Nm¹</td>
<td>Nm¹</td>
</tr>
<tr>
<td>Profit from associates</td>
<td>0.3</td>
<td>0.2</td>
<td>(35)%</td>
<td>(36)%</td>
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<tr>
<td><strong>Underlying profit before tax</strong></td>
<td>4.2</td>
<td>2.5</td>
<td>(40)%</td>
<td>(39)%</td>
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<tr>
<td>Restructuring</td>
<td>(0.3)</td>
<td>(0.4)</td>
<td>(50)%</td>
<td>(53)%</td>
</tr>
<tr>
<td>Goodwill impairment</td>
<td>(0.0)</td>
<td>(0.5)</td>
<td>Nm¹</td>
<td>Nm¹</td>
</tr>
<tr>
<td>Other items</td>
<td>(0.2)</td>
<td>(0.0)</td>
<td>87%</td>
<td>87%</td>
</tr>
<tr>
<td><strong>Statutory profit before tax</strong></td>
<td>3.7</td>
<td>1.6</td>
<td>(57)%</td>
<td>(56)%</td>
</tr>
<tr>
<td>Risk-weighted assets</td>
<td>264</td>
<td>269</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>Net interest margin (NIM) (%)</td>
<td>1.62</td>
<td>1.31</td>
<td>(31)bps</td>
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<tr>
<td>CET¹ ratio (%)</td>
<td>13.8</td>
<td>14.4</td>
<td>69bps</td>
<td></td>
</tr>
<tr>
<td>Liquidity coverage ratio (LCR) (%)</td>
<td>144</td>
<td>143</td>
<td>(1)%pt</td>
<td></td>
</tr>
<tr>
<td><strong>Underlying RoTE (%)</strong></td>
<td>6.4</td>
<td>3.0</td>
<td>(340)bps</td>
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</tbody>
</table>
FY’20 income reduced 3%; 4Q’20 income down 11%
Benefits of product diversity outweighed by interest rate cuts

Income FY’20 vs FY’19 ($m)

Income 4Q’20 vs 4Q’19 ($m)

Notes on pages 59-64; Glossary on pages 65-66
Interest rate cuts in 1H’20 created a strong headwind
FY’21 NIM expected to stabilise marginally below the 4Q’20 level

• Adjusted Net Interest Income (NII) down 14% YoY, up 3% QoQ in 4Q’20
  • Net Interest Margin (NIM) down 31bps / 19% YoY
  • AIEA up 6% YoY and AIBL up 8%
• Adjusted NIM1 up 1bp QoQ
  o Mix/pricing benefit > rates drag
  o 2bps one-off interest credit in Korea
• Drivers of NII in FY’21:
  o Stable NIM, marginally below 4Q’20
  o Further mix / pricing improvements
  o Recovery-led client loans & advances growth
Other income$^1$ was up 2% and is now 54% of total income
Economic dislocation negative overall but boosted trading in 1H’20

- Net fees and commissions down 10% YoY
  - Retail and Private Banking down 2% driven by Retail Products
  - Corporate, Commercial and Institutional Banking down 18% with declines across all products
    - 4Q’20 down 14% YoY$^2$
- Strong start to 1Q’21 in Financial Markets and Wealth Management
- Net trading and other income up 12% YoY (up 9% ex-DVA)
  - Financial Markets income up 13% ex $113m positive DVA movement

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1. Other income refers to non-operating income which includes gains from investments, foreign exchange gains, and other non-recurring items.
2. YoY indicates year-over-year comparison.

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Footnotes on pages 59-64; Glossary on pages 65-66
Higher impairments drove decline in profits in every segment ...
CIB diversity: strong FM performance overcame lower TB income

<table>
<thead>
<tr>
<th>Segment/region</th>
<th>FY’20 Income</th>
<th>FY’20 Expenses</th>
<th>FY’20 PPOP</th>
<th>FY’20 Profit before tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate &amp; Institutional Banking</td>
<td>$7.2bn</td>
<td>$4.2bn</td>
<td>$3.0bn</td>
<td>$1.8bn</td>
</tr>
<tr>
<td>Retail Banking</td>
<td>$5.0bn</td>
<td>$3.7bn</td>
<td>$1.3bn</td>
<td>$0.6bn</td>
</tr>
<tr>
<td>Commercial Banking</td>
<td>$1.4bn</td>
<td>$0.9bn</td>
<td>$0.5bn</td>
<td>$0.2bn</td>
</tr>
<tr>
<td>Private Banking</td>
<td>$0.5bn</td>
<td>$0.5bn</td>
<td>$0.1bn</td>
<td>$0.1bn</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Segment/region</th>
<th>FY’20 vs FY’19 (inc/(dec)) YoY¹</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income</td>
<td>(3)%</td>
<td>+5% Jaws</td>
</tr>
<tr>
<td>Expenses</td>
<td>(8)%</td>
<td>-3% Jaws</td>
</tr>
<tr>
<td>PPOP</td>
<td>(18)%</td>
<td></td>
</tr>
<tr>
<td>Profit before tax²</td>
<td>(2)%</td>
<td></td>
</tr>
<tr>
<td>Income</td>
<td>(3)%</td>
<td>-2% Jaws³</td>
</tr>
<tr>
<td>Expenses</td>
<td>(8)%</td>
<td></td>
</tr>
<tr>
<td>PPOP</td>
<td>(46)%</td>
<td></td>
</tr>
<tr>
<td>Profit before tax³</td>
<td>(2)%</td>
<td></td>
</tr>
<tr>
<td>Income</td>
<td>(10)%</td>
<td>-3% Jaws⁴</td>
</tr>
<tr>
<td>Expenses</td>
<td>(8)%</td>
<td></td>
</tr>
<tr>
<td>PPOP</td>
<td>(57)%</td>
<td></td>
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<tr>
<td>Profit before tax⁴</td>
<td>(14)%</td>
<td></td>
</tr>
<tr>
<td>Income</td>
<td>(6)%</td>
<td>+1% Jaws</td>
</tr>
<tr>
<td>Expenses</td>
<td>(7)%</td>
<td></td>
</tr>
<tr>
<td>PPOP</td>
<td>(34)%</td>
<td></td>
</tr>
<tr>
<td>Profit before tax⁵</td>
<td>(31)%</td>
<td></td>
</tr>
</tbody>
</table>

Footnotes on pages 59-64; Glossary on pages 65-66
... and in the GCNA, ASA and AME regions
Positive jaws in ASA and EA drove pre-provision operating profit growth

<table>
<thead>
<tr>
<th>Segment/Region</th>
<th>FY'20 Income</th>
<th>FY'20 Expenses</th>
<th>PPOP FY'20</th>
<th>Profit before tax FY'20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greater China &amp; North Asia</td>
<td>$6.0bn</td>
<td>$3.7bn</td>
<td>$2.3bn</td>
<td>$2.0bn</td>
</tr>
<tr>
<td>ASEAN &amp; South Asia</td>
<td>$4.4bn</td>
<td>$2.6bn</td>
<td>$1.7bn</td>
<td>$0.8bn</td>
</tr>
<tr>
<td>Africa &amp; Middle East</td>
<td>$2.4bn</td>
<td>$1.7bn</td>
<td>$0.7bn</td>
<td>$0.0bn</td>
</tr>
<tr>
<td>Europe &amp; Americas</td>
<td>$1.9bn</td>
<td>$1.4bn</td>
<td>$0.5bn</td>
<td>$0.4bn</td>
</tr>
</tbody>
</table>

FY'20 vs FY'19 (inc/(dec)) YoY

<table>
<thead>
<tr>
<th>Segment/Region</th>
<th>Change</th>
<th>Jaws</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greater China &amp; North Asia</td>
<td>(2)%</td>
<td>-1%</td>
</tr>
<tr>
<td>ASEAN &amp; South Asia</td>
<td>(2)%</td>
<td>+6%</td>
</tr>
<tr>
<td>Africa &amp; Middle East</td>
<td>(8)%</td>
<td>-4%</td>
</tr>
<tr>
<td>Europe &amp; Americas</td>
<td>(6)%</td>
<td>+17%</td>
</tr>
</tbody>
</table>
Central & other adversely impacted by interest rate reductions
Higher expenses reflect continued focus on investment initiatives

<table>
<thead>
<tr>
<th>Income</th>
<th>2018-20 progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income</td>
<td>$0.6bn</td>
</tr>
<tr>
<td>Expenses</td>
<td>$0.9bn</td>
</tr>
<tr>
<td>Profit / (loss) before tax</td>
<td>$(0.2)bn</td>
</tr>
<tr>
<td>RWA</td>
<td>$51bn</td>
</tr>
</tbody>
</table>

- Income down: mainly due to lower rates
- Associates down: post-IPO adjustment to timing of Bohai profit recognition and reduction in share of its profits

<table>
<thead>
<tr>
<th>Income</th>
<th>YoY%</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.1bn</td>
<td>$0.6bn</td>
</tr>
<tr>
<td>$0.7bn</td>
<td>$0.7bn</td>
</tr>
<tr>
<td>$(0.7)bn</td>
<td>$(0.1)bn</td>
</tr>
<tr>
<td>$(2)bn</td>
<td>$(4)bn</td>
</tr>
</tbody>
</table>

- Lower income and profits mainly due to lower rates

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Footnotes on pages 59-64; Glossary on pages 65-66
Focus on underlying cost control will be maintained in 2021 … … creating capacity for investment in anticipation of recovery

- Expenses 2% lower YoY; 1% ccy
- Investments maintained in FY’20
  - Up 31% QoQ in 4Q’20 in anticipation of recovery
    - Corporate & Institutional Banking digital channels
    - Real-time onboarding in Retail Banking
    - SC Ventures initiatives
- Expenses to increase slightly YoY
  - Target <$10bn at ccy³
- Further restructuring to drive productivity
  - ~$0.5bn charge mainly in FY’21
  - Creates capacity to invest

➢ Results
  - Income Segment/region
  - Expenses
  - Risk Capital/liquidity
  - 2018-20 progress

➢ Guidance
  - 2021 Medium-term

➢ Strategy
  - Refreshed priorities

Conclusion
Two-thirds of the FY impairment charge was taken in 1H’20
Major uncertainties and risks remain, but conditions stabilised in 2H’20

Credit impairment ($m) / Loan-loss rate (bps)

- Credit impairment up $1.4bn YoY
  - Provisions taken mainly in 1H’20
  - 1/3 of stage 3 charge = 3 fraud related losses
- 4Q’20 broadly flat YoY
  - Stage 1&2 includes $(41)m overlay release from $378m to $337m

- ‘High risk’ assets down ~20% since peak in August 2020
- Strong cover ratio of 76%
- Investment grade up 20%pt since 2014
- ‘Vulnerable sectors’ down $3.3bn QoQ
- Loans subject to relief down $3.3bn QoQ
- DPDs down from peak in 2Q’20

Footnotes on pages 59-64; Glossary on pages 65-66
We maintained a strong capital position despite external challenges
We have capacity to fund both growth and shareholder returns

Risk-weighted assets ($bn)

- RWA up $4.7bn (2%) YoY
  - ~$15bn of net credit migration
  - $(9)bn Permata release
  - Asset growth offset by better mix: lower density, higher quality
- Day 1 impact of Basel 3 finalisation now expected to be around the bottom end of our 5-10% guidance

- CET1 above 13-14% target range
- +29bps from CRR Quick Fix
  - +22bps from software changes
  - +7bps from other measures
- UK leverage ratio 5.2% flat YoY
Strong progress improving RoTE until the onset of COVID-19
We were delivering every element of the financial framework

<table>
<thead>
<tr>
<th>2019 Financial Framework¹</th>
<th>1Q'19</th>
<th>2Q'19</th>
<th>3Q'19</th>
<th>4Q'19</th>
<th>1Q'20</th>
<th>2Q'20</th>
<th>3Q'20</th>
<th>4Q'20</th>
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<tbody>
<tr>
<td><strong>Income</strong> 5-7% CAGR</td>
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<tr>
<td>Income YoY²</td>
<td>4%</td>
<td>6%</td>
<td>8%</td>
<td>4%</td>
<td>6%</td>
<td>4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income-to-cost jaws</td>
<td>2%</td>
<td>6%</td>
<td>7%</td>
<td>0%</td>
<td>6%</td>
<td>8%</td>
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<tr>
<td>▶ Results</td>
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<tr>
<td>Income Segment/region</td>
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<tr>
<td>Expenses Positive jaws</td>
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<td>(growth &lt; inflation)²</td>
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<td>Expenses</td>
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<tr>
<td>RoTE &gt;10% by 2021</td>
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<tr>
<td>ROTE YoY (%)³</td>
<td>1.0%</td>
<td>0.7%</td>
<td>1.6%</td>
<td>1.8%</td>
<td>(1.0)%</td>
<td>(3.8)%</td>
<td>(4.5)%</td>
<td>(4.2)%</td>
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<tr>
<td>▶ Guidance</td>
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<td>2021 Medium-term</td>
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<tr>
<td>Strategy Refreshed priorities</td>
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<tr>
<td>13-14% CET1 ratio</td>
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</tr>
</tbody>
</table>
| CET1 ratio              | 13.9% | 13.5% | 13.5% | 13.8% | 13.4% | 14.3% | 14.4% | 14.4% | COVID impact

Footnotes on pages 59-64; Glossary on pages 65-66
The global economy is expected to transition back to growth in 2021 Led by global trade, and driven by markets in our footprint

• Improving prospects for vaccines should enable the global economy to recover
  o Growth is likely to be led by Asia, where we generate ~2/3 of our income

• FY’21 income is expected to be similar to FY’20 at ccy as we absorb lower interest rates
  o Strong start to the year in FM and WM gives us confidence in that outlook
  o Full-year NIM should stabilise marginally below the 4Q’20 level
  o 1H’21 expected to be lower YoY given rate cuts in 1H’20

• FY’21 expenses likely to increase slightly YoY given investment but remain below $10bn at ccy¹

• Average forward FX rates as at 31.12.20 increase both FY’20 income and costs by ~$0.4bn²

• Pressure on credit impairments expected to reduce in FY’21 compared with FY’20

• We intend to operate within our 13-14% CET1 range
  o We will seek approval to return surplus capital not deployed to fund profitable growth
We have refreshed our medium-term financial framework
We expect to reach at least 7% RoTE by 2023 on our path to >10%

- Rebalance products, clients, liability structure and asset allocation to improve NII
- Continue to pursue differentiated sources of NFI

- Strong positive income-to-cost jaws
- Cost efficiencies creating capacity for investment

- Intend to operate within the target range
- Maximise flexibility to capture growth opportunities; dividend to be calibrated accordingly

- Fund sustainably profitable growth …
- … with surplus available for buy-backs

Results
- Income
- Segment/region
- Expenses
- Risk
- Capital/liquidity
- 2018-20 progress

Guidance
- 2021
- Medium-term

Strategy
- Refreshed priorities
- Conclusion

Footnotes on pages 59-64; Glossary on pages 65-66
Our path to >10% RoTE is clear
Positive jaws, robust credit control and capital optimisation

Underlying RoTE (%)

- Income growth 5-7%\(^1\) (see page 31)
- Positive income-to-cost jaws
- RWA growth < Asset growth
- Target CET1 13-14%
- Net interest income
- Fees and other income
- Expenses
- Impairment normalisation\(^2\)
- Tax, UK bank levy, AT1, MI and Associates\(^3\)
- RWA
- Equity
- Medium-term

➢ Results
Income
Segment/region
Expenses
Risk
Capital/liquidity
2018-20 progress

➢ Guidance
2021
Medium-term

➢ Strategy
Refreshed priorities
Conclusion
Bill Winters
Group Chief Executive
We will fulfil our Purpose through four strategic priorities
Enabled by innovation, new ways of working and people & culture

Driving commerce and prosperity with our unique diversity

Network

Affluent

Mass Retail

Sustainability

The opportunity

- Asia GDP growth: 7.4% in ‘21, 5.2% in ‘22
- Import/Export growth ~6-7% p.a. 2021-25
- ~2/3 global affluent assets in our markets
  - Predicted growth: 8% CAGR (RoW 2%)
- $250bn revenue pool in AAME by 2025
  - Predicted growth: 7% CAGR
- Not enough financing to meet UN’s SDGs
  - 60% being met in EM; 10% in Africa

Footnotes on pages 59-64; Glossary on pages 65-66
Unlock the power of our unique footprint
Strategic priority 1 of 4: Wholesale Network

Our strategic advantages

• Unique presence supporting MNCs across fast-growing AAME region
  o Ability to originate investment opportunities in these markets
• #2 trade bank in APAC¹
• Highly relevant FM platform
• Profitable and high-returning network business model
  o RoTE² is 1.5x total CCIB
• Leading credentials in China opening
  o ‘Best Renminbi Bank’³ in 9 markets
  o Established regional centre in Guangzhou

Selected actions/objectives

• Accelerate roll-out of digital platforms
• Standardise core offering to deliver superior digital and data solutions
• Expand offering in growing and high-potential markets and corridors
• Continue shift to:
  o High-growth sectors
  o Capital-lite products
• Expand originate-to-distribute capabilities to provide investors access to EM

KPIs

<table>
<thead>
<tr>
<th>KPIs</th>
<th>FY’18</th>
<th>FY’19</th>
<th>FY’20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network income ($bn)²</td>
<td>$4.6bn</td>
<td>$4.9bn</td>
<td>$4.4bn</td>
</tr>
<tr>
<td>% of CCIB transactions digitally initiated ⁴</td>
<td>NA</td>
<td>36%</td>
<td>41%</td>
</tr>
</tbody>
</table>

Footnotes on pages 59-64; Glossary on pages 65-66
Reinforce our strong credentials in the affluent segment
Strategic priority 2 of 4: Affluent

Our strategic advantages

- ‘Best-in-class’ for Priority & International Banking clients in 6 markets
- Value propositions tailored by client segment: from mass affluent to HNW
- Distinctive open-architecture model
- At-scale: AuM of $240bn
  o Up $38bn since 2018
- Profitable business model
  o RoTE is ~3x total CPBB
- Mass market provides growing pipeline for ‘future affluent’ (see next page)

Selected actions/objectives

- Drive efficiencies by harmonising client coverage and technology investment
- Strengthen International Banking proposition with wealth hubs
- Increase cross-sell into SME client franchise
- Deliver an integrated omnichannel experience to our clients
- Continue to drive personalised wealth advice enabled by data and analytics
- Expand in selected large markets

KPIs

<table>
<thead>
<tr>
<th>KPIs</th>
<th>FY'18</th>
<th>FY'19</th>
<th>FY'20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of affluent clients</td>
<td>1.7m</td>
<td>1.8m</td>
<td>2.0m</td>
</tr>
<tr>
<td>Affluent income ($bn)</td>
<td>$3.3bn</td>
<td>$3.5bn</td>
<td>$3.5bn</td>
</tr>
</tbody>
</table>

Footnotes on pages 59-64; Glossary on pages 65-66
Substantially and economically scale up in mass market retail
Strategic priority 3 of 4: Mass Retail

Our strategic advantages

• ‘Best Digital Bank’ in multiple markets
• Developed several digital attackers since 2018: already ~0.6m accounts
  o Standalone virtual bank: Mox
  o 100% digital banking available in 9 markets across Africa
  o Platform/banking-as-a-service: nexus
• 8m customers represents a strong pipeline for ‘future affluent’ clients
  o 2/3 of new-to-affluent clients come from our mass market customer base
• Partner of choice: big enough to be relevant, small enough to be agile

Selected actions/objectives

• Continue to develop digital attackers
  o Grow Mox and Africa digital model
  o Launch nexus (Indonesia) and plan for digital-led bank in Singapore
• Develop partnerships that can cost-effectively double our customer base
• Build market leading analytics, portfolio management and digital sales capabilities
• Continue to digitise, and optimise costs

KPIs

<table>
<thead>
<tr>
<th></th>
<th>FY'18</th>
<th>FY'19</th>
<th>FY'20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of clients</td>
<td>7.4m</td>
<td>7.4m</td>
<td>7.6m</td>
</tr>
<tr>
<td>% of digital sales for retail products</td>
<td>21%</td>
<td>28%</td>
<td>68%</td>
</tr>
</tbody>
</table>
Make a difference in the world where it matters the most
Strategic priority 4 of 4: Sustainability

Our strategic advantages

• Unique position connecting developed and emerging markets
  ○ 91% of SF assets are in EM
  ○ Facilitated $21bn for sustainable infrastructure and renewable energy
• $10trn financing gap in 15 footprint markets to achieve just 3 of the SDGs
• Leading sustainable finance franchise
  ○ #1 provider of blended finance
  ○ World’s first sustainable deposit

Selected actions/objectives

• Develop ~$1bn income SF franchise over medium-term
• Funding commitments:
  ○ Facilitate $75bn for infrastructure and renewables
  ○ $18bn for small businesses and MFIs
• Continue to promote economic inclusion
  ○ Expand Futuremakers, SC Foundation
• Net-zero by 2050 for financed emissions

KPIs

<table>
<thead>
<tr>
<th></th>
<th>FY’18</th>
<th>FY’19</th>
<th>FY’20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduction in carbon footprint YoY (%)</td>
<td>NA</td>
<td>1%</td>
<td>37%</td>
</tr>
<tr>
<td>% sustainability aspirations achieved</td>
<td>91%</td>
<td>93%</td>
<td>78%</td>
</tr>
</tbody>
</table>

Footnotes on pages 59-64; Glossary on pages 65-66
Embed innovation into our culture and all that we do
Critical enabler 1 of 3: Innovation

Aspiration

Create opportunities that over time can generate the majority of our income

Selected actions

- Scale-up and develop ventures in markets across our footprint
  - Launched SME platform (SOLV)
  - First two partners in Indonesia for banking-as-a-service platform (nexus)
  - Created a ‘centre of excellence’ for digital assets\(^1\)
- Accelerate and measure innovation
  - Allocate greater share of strategic investments to new initiatives
  - Establish innovation metrics and targets across the Group
- Adopt cloud-first strategy to focus on value creation while improving resilience

Results
- Income
- Segment/region
- Expenses
- Risk
- Capital/liquidity
- 2018-20 progress

Guidance
- 2021
- Medium-term

Strategy
- Refreshed priorities
- Conclusion
Empower our people to continuously improve the way we work
Critical enabler 2 of 3: New ways of working

Aspiration

Make it easier for our people to do the right thing for our clients, faster and more safely …

… while gearing the Group for high-performance and innovation in a fast-paced, dynamic environment

Selected actions

- Detailed plans to increase productivity
  - Streamline coordination and digitise approvals: increase speed-to-market
  - Improve change delivery processes
  - Optimise workplace configuration
- Embrace organisational agility
  - Improve approach to prioritisation
  - Leverage cross-functional teams
- Embed a habit of continuous improvement and human-centered design
- Continue to drive client obsession

Results
- Income
- Segment/region
- Expenses
- Risk
- Capital/liquidity
- 2018-20 progress

Guidance
- 2021
- Medium-term

Strategy
- Refreshed priorities
- Conclusion
Give our people a differentiated experience
Critical enabler 3 of 3: People and culture

Accelerate our People Strategy to pivot to an innovative and client focused operating model ... ...

Aspiration

Selected actions

- Adapt to post COVID-19 environment
  - Increased flexibility in how and where we work, starting in 9 largest markets
  - Investing in resilience, including wellbeing tools / mental health support
- Redesign performance management
  - Regular feedback and focus on collaboration
- Build a culture of continuous learning
  - Investing in future skills academies, enabled by a digital learning platform
  - Supporting the re-skilling and up-skilling of priority roles
Creating a thriving and dynamic culture, powered by our Purpose … … driving commerce and prosperity with our unique diversity

- We are accelerating the impact of our strategy by connecting it to bold ambitions on some of the big issues facing the world
- We enter this next chapter with strong foundations and renewed confidence
- Our refreshed strategy builds on our investments over the last years of transformation
  - We are ideally positioned to benefit from an Asia-led global recovery
- Our actions and priorities are expected to deliver >7% RoTE by 2023 as we progress to our >10% target
Q & A
Appendix

Income guidance, macroeconomic indicators and interest rate sensitivity
Vulnerable sectors and COVID-19 relief measures
Information for fixed income investors
Sustainability
Notes, abbreviated terms and important notice
We continue to anticipate 5-7% income growth in the medium term\(^1\) Driven by a mix of internal actions and underlying factors

### Income ($bn)

<table>
<thead>
<tr>
<th>Supporting factors</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>External</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volume</td>
<td>Mix</td>
<td>Rate and Margin</td>
</tr>
<tr>
<td>GDP in our markets</td>
<td></td>
<td>Minimal rate rises ~30bps 2021-25</td>
</tr>
<tr>
<td>CAGR 2019-25(^2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Internal</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volume growth(^6)</td>
<td>Continue shift to higher-returning assets</td>
<td>Optimise liquidity usage with new legal structures</td>
</tr>
<tr>
<td>o 2020 = 5%</td>
<td>o 2019 = 5%</td>
<td></td>
</tr>
<tr>
<td>Scale up in mass retail</td>
<td>Improve mix of quality deposits</td>
<td></td>
</tr>
<tr>
<td><strong>Net interest income</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volume growth and improving mix</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fees and other income</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enabled by investments in technology and people</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Indivuduals</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AAME wealth assets</td>
<td></td>
<td>GDP in our markets = 6% CAGR 2019-25(^3)</td>
</tr>
<tr>
<td>8% CAGR 2018-23(^1)</td>
<td></td>
<td>Imports/Exports to grow ~6-7% pa 2021-25(^5)</td>
</tr>
<tr>
<td>Mass Retail revenue pool CAGR 7% 2019-25(^4)</td>
<td></td>
<td>China opening</td>
</tr>
<tr>
<td><strong>Companies and Institutions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WM 7% CAGR since 2009</td>
<td></td>
<td>Network</td>
</tr>
<tr>
<td>Digital banks (eg Mox)</td>
<td></td>
<td>Digital banking platform</td>
</tr>
<tr>
<td>Platforms (eg nexus)</td>
<td></td>
<td>Originate-to-distribute</td>
</tr>
<tr>
<td><strong>Sustainable Finance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GDP in our markets = 6% CAGR 2019-25(^2)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Footnotes on pages 59-64; Glossary on pages 65-66
2021 is expected to be a year of recovery from COVID-19
The focus is likely to be on vaccinations, amidst continued policy support

Potential headwinds¹

• Continued spread of COVID-19 coronavirus
• Risk of inflation
• Escalation in trade tensions
• High debt and stressed balance sheets

Potential tailwinds¹

• Successful control of spread of COVID-19
• Monetary and fiscal policy support in 2021
• Strong recovery in China, developed markets

<table>
<thead>
<tr>
<th></th>
<th>Real GDP growth¹ (%)</th>
<th>2020e</th>
<th>2021e</th>
</tr>
</thead>
<tbody>
<tr>
<td>GCNA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hong Kong</td>
<td>(6.1)</td>
<td>3.5</td>
<td></td>
</tr>
<tr>
<td>China</td>
<td>2.3</td>
<td>8.0</td>
<td></td>
</tr>
<tr>
<td>Korea</td>
<td>(1.0)</td>
<td>2.9</td>
<td></td>
</tr>
<tr>
<td>ASA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>India</td>
<td>(8.0)</td>
<td>10.0</td>
<td></td>
</tr>
<tr>
<td>Indonesia</td>
<td>(2.1)</td>
<td>4.5</td>
<td></td>
</tr>
<tr>
<td>Singapore</td>
<td>(5.4)</td>
<td>5.2</td>
<td></td>
</tr>
<tr>
<td>AME</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nigeria</td>
<td>(1.9)</td>
<td>2.5</td>
<td></td>
</tr>
<tr>
<td>UAE</td>
<td>(4.6)</td>
<td>1.9</td>
<td></td>
</tr>
<tr>
<td>EA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK</td>
<td>(9.9)</td>
<td>4.8</td>
<td></td>
</tr>
<tr>
<td>USA</td>
<td>(3.5)</td>
<td>5.5</td>
<td></td>
</tr>
</tbody>
</table>

Footnotes on pages 59-64; Glossary on pages 65-66
# Stage 1 and 2 credit impairments
Changes to baseline forecasts\(^1\) for key footprint markets: 3Q’20 to 4Q’20

<table>
<thead>
<tr>
<th>Metric</th>
<th>China</th>
<th>Hong Kong</th>
<th>Korea</th>
<th>Singapore</th>
<th>India</th>
</tr>
</thead>
<tbody>
<tr>
<td>GDP (YoY): 2020 Forecast</td>
<td>2.4% → 2.1%</td>
<td>(7.2)% → (5.8)%</td>
<td>(0.6)% → (0.8)%</td>
<td>(5.9)% → (6.0)%</td>
<td>(8.0)% → (8.0)%</td>
</tr>
<tr>
<td>GDP (YoY): 2021 Forecast</td>
<td>7.5% → 8.0%</td>
<td>6.0% → 4.0%</td>
<td>2.2% → 3.3%</td>
<td>8.2% → 5.0%</td>
<td>10.0% → 10.0%</td>
</tr>
<tr>
<td>GDP (YoY): 5 year average base forecast</td>
<td>5.9% → 6.0%</td>
<td>2.9% → 2.8%</td>
<td>2.4% → 2.8%</td>
<td>3.4% → 2.8%</td>
<td>5.5% → 6.4%</td>
</tr>
<tr>
<td>Unemployment: 5 year average base forecast</td>
<td>3.5% → 3.4%</td>
<td>4.4% → 3.9%</td>
<td>3.4% → 3.3%</td>
<td>3.3% → 3.5%</td>
<td>N/A → N/A</td>
</tr>
<tr>
<td>3 month interest rate: 5 year average base forecast</td>
<td>2.5% → 2.3%</td>
<td>1.4% → 0.9%</td>
<td>1.4% → 1.2%</td>
<td>1.2% → 0.7%</td>
<td>3.7% → 4.3%</td>
</tr>
<tr>
<td>House prices (YoY): 5 year average base forecast</td>
<td>6.1% → 5.8%</td>
<td>4.0% → 3.7%</td>
<td>2.5% → 2.3%</td>
<td>4.7% → 4.0%</td>
<td>6.9% → 6.7%</td>
</tr>
</tbody>
</table>

\(^1\) Changes to baseline forecasts from 3Q’20 to 4Q’20.

Crude price Brent, bbl: $36 → $41

$44 → $44

$53 → $54

Footnotes on pages 59-64; Glossary on pages 65-66
Interest Rate Risk in the Banking Book (simplified scenario analysis)
Sensitivity increased YoY, particularly as rates are now close to zero

Annualised benefit to banking book NII from instantaneous parallel shifts in interest rates across all currencies ($m)\(^1\)

- Underlying sensitivity + and - has increased since FY’19
  - Impact of Treasury risk management activity as rates fell during March 2020
  - Modelling assumptions updated to reflect actual 2020 experience and balance sheet composition
- Asymmetry between +/- scenarios has widened given difficulty of repricing liabilities if interest rates fall further
- Hong Kong Prime mortgage rate cap affects HKD sensitivity in the +100bps scenario
- This is a simplified risk scenario: the actual sensitivity to interest rate changes is likely to be higher\(^2\)

Footnotes on pages 59-64; Glossary on pages 65-66
Appendix

Income guidance, macroeconomic indicators and interest rate sensitivity

Vulnerable sectors and COVID-19 relief measures

Information for fixed income investors

Sustainability

Notes, abbreviated terms and important notice
We continue to monitor sectors most at risk from COVID-19
Loans & Advances in ‘vulnerable sectors’\(^1\) fell by $3.3bn during 4Q’20

**Vulnerable sectors**
- 7% of Group L&A
- Off balance sheet exposure 13% of Group, stable QoQ
- ECL provision down $0.1bn QoQ

**Other sectors considered sensitive**
- Commercial Real Estate
  - $19.1bn Net L&A, up $0.9bn
  - 98% strong/satisfactory credit grade
- Hotels & Tourism
  - $2.6bn Net L&A, down $0.1bn
  - 90% strong/satisfactory

---

Footnotes on pages 59-64; Glossary on pages 65-66
We are providing relief from the impact of COVID-19 for our clients
Loans subject to relief down $3.3bn since 3Q’20 to $3.6bn\(^1\); 1% of L&A

Approved RB COVID-19 relief applications by region (L&A $m)

<table>
<thead>
<tr>
<th>Region</th>
<th>30-Sep-20</th>
<th>31-Dec-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>GCNA</td>
<td>746</td>
<td>652</td>
</tr>
<tr>
<td>ASA</td>
<td>1,838</td>
<td>1,554</td>
</tr>
<tr>
<td>AME</td>
<td>771</td>
<td>166</td>
</tr>
<tr>
<td>E&amp;A</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- RB loans subject to payment reliefs reduced by $1.0bn to $2.4bn during 4Q’20
  - 2.1% of total RB L&A subject to relief
- ~75% Mortgages (with Loan-to-Value of <40%)
- Additional measures in place in some markets after initial schemes ended

Approved CCIB COVID-19 relief applications by region (L&A $m)

<table>
<thead>
<tr>
<th>Region</th>
<th>30-Sep-20</th>
<th>31-Dec-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>GCNA</td>
<td>1,320</td>
<td>313</td>
</tr>
<tr>
<td>ASA</td>
<td>1,296</td>
<td>433</td>
</tr>
<tr>
<td>AME</td>
<td>769</td>
<td>429</td>
</tr>
<tr>
<td>E&amp;A</td>
<td>151</td>
<td>20</td>
</tr>
</tbody>
</table>

- CCIB loans subject to payment reliefs reduced $2.3bn\(^2\) to $1.2bn
  - $0.5bn in CB; 1.7% of total L&A
  - $0.7bn in CIB; 0.5% of total L&A
- 318 clients, 75% in CB
- 54% are for tenor extensions of ≤90 days
- 19% in vulnerable sectors

Footnotes on pages 59-64; Glossary on pages 65-66
Income guidance, macroeconomic indicators and interest rate sensitivity
Vulnerable sectors and COVID-19 relief measures
Information for fixed income investors
Sustainability
Notes, abbreviated terms and important notice
Resilient performance founded on a diverse franchise
Over 160 years in some of the world's most dynamic markets

- Markets: >80%
- Income from Asia, Africa & Middle East: >80%
- 4 client segments & 4 regions
- Operating income: $14.8bn (FY'19: $15.3bn)
- Profit before taxation: $2.5bn (FY'19: $4.2bn)
- Cost-to-income ratio (ex UK Levy and DVA): 67% (FY'19: 66%)
- Return on tangible equity: 3.0% (FY'19: 6.4%)

Group income diversified by region and segment
- Financial Markets: $3.9bn
- Retail Products: $3.6bn

Footnotes on pages 59-64; Glossary on pages 65-66
Balance sheet strength through volatile times

- CET1 capacity to manage further uncertainty and support clients, whilst resuming distributions
- ~$10bn of MREL issuance in 2020 across the capital structure supports substantial buffer to 2022 requirement
- Leverage ratio stable: operating with significant headroom to minimum requirements
- LCR resilient: improvement in funding quality, capacity to support clients as some of our key markets lead the economic recovery from COVID-19

<table>
<thead>
<tr>
<th>CET1%</th>
<th>13.8%</th>
<th>14.3%</th>
<th>14.4%</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY’19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1H’20</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY’20</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>MREL%</th>
<th>28.6%</th>
<th>30.7%</th>
<th>30.9%</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY’19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1H’20</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY’20</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Leverage ratio</th>
<th>5.2%</th>
<th>5.2%</th>
<th>5.2%</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY’19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1H’20</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY’20</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LCR</th>
<th>144%</th>
<th>149%</th>
<th>143%</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY’19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1H’20</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>FY’20</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Footnotes on pages 59-64; Glossary on pages 65-66
Balance sheet
Business and geography diversity underpins resilience

FY'20 Balance sheet assets

$789bn
- Loans & advances to customers
- Investment securities
- Derivatives
- Cash & balances at central banks
- Other assets
- Loans & advances to banks

FY'20 Customer loans & advances by market and segment

$336bn
- Hong Kong
- Other
- Singapore
- UK
- Korea
- US
- China
- India
- UAE
- CIB
- RB
- CB
- C&O
- PvB

FY'20 Balance sheet liabilities

$738bn
- Customer accounts
- Derivatives
- Other liabilities
- Deposits by banks
- Senior debt
- Debt securities in issue
- Subordinated liabilities & other borrowed funds

FY'20 Customer accounts by market and segment

$492bn
- Hong Kong
- UK
- Other
- Singapore
- Korea
- US
- China
- India
- UAE
- CIB
- RB
- CB
- PB
- C&OI

Footnotes on pages 59-64; Glossary on pages 65-66
Stronger foundations supporting resilient performance

Key risk indicators

<table>
<thead>
<tr>
<th></th>
<th>FY'20 (IFRS 9)</th>
<th>FY'14 (IAS 39)</th>
<th>FY'20-14 Movement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investment grade as a % of corporate exposure</td>
<td>62%</td>
<td>42%</td>
<td>↑</td>
</tr>
<tr>
<td>Top 20 corporates as a % of Tier 1 capital</td>
<td>60%</td>
<td>83%</td>
<td>↓</td>
</tr>
<tr>
<td>Total cover ratio (excl / incl collateral)¹</td>
<td>58% / 76%</td>
<td>52% / 62%</td>
<td>↑</td>
</tr>
<tr>
<td>Loan-to-value of mortgage portfolio</td>
<td>45%</td>
<td>49%</td>
<td>↓</td>
</tr>
<tr>
<td>Affluent² % of Retail Banking + Private Banking</td>
<td>63%</td>
<td>44%</td>
<td>↑</td>
</tr>
</tbody>
</table>

Gross customer loans and advances (L&A)³ ($bn)

<table>
<thead>
<tr>
<th>Industry/Segment</th>
<th>FY'20</th>
<th>FY'14</th>
<th>FY'20-14 Mvt.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy</td>
<td>8%</td>
<td>16%</td>
<td>↓</td>
</tr>
<tr>
<td>Mining &amp; quarrying</td>
<td>4%</td>
<td>8%</td>
<td>↓</td>
</tr>
<tr>
<td>Government</td>
<td>15%</td>
<td>2%</td>
<td>↑</td>
</tr>
<tr>
<td>CCPL &amp; other unsecured lending</td>
<td>14%</td>
<td>18%</td>
<td>↓</td>
</tr>
<tr>
<td>Secured wealth products</td>
<td>15%</td>
<td>13%</td>
<td>↑</td>
</tr>
<tr>
<td>Manufacturing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financing, insurance &amp; non-banking</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transport, telecom &amp; utilities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commercial real estate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (incl. autos)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Shift from energy and mining to governments

Shift to affluent segments

- Key portfolio indicators improved since FY’14 reflecting:
  - Investment grade focus for new origination, reduction in single name concentrations
  - Strengthening of the Group’s risk culture
  - Shift to Affluent in Retail, reduction of exposure to higher risk CCIB segments
  - Highly diverse by industry sector, product and geography
  - Reduction of exposure to more volatile and vulnerable sectors
  - Business banking exposure (SME) ~4% of the Group’s loan book

Footnotes on pages 59-64; Glossary on pages 65-66
Funding and Liquidity
The Group’s liquidity position remained resilient in FY’20

Liquidity coverage ratio ($bn)

- LCR has remained resilient during 2020: well above regulatory minimum requirements
- Market liquidity conditions continued to improve, and we continue to manage liquidity prudently

Total customer deposits¹,² ($bn)

- Capacity to support clients if further COVID disruption and supporting future growth opportunities
- Funding quality further improved as CASA growth supported a reduction in Time Deposits
CET1
Strongly positioned: absolutely and relative to requirements

• Minimum CET1 requirement reduced by ~28bps YoY
  o ~21bps on decrease in countercyclical buffer rates in Hong Kong and the UK
  o ~7bps on change in Pillar 2A calculation

• Headroom to MDA increased to $12bn
• Capacity to restart distributions and support clients as our markets recover
• FY'20 Standard Chartered PLC distributable reserves of $14.3bn
Debt Issuance
Successful delivery of funding programme despite stressed markets

Maturity profile of existing stock ($bn)\(^1\)

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>2024</th>
<th>2025</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior</td>
<td>4.5</td>
<td>4.6</td>
<td>5.4</td>
<td>5.5</td>
<td>6.3</td>
</tr>
<tr>
<td>Tier 2</td>
<td>2.0</td>
<td>2.0</td>
<td>1.0</td>
<td>0.6</td>
<td>2.1</td>
</tr>
<tr>
<td>AT1</td>
<td>2.4</td>
<td>3.3</td>
<td>3.3</td>
<td>3.2</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>10.9</td>
<td>9.9</td>
<td>9.7</td>
<td>9.9</td>
<td>15.7</td>
</tr>
</tbody>
</table>

Existing stock - Currency mix ($bn)\(^2\)

<table>
<thead>
<tr>
<th></th>
<th>USD</th>
<th>EUR</th>
<th>GBP</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior</td>
<td>18.9</td>
<td>4.2</td>
<td>0.8</td>
<td>2.7</td>
<td>26.6</td>
</tr>
<tr>
<td>Tier 2</td>
<td>10.9</td>
<td>2.7</td>
<td>0.9</td>
<td>0.0</td>
<td>14.5</td>
</tr>
<tr>
<td>AT1</td>
<td>6.8</td>
<td>-</td>
<td>0.3</td>
<td>0.6</td>
<td>7.6</td>
</tr>
<tr>
<td>Total</td>
<td>36.5</td>
<td>7.0</td>
<td>2.0</td>
<td>3.3</td>
<td>48.8</td>
</tr>
</tbody>
</table>

2020 funding progress

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>2021 YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior</td>
<td>7.7</td>
<td>6.1</td>
<td>4.3</td>
</tr>
<tr>
<td>Tier 2</td>
<td>1.0</td>
<td>6.8</td>
<td>3.0</td>
</tr>
<tr>
<td>AT1</td>
<td>10.1</td>
<td>2.4</td>
<td></td>
</tr>
</tbody>
</table>

Footnotes on pages 59-64; Glossary on pages 65-66
MREL transition
Well positioned for future growth and requirements

External MREL position ahead of known 2022 requirement

- FY’20 MREL position of 30.9% of RWA meets expected 2022 MREL with a buffer of ~480bps
- Hold Co issuance strategy results in little non-compliant capital in MREL
- Group total MREL of $83.0bn

Internal MREL met via internal issuance

- Internal MREL
  - Required for Group’s five material subsidiaries
  - Scaled in 75-90% range: FSB TLAC term sheet
  - Expected sum < the Group’s external MREL
- Internal Instruments: AT1, Tier 2 and Senior Non-Preferred
Resolution example
Significant loss absorbing capacity (LAC)

- Internal LAC (iLAC) intended to recapitalise Op Co, avoid Op Co failure and maintain critical economic functions
- iLAC requirement set in conjunction with the BoE and relevant local regulators
- If losses transmitted from Op Co cannot be absorbed by Hold Co, then Hold Co is placed into resolution
- If Hold Co is placed into resolution, externally-issued liabilities will be written-down or converted to equity
- At FY'20:
  - Group total MREL of $83.0bn
  - SC Bank LAC of $41.3bn
Strong credit ratings maintained through COVID
Delivery of Group strategy to defend and, over time, improve credit ratings

- Group maintained strong foundations through COVID-19 and is focused on sustainable growth to achieve target returns
- Well-rated with strong credit fundamentals, absolutely and relative to peers:
  - Well-established network is a franchise strength; GCNA exposure a relative strength
  - Recognition of strong risk management, controlled risk appetite, reduced loan concentrations and improved exposure quality
  - Funding and liquidity are key strengths
- Despite COVID the Group saw limited negative rating actions: all ratings affirmed and remaining on stable outlook at S&P and Moody’s

**Senior long- and short-term ratings**

<table>
<thead>
<tr>
<th>Source</th>
<th>Standard Chartered PLC</th>
<th>Standard Chartered Bank</th>
<th>Standard Chartered Bank (Hong Kong)</th>
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</thead>
<tbody>
<tr>
<td>Moody’s</td>
<td>A2</td>
<td>A1</td>
<td>A1</td>
</tr>
<tr>
<td>S&amp;P Global Ratings</td>
<td>BBB+</td>
<td>A</td>
<td>A+</td>
</tr>
<tr>
<td>Fitch Ratings</td>
<td>A</td>
<td>P-1</td>
<td>F1</td>
</tr>
</tbody>
</table>

- Not rated

Outlook:
- Stable
- Stable
- Negative
Standard Chartered Group
Simplified legal structure

Principal Branches
- UK
- US
- UAE
- India
- South Africa
- Japan
- Indonesia

Principal Subsidiaries
- Singapore
  - A/A1/A+
- Thailand
  - Baa1/A-
- Nigeria
- Malaysia
  - Baa1/A-
- Germany
  - A/A1/A+

Standard Chartered PLC
BBB+/A2/A
(S&P/Moody’s/Fitch)

Standard Chartered Bank
A/A1/A+
(S&P/Moody’s/Fitch)

Standard Chartered Bank Hong Kong
A+/A1/-
(S&P/Moody’s/Fitch)

Footnotes on pages 59-64; Glossary on pages 65-66
Appendix

Income guidance, macroeconomic indicators and interest rate sensitivity
Vulnerable sectors and COVID-19 relief measures
Information for fixed income investors

**Sustainability**
Notes, abbreviated terms and important notice
We will lead with a differentiated sustainability offering…
… catalysing the UN SDGs where it matters most

The challenge
• Not enough financing to meet the UN SDGs
  o 60% being met in EM; 10% in Africa
  o $10trn financing gap in 15 footprint markets

We will be part of the solution
• 91% of our sustainable finance assets in EM
• #1 commercial provider of blended finance
• Net-zero by 2050 for financed emissions
• Broad range of financing commitments
  o Facilitate $75bn for infrastructure and renewables
  o $15bn for small business clients
  o $3bn for microfinance institutions
• No new coal and transition to <5% coal dependent clients by 2030

Footnotes on pages 59-64; Glossary on pages 65-66
Pillar 1: Business
Sustainable finance

Supporting sustainable growth
We provide financial products and services to people and businesses to help drive sustainable development, economic growth and job creation

- Facilitated $21bn for sustainable infrastructure and renewable energy
- >$500m extended to microfinance institutions
- $1bn financing at cost to clients producing goods and services in the fight against COVID-19
  - $0.6bn credit approved
- $3.9bn of sustainable finance assets across portfolio

Our product frameworks
We are creating sustainable finance products to support sustainable development

- World’s first sustainable deposit launched; surpassed $2bn
- Sustainable finance assets aligned to the UN SDGs
- Multiple world firsts with Etihad Airways; joint sustainability structurer for the first sustainability linked sukuk globally
- Sponsored EBF / UNEP FI pilot focusing on applying EU Sustainable Finance Taxonomy to banking

… while doing less harm

Setting and raising client standards
Our position statements outline the standards we encourage and expect from our clients

- Five sector and two thematic position statements
- Position statements reviewed during the year; to be released in 2021

Assessing environmental and social risk
We actively engage with our stakeholders to mitigate the impact that stems from our financing decisions

- Reviewed ~1,100 clients and transactions to identify potential risks to our position statements

Prohibited activities
We will not provide financial services to clients who breach, or show insufficient progress in aligning with our position statements

- Ceased new business with four coal dependent clients;
  - Exiting subject to outstanding contractual arrangements
Pillar 2: Operations
Responsible company

Our values

**Fight financial crime**
Our ambition is to tackle some of today’s most damaging crimes by making the financial system a hostile environment for criminals and terrorists

- 18 training programmes through our Correspondent Banking Academies delivered
- 2,900 individuals from 500 client banks across 70+ countries trained

**Embed our values**
We work hard to promote good principles and valued behaviours across our organisation

- Improved our culture of inclusion score to 82%; up 4%pt
- 55k users on our new digital learning platform
- 8 Future Skills Academies launched; ~1m pieces of content completed

Our people and impact

**Invest in our people**
Our workforce is diverse and inclusive and highly motivated to do the right thing for all our stakeholders

- 29.5% of women in senior roles; 35% target by 2025
- Disability confidence assessments completed in 44 markets
- Further progress on our living wage commitment:
  - Feasibility analysis to include non-employed and third-party workers completed

**Minimise our environmental impact**
We want to minimise our impact on the environment, and have targets in place to reduce our energy, water and paper consumption

- Committed to net zero emissions and to sourcing all energy from renewable sources in our own operations by 2030
- Reduced carbon footprint by 37%
- 52 of our largest office spaces are now single-use plastic free

Footnotes on pages 59-64; Glossary on pages 65-66
Pillar 3: Communities
Inclusive communities

Investing in our communities

**COVID-19 response**
Set up $50m COVID-19 Global Charitable Fund
• Exceeded target with $53m funding allocated
  o Provided $28m for emergency relief across 59 markets
  o Facilitated $25m for youth-focused economic recovery projects through Futuremakers

**Futuremakers**
Raise $75m for young people - 2019 to 2023
• Contributed $41m in 2020; a fourfold increase from 2019

**Employee volunteering**
Increase participation for employee volunteering to 55% - 2020 to 2023
• ~37k community volunteering days during the pandemic

Empowering young people through Futuremakers

**Education**
Reach one million girls and young women through Goal - 2006 to 2023
• Launched a digital curriculum for girls to access from home
• Reached over 56k girls and young women in 2020; two-thirds towards 2023 target

**Employability**
Reach 100k young people - 2019 to 2023
• Doubled reach through our Youth to Work programme; over 21k young people since 2019

**Entrepreneurship**
Reach 50k young people, and micro and small businesses - 2019 to 2023
• Engaged 6.5k micro and small businesses; now over 15k from 2019
Our role in tackling climate change

Accelerating climate finance…

Mobilising finance for climate
Facilitate $75bn aligned to our green and sustainable product framework comprising $40bn towards sustainable infrastructure and $35bn towards renewable energy – 2020 to 2024

• Facilitated $18.4bn to renewable energy…
• .. and $2.4bn to sustainable infrastructure

Aligning financing to net-zero
Committed to reaching net-zero carbon emissions from our financing – by 2050

• Transition to providing services to clients <5% dependent on thermal coal earnings by 2030
• Transition frameworks for high-carbon sectors to be developed in 2021
• Building on 2018 pledge to align to the Paris Agreement goals, working towards net-zero commitment by 2050

… while managing climate risks

Funding applied climate research
• Focusing on climate change risk management to uncover solutions
  o Partnering with Imperial College London

Developing industry leading tools
• Developed climate risk and enhance opportunity identification framework
  o Partnering with Munich Re, BCG and Baringa

Comprehensive climate governance
• Included climate risk as a material cross-cutting risk in our Enterprise Risk Management Framework
  o Dedicated climate risk team in place
Measurement and validation

Ratings

AA
MSCI
28.7

C

Green & Sustainable Product Framework
Verified by Sustainalytics

SDG Bond Framework
Verified by Sustainalytics

Sustainable Finance Impact Report
Evaluated by Sustainalytics

19 sustainability awards granted in 2020

Outstanding Crisis Leadership - Healthcare
Progressive - Connecting Diversity and Inclusion and Sustainability

Footnotes on pages 59-64; Glossary on pages 65-66
Further resources
sc.com/sustainability

Pillar 1: Business
Sustainable Finance

- Supporting sustainable growth
  - Sustainable Finance Impact Report 2020
- Product frameworks
  - World’s First Sustainable Deposit
- Assessing environmental and social risk
  - Position Statements – Our Framework
- Setting and raising client standards
  - Our Position Statements
- Prohibited activities
  - Our Prohibited Activities List

Pillar 2: Operations
Responsible Company

- Fighting financial crime
  - Fighting Financial Crime
- Minimising our environmental impact
  - Being a responsible Company – reducing our impact on the environment
- Investing in our people
  - Embracing and celebrating our diversity
- Embedding our values
  - Being a responsible company

Pillar 3: Communities
Inclusive Communities

- Commitments
  - Investing in communities
- Employee volunteering
  - Supporting communities through volunteering
- Education
  - Evaluating the impact of education programme
- Employability
  - 2020 Futuremakers Forum Insights: Skills and jobs for young people
- Entrepreneurship
  - 2020 Futuremakers Forum Insights: Financing young entrepreneurs

Our role in tackling climate change

- Mobilising finance for climate
  - Our Sustainability Aspirations
- Aligning financing to the Paris Agreement
  - Taskforce on Climate Related Disclosures
- Funding applied climate research
  - Our climate partnership with Imperial College Business School
- Developing industry leading tools
  - Our partnership with Baringa’s Climate Change Scenario Model
- Comprehensive climate governance
  - Taskforce on Climate Related Disclosures

Footnotes on pages 59-64; Glossary on pages 65-66
Appendix

Income guidance, macroeconomic indicators and interest rate sensitivity
Vulnerable sectors and COVID-19 relief measures
Information for fixed income investors
Sustainability

Notes, abbreviated terms and important notice
Notes
These notes refer to the metrics and defined terms on the following pages

<table>
<thead>
<tr>
<th>Page</th>
<th>Explanatory note or definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>1. Year-on-year growth in aggregate underlying profit before tax in India, Indonesia, Korea and the UAE, on a constant currency basis</td>
</tr>
</tbody>
</table>
| 5    | 1. YoY = year-on-year variance is better/(worse) other than for RWA, CET1 ratio and LCR, which is increase/(decrease) / Ccy = constant currency / Nm = Not meaningful  
2. The “PRA statement on capital distributions by large UK banks” on 10 December 2020 directed that UK banks would be able to resume distributions with FY20 results, subject in the Group’s case to a maximum of 20bps of RWA as at 31.12.20 |
| 7    | 1. Income Statutory basis; the Group has changed its accounting policy for net interest income and basis of preparation of its net interest margin to better reflect the underlying performance of its banking book. See notes to the financial statements in the 2019 Annual Report for further details  
2. AIEA = Average interest-earning assets / AIBL = Average interest-bearing liabilities |
| 8    | 1. Statutory basis net fees and commissions + net trading & other income; FY’20 vs FY’19 change  
2. Net fees & commissions included a $(104)m year-to-date (YTD) catch-up in 4Q’20 in relation to fee guarantees paid on CLOs. In previous quarters, this expense was reported as an interest expense but from 4Q’20 onwards it will be reported as a fee debit. The YTD catch-up reduced fees & commissions by $104m and increased statutory net interest income by $104m. There is no impact on total income or NIM |
| 9    | 1. YoY = Year-on-year (FY’20 vs FY’19) % variance is increase/(decrease)  
2. Excluding positive movement in DVA, Corporate & Institutional Banking income was up 0.4% and profit before tax ex-DVA was down 22%  
3. Retail Banking: income down (3.3)% / expenses down (1.5)%  
4. Commercial Banking: income down (10.5)% / expenses down (7.9)% |
| 10   | 1. YoY = year-on-year (FY’20 vs FY’19) % variance is increase/(decrease)  
2. Europe & Americas income was up 7% excluding positive movement in DVA |
| 11   | 1. YoY = year-on-year (FY’20 vs FY’19) variance is better/(worse) other than for risk-weighted assets (RWA), which is increase/(decrease); Nm = Not meaningful  
2. Profit before tax includes profit from associates and joint ventures  
3. An additional $220m in realisation gains, primarily booked in 1H’20, was broadly offset by lower FX switch income and negative movements in hedge ineffectiveness, primarily recorded in 2H’20 |
## Notes

These notes refer to the metrics and defined terms on the following pages.

<table>
<thead>
<tr>
<th>Page</th>
<th>Explanatory note or definition</th>
</tr>
</thead>
</table>
| 12   | 1. Cost-to-income ratio is calculated as Income ex-DVA / Operating expense ex-UK bank levy. The equivalent ratio in FY’19 / FY’20 including DVA is 66% / 66%  
2. Excludes the UK bank levy and investments  
3. Excludes the UK bank levy, on a constant currency basis |
| 13   | 1. Loan-loss rate is on a year-to-date annualised basis  
2. Early Alerts (Non-Purely Precautionary) (EA(NPP)) are on a net nominal basis  
3. Stage 1 and 2 judgemental management overlay increase of $337m is net of a $16m release related to Hong Kong booked in 4Q’19 and released in 1Q’20. The 4Q’20 Stage 1 and 2 management overlay release of $41m was partially offset by a $7m increase in Stage 3  
4. High Risk assets in this context means exposures classified in EA(NPP), CG12 and Net Stage 3; Balance as at 31.08.20 $20.1bn  
5. Cover ratio for FY’20 after collateral  
6. ‘Vulnerable sector’ exposures were disclosed at 1Q’20 – see page 36 and refer to page 220 of the Annual Report 2020 for further details  
7. Loans subject to relief – see page 37 and refer to page 208 of the Annual Report 2020 for further details  
8. Retail Banking accounts that are 30 or 90 Days Past Due |
| 14   | 1. FX & Others include: FX +$2.3bn, Operational RWA +$0.2bn, Model Changes +$1.0bn and Optimisation Initiatives $(0.1)bn  
2. Includes impact of FY’20 final dividend $(0.3)bn, Tier 1 distributions $(0.4)bn largely offset by +$0.6bn FY’19 dividend cancellation  
3. FX & Others includes: +5bps in FX, +11bps in FVOCI reserves movement,+14bps in lower regulatory deductions partly offset by models and initiatives RWA (3)bps  
4. The Group had previously indicated the Day 1 impact of the finalisation of the Basel 3 reforms to be 5-10% of current RWAs. The current expectation for ‘Day 1’ is 1\textsuperscript{st} January 2023, however there remains regulatory uncertainty concerning both the quantum and timing of such impact  
5. CRR Quick Fix refers to the measures identified by the PRA in its Quick Fix Statement of 30 June 2020: software intangibles treatment (+22bps), SME infrastructure factor (+3bps) and IFRS9 dynamic transitional relief (+4bps). In addition to the CRR Quick Fix, changes to the calculation of PVA provided a benefit of 5bps to the FY’20 CET1 ratio |
| 15   | 1. Financial Framework presented in the FY’18 results and investor update on 26/02/19  
2. Positive jaws: income excluding DVA growth > cost growth, excluding the UK bank levy, on a constant currency basis  
3. Income excluding DVA on a constant currency basis |
Notes
These notes refer to the metrics and defined terms on the following pages

<table>
<thead>
<tr>
<th>Page</th>
<th>Explanatory note or definition</th>
</tr>
</thead>
</table>
| 16   | 1. The FY’21 cost guidance excludes the UK bank levy and is on a constant currency basis  
      2. The impact of foreign exchange fluctuations on the Group’s income and costs tends to be broadly neutral at the operating profit level over time |
| 17   | 1. A 50bps point parallel shift upwards in global rates could accelerate the Group’s ability to achieve a 10% RoTE by around a year  
      2. The anticipated 5-7% income CAGR does not apply to FY’21, with 2021 expected to be similar to 2020, on a constant currency basis, as the Group absorbs lower interest rates  
      3. Expenses target excludes the UK bank levy  
      4. Subject to regulatory approval |
| 18   | 1. The anticipated 5-7% income CAGR does not apply to FY’21, with 2021 expected to be similar to 2020, on a constant currency basis, as the Group absorbs lower interest rates  
      2. Loan-loss rate assumed for the purpose of this illustrative walk to normalise to 35-40bps  
      3. Effective Tax Rate expected to fall below 30% as non-deductible items become a lower proportion of profits. UK bank levy from 2021 will apply only to the Group’s UK balance sheet |
| 20   | 1. Forecast from Standard Chartered Global Research; Asia GDP forecast is calculated by taking the weighted average of economies GDP in PPP terms  
      2. Source: IMF World Economic Outlook, October 2020; Emerging and Developing Asia average yearly % growth rates 2021 to 2025  
      3. Source: GlobalData Plc; Assets > $150k; CAGR 2018 to 2023; Markets = Hong Kong, Korea, Taiwan, China, UAE, Qatar, Pakistan, Oman, Bahrain, Bangladesh, India, Indonesia, Malaysia, Philippines, Singapore, Thailand, Vietnam, Nigeria, Kenya, South Africa  
      4. Source: McKinsey estimates; CAGR 2019 to 2025; Markets = Hong Kong, Korea, Taiwan, China, Bangladesh, India, Indonesia, Malaysia, Singapore, Vietnam, UAE, Pakistan, Nigeria and Kenya  
      5. Source: ‘Opportunity 2030’ The Standard Chartered SDG Investment Map |
| 21   | 1. Oliver Wyman “TB Benchmarking FY’19” published in May 2020: SCB 2019 market share rank in Trade based upon revenue  
      2. Network income / RoTE: CCIB income / RoTE generated outside of a client’s headquarter country (excluding risk management, trading and ship leasing)  
      4. Proportion of CCIB transactions executed through the Group’s digital platforms; 2019 includes indicative data for FM digitally initiated transactions |
Notes
These notes refer to the metrics and defined terms on the following pages

<table>
<thead>
<tr>
<th>Page</th>
<th>Explanatory note or definition</th>
</tr>
</thead>
</table>
| 22   | 1. Best-in-class amongst international banks based upon Rti NPS methodology  
      2. Affluent income / RoTE / AUM / from Priority, Premium and Private Banking clients; Number of active Priority, Premium and Private Banking clients  
      3. Wealth hubs in Hong Kong, Singapore and Jersey |
| 23   | 1. Digital Banker Retail Banking Innovation Awards 2020: Best Digital Bank in Singapore, Hong Kong, Taiwan, Pakistan and in Africa  
      2. Mox by Standard Chartered in partnership with PCCW, HKT and Trip.com  
      3. Total number of mass retail clients  
      4. Standard Chartered Bank (Singapore) Ltd has been awarded enhanced Significantly Rooted Foreign Bank privileges and an additional banking licence in Singapore, which paves the way for the establishment of a new digital-led bank  
      5. Proportion retail products executed via digital platforms; FY'20 % excluding impact of the Ant Financial JV in China was 38% (up 10%pt YoY) |
      2. Source: State of Blended Finance 2020 report from Convergence released in October 2020  
      3. Based upon Scope 1, 2 and 3 tonnes CO2  
      4. In 2020 the Group released updated Sustainability Aspirations with 37 new annual and multi-year performance targets (vs 29 targets previously disclosed) |
| 25   | 1. Digital Assets - such as digital currencies, tokenisation and crypto assets, underpinned mainly by blockchain technology |
| 31   | 1. The anticipated 5-7% income CAGR does not apply to FY'21, with 2021 expected to be similar to 2020, on a constant currency basis, as the Group absorbs lower interest rates  
      2. Source: IMF World Economic Outlook October 2020, includes markets in Asia, Africa and the Middle East where we have a presence  
      3. Source: GlobalData Plc; Assets > $150k; CAGR 2018 to 2023; Markets = Hong Kong, Korea, Taiwan, China, UAE, Qatar, Pakistan, Oman, Bahrain, Bangladesh, India, Indonesia, Malaysia, Philippines, Singapore, Thailand, Vietnam, Nigeria, Kenya, South Africa  
      4. Source: McKinsey estimates; CAGR 2019 to 2025; Markets = Hong Kong, Korea, Taiwan, China, Bangladesh, India, Indonesia, Malaysia, Singapore, Vietnam, UAE, Pakistan, Nigeria and Kenya  
      5. Source: IMF World Economic Outlook, October 2020; Emerging and Developing Asia average yearly % growth rates 2021 to 2025  
      6. Loan and advances to customers yearly % growth rates 2020 vs 2019 and 2019 vs 2018 |
## Notes

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<thead>
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</thead>
<tbody>
<tr>
<td>32</td>
<td>1. Source: Standard Chartered Global Research, India’s financial year starts in April each year. The forecasts reflect Global Research projections, and not necessarily those of the Board</td>
</tr>
<tr>
<td>33</td>
<td>1. Source: Standard Chartered Global Research as at 30 November 2020</td>
</tr>
</tbody>
</table>
| 34   | 1. NII sensitivity estimate based on instantaneous parallel shift (increase or decrease) across all currencies. Estimate subject to significant modelling assumptions and subject to change  
2. Refer to page 246 of the FY’20 Annual Report. IRRBB assumptions include that non-interest rate sensitive aspects of the size and mix of the balance sheet remain constant and that there are no specific management actions in response to the change in rates. Furthermore, revenue associated with trading book income positions is recognised in trading book income and is therefore excluded from the reported sensitivities |
| 36   | 1. Vulnerable sectors highlighted in 1Q’20, see page 220 of the Annual Report 2020 for further details of the Group’s COVID-19-sensitive vulnerable sectors  
2. “% in Early alert (non-purely precautionary)” and “% < 1 year maturity” are on a net nominal basis  
3. In addition to the Aviation sector loan exposures, the Group owns $3.9 billion (31 December 2019: $3.4 billion) of aircraft under operating leases. Refer to page 371 – Operating lease assets |
| 37   | 1. See page 208 of the Annual Report 2020 for further details of the Group’s COVID-19 relief measures  
2. Note the CCIB balances as-at 30.09.20 reported in the 3Q’20 Results Presentation were on a gross basis, these have been restated to be net of repayments and regularisations |
| 39   | 1. Capital Structuring Distribution Group  
2. Includes Debit Valuation Adjustment of $13m |
| 40   | 1. Fully-phased minimum requirements from 1 January 2022 with Pillar 2A at December 2020 level |
| 41   | 1. Loans & advances to customers and Customer accounts includes reverse repurchase agreements and repurchase agreements respectively and financial instruments held at fair value through profit or loss |
### Notes

These notes refer to the metrics and defined terms on the following pages

<table>
<thead>
<tr>
<th>Page</th>
<th>Explanatory note or definition</th>
</tr>
</thead>
</table>
| 42   | 1. FY’14 includes both individual and portfolio impairment provisions. FY’20 includes Stage 3 provisions. Following adoption of IFRS9, the definition of non-performing loans and Stage 3 loans has been aligned.  
2. Affluent income is that generated from Priority and Premium clients in the Retail Banking segment and from clients in the Private Banking segment. FY’14 affluent segment contribution to Retail Banking income is based on client income.  
3. FY’20 customer loans and advances excludes reverse repurchase agreements held at fair value through profit or loss (FVTPL) of $45.2bn while FY’14 figures include reverse repurchase agreements held at FVTPL of $14.3bn. |
| 43   | 1. Excludes repurchase agreements and other similar secured borrowing. Customer deposits include $8,897m of customer accounts held at FVTPL.  
2. CASA includes Retail CASA and TB Operating Account Balances. |
| 44   | 1. Absolute buffers are as at 31.12.20. The MDA thresholds assume that the maximum 2.1% of the Pillar 1 and Pillar 2A requirement has been met with AT1. |
| 45   | 1. Standard Chartered PLC modelled on earlier of call date or maturity date as at 25.02.21.  
2. Standard Chartered PLC only as at 25.02.21; includes $1.25bn AT1 and $3bn senior issued and excludes the USD Senior ($1bn) and SGD Tier 2 ($0.5bn) called/matured in Jan-21. |
| 46   | 1. Combined Buffer comprises the Capital Conservation Buffer, G-SII Buffer and any Countercyclical Buffer. |
| 51-56| Links to further resources and reading materials are set out on slide 57.  
Unless otherwise stated data points are 2020 achievements. |
# Selected technical and abbreviated terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>[A]AME</td>
<td>The Group’s business in the [Asia,] Africa &amp; Middle East region</td>
</tr>
<tr>
<td>Affluent activities</td>
<td>Personal banking services offered to affluent and emerging affluent customers</td>
</tr>
<tr>
<td>ASA</td>
<td>The Group’s business in the ASEAN &amp; South Asia region</td>
</tr>
<tr>
<td>AuM</td>
<td>Assets under Management</td>
</tr>
<tr>
<td>bps</td>
<td>Basis points</td>
</tr>
<tr>
<td>C&amp;O</td>
<td>Central &amp; Other</td>
</tr>
<tr>
<td>CAGR</td>
<td>Compound Annual Growth Rate</td>
</tr>
<tr>
<td>CASA</td>
<td>Current Accounts and Savings Accounts</td>
</tr>
<tr>
<td>CB</td>
<td>The Group’s Commercial Banking segment</td>
</tr>
<tr>
<td>CCR</td>
<td>Counterparty Credit Risk: the potential for loss in the event of the default of a derivative counterparty, after taking into account the value of eligible collaterals and risk mitigation</td>
</tr>
<tr>
<td>Ccy</td>
<td>A performance measure on a constant currency basis is presented such that comparative periods are adjusted for the current year’s functional currency rate</td>
</tr>
<tr>
<td>CET1</td>
<td>Common Equity Tier 1 capital, a measure of CET1 capital as a percentage of RWA</td>
</tr>
<tr>
<td>CG12</td>
<td>Credit Grade 12 accounts. Credit grades are indicators of likelihood of default. Credit grades 1 to 12 are assigned to performing customers, while credit grades 13 and 14 are assigned to non-performing or defaulted customers</td>
</tr>
<tr>
<td>C(C)IB</td>
<td>The Group’s Corporate, Commercial &amp; Institutional Banking segment</td>
</tr>
<tr>
<td>CMV</td>
<td>Current Market Value</td>
</tr>
<tr>
<td>COVID-19</td>
<td>COVID-19 (coronavirus disease) caused by the SARS-CoV-2 virus</td>
</tr>
<tr>
<td>CRR</td>
<td>Capital Requirements Regulation</td>
</tr>
<tr>
<td>DAC</td>
<td>The Development Assistance Committee of the Organisation for Economic Co-operation and Development</td>
</tr>
<tr>
<td>DM</td>
<td>Developed Markets</td>
</tr>
<tr>
<td>DPD</td>
<td>Days-Past-Due: one or more days that interest and/or principal payments are overdue based on the contractual terms</td>
</tr>
<tr>
<td>DVA</td>
<td>Debit Valuation Adjustment: the Group calculates DVA on its derivative liabilities to reflect changes in its own credit standing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>E&amp;A</td>
<td>The Group’s business in the Europe &amp; Americas region</td>
</tr>
<tr>
<td>EAD</td>
<td>Exposure At Default: The estimation of the extent to which the Group may be exposed to a customer or counterparty in the event of, and at the time of, that counterparty’s default. At default, the customer may not have drawn the loan fully or may already have repaid some of the principal, so that exposure is typically less than the approved loan limit</td>
</tr>
<tr>
<td>EA / Early Alerts</td>
<td>Early Alerts: a non-purely precautionary early alert account is one which exhibits risk or potential weaknesses of a material nature requiring closer monitoring, supervision, or attention by management</td>
</tr>
<tr>
<td>ECL</td>
<td>Expected Credit Loss represents the present value of expected cash shortfalls over the residual term of a financial asset, undrawn commitment or financial guarantee</td>
</tr>
<tr>
<td>EM</td>
<td>Emerging Markets</td>
</tr>
<tr>
<td>EPS</td>
<td>Earnings Per Share</td>
</tr>
<tr>
<td>FM</td>
<td>The Group’s Financial Markets business</td>
</tr>
<tr>
<td>FS</td>
<td>Financial Services</td>
</tr>
<tr>
<td>FTE</td>
<td>Full-Time Equivalent employee</td>
</tr>
<tr>
<td>GBA</td>
<td>Greater Bay Area consisting of nine cities and two special administrative regions in south China</td>
</tr>
<tr>
<td>GCNA</td>
<td>The Group’s business in the Greater China &amp; North Asia region</td>
</tr>
<tr>
<td>Jaws</td>
<td>The difference between the rates of change in revenue and operating expenses. Positive jaws occurs when the percentage change in revenue is higher than, or less negative than, the corresponding rate for operating expenses</td>
</tr>
<tr>
<td>L&amp;A</td>
<td>Loans &amp; Advances</td>
</tr>
<tr>
<td>LGD</td>
<td>Loss Given Default: The percentage of an exposure that a lender expects to lose in the event of obligor default</td>
</tr>
<tr>
<td>Loan-loss rate (LLR)</td>
<td>Total credit impairment for loans and advances to customers over average loans and advances to customers</td>
</tr>
<tr>
<td>M&amp;M</td>
<td>Metals &amp; Mining industry sector</td>
</tr>
<tr>
<td>MEV</td>
<td>Macro-Economic Variable: The determination of expected credit loss includes various assumptions and judgements in respect of forward-looking macroeconomic information</td>
</tr>
<tr>
<td>MNC</td>
<td>Multi-National Corporation</td>
</tr>
<tr>
<td>na</td>
<td>Not applicable</td>
</tr>
<tr>
<td>NBV</td>
<td>Net Book Value</td>
</tr>
</tbody>
</table>
### Selected technical and abbreviated terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network activities</td>
<td>Corporate and institutional banking services offered to clients utilising the Group’s unique network in 59 markets across Asia, Africa and the Middle East</td>
</tr>
<tr>
<td>NEW</td>
<td>Non-Employed Worker</td>
</tr>
<tr>
<td>NFI</td>
<td>Non-Funded Income</td>
</tr>
<tr>
<td>NII</td>
<td>Net Interest Income</td>
</tr>
<tr>
<td>NIM</td>
<td>Net Interest Margin: net interest income adjusted for interest expense incurred on amortised cost liabilities used to fund the Financial Markets business, divided by average interest-earning assets excluding financial assets measured at fair value through profit or loss</td>
</tr>
<tr>
<td>NPL</td>
<td>Non-Performing Loan: An NPL is any loan that is more than 90 days past due or is otherwise individually impaired. This excludes Retail loans renegotiated at or after 90 days past due, but on which there has been no default in interest or principal payments for more than 180 days since renegotiation, and against which no loss of principal is expected</td>
</tr>
<tr>
<td>NPS</td>
<td>Net Promoter Score</td>
</tr>
<tr>
<td>O&amp;G</td>
<td>Oil &amp; Gas industry sector</td>
</tr>
<tr>
<td>O2D</td>
<td>Originate-to-Distribute: originating an exposure with the intent to distribute it to third parties</td>
</tr>
<tr>
<td>PD</td>
<td>Probability of Default: an internal estimate for each borrower grade of the likelihood that an obligor will default on an obligation over a given time horizon</td>
</tr>
<tr>
<td>PPOP</td>
<td>Pre-Provision Operating Profit: income net of expenses but before impairments</td>
</tr>
<tr>
<td>PvB</td>
<td>The Group’s Private Banking segment</td>
</tr>
<tr>
<td>QoQ</td>
<td>Quarter-on-Quarter change</td>
</tr>
<tr>
<td>RB</td>
<td>The Group’s Retail Banking segment</td>
</tr>
<tr>
<td>RCF</td>
<td>Revolving Credit Facility: a line of credit arranged between the Group and a business</td>
</tr>
<tr>
<td>RoRWA</td>
<td>Return on RWA: annualised profit as a percentage of RWA</td>
</tr>
<tr>
<td>RoTE</td>
<td>Return on Tangible Equity: the ratio of the current year’s profit available for distribution to ordinary shareholders to the weighted average tangible equity, being ordinary shareholders’ equity less the average goodwill and intangible assets for the reporting period. Where target RoTE is stated, this is based on profit and equity expectations for future periods</td>
</tr>
<tr>
<td>RoW</td>
<td>Rest of the World</td>
</tr>
<tr>
<td>RM</td>
<td>Relationship Manager</td>
</tr>
<tr>
<td>RWA</td>
<td>Risk-Weighted Assets are a measure of the Group’s assets adjusted for their associated risks</td>
</tr>
<tr>
<td>SF</td>
<td>Sustainable Finance</td>
</tr>
<tr>
<td>SME</td>
<td>Small and Medium Enterprise</td>
</tr>
<tr>
<td>TB</td>
<td>The Group’s Transaction Banking business</td>
</tr>
<tr>
<td>TD</td>
<td>Time Deposit: A time deposit or term deposit is a deposit with a specific maturity date or a period to maturity, commonly referred to as its “term”</td>
</tr>
<tr>
<td>UNEP FI</td>
<td>The Environment Programme Finance Initiative of the United Nations</td>
</tr>
<tr>
<td>[UN] SDG</td>
<td>The Sustainable Development Goals of the United Nations</td>
</tr>
<tr>
<td>WM</td>
<td>The Group’s Wealth Management business</td>
</tr>
<tr>
<td>YoY</td>
<td>Year-on-Year change</td>
</tr>
<tr>
<td>%pt</td>
<td>Percentage point</td>
</tr>
</tbody>
</table>
This document contains or incorporates by reference “forward-looking statements” regarding the belief or current expectations of Standard Chartered PLC (the “Company”), the board of the Company (the “Directors”) and other members of its senior management about the strategy, businesses and performance of the Company and its subsidiaries (the “Group”) and the other matters described in this document. Generally, words such as “may”, “could”, “will”, “expect”, “intend”, “estimate”, “anticipate”, “believe”, “plan”, “seek”, “continue” or similar expressions are intended to identify forward-looking statements.

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