## **Consolidated Profit and Loss Account**

for the year ended 31 December 2003

Interest payable   2   (1,822)   (2,22     Net interest income   2,968   3,06     Fees and commissions payable   (162)   (162)     Dealing profits   3   525   42     Other operating income   4   104   6     Net revenue   4,753   4,53     Administrative expenses:   1,785   1,47     Net revenue   4,753   4,53     Administrative expenses:   5   (1,953)   (1,27)     Premises   5   (1,953)   (1,27)     Other   5   (640)   (67)     Depreciation and amortisation   7   (381)   (34     Total operating expenses   2,069   1,98     Provisions for bad and doubtful debts   17   (536)   (70     Provisions for contingent liabilities and commitments   33   -   (11)   (28)     Amounts written off fixed asset investments   11   (11)   (29)   (38)     Operating profit after taxation   1,047   87   (38)		Notes	2003 \$million	2002 \$million
Net interest income   2,968   3,06     Fees and commissions receivable   1,318   1,16     Fees and commissions payable   (162)   (16     Dealing profits   3   525   42     Other operating income   4   104   6     Intervenue   4   104   6     Administrative expenses:   5   (1,353)   (1,27)     Staff   5   (1,353)   (1,27)     Premises   5   (290)   (26     Other operating expenses:   5   (290)   (26     Operating profit before provisions   5   (640)   (67)     Operating profit before provisions   2,089   1,98     Provisions for bad and doubtful debts   17   (536)   (70)     Provisions for contingent liabilities and commitments   33   -   (11)   (26     Amounts written off fixed asset investments   (11)   (29)   (38)   (38)     Operating profit after taxation   9   (495)   (38)   (38)     Operatin	Interest receivable	1	4,790	5,288
Fees and commissions receivable 1,318 1,16   Fees and commissions payable (162) (16   Dealing profits 3 525 42   Other operating income 4 104 6   Net revenue 4,753 4,53   Administrative expenses: 5 (1,353) (1,27   Premises 5 (290) (26   Other 5 (640) (67   Depreciation and amortisation 7 (381) (34   Total operating expenses (2,664) (2,655) (266) (70   Provisions for bad and doubtful debts 17 (536) (70   Provisions for contingent liabilities and commitments 33 - (11) (11)   Operating profit before taxation 1,542 1,26 1,26 1,26 1,26   Taxation 9 (495) (38 10 1,047 87   Operating profit after taxation 1,047 87 1,048 18 10   Dividends on non-equity preference shares 10 (55) (10) 10 10	Interest payable	2	(1,822)	(2,225)
Fees and commissions payable (162) (162) (162)   Dealing profits 3 525 42   Other operating income 4 104 6   Net revenue 4,753 4,53   Administrative expenses: 5 (1,353) (1,27   Premises 5 (290) (26   Other 5 (640) (67   Depreciation and amortisation 7 (381) (34   Total operating expenses (2,664) (2,55   Operating profit before provisions 2,089 1,98   Provisions for contingent liabilities and commitments 33 - (11)   Amounts written off fixed asset investments (11) (11) (11)   Operating profit after taxation 1,542 1,26 (38   Operating profit after taxation 9 (495) (38   Operating profit after taxation 1,047 87   Minority interests (equity) (29) (3   Profit for the year attributable to shareholders 1,018 84   Dividends on onon-equity preference shares 10 (55)	Net interest income		2,968	3,063
Dealing profits   3   525 104   42     Other operating income   1,785   1,47     Net revenue   1,785   1,47     Administrative expenses:   4,753   4,53     Staff   5   (1,353)   (1,27     Premises   5   (290)   (26     Other   5   (640)   (67     Depreciation and amortisation   7   (381)   (34     Total operating expenses   (2,664)   (2,55     Operating profit before provisions   2,089   1,98     Provisions for contingent liabilities and commitments   33   -   (11)     Amounts written off fixed asset investments   (11)   (11)   (11)     Operating profit before taxation   1,542   1,26   (38     Texation   9   (495)   (38   (38     Operating profit after taxation   1,017   87   (38     Profit for the year attributable to shareholders   1,018   84   (10)   (55)   (10)     Dividends on on-equily preference shares<	Fees and commissions receivable		1,318	1,160
Other operating income   4   104   6     Net revenue   1,785   1,47     Net revenue   4,753   4,53     Administrative expenses:   3   4,753   4,53     Staff   5   (1,353)   (1,27)     Premises   5   (290)   (26     Other   5   (640)   (67)     Depreciation and amortisation   7   (381)   (38)     Total operating expenses   2,069   1,98     Provisions for bad and doubtful debts   17   (536)   (70)     Provisions for contingent liabilities and commitments   33   -   (11)   (29)     Operating profit before provisions   9   (495)   (38   (38)   (38)   (11)   (10)     Operating profit after taxation   1,047   87   (38)   (38)   (38)   (38)   (38)   (38)   (38)   (38)   (38)   (38)   (38)   (38)   (38)   (38)   (38)   (38)   (38)   (38)   (38)	Fees and commissions payable		(162)	(169)
Intervenue   Intervenue     Administrative expenses:   4,753   4,53     Staff   5   (1,353)   (1,27)     Premises   5   (290)   (26     Other   5   (640)   (67)     Depreciation and amortisation   7   (381)   (34)     Total operating expenses   (2,664)   (2,55)     Operating profit before provisions   2,089   1,98     Provisions for bad and doubful debts   17   (536)   (70)     Provisions for contingent liabilities and commitments   33   -   (11)   (20)     Amounts written off fixed asset investments   (11)   (11)   (20)   (38)     Operating profit before taxation   1,542   1,260   (38)   (38)     Operating profit after taxation   1,542   1,260   (38)   (38)   (38)     Operating profit after taxation   1,047   87   (38)   (38)   (38)   (38)   (38)   (29)   (38)   (38)   (38)   (38)   (38)   (34)		3		420
Net revenue   4,753   4,53     Administrative expenses:   Staff   5   (1,353)   (1,27)     Premises   5   (290)   (26)   (26)     Other   5   (640)   (67)     Depreciation and amortisation   7   (381)   (34)     Total operating expenses   (2,664)   (2,55)     Operating profit before provisions   2,089   1,98     Provisions for bad and doubtful debts   17   (536)   (70)     Provisions for contingent liabilities and commitments   33   -   (11)   (0)     Amounts written off fixed asset investments   (11)   (0)   (11)   (1)   (1)     Operating profit before taxation   1,542   1,26   1,26   1,26   1,26     Taxation   9   (495)   (38   10)   (29)   (3)     Profit for the year attributable to shareholders   1,017   87   10   10   10     Dividends on ondinary equity shares   10   (55)   10   10   10	Other operating income	4		65
Administrative expenses: 5 (1,353) (1,27)   Staff 5 (290) (26)   Other 5 (640) (67)   Depreciation and amortisation 7 (381) (34)   Total operating expenses (2,664) (2,55)   Operating profit before provisions 2,089 1,98   Provisions for bad and doubtful debts 17 (536) (70)   Provisions for contingent liabilities and commitments 33 - ((11)) ((11))   Operating profit before taxation 1,542 1,26 (381) (381) (381) (381) (381) (381) (381) (381) (381) (381) (381) (381) (2,664) (2,55) (10) (70) (70) (70) (70) (70) (70) (70) (70) (70) (70) (70) (70) (70) (70) (70) (70) (70) (71) (70) (71) (70) (71) (71) (71) (71) (71) (71) (71) (71) (71) (71) (71) (71) <t< td=""><td></td><td>1,785</td><td>1,476</td></t<>			1,785	1,476
Staff   5   (1,353)   (1,27)     Premises   5   (290)   (26     Other   5   (640)   (67     Depreciation and amortisation   7   (381)   (235     Operating expenses   (2,664)   (2,55     Operating profit before provisions   2,089   1,98     Provisions for bad and doubtful debts   17   (536)   (70     Provisions for contingent liabilities and commitments   33   -   (11)   (11)     Operating profit before taxation   1,542   1,26   1,26   1,26     Taxation   9   (495)   (38   10   (55)   (38     Operating profit after taxation   1,047   87   10 <td< td=""><td></td><td></td><td>4,753</td><td>4,539</td></td<>			4,753	4,539
Premises   5   (290)   (26     Other   5   (640)   (67     Depreciation and amortisation   7   (381)   (34     Total operating expenses   (2,664)   (2,55     Operating profit before provisions   2,089   1,98     Provisions for bad and doubtful debts   17   (536)   (70     Provisions for contingent liabilities and commitments   33   -   (11)   (0     Amounts written off fixed asset investments   (11)   (11)   (0   (29)   (38     Operating profit after taxation   1,542   1,266   (29)   (38     Operating profit after taxation   9   (495)   (38     Operating profit after taxation   1,047   87     Minority interests (equity)   (29)   (3     Oridends on non-equity preference shares   10   (55)   (10     Dividends on ordinary equity shares   11   (611)   (54     Retained profit   352   19   352   19     Normalised earnnings per ordinary share				
Other5(640)(67Depreciation and amortisation7(381)(34Total operating expenses(2,664)(2,55Operating profit before provisions2,0891,98Provisions for bad and doubtful debts17(536)(70Provisions for contingent liabilities and commitments33-(Amounts written off fixed asset investments(11)(Operating profit before taxation1,5421,26Taxation9(495)(38Operating profit after taxation1,04787Minority interests (equity)(29)(3Profit for the year attributable to shareholders10(55)Dividends on non-equity preference shares10(55)Dividends on ordinary equity shares11(611)Retained profit35219Normalised earnings per ordinary share1289.6cDiluted earnings per ordinary share1280.5cDiluted e				(1,270)
Depreciation and amortisation7(381)(34Total operating expenses(2,664)(2,55)Operating profit before provisions2,0891,98Provisions for bad and doubtful debts17(536)(70Provisions for contingent liabilities and commitments33-(11)Operating profit before taxation1,5421,26Taxation9(495)(38Operating profit after taxation1,04787Minority interests (equity)(29)(3Profit for the year attributable to shareholders1,01884Dividends on non-equity preference shares10(55)(10)Dividends on ordinary equity shares11(611)(54Retained profit35219Normalised earnings per ordinary share1289.6c74.Diluted earnings per ordinary share1280.5c57.				(269)
Total operating expenses(2,664)(2,55)Operating profit before provisions2,0891,98Provisions for bad and doubtful debts17(536)(70Provisions for contingent liabilities and commitments33-(11)(11)Amounts written off fixed asset investments(11)(11)(11)(11)(11)(11)Operating profit before taxation1,5421,26(38Operating profit after taxation9(495)(38Operating profit after taxation1,04787Minority interests (equity)(29)(3Profit for the year attributable to shareholders1,01884Dividends on non-equity preference shares10(55)(10)Dividends on ordinary equity shares11(611)(54Retained profit35219Normalised earnings per ordinary share1289.6c74.Basic earnings per ordinary share1280.5c57.				(673)
Operating profit before provisions2,0891,98Provisions for bad and doubtful debts17(536)(70Provisions for contingent liabilities and commitments33-(11)Amounts written off fixed asset investments(11)(11)(11)Operating profit before taxation1,5421,26Taxation9(495)(38Operating profit after taxation1,04787Minority interests (equity)(29)(3Profit for the year attributable to shareholders1,01884Dividends on non-equity preference shares10(55)(10)Dividends on ordinary equity shares11(611)(54)Retained profit3521919Normalised earnings per ordinary share1289.6c74.Basic earnings per ordinary share1280.5c57.Diluted earnings per ordinary share1280.5c57.	•	7		(345)
Provisions for bad and doubtful debts17(536)(70Provisions for contingent liabilities and commitments33-(1)Amounts written off fixed asset investments(11)(11)(11)Operating profit before taxation1,5421,26Taxation9(495)(38Operating profit after taxation1,04787Minority interests (equity)(29)(3Profit for the year attributable to shareholders10(55)Dividends on non-equity preference shares10(55)Dividends on ordinary equity shares11(611)Retained profit35219Normalised earnings per ordinary share1289.6cDiluted earnings per ordinary share1280.5cDiluted earnings per ordinary share1280.5cDiluted earnings per ordinary share1280.5cDiluted earnings per ordinary share1280.5c	Iotal operating expenses		(2,664)	(2,557)
Provisions for contingent liabilities and commitments33–(()Amounts written off fixed asset investments(11)()Operating profit before taxation1,5421,26Taxation9(495)(38Operating profit after taxation1,04787Minority interests (equity)(29)(3Profit for the year attributable to shareholders1,01884Dividends on non-equity preference shares10(55)(10Dividends on ordinary equity shares11(611)(54Retained profit3521919Normalised earnings per ordinary share1289.6c74.Basic earnings per ordinary share1280.5c57.Diluted earnings per ordinary share1280.5c57.	Operating profit before provisions		2,089	1,982
Amounts written off fixed asset investments(11)Operating profit before taxation1,5421,26Taxation9(495)(38Operating profit after taxation1,04787Minority interests (equity)(29)(3Profit for the year attributable to shareholders1,01884Dividends on non-equity preference shares10(55)(10Dividends on ordinary equity shares11(611)(54Retained profit35219Normalised earnings per ordinary share1289.6c74.Basic earnings per ordinary share1280.5c57.Diluted earnings per ordinary share1280.5c57.	Provisions for bad and doubtful debts	17	(536)	(705)
Operating profit before taxation1,5421,26Taxation9(495)(38Operating profit after taxation1,04787Minority interests (equity)(29)(3Profit for the year attributable to shareholders1,01884Dividends on non-equity preference shares10(55)(10Dividends on ordinary equity shares11(611)(54Retained profit35219Normalised earnings per ordinary share1289.6c74.Basic earnings per ordinary share1280.5c57.Diluted earnings per ordinary share1280.5c57.	Provisions for contingent liabilities and commitments	33	-	(7)
Taxation9(495)(38Operating profit after taxation1,04787Minority interests (equity)(29)(3Profit for the year attributable to shareholders1,01884Dividends on non-equity preference shares10(55)(10Dividends on ordinary equity shares11(611)(54Retained profit35219Normalised earnings per ordinary share1289.6c74.Basic earnings per ordinary share1280.5c57.Diluted earnings per ordinary share1280.5c57.	Amounts written off fixed asset investments		(11)	(8)
Operating profit after taxation1,04787Minority interests (equity)(29)(3Profit for the year attributable to shareholders1,01884Dividends on non-equity preference shares10(55)(10Dividends on ordinary equity shares11(611)(54Retained profit35219Normalised earnings per ordinary share1289.6c74.Basic earnings per ordinary share1281.5c57.Diluted earnings per ordinary share1280.5c57.	Operating profit before taxation		1,542	1,262
Minority interests (equity)(29)(3Profit for the year attributable to shareholders1,01884Dividends on non-equity preference shares10(55)(10Dividends on ordinary equity shares11(611)(54Retained profit35219Normalised earnings per ordinary share1289.6c74.Basic earnings per ordinary share1281.5c57.Diluted earnings per ordinary share1280.5c57.	Taxation	9	(495)	(387)
Profit for the year attributable to shareholders1,01884Dividends on non-equity preference shares10(55)(10Dividends on ordinary equity shares11(611)(54Retained profit35219Normalised earnings per ordinary share1289.6c74.Basic earnings per ordinary share1281.5c57.Diluted earnings per ordinary share1280.5c57.	Operating profit after taxation		1,047	875
Dividends on non-equity preference shares10(55)(10Dividends on ordinary equity shares11(611)(54Retained profit35219Normalised earnings per ordinary share1289.6c74.Basic earnings per ordinary share1281.5c57.Diluted earnings per ordinary share1280.5c57.	Minority interests (equity)		(29)	(31)
Dividends on ordinary equity shares11(611)(54Retained profit35219Normalised earnings per ordinary share1289.6c74.Basic earnings per ordinary share1281.5c57.Diluted earnings per ordinary share1280.5c57.	Profit for the year attributable to shareholders		1,018	844
Retained profit35219Normalised earnings per ordinary share1289.6c74.Basic earnings per ordinary share1281.5c57.Diluted earnings per ordinary share1280.5c57.	Dividends on non-equity preference shares	10	(55)	(108)
Normalised earnings per ordinary share1289.6c74.Basic earnings per ordinary share1281.5c57.Diluted earnings per ordinary share1280.5c57.	Dividends on ordinary equity shares	11	(611)	(545)
Basic earnings per ordinary share1281.5c57.Diluted earnings per ordinary share1280.5c57.	Retained profit		352	191
Diluted earnings per ordinary share1280.5c57.	Normalised earnings per ordinary share	12	89.6c	74.9c
	Basic earnings per ordinary share	12	81.5c	57.6c
Dividend per ordinary share 11 <b>52.0c</b> 47.	Diluted earnings per ordinary share	12	80.5c	57.2c
	Dividend per ordinary share	11	52.0c	47.0c

The 2003 and 2002 results are all from continuing operations.