3Q'20 Results Presentation

29 October 2020

Here for good

Please see page 26 for an explanation of some of the technical and abbreviated terms used in this document

Our ongoing transformation is enabling us to weather the macroeconomic storm

We are pursuing exciting initiatives in dynamic markets, with a higher quality and lower risk business

Strategic progress

- We are creating a single pan-Asia region to more effectively deliver our **Network** there
- We will combine our operations that serve individuals to grow our **Affluent** business …
- … and sharpen the focus on our **Digital** plans, with our virtual bank now live in Hong Kong
- These organisation changes will also support initiatives to improve **Productivity**
- Profit in our four large **Optimisation Markets** improved 16% YTD[1]
- Providing **Sustainable Finance** where it matters most: 86% in least developed markets

Performance

- Underlying growth in focus areas offset by lower interest rates: income down 10%[2]
- Cost discipline created capacity for investment with operating expenses broadly flat[2]
- Credit impairment up $74m YoY, but down $258m QoQ (2nd consecutive quarter decline)
- Underlying profit fell 40% driven by the more challenging external conditions
- We face continued uncertainty with stronger CET1 and substantial ECL provisions

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1. YTD: year-to-date at constant currency (aggregate underlying profit before tax growth in India, Korea, UAE and Indonesia)
2. 3Q'20 year-on-year change, at constant currency and - for income - excluding debit valuation adjustment

3Q'20 Results

Financial performance

Our capital remains very strong, despite profitability impacted as expected by the external environment

($bn)	3Q'19	**3Q'20**	**YoY[1]**	**Ccy[1]**
Operating income ex-DVA	4.0	3.5	(11)%	(10)%
DVA	0.0	(0.0)	Nm[3]	Nm[3]
Operating income	4.0	**3.5**	**(12)%**	**(11)%**
Operating expenses	(2.5)	(2.5)	1%	(0)%
Pre-provision operating profit	1.5	**1.0**	**(30)%**	**(30)%**
Credit impairment	(0.3)	(0.4)	(27)%	(32)%
Other impairment	(0.0)	(0.0)	Nm[3]	Nm[3]
Profit from associates	0.0	0.1	64%	61%
Underlying profit before tax	1.2	**0.7**	**(40)%**	**(41)%**
Goodwill impairment, restructuring & other items	(0.1)	(0.3)	Nm[3]	
Statutory profit before tax	1.1	**0.4**	**(61)%**	**(62)%**
Risk-weighted assets	269	**267**	**(1)%**	
Net interest margin (NIM) (%)	1.61	1.23	(38)bps	
CET1 ratio (%)	13.5	14.4	90bps	
Liquidity coverage ratio (LCR) (%)	133	142	9%pt	
Underlying RoTE (%)	8.9	**4.4**	**(450)bps**	

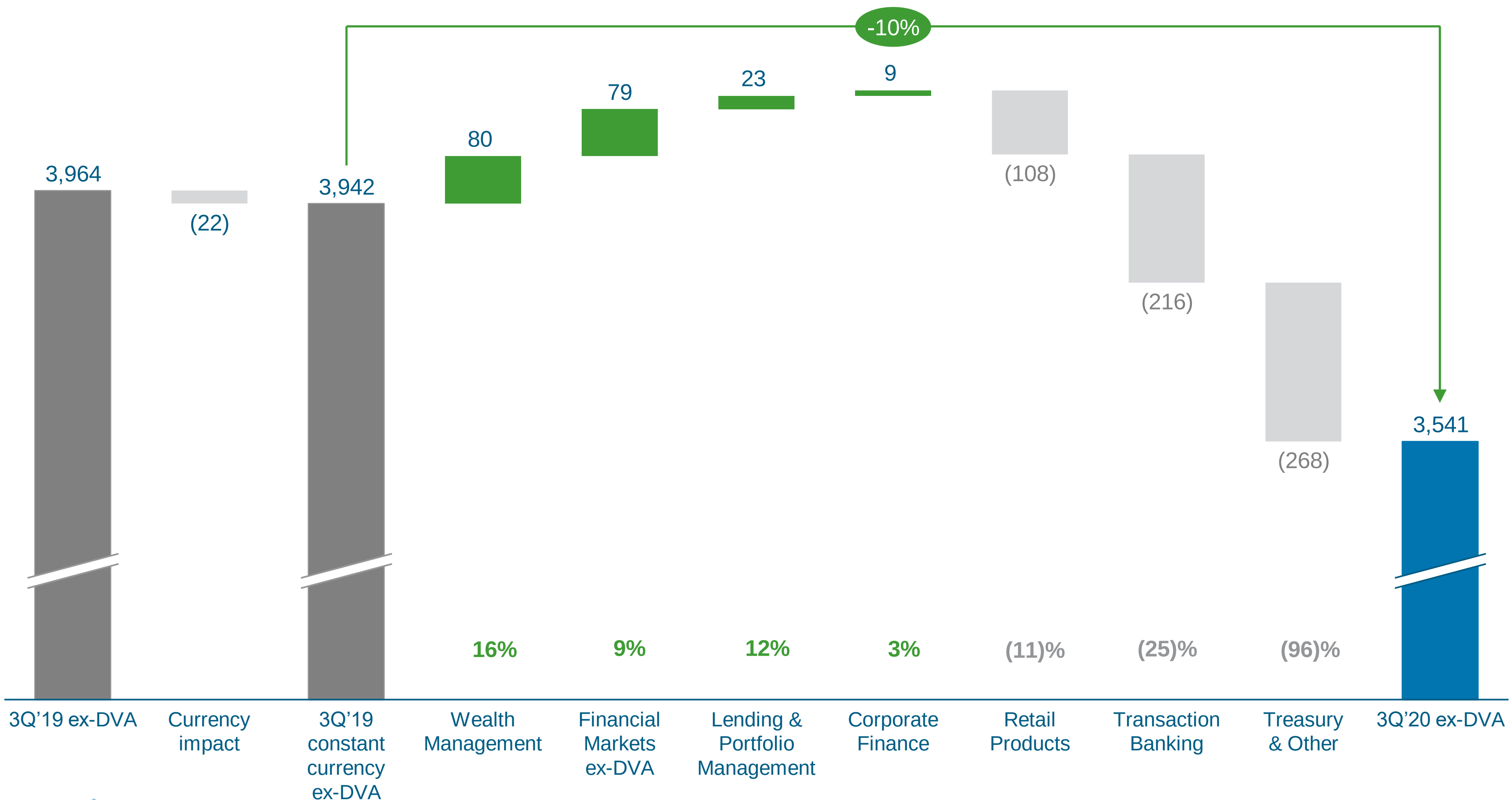
- Income down due to interest rates, as previously guided
  - Down 10%[2] having absorbed 38bps reduction in NIM
- Expenses flat ccy, despite continued investment
- Impairment $74m (27%) higher YoY; down $258m QoQ
  - Stage 1 & 2 down $108m QoQ
  - Stage 3 down $150m QoQ
- $231m goodwill impairment in UAE and Indonesia
- Risk-weighted assets increased slightly QoQ, as guided
  - Up $4bn / 2% in 3Q'20: credit migration and FX
- Balance sheet is very strong
  - CET1% 14.4% above the top of 13-14% range
  - The Board will consider resuming shareholder returns at the time of FY'20 results, subject to regulatory consultation
  - LCR up 9%pt YoY at 142%
- Return on tangible equity down 450bps to 4.4%

1. YoY: year-on-year variance is better/(worse) other than for risk-weighted assets, common equity tier 1 (CET1) and liquidity coverage ratio, which is increase/(decrease) / Cy: constant currency
2. At constant currency and excluding debit valuation adjustment (DVA)
3. Nm: Not meaningful

3Q'20 income was down 10% at constant currency and ex-DVA, despite diversity benefits

Recovery in Wealth Management and strength in Financial Markets outweighed by the impact of interest rate cuts

Income 3Q'20 vs 3Q'19 ($m)



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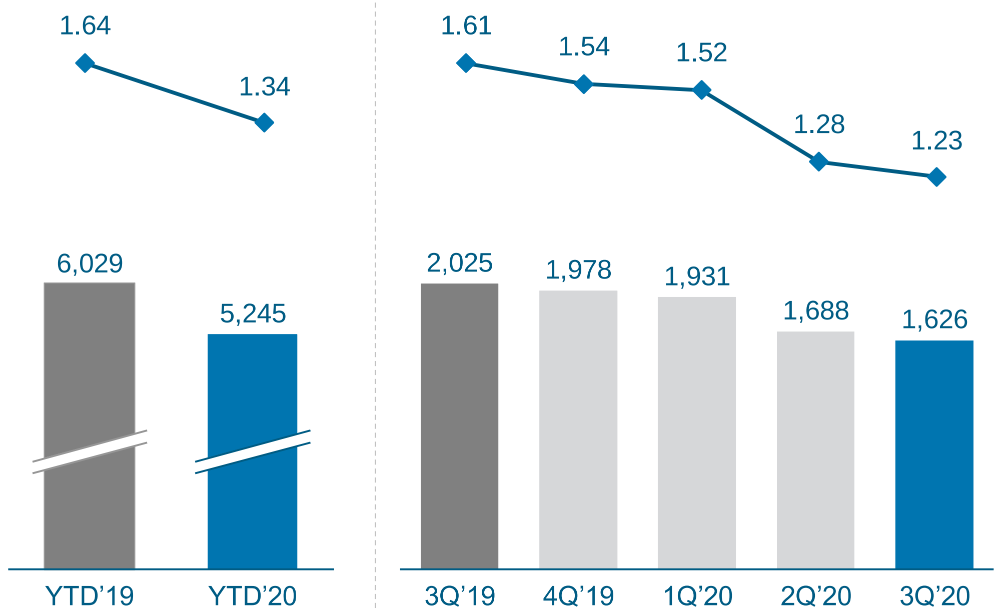
The net interest margin should stabilise slightly below the 3Q'20 level

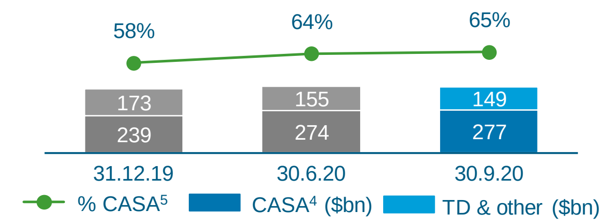
The 1Q'20 rate cuts should be fully reflected in the NIM over the next two quarters

	YTD'19	YTD'20	3Q'19	3Q'20
Gross yield (bps)	340	**246**	330	**207**
Rate paid (bps)	195	**123**	186	**92**



	YTD'19	YTD'20	3Q'19	3Q'20
AIEA[2] ($bn)	490	**522**	499	**525**
AIBL[2] ($bn)	441	**474**	454	**478**

- 3Q'20 adjusted NII down 20% YoY / 4% QoQ
- Adjusted NIM[1] down 5bps QoQ
  - Drag from lower rates partially offset by better pricing and improved mix (below)



  - Should stabilise slightly below 1.23% over the next two quarters[3]
- Expectations for FY'21:
  - Positive NII drivers expected to include volume growth at stabilised NIM[3] as well as continued mix and pricing optimisation

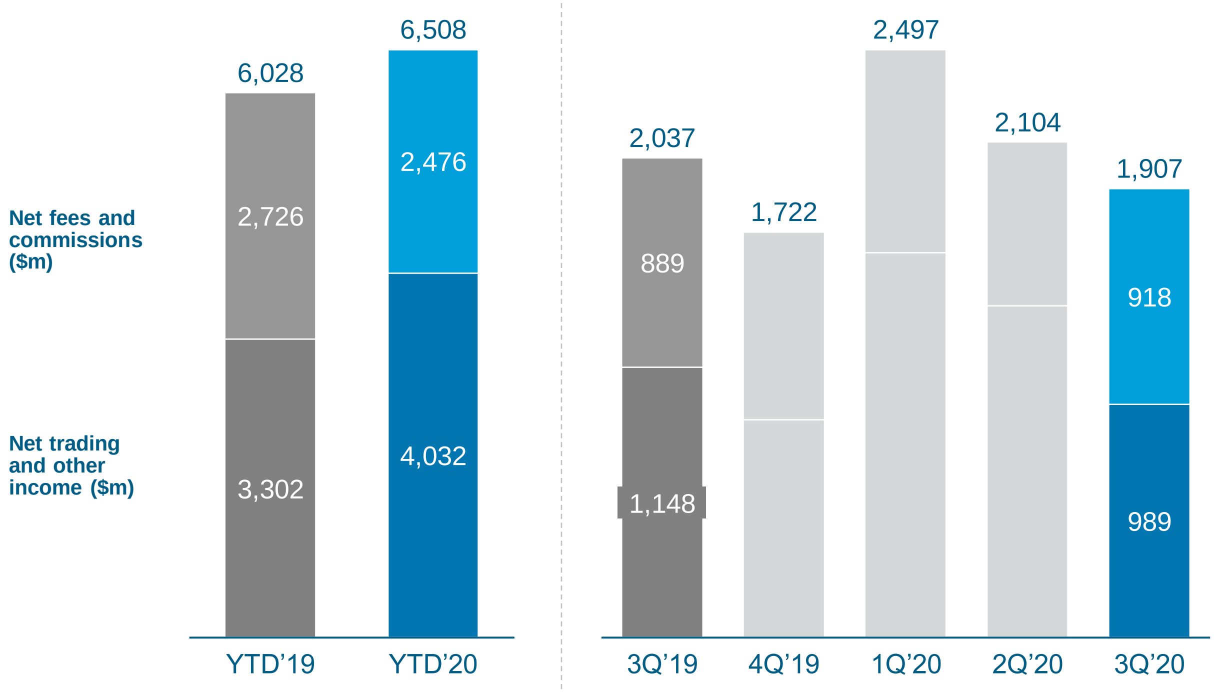
1. Statutory basis; the Group has changed its accounting policy for net interest income and basis of preparation of its net interest margin to better reflect the underlying performance of its banking book. See notes to the financial statements in the 2019 Annual Report for further details
2. AIEA: Average interest earning assets / AIBL: Average interest bearing liabilities
3. Upside risk = continued progress on optimising mix and pricing / Downside risk = more aggressive pricing competition and/or further rate cuts
4. CASA includes Retail CASA and TB Operating Account Balances
5. CASA as a % of total group customer deposits excluding repurchase agreements and other similar secured borrowing

Strong growth in fees and commissions was more than offset by lower trading income: Other income[1] down 6%

Income | Costs | Risk | Capital/Liquidity

Net fees and commissions and net trading and other income is now 56% of total income, and is up 8% YTD

Income, statutory basis ($m)

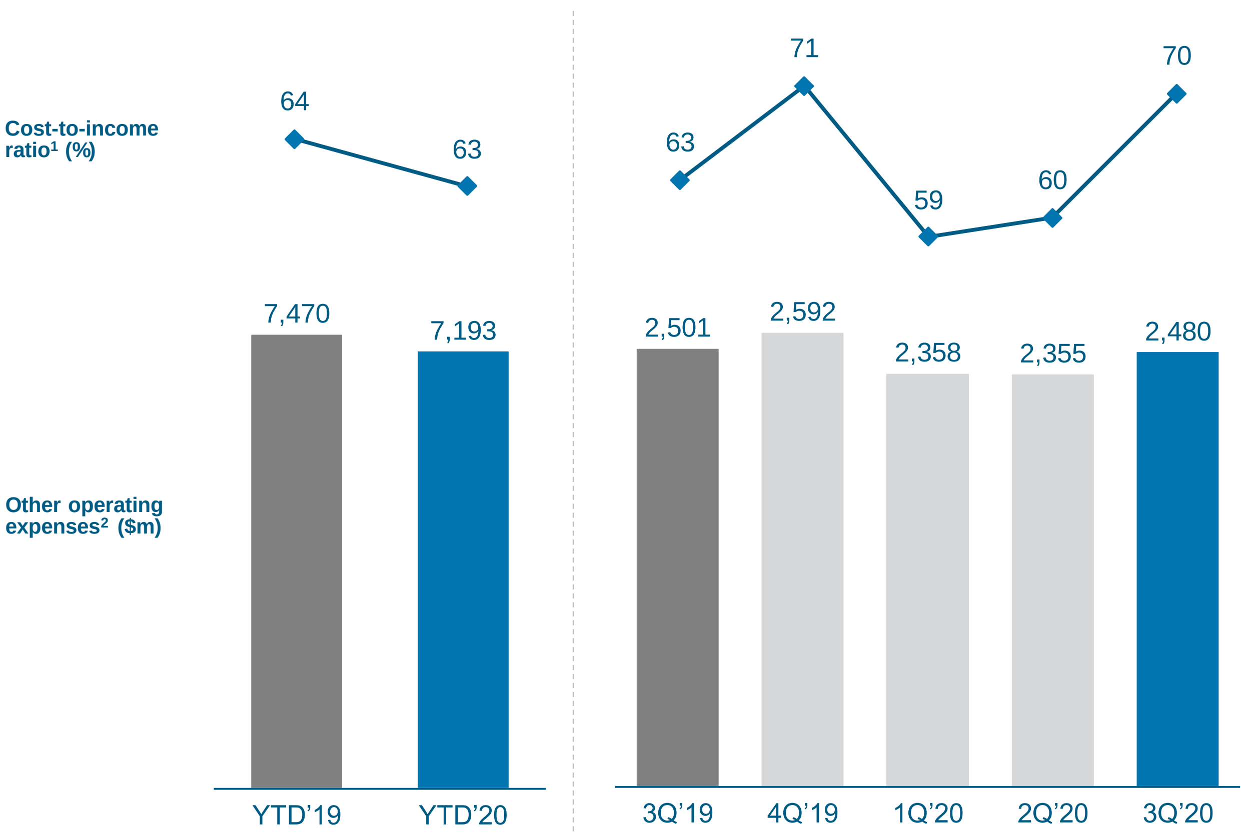


- Net fees and commissions up 3% YoY
  - RB + PvB up 11% driven by Wealth Management and Mortgage & Auto
- Net trading and other income down 14% YoY (down 11% ex-DVA)
  - Lower Treasury income[2]
  - FM income flat excluding a $36m negative DVA movement

1. Statutory basis net fees and commissions + net trading & other income; 3Q'20 vs 3Q'19 %
2. Lower Treasury income in 3Q'20 was due to a $67 million negative movement in hedging ineffectiveness, including hedge mark-to-market losses incurred in 3Q'20, reduced FX swap income and lower realisation gains

Robust cost control continued in 3Q'20 and will be maintained through 2021

We are on track for expenses to be below $10bn (FY'19: $10.1bn) in both FY'20 and FY'21[2]



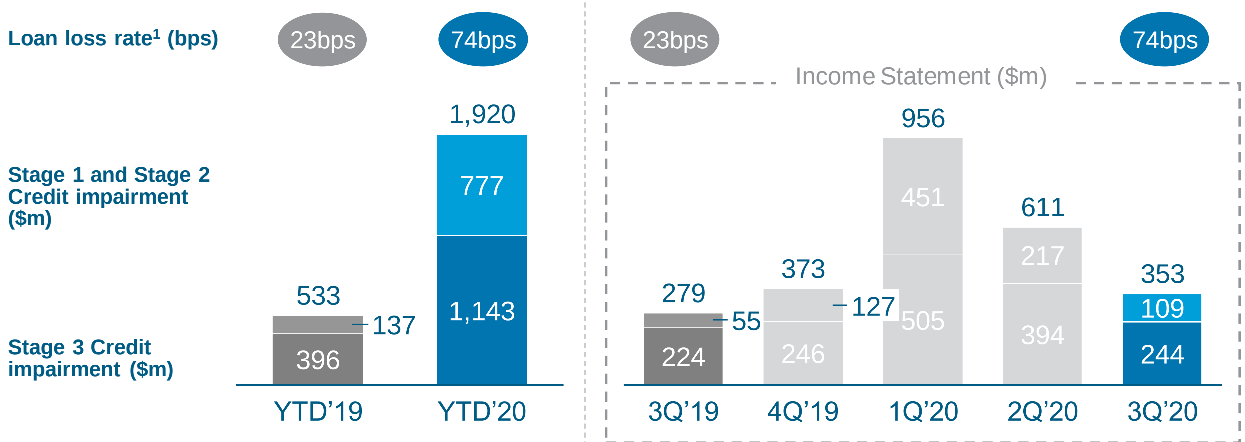
- Expenses improved 1% YoY; flat ccy
  - Investment up 12% QoQ
- FY'20 expenses[2] on track to be below $10bn
- Efficiency actions underway to reinforce FY'21 expenses target
  - FY'21 expenses likely to increase YoY[3] given ambitious digital investment plans…
  - … but are expected to be below $10bn

1. Cost-to-income ratio is calculated as Income ex-DVA / Operating expense ex-UK bank levy. The equivalent ratio in 3Q'19 / 3Q'20 including DVA is 63% / 70%
2. Excludes the UK bank levy
3. Excludes the UK bank levy at constant currency basis

The outlook for credit quality remains uncertain, but we still expect a lower charge HoH in 2H'20

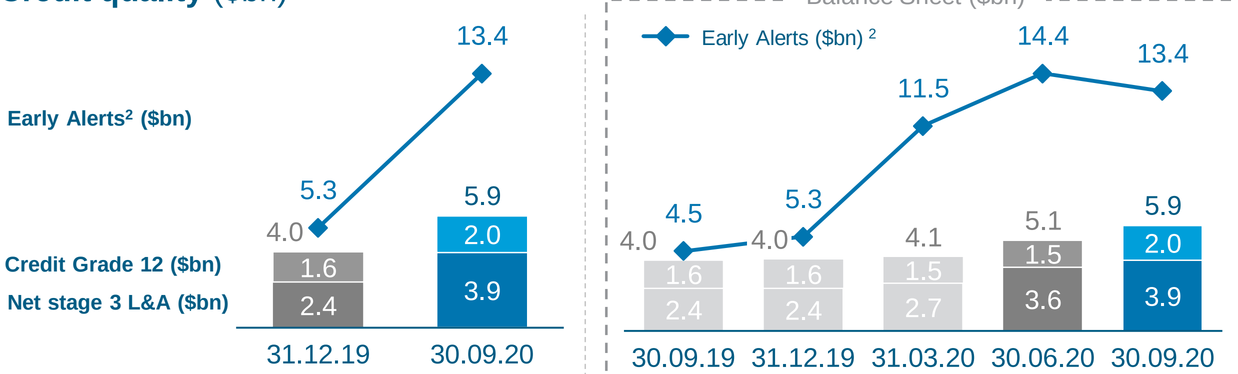
Asset quality was broadly stable, with high risk assets remaining at elevated levels

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



- Credit impairment up $74m / 27% YoY
  - Significant reduction QoQ in 3Q'20
  - Stage 1/2 includes $77m overlay (bringing total overlay to $377m YTD[3])
  - Stage 3 down 38% QoQ
- 3Q'20 outcome reinforces belief that 2H'20 < 1H'20

Credit quality ($bn)

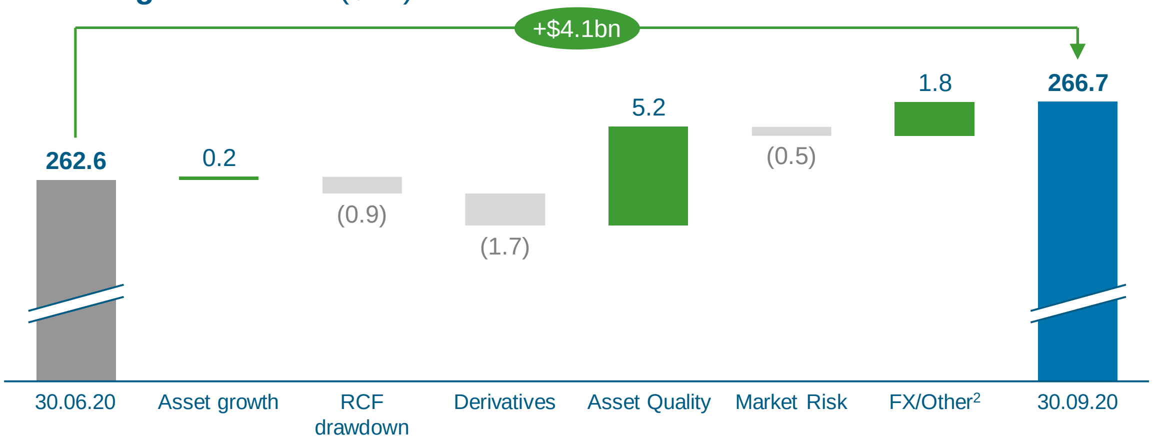


- Net stage 3 L&A and CG12 up $0.8bn QoQ
- EA down $1bn, ~80% from Aviation and M&M[4]
- Strong cover ratio at 58% (2Q'20: 60%)[5] / 76% including collateral (2Q'20: 80%)
- Investment grade exposures up 2%pt to 59%
- L&A to Vulnerable sectors[6] down $1.3bn QoQ
- Retail Banking DPDs[7] peaked in May

1. Loan loss rate is on a year-to-date annualised basis
2. Early Alerts (Non-Purely Precautionary) are on a net nominal basis
3. Overlay is net of a $16m release related to Hong Kong booked in 4Q'19 and released in 1Q'20
4. M&M: Metals & Mining
5. Cover ratio before collateral
6. "Vulnerable sector" exposures identified at 1Q'20 – see page 18 and refer to pages 37 and 38 of the 3Q'20 Results for further details
7. Retail Banking 30 and 90 Days Past Due

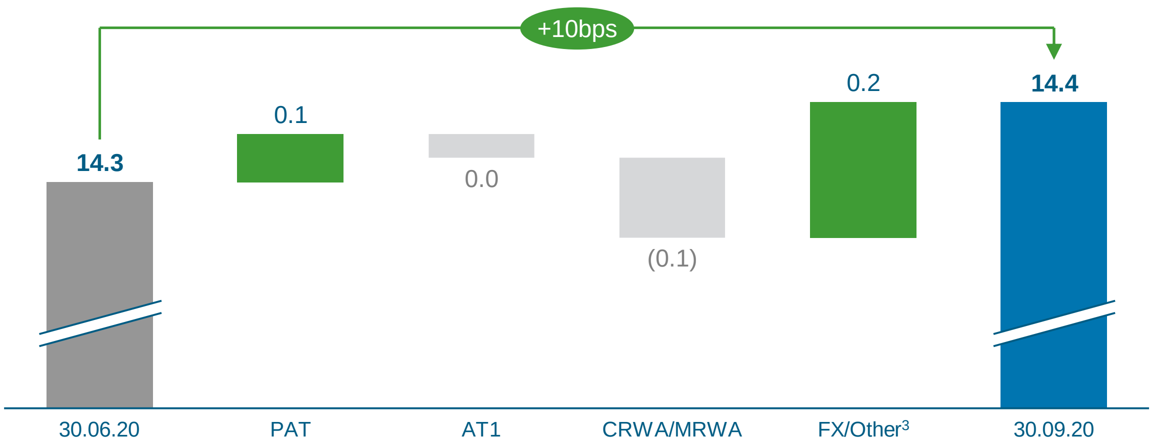
We have ample capital headroom to fund both growth and dividends[1] in 2021

Risk-weighted assets ($bn)



- RWA up 2% or $4.1bn from 30.06.20
  - Credit migration and FX impact
- 4Q'20 RWA expected to increase slightly QoQ
- Expect RWA ≤ asset growth in 2021 overall
  - Disciplined lending in less RWA-dense areas (e.g. Network business)
  - Ongoing low-returning RWA optimisation and model improvement programmes

CET1 ratio (%)



- CET1 above the top of target 13-14% range
  - Board will consider resuming shareholder returns at the time of FY'20 results[1]
  - Includes 8bps benefit from COVID relief regulatory changes[4]
- UK leverage ratio 5.2% flat vs 30.06.20, well above minimum requirement of 3.7%

1. Subject to regulatory consultation
2. Includes FX impact $2.2bn, Models $(0.1)bn and Initiatives $(0.4)bn
3. Includes FX benefit of 8bps and lower regulatory deductions benefit of 9bps
4. COVID relief changes comprise: IFRS9 transitional relief on dynamic provisions announced in June 2020 and PVA calculation changes

3Q'20 Results

Strategic progress and concluding remarks

We are streamlining our organisation to sharpen focus on our competitive advantages and improve productivity

These changes will create a leaner organisation …

Segments

- Corporate & Institutional Banking
- Commercial Banking

→ **Corporate, Commercial & Institutional Banking**

29k clients[2]
59% Group income[1]
7.3% RoTE[1]

- Retail Banking
- Private Banking

→ **Consumer, Private and Business Banking**

9.6m customers[2]
37% Group income[1]
8.5% RoTE[1]

Regions

- Greater China & North Asia
- ASEAN & South Asia

→ **Asia**

21 markets[1]
69% Group income[1]

Africa & Middle East

Europe & Americas[4]

… that will drive incremental strategic benefits

Our existing strategic priorities[3]

	Deliver Network	Grow Affluent	Improve Productivity	Transform with Digital	Optimise four markets
Corporate, Commercial & Institutional Banking	✓	-	✓	✓	✓
Consumer, Private and Business Banking	-	✓	✓	✓	✓
Asia	✓	-	✓	-	-

1. September YTD 2020; The income figures by segment shown on this page do not aggregate to 100% of the Group; the remaining 4% of our income is reported in Central & other (segment)
2. As at 31.08.20; ~1.9m of the customers served by the combined segment are considered 'affluent' (Premium, Priority or Private), for whom we currently manage assets > $200bn
3. As set out in February 2019 alongside our 2018 full-year results
4. Our businesses in the Europe & Americas region predominately enable corporate and institutional clients based there to utilise our network throughout Asia, Africa and the Middle East, so from 01.01.21 they will report to the CEO, Corporate, Commercial & Institutional Banking

Our virtual bank Mox is now live in Hong Kong, and is just one of several exciting and differentiated digital initiatives

mox by Standard Chartered

- 1st Virtual Bank in Hong Kong to launch Apple Pay and Google Pay
- 1st All-in-one numberless card in Asia
- 1st Bank in Hong Kong where interest is credited daily
- 1st Bank in Hong Kong to enable personalised sub-account goals

- Mox is a key differentiator in our digital strategy:
  - Our first standalone digital retail bank; it will not be the last
  - We are not afraid to disrupt even our biggest markets digitally
  - 'Cloud native' technology stack is scalable and portable
  - Collaborating with leading partners[1] and technology platforms
- A successful launch:
  - >35k new accounts opened
  - Already >$325m in deposits
  - Median account opening time of ~8 minutes
  - >50% of new accounts opened outside branch opening hours[2]
  - Highest-rated HK banking App: **iOS App Rating 4.8**

1. Mox by Standard Chartered in partnership with PCCW, HKT and Trip.com
2. Business days between 9am and 5pm

Our purpose is driving our business decisions, bold actions and ambitious commitments

Our purpose: Driving commerce and prosperity through our unique diversity

We understand our responsibilities

- Retained ‘AA’ ESG[1] rating from MSCI
- Target of ‘net zero emissions’[2] from our operations by 2030
- Established partnership with Imperial College on assessing climate risks in our decisions
- Focus shifted to delivering Sustainability Aspirations supporting the UN SDGs[1]

We will lead sustainable financing across emerging markets

- Launched annual sustainable finance impact report in July:
  - $3.9bn of sustainable financing; 86% in least developed nations
  - 739k tonnes of avoided emissions from clean energy projects financed
  - Reached over 1.3m people through microfinance institution funding
- Tripled sustainable deposits: now close to $2bn
- c900 E&S[1] reviews completed: up 19%

We will continue to invest in our people

- We are changing the way we will work post COVID
  - Hybrid solutions being implemented in 9 markets
- Future skills academies (human and technical) launched
- Creating a culture of learning
  - 50k learners on new digital platform
- Signed the ‘UK Race at Work’ Charter
- Partnering with ‘Leadership Enterprise for a Diverse America’ to support ethnic minority representation

We support the communities where we work and live

- $50m COVID Global Charitable Fund:
  - Phase 1: $25m distributed as emergency relief; 120 partners in 59 markets
  - Phase 2: $3m contributed for economic recovery
- $1bn financing for companies providing goods and services to fight COVID:
  - $600m approved; >80% disbursed
- $9.8bn Loans & Advances subject to COVID relief (pg 20)
  - 3% of total Group L&A
  - Down $4.7bn in 3Q’20
  - 83% of RB[1] loans secured

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1. SDG = United Nation’s Sustainable Development Goals. ESG = Environmental, Social and Governance. E&S reviews = Environmental and Social Risk Assessment carried out at a client or transaction level by our specialist team. RB = Retail Banking
2. ‘Net zero’ emissions means in aggregate we will not produce any emissions from our operations. For example, a net zero carbon building is a building that is fully powered by renewable energy sources

Note: data on this page does not necessarily relate to 3Q’20 alone

Concluding remarks

Positive signs of economic recovery are emerging but risks persist

Outlook expectations

- Some large economies in our footprint to recover from COVID sooner and faster …
- … which would support client demand and continued asset quality improvement in 2021
- Income:
  - Similar 4Q QoQ seasonality to 2019
  - Recovery-led volume growth in 2021, with NIM stabilising slightly lower over the next two quarters[1]
  - Continued NII optimisation efforts and NFI momentum in 2021
- FY'20 and FY'21 expenses[2] <$10bn
- Credit impairment 2H'20 < 1H'20
- RWA to increase slightly QoQ in 4Q'20, but RWA growth ≤ asset growth in FY'21

We believe some of our larger markets will start to drive the global economy out of recession

IMF: real GDP growth forecasts %[3]

	2020	2021
World Output	**(4.4)**	**5.2**
Emerging / Developing Asia	**(1.7)**	**8.0**
China	1.9	8.2
India	(10.3)	8.8
ASEAN 5[4]	(3.4)	6.2
Advanced Economies	**(5.8)**	**3.9**
United States	(4.3)	3.1
Euro Area	(8.3)	5.2

1. Upside risk = continued progress on optimising mix and pricing / Downside risk = more aggressive pricing competition and/or further rate cuts
2. Total expenses excluding the UK bank levy, which is paid in the 4th quarter and is currently forecast to be around $330m for 4Q'20. The FY'21 cost guidance is on a constant currency basis
3. World Economic Outlook October 2020, IMF: https://www.imf.org/en/Publications/WEO/Issues/2020/09/30/world-economic-outlook-october-2020
4. ASEAN 5 = Indonesia, Malaysia, Philippines, Thailand and Vietnam

Q & A

Appendix

Vulnerable sectors, macroeconomic indicators and COVID relief measures

Information for fixed income investors

Abbreviated terms and important notice

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Vulnerable sectors, macroeconomic indicators and COVID relief measures

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We continue to monitor exposures to sectors most at risk from COVID and lower oil prices particularly carefully

Loans and advances in "Vulnerable sectors" decreased by $1.3bn during 3Q'20 and are now 8% of Group total[1]

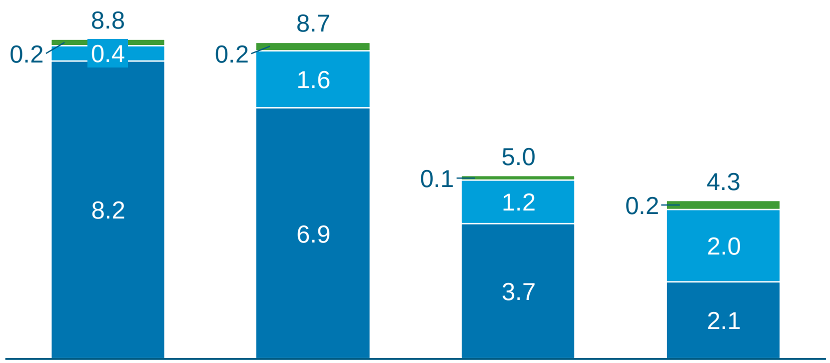
IFRS 9
(as at 30 September 2020)

	Commodity Traders	Oil and Gas	Metals & Mining	Aviation
% < 1 year maturity[2]	91%	54%	76%	26%

Net Stage 3 L&A ($bn)

Net Stage 2 L&A ($bn)

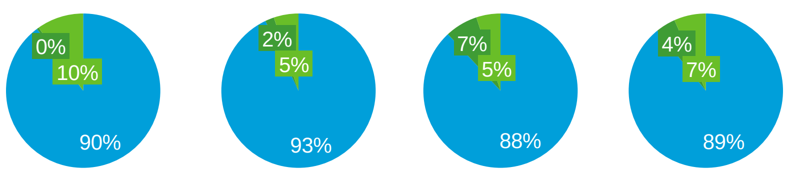
Net Stage 1 L&A ($bn)



	Commodity Traders	Oil and Gas	Metals & Mining	Aviation
Change in total Net L&A from 30.06.20 ($bn)	(0.8)	(0.1)	(0.2)	(0.2)

Gross L&A by credit grade (%):

CG 1A – 11C (Strong / Satisfactory)
CG 12 (Higher risk)
Defaulted



	Commodity Traders	Oil and Gas	Metals & Mining	Aviation
% in Early Alert (NPP)[2]	2%	6%	9%	48%

- Vulnerable sectors
  - Off balance sheet exposure 13% of Group, stable QoQ
  - ECL provision up $0.2bn to $1.3bn
  - M&M decrease of $0.2bn in CG12
- Other sectors considered COVID-sensitive[3]
  - Commercial Real Estate
    - $18.2bn Net L&A, down $0.1bn
    - 98% strong/satisfactory credit grade
  - Hotels & Tourism
    - $2.7bn Net L&A, down $0.2bn
    - 95% strong/satisfactory credit grade

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1. Based on net loans and advances to customers and banks as at 30 September 2020
2. "% in Early alert (non-purely precautionary)" and "% < 1 year maturity" are on a net nominal basis
3. See pages 37 and 38 of the 3Q'20 Results for further details of the Group's COVID-sensitive vulnerable sectors

Stage 1 and 2 credit impairments:
Changes to baseline forecast in key footprint markets

Changes to macroeconomic forecasts for key footprint markets: 2Q'20 to 3Q'20

Baseline: change in macroeconomic forecasts[1]

	2Q'20 ⇨ 3Q'20					
	China	Hong Kong	Korea	Singapore	India	Crude price Brent, bbl
GDP (YoY): 2020 Forecast	2.5% ⇨ **2.4%**	(7.2)% ⇨ **(7.2)%**	(0.6)% ⇨ **(0.6)%**	(6.0)% ⇨ **(5.9)%**	(4.0)% ⇨ **(8.0)%**	$34 ⇨ **$36**
GDP (YoY): 2021 Forecast	7.5% ⇨ **7.5%**	6.0% ⇨ **6.0%**	2.2% ⇨ **2.2%**	8.2% ⇨ **8.2%**	13.1% ⇨ **10.0%**	$44 ⇨ **$44**
GDP (YoY): 5 year average base forecast	5.9% ⇨ **5.9%**	1.9% ⇨ **2.9%**	2.0% ⇨ **2.4%**	2.1% ⇨ 3.4%	6.0% ⇨ 5.5%	$50 ⇨ **$53**
Unemployment: 5 year average base forecast	3.8% ⇨ **3.5%**	4.1% ⇨ 4.4%	3.9% ⇨ **3.4%**	3.5% ⇨ **3.3%**	N/A ⇨ **N/A**	
3 month interest rate: 5 year average base forecast	2.4% ⇨ **2.5%**	2.1% ⇨ 1.4%	1.6% ⇨ **1.4%**	1.7% ⇨ **1.2%**	4.4% ⇨ **3.7%**	
House prices (YoY): 5 year average base forecast	6.4% ⇨ **6.1%**	3.9% ⇨ 4.0%	2.3% ⇨ **2.5%**	3.8% ⇨ 4.7%	6.0% ⇨ **6.9%**	

1. Forecast from Standard Chartered Global Research as at 31 August 2020

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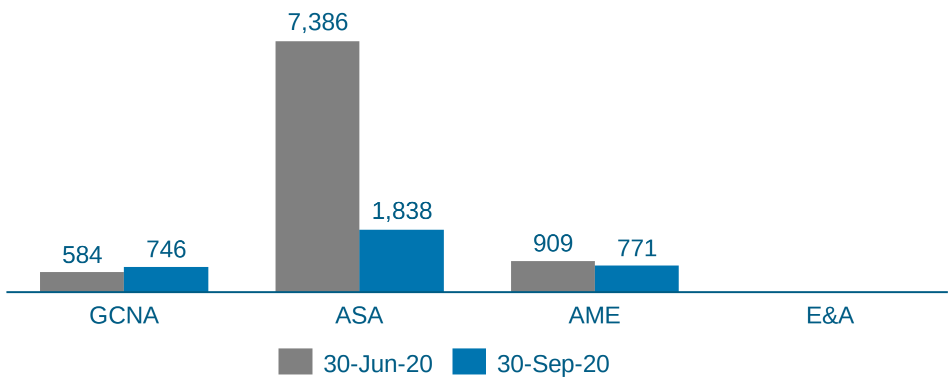
We are providing relief from the impact of COVID for individual customers, small business owners and corporate clients

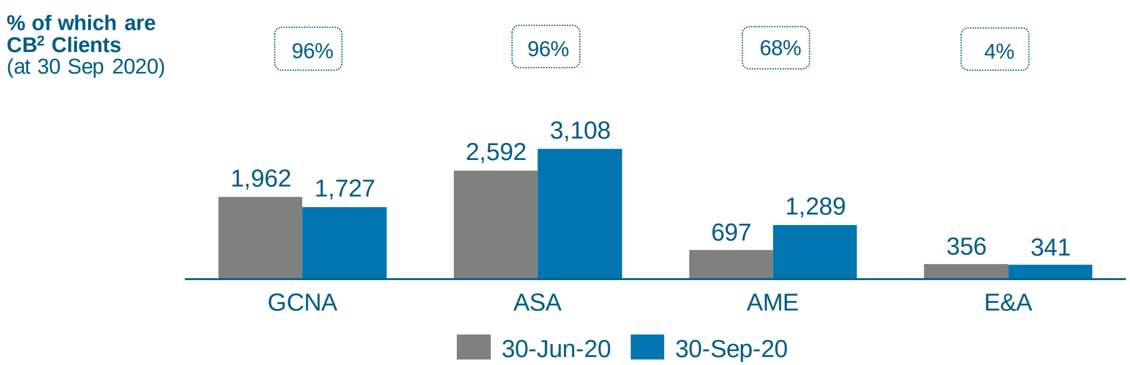
Loans subject to relief down $4.7bn since June to $9.8bn: 3% of total Group L&A[4]

Approved Retail Banking COVID relief applications by region[1,5] ($m)



- RB[3] relief applications reduced by $5.5bn to $3.4bn during 3Q'20
  - India and Malaysia initial schemes ended in 3Q'20
  - 3% of total RB[3] L&A[4] subject to relief
- 83% are fully secured; 70% Mortgages & Auto (with Loan-to-Value of 45%)
- Additional measures have been put in place in some markets post initial schemes ending

Approved CCIB[2] COVID relief applications by region[1,5] ($m)



- CCIB[2] relief applications increased $0.9bn to $6.5bn
  - $4.2bn in CB[2]; 15% of total L&A[4]
  - $2.3bn in CIB[2]; 1% of total L&A[4]
- $2.8bn have been repaid
- ~5k clients, similar to 2Q'20, 95% in CB[2]

1. Outstanding loan balances as at 30 June 2020 and 30 September 2020
2. CCIB = Corporate, Commercial & Institutional Banking; CIB = Corporate & Institutional Banking; CB = Commercial Banking
3. RB = Retail Banking
4. L&A = Loans and advances to customers
5. See page 36 of the 3Q'20 Results for further details of the Group's COVID relief measures

Information for fixed income investors

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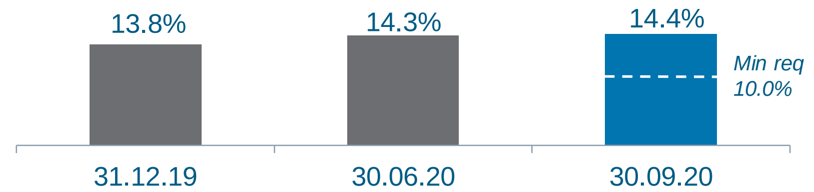
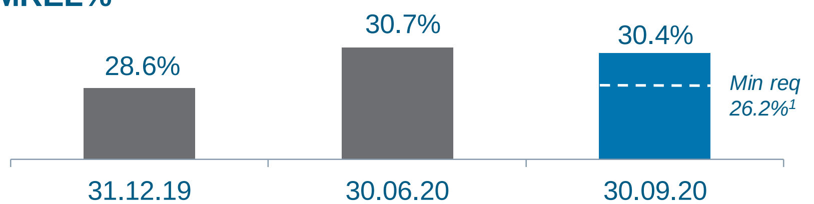
Balance sheet strength through volatile times

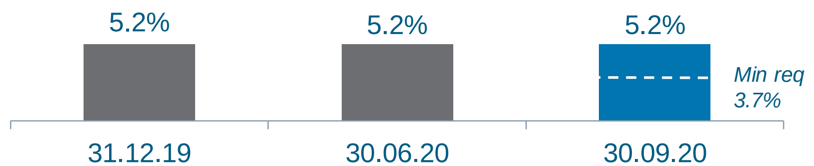
CET1%



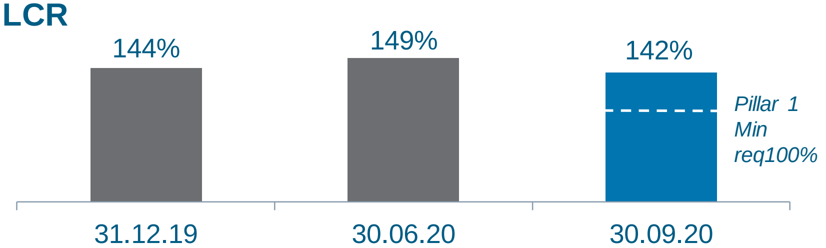
MREL%



Leverage ratio



LCR



- CET1 remains above target range: Board will consider resuming shareholder returns at the time of FY'20 results, subject to consultation with regulators
- MREL position supported by $8.9bn of issuance in 2020 across the capital structure: well above our 2022 requirement
- Leverage ratio stable: operating with significant headroom to minimum requirements
- LCR remains resilient: further improvement in funding quality, capacity to support clients as some of our key markets lead the economic recovery from COVID

1. Fully-phased minimum requirements from 1 January 2022 with Pillar 2A at Sep'20 level

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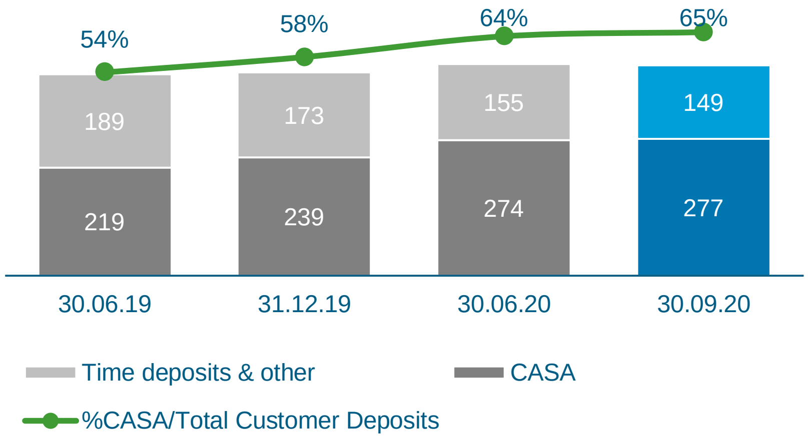
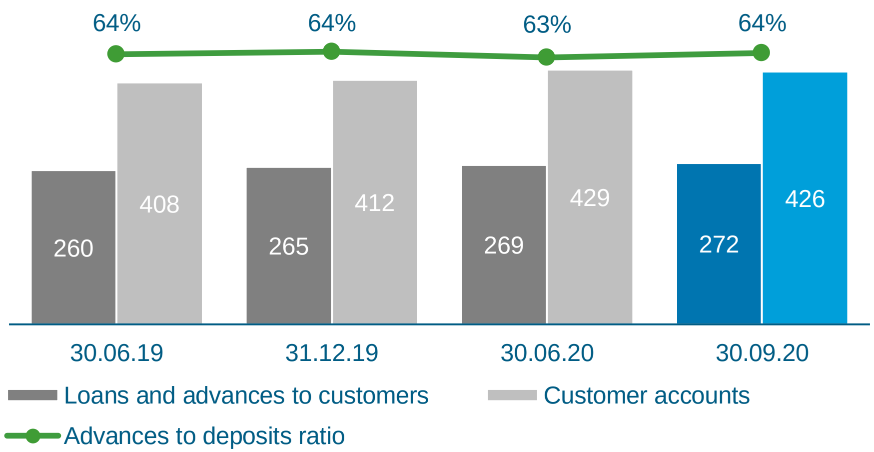
The Group's liquidity position remained resilient in 3Q'20

Total customer deposits[1,2] ($bn)

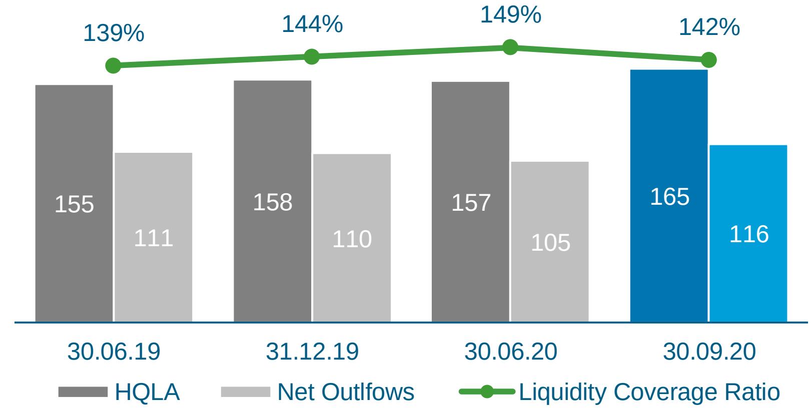


- LCR has remained above 140% during 2020: well above minimum requirements
- Market liquidity conditions continued to improve in 3Q'20: liquidity is being managed dynamically and prudently ahead of potential uncertainties such as the US elections and Brexit
- Capacity to support clients through further COVID-related disruption and to take advantage of future growth opportunities
- Funding quality further improved QoQ with Retail CASA growth supporting a reduction in Time Deposits: CASA now 65% of Customer Deposits

Advances-to-deposits ratio[1] ($bn)



Liquidity coverage ratio ($bn)



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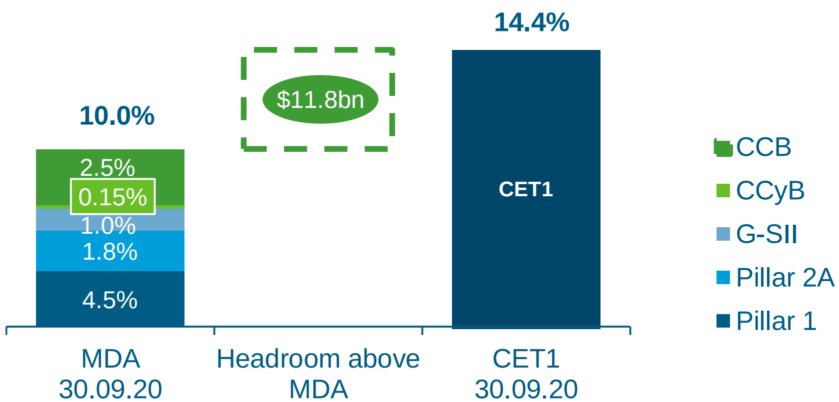
1. Excludes repurchase agreements and other similar secured borrowing
2. CASA includes Retail CASA and TB Operating Account Balances

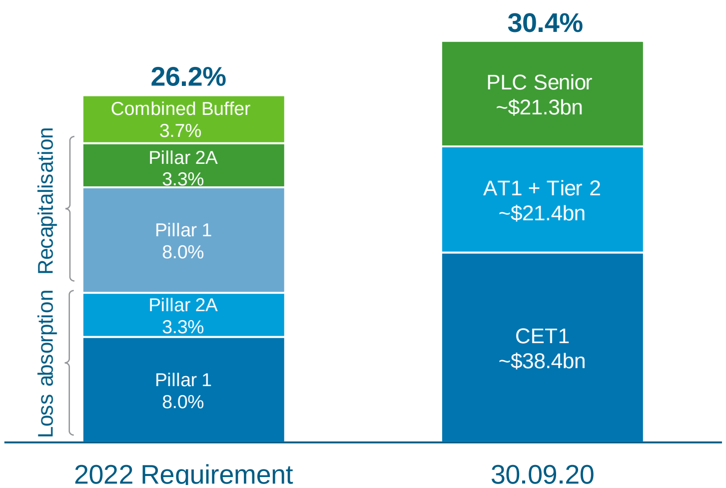
CET1 position strong: absolutely[1] and relative to requirements

Material headroom to minimum CET1 requirements



- CET1 of 14.4%: over $11bn of headroom to MDA[2] threshold
- Capacity to continue to support clients through, and absorb further impacts of, the COVID pandemic
- Expected CET1 benefit of ~20bps from changes to treatment of software intangibles in 4Q'20[3]
- Continue to target 13-14% CET1 over the medium term
- Surplus capital will first support growth, then fund dividends with any remainder being returned to shareholders

External MREL position ahead of known 2022 requirement



- Meet expected 2022 MREL today with a buffer of over 400bps
- Proactively raised $7.4bn of MREL eligible liabilities by 3Q'20 despite challenging markets:
  - $5.3bn senior, $1.1bn Tier 2 and $1bn AT1
  - Ability to access G3 and franchise currencies
  - Further $1.5bn senior issuance since period end
- Total Group loss absorbing capacity >$80bn as at 3Q'20

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1 Absolute buffers are as of 30.09.20
2 The Maximum Distributable Amount (MDA) thresholds assumes that the maximum 2.1% of the Pillar 1 and Pillar 2A requirement has been met with AT1. Pillar 2A held at 30.09.20 level.
3 The PRA is conducting further analysis of the CRR "Quick Fix" proposals which "will inform the PRA's supervisory approach including an assessment of whether further action is necessary under Pillar 2."

Abbreviated terms and important notice

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Selected technical and abbreviated terms used in this document

Term	Definition
Affluent activities	Personal banking services offered to affluent and emerging affluent customers
AME	The Group's business in the Africa & Middle East region
ASA	The Group's business in the ASEAN & South Asia region
bps	Basis points
CASA	Current account and savings account
C&O	Central & Other
CB	The Group's Commercial Banking segment
Ccy	Variance on a Constant Currency basis
CCR	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
CMV	Current market value
COVID	COVID-19 (coronavirus disease) caused by the SARS-CoV-2 virus
CET1	Common Equity Tier 1 capital. CET1 ratio = a measure of CET1 capital as a percentage of RWA
CG12	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
CIB	The Group's Corporate & Institutional Banking segment
DPD	Day-past-due: one or more days that interest and/or principal payments are overdue based on the contractual terms
DVA	The Group calculates Debit Valuation Adjustments on its derivative liabilities to reflect changes in its own credit standing
EA	The Group's business in the Europe & Americas region
EAD	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
Early Alerts	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
ECL	Expected Credit Loss represents the present value of expected cash shortfalls over the residual term of a financial asset, undrawn commitment or financial guarantee
EPS	Earnings Per Share
FM	The Group's Financial Markets business
FTE	Full-Time Equivalent employee

Term	Definition
GBA	Greater Bay Area consisting of nine cities and two special administrative regions in south China
GCNA	The Group's business in the Greater China & North Asia region
Jaws	The relationship between income growth and cost growth in a given period. 'Positive' jaws = income growth > cost growth
L&A	Loans & Advances
Loan loss rate (LLR)	Credit impairment for loans and advances to customers over average loans and advances to customers (annualised)
LGD	Loss Given Default: The percentage of an exposure that a lender expects to lose in the event of obligor default
M&M	Metals & Mining industry sector
MEV	Macroeconomic Variable: The determination of expected credit loss includes various assumptions and judgements in respect of forward-looking macroeconomic information
Network activities	Corporate and institutional banking services offered to clients utilising the Group's unique network in 60 markets across Asia, Africa and the Middle East
NBV	Net book value
NIM	Net interest margin, adjusted for interest expense incurred on amortised cost liabilities used to fund financial instruments held at fair value through profit or loss, divided by average interest-earning assets
NEW	Non-Employed Worker
NPL	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
O&G	Oil & Gas industry sector
PD	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
PvB	The Group's Private Banking segment
RB	The Group's Retail Banking segment
RCF	Revolving Credit Facility: a line of credit arranged between the Group and a business
RoRWA	Return on RWA: annualised profit as a percentage of RWA
RoTE	Return on Tangible Equity: Group average tangible equity is allocated to client segments based on average RWA utilised and the global level underlying effective tax rate is applied uniformly
RWA	Risk-Weighted Assets are a measure of the Group's assets adjusted for their associated risks
TB	The Group's Transaction Banking business
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"

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Important notice

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.

Forward-looking statements involve inherent risks and uncertainties. They are not guarantees of future performance and actual results could differ materially from those contained in the forward-looking statements. Recipients should not place reliance on, and are cautioned about relying on, any forward-looking statements. Forward-looking statements are based on current views, estimates and assumptions and involve known and unknown risks, uncertainties and other factors, many of which are outside the control of the Group and are difficult to predict. Such risks, factors and uncertainties may cause actual results to differ materially from any future results or developments expressed or implied from the forward-looking statements. Such risks, factors and uncertainties include but are not limited to: changes in the credit quality and the recoverability of loans and amounts due from counterparties; changes in the Group’s financial models incorporating assumptions, judgments and estimates which may change over time; risks relating to capital, capital management and liquidity; risks associated with implementation of Basel III and uncertainty over the timing and scope of regulatory changes in various jurisdictions in which the Group operates; risks arising out of legal and regulatory matters, investigations and proceedings; operational risks inherent in the Group’s business; risks arising out of the Group’s holding company structure; risks associated with the recruitment, retention and development of senior management and other skilled personnel; risks associated with business expansion or other strategic actions, including engaging in acquisitions, disposals or other strategic transactions; reputational, compliance, conduct, information and cyber security and financial crime risks; global macroeconomic and geopolitical risks; risks arising out of the dispersion of the Group’s operations, the locations of its businesses and the legal, political and economic environment in such jurisdictions; competition; risks associated with the UK Banking Act 2009 and other similar legislation or regulations; risks associated with the discontinuance of IBORs and transition to alternative reference rates; changes in the credit ratings or outlook for the Group; market, interest rate, commodity prices, equity price and other market risk; foreign exchange risk; financial market volatility; systemic risk in the banking industry and among other financial institutions or corporate borrowers; country risk; risks arising from operating in markets with less developed judicial and dispute resolution systems; risks arising out of regional hostilities, terrorist attacks, social unrest or natural disasters; risks arising out of health crises and pandemics, such as the COVID-19 (coronavirus) outbreak; climate related transition and physical risks; business model disruption risks; the implications of a post-Brexit and the disruption that may result in the United Kingdom and globally from the withdrawal of the United Kingdom from the European Union; and failure to generate sufficient level of profits and cash flows to pay future dividends. Please refer to the Company’s latest Annual Report for a discussion of certain other risks and factors which may impact the Group’s future financial condition and performance.

Any forward-looking statement contained in this document is based on past or current trends and/or activities of the Company and should not be taken as a representation that such trends or activities will continue in the future. No statement in this document is intended to be a profit forecast or to imply that the earnings of the Company and/or the Group for the current year or future years will necessarily match or exceed the historical or published earnings of the Company and/or the Group. Each forward-looking statement speaks only as of the date of the particular statement. Except as required by any applicable law or regulations, the Company expressly disclaims any obligation or undertaking to release publicly or make any updates or revisions to any forward-looking statement contained herein whether as a result of new information, future events or otherwise.

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