

UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION  
Washington, D.C. 20549

FORM 8-K

CURRENT REPORT  
Pursuant to Section 13 or 15(d)  
of the Securities Exchange Act of 1934

Date of Report (date of earliest event reported): October 13, 2020

**JPMorgan Chase & Co.**

(Exact name of registrant as specified in its charter)

Delaware (State or other jurisdiction of incorporation or organization)	1-5805 (Commission File Number)	13-2624428 (I.R.S. employer identification no.)
383 Madison Avenue, New York, New York		10179
(Address of principal executive offices)		(Zip Code)

Registrant's telephone number, including area code: (212) 270-6000

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions:

- Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
- Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)
- Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
- Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

Securities registered pursuant to Section 12(b) of the Act:

<u>Title of each class</u>	<u>Trading Symbol(s)</u>	<u>Name of each exchange on which registered</u>
Common stock	JPM	The New York Stock Exchange
Depository Shares, each representing a one-four hundredth interest in a share of 6.10% Non-Cumulative Preferred Stock, Series AA	JPM PR G	The New York Stock Exchange
Depository Shares, each representing a one-four hundredth interest in a share of 6.15% Non-Cumulative Preferred Stock, Series BB	JPM PR H	The New York Stock Exchange
Depository Shares, each representing a one-four hundredth interest in a share of 5.75% Non-Cumulative Preferred Stock, Series DD	JPM PR D	The New York Stock Exchange
Depository Shares, each representing a one-four hundredth interest in a share of 6.00% Non-Cumulative Preferred Stock, Series EE	JPM PR C	The New York Stock Exchange
Depository Shares, each representing a one-four hundredth interest in a share of 4.75% Non-Cumulative Preferred Stock, Series GG	JPM PR J	The New York Stock Exchange
Alerian MLP Index ETNs due May 24, 2024	AMJ	NYSE Arca, Inc.
Guarantee of Callable Step-Up Fixed Rate Notes due April 26, 2028 of JPMorgan Chase Financial Company LLC	JPM/28	The New York Stock Exchange

Indicate by check mark whether the registrant is an emerging growth company as defined in Rule 405 of the Securities Act of 1933 (§230.405 of this chapter) or Rule 12b-2 of the Securities Exchange Act of 1934 (§240.12b-2 of this chapter).

Emerging growth company

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act.

## Item 2.02 Results of Operations and Financial Condition

On October 13, 2020, JPMorgan Chase & Co. (“JPMorgan Chase” or the “Firm”) reported 2020 third quarter net income of \$9.4 billion, or \$2.92 per share, compared with net income of \$9.1 billion, or \$2.68 per share, in the third quarter of 2019. A copy of the 2020 third quarter earnings release is attached hereto as Exhibit 99.1, and a copy of the earnings release financial supplement is attached hereto as Exhibit 99.2.

Each of the Exhibits provided with this Form 8-K shall be deemed to be “filed” for purposes of the Securities Exchange Act of 1934.

*This Current Report on Form 8-K (including the Exhibits hereto) contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. These statements are based on the current beliefs and expectations of JPMorgan Chase’s management and are subject to significant risks and uncertainties. Actual results may differ from those set forth in the forward-looking statements. Factors that could cause JPMorgan Chase’s actual results to differ materially from those described in the forward-looking statements can be found in JPMorgan Chase’s Annual Report on Form 10-K for the year ended December 31, 2019, and Quarterly Report on Form 10-Q for the quarters ended March 31, 2020 and June 30, 2020, which have been filed with the Securities and Exchange Commission and are available on JPMorgan Chase’s website (<https://jpmorganchaseco.gcs-web.com/financial-information/sec-filings>) and on the Securities and Exchange Commission’s website ([www.sec.gov](http://www.sec.gov)). JPMorgan Chase does not undertake to update any forward-looking statements.*

## Item 9.01 Financial Statements and Exhibits

(d) Exhibits

<b>Exhibit No.</b>	<b>Description of Exhibit</b>
99.1	<a href="#">JPMorgan Chase &amp; Co. Earnings Release - Third Quarter 2020 Results</a>
99.2	<a href="#">JPMorgan Chase &amp; Co. Earnings Release Financial Supplement - Third Quarter 2020</a>
101	Pursuant to Rule 406 of Regulation S-T, the cover page is formatted in Inline XBRL (Inline eXtensible Business Reporting Language).
104	Cover Page Interactive Data File (embedded within the Inline XBRL document and included in Exhibit 101).

SIGNATURE

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

JPMorgan Chase & Co.

\_\_\_\_\_  
(Registrant)

By:

/s/ Nicole Giles

\_\_\_\_\_  
Nicole Giles

Managing Director and Firmwide Controller  
(Principal Accounting Officer)

Dated: October 13, 2020

## JPMORGAN CHASE REPORTS THIRD-QUARTER 2020 NET INCOME OF \$9.4 BILLION, OR \$2.92 PER SHARE

### THIRD-QUARTER 2020 RESULTS<sup>1</sup>

**ROE 15%**  
**ROTCE<sup>2</sup> 19%**

**CET1 Capital Ratios<sup>3</sup>**  
**Std. 13.0%; Adv. 13.8%**

**Net payout LTM<sup>4,5</sup>**  
**97%**

#### Firmwide Metrics

- Reported revenue of \$29.1 billion; managed revenue of \$29.9 billion<sup>2</sup>
- Credit costs of \$611 million included \$569 million of net reserve releases
- Average loans<sup>6</sup> up 1%; average deposits up 30%
- \$1.3 trillion liquidity sources, including HQLA and unencumbered marketable securities<sup>7</sup>

#### CCB

**ROE 29%**

- Average deposits up 28%; client investment assets up 11%
- Average loans<sup>6</sup> down 7%; credit card sales volume<sup>8</sup> down 8%
- Active mobile customers up 10%

#### CIB

**ROE 21%**

- \$2.2 billion of Global Investment Banking fees, up 9%
- #1 ranking for Global Investment Banking fees with 9.4% wallet share year-to-date
- Total Markets revenue of \$6.6 billion, up 30%, with Fixed Income Markets up 29% and Equity Markets up 32%

#### CB

**ROE 19%**

- Gross Investment Banking revenue of \$840 million, up 20%
- Average loans up 5%; average deposits up 44%

#### AWM

**ROE 32%**

- Assets under management (AUM) of \$2.6 trillion, up 16%
- Average loans up 13%; average deposits up 23%

Jamie Dimon, Chairman and CEO, commented on the financial results: *"JPMorgan Chase earned \$9.4 billion of net income on nearly \$30 billion of revenue and we maintained our credit reserves at \$34 billion given significant economic uncertainty and a broad range of potential outcomes. We further strengthened our capital and liquidity position, increasing CET1 capital to \$198 billion (13.0% CET1 ratio, up 60 basis points after paying the dividend) and liquidity sources to \$1.3 trillion. The Corporate & Investment Bank continues to be a big driver of Firm performance with Markets revenue up 30% and Global IB fees up 9%. CIB and Commercial Banking continue to attract and retain deposits given our strong client franchise as our clients remain liquid. Asset & Wealth Management generated record revenue and net income and saw strong net inflows into long-term products."*

Dimon added: *"In Consumer & Community Banking, we continue to add deposits, up 28% versus last year – and based on the most recent FDIC data we ranked #1 in U.S. retail deposits for the first time ever as we are investing in the business to better serve our customers' needs. The Firm recently received approval to open branches in 10 additional states which would allow us to operate branches in all of the lower 48 U.S. states. Home Lending benefited from strong production margins, and combined debit and credit card spend showed positive year-over-year growth in September for the first time since the widespread shutdowns."*

Dimon concluded: *"I want to thank our employees around the world for their tireless work in helping our clients and communities impacted by the COVID-19 pandemic over the past several months. Despite significant uncertainty in the environment, the Firm is unwavering in its commitment to drive an inclusive economic recovery, advance sustainable solutions to address climate change and improve the lives of our customers, especially those in underserved communities."*

#### SIGNIFICANT ITEMS

- 3Q20 results included \$524 million of firmwide legal expense (\$0.17 decrease in earnings per share (EPS))

#### OPERATING LEVERAGE

- 3Q20 reported expense of \$16.9 billion; reported overhead ratio of 58%; managed overhead ratio<sup>2</sup> of 56%

#### CAPITAL DISTRIBUTED

- Common dividend of \$2.8 billion, or \$0.90 per share
- Extended suspension of repurchases at least through the end of 4Q20<sup>9</sup>

#### FORTRESS PRINCIPLES

- Book value per share of \$79.08, up 5%; tangible book value per share<sup>2</sup> of \$63.93, up 6%
- Basel III common equity Tier 1 capital<sup>3</sup> of \$198 billion and Standardized ratio<sup>3</sup> of 13.0%; Advanced ratio<sup>3</sup> of 13.8%
- Firm supplementary leverage ratio of 7.0%<sup>3</sup>

#### SUPPORTED CONSUMERS, BUSINESSES & COMMUNITIES

- \$1.8 trillion** of credit and capital<sup>10</sup> raised YTD
  - \$164 billion** of credit for consumers
  - \$14 billion** of credit for U.S. small businesses
  - \$611 billion** of credit for corporations
  - \$885 billion** of capital raised for corporate clients and non-U.S. government entities
  - \$82 billion** of credit and capital raised for nonprofit and U.S. government entities, including states, municipalities, hospitals and universities
- \$28 billion** of loans under the Small Business Administration's Paycheck Protection Program

Investor Contact: Jason Scott (212) 270-2479

Media Contact: Joseph Evangelisti (212) 270-7438

<sup>1</sup>Percentage comparisons noted in the bullet points are for the third quarter of 2020 versus the prior-year third quarter, unless otherwise specified. <sup>2</sup>For notes on non-GAAP financial measures, including managed basis reporting, see page 6. For additional notes see page 7.

*In the discussion below of Firmwide results of JPMorgan Chase & Co. (“JPMorgan Chase” or the “Firm”), information is presented on a managed basis, which is a non-GAAP financial measure, unless otherwise specified. The discussion below of the Firm’s business segments is also presented on a managed basis. For more information about managed basis, and non-GAAP financial measures used by management to evaluate the performance of each line of business, refer to page 6.*

*Comparisons noted in the sections below are for the third quarter of 2020 versus the prior-year third quarter, unless otherwise specified.*

## JPMORGAN CHASE (JPM)

Net revenue on a reported basis was \$29.1 billion, \$33.0 billion, and \$29.3 billion for the third quarter of 2020, second quarter of 2020, and third quarter of 2019, respectively.

Results for JPM (\$ millions, except per share data)	2Q20				3Q19			
	3Q20	2Q20	3Q19	\$ O/(U)	O/(U) %	\$ O/(U)	O/(U) %	
Net revenue - managed	\$ 29,941	\$ 33,817	\$ 30,014	\$ (3,876)	(11) %	\$ (73)	— %	
Noninterest expense	16,875	16,942	16,372	(67)	—	503	3	
Provision for credit losses	611	10,473	1,514	(9,862)	(94)	(903)	(60)	
Net income	\$ 9,443	\$ 4,687	\$ 9,080	\$ 4,756	101 %	\$ 363	4 %	
Earnings per share	\$ 2.92	\$ 1.38	\$ 2.68	\$ 1.54	112 %	\$ 0.24	9 %	
Return on common equity	15 %	7 %	15 %					
Return on tangible common equity	19	9	18					

### Discussion of Results<sup>11</sup>:

Net income was \$9.4 billion, up 4%.

Net revenue of \$29.9 billion was flat. Net interest income was \$13.1 billion, down 9%, predominantly driven by the impact of lower rates largely offset by higher net interest income in CIB Markets as well as balance sheet growth. Noninterest revenue was \$16.8 billion, up 7%, predominantly driven by higher Investment Banking fees, Markets revenue, and Credit Adjustments & Other in the Corporate & Investment Bank, and higher net investment securities gains in Corporate.

Noninterest expense of \$16.9 billion, up 3%, driven by higher legal expense.

The provision for credit losses was \$611 million, down \$903 million from the prior year. Net charge-offs of \$1.2 billion were down \$191 million from the prior year, predominantly driven by Card. The current quarter included a net reserve release that was largely driven by the run-off in the Home Lending portfolio and changes in wholesale loan balances, partially offset by a build in the investment securities portfolio due to the transfer of certain securities from available-for-sale to held-to-maturity. The prior year included net reserve builds across both the Consumer and Wholesale portfolios.

## CONSUMER & COMMUNITY BANKING (CCB)

Results for CCB (\$ millions)				2Q20		3Q19	
	3Q20	2Q20	3Q19	\$ O/(U)	O/(U) %	\$ O/(U)	O/(U) %
Net revenue	\$ 12,755	\$ 12,217	\$ 13,958	\$ 538	4 %	\$ (1,203)	(9) %
Consumer & Business Banking	5,557	5,107	6,782	450	9	(1,225)	(18)
Home Lending	1,714	1,687	1,465	27	2	249	17
Card & Auto	5,484	5,423	5,711	61	1	(227)	(4)
Noninterest expense	6,770	6,626	7,025	144	2	(255)	(4)
Provision for credit losses	794	5,828	1,311	(5,034)	(86)	(517)	(39)
Net income/(loss)	\$ 3,873	\$ (176)	\$ 4,245	\$ 4,049	NM	\$ (372)	(9) %

### **Discussion of Results<sup>11,12</sup>:**

Net income was \$3.9 billion, down 9%. Net revenue was \$12.8 billion, down 9%.

Consumer & Business Banking net revenue was \$5.6 billion, down 18%, predominantly driven by the impact of deposit margin compression, partially offset by growth in deposit balances. Home Lending net revenue was \$1.7 billion, up 17%, driven by higher production margins. Card & Auto net revenue was \$5.5 billion, down 4%, driven by lower Card net interest income on lower balances, partially offset by lower Card acquisition costs and higher Card annual fees.

Noninterest expense was \$6.8 billion, down 4%, predominantly driven by lower marketing investments.

The provision for credit losses was \$794 million, down \$517 million and included a \$300 million reserve release in Home Lending due to portfolio run-off, compared to a net reserve build for CCB of \$50 million in the prior year. Net charge-offs were \$1.1 billion, down \$167 million versus the prior year, predominantly driven by Card.

## CORPORATE & INVESTMENT BANK (CIB)

Results for CIB (\$ millions)				2Q20		3Q19	
	3Q20	2Q20	3Q19	\$ O/(U)	O/(U) %	\$ O/(U)	O/(U) %
Net revenue	\$ 11,503	\$ 16,352	\$ 9,522	\$ (4,849)	(30)%	\$ 1,981	21 %
Banking	3,709	5,027	3,485	(1,318)	(26)	224	6
Markets & Securities Services	7,794	11,325	6,037	(3,531)	(31)	1,757	29
Noninterest expense	5,797	6,764	5,504	(967)	(14)	293	5
Provision for credit losses	(81)	1,987	92	(2,068)	NM	(173)	NM
Net income	\$ 4,304	\$ 5,464	\$ 2,831	\$ (1,160)	(21)%	\$ 1,473	52 %

### Discussion of Results<sup>12</sup>:

Net income was \$4.3 billion, up 52%. Net revenue was \$11.5 billion, up 21%.

Banking revenue was \$3.7 billion, up 6%. Investment Banking revenue was \$2.1 billion, up 12%, predominantly driven by higher Investment Banking fees, up 9%, reflecting higher equity and debt underwriting fees which were partially offset by lower advisory fees. Wholesale Payments revenue was \$1.3 billion, down 5%, predominantly driven by deposit margin compression and a reporting re-classification in Merchant Services<sup>12</sup>, largely offset by the impact of higher deposit balances. Lending revenue was \$333 million, up 32%, predominantly driven by higher net interest income reflecting overall spread widening and higher loan balances.

Markets & Securities Services revenue was \$7.8 billion, up 29%. Markets revenue was \$6.6 billion, up 30%. Fixed Income Markets revenue was \$4.6 billion, up 29%, driven by strong performance across products, particularly in Commodities, Credit and Securitized Products. Equity Markets revenue was \$2.0 billion, up 32%, driven by strong performance across products. Securities Services revenue was \$1.0 billion, flat to the prior year, as deposit margin compression was offset by balance growth. Credit Adjustments & Other was a gain of \$169 million largely driven by funding and credit spread tightening on derivatives.

Noninterest expense was \$5.8 billion, up 5%, predominantly driven by higher legal expense, partially offset by lower structural expense as well as lower volume- and revenue-related expense.

The provision for credit losses was a net benefit of \$81 million, driven by reserve releases across multiple sectors. Net charge-offs were \$23 million.

## COMMERCIAL BANKING (CB)

Results for CB (\$ millions)				2Q20		3Q19	
	3Q20	2Q20	3Q19	\$ O/(U)	O/(U) %	\$ O/(U)	O/(U) %
Net revenue	\$ 2,285	\$ 2,392	\$ 2,274	\$ (107)	(4)%	\$ 11	— %
Noninterest expense	966	899	940	67	7	26	3
Provision for credit losses	(147)	2,431	67	(2,578)	NM	(214)	NM
Net income/(loss)	\$ 1,088	\$ (691)	\$ 943	\$ 1,779	NM	\$ 145	15 %

### Discussion of Results<sup>12</sup>:

Net income was \$1.1 billion, up 15%.

Net revenue of \$2.3 billion was flat, with lower deposit margin offset by higher deposit balances and fees, higher lending revenue due to increased portfolio spreads and balances, and higher investment banking revenue.

Noninterest expense was \$966 million, up 3%, driven by higher compensation.

The provision for credit losses was a net benefit of \$147 million, driven by reserve releases across multiple sectors. Net charge-offs were \$60 million.

## ASSET & WEALTH MANAGEMENT (AWM)

Results for AWM (\$ millions)				2Q20		3Q19	
	3Q20	2Q20	3Q19	\$ O/(U)	O/(U) %	\$ O/(U)	O/(U) %
Net revenue	\$ 3,737	\$ 3,610	\$ 3,568	\$ 127	4 %	\$ 169	5 %
Noninterest expense	2,623	2,506	2,622	117	5	1	—
Provision for credit losses	(51)	223	44	(274)	NM	(95)	NM
Net income	\$ 877	\$ 658	\$ 668	\$ 219	33 %	\$ 209	31 %

### Discussion of Results:

Net income was \$877 million, up 31%.

Net revenue was \$3.7 billion, up 5%, predominantly driven by higher deposit and loan balances, along with higher management fees and brokerage activity, largely offset by deposit margin compression.

Noninterest expense of \$2.6 billion was flat to the prior year.

The provision for credit losses was a net benefit of \$51 million, driven by reserve releases.

Assets under management were \$2.6 trillion, up 16%, driven by cumulative net inflows into liquidity and long-term products as well as higher market levels.

## CORPORATE

Results for Corporate (\$ millions)				2Q20		3Q19	
	3Q20	2Q20	3Q19	\$ O/(U)	O/(U) %	\$ O/(U)	O/(U) %
Net revenue	\$ (339)	\$ (754)	\$ 692	\$ 415	55 %	\$ (1,031)	NM
Noninterest expense	719	147	281	572	389	438	156
Provision for credit losses	96	4	—	92	NM	96	NM
Net income/(loss)	\$ (699)	\$ (568)	\$ 393	\$ (131)	(23)%	\$ (1,092)	NM

### Discussion of Results:

Net loss was \$699 million, compared with net income of \$393 million in the prior year.

Net revenue was a loss of \$339 million, compared with net revenue of \$692 million in the prior year. Net revenue was down \$1.0 billion, driven by lower net interest income, largely on lower rates, including the impact of faster prepayments on mortgage-backed securities. The current quarter included net investment securities gains of \$466 million. The prior year included approximately \$330 million of income related to loan sales in Home Lending.

Noninterest expense was \$719 million, up \$438 million predominantly driven by an impairment on a legacy investment.

The provision for credit losses was \$96 million, driven by a build in the investment securities portfolio due to the transfer of certain securities from available-for-sale to held-to-maturity.



**2. Notes on non-GAAP financial measures:**

- a. The Firm prepares its Consolidated Financial Statements using accounting principles generally accepted in the U.S. (“U.S. GAAP”). That presentation, which is referred to as “reported” basis, provides the reader with an understanding of the Firm’s results that can be tracked consistently from year-to-year and enables a comparison of the Firm’s performance with other companies’ U.S. GAAP financial statements. In addition to analyzing the Firm’s results on a reported basis, management reviews Firmwide results, including the overhead ratio, on a “managed” basis; these Firmwide managed basis results are non-GAAP financial measures. The Firm also reviews the results of the lines of business on a managed basis. The Firm’s definition of managed basis starts, in each case, with the reported U.S. GAAP results and includes certain reclassifications to present total net revenue for the Firm and each of the reportable business segments on a fully taxable-equivalent (“FTE”) basis. Accordingly, revenue from investments that receive tax credits and tax-exempt securities is presented in the managed results on a basis comparable to taxable investments and securities. These financial measures allow management to assess the comparability of revenue arising from both taxable and tax-exempt sources. The corresponding income tax impact related to tax-exempt items is recorded within income tax expense. These adjustments have no impact on net income as reported by the Firm as a whole or by the lines of business. For a reconciliation of the Firm’s results from a reported to managed basis, see page 7 of the Earnings Release Financial Supplement.
- b. Tangible common equity (“TCE”), return on tangible common equity (“ROTCE”) and tangible book value per share (“TBVPS”), are each non-GAAP financial measures. TCE represents the Firm’s common stockholders’ equity (i.e., total stockholders’ equity less preferred stock) less goodwill and identifiable intangible assets (other than mortgage servicing rights), net of related deferred tax liabilities. For a reconciliation from common stockholders’ equity to TCE, see page 9 of the Earnings Release Financial Supplement. ROTCE measures the Firm’s net income applicable to common equity as a percentage of average TCE. TBVPS represents the Firm’s TCE at period-end divided by common shares at period-end. Book value per share was \$79.08, \$76.91 and \$75.24 at September 30, 2020, June 30, 2020, and September 30, 2019, respectively. TCE, ROTCE, and TBVPS are utilized by the Firm, as well as investors and analysts, in assessing the Firm’s use of equity.

**Additional notes:**

3. Reflects the relief provided by the Federal Reserve Board (the “Federal Reserve”) in response to the COVID-19 pandemic, including the CECL capital transition provisions that became effective in the first quarter of 2020. For the period ended September 30, 2020, the impact of the CECL capital transition provisions resulted in an increase to CET1 capital of \$6.4 billion. The SLR reflects the temporary exclusions of U.S. Treasury securities and deposits at Federal Reserve Banks. Refer to Regulatory Developments Relating to the COVID-19 Pandemic on pages 11-12 and Capital Risk Management on pages 49-54 of the Firm’s Quarterly Report on Form 10-Q for the quarterly period ended June 30, 2020 for additional information. Refer to Capital Risk Management on pages 85-92 of the Firm’s 2019 Form 10-K for additional information on the Firm’s capital metrics.
4. Last twelve months (“LTM”).
5. Net of stock issued to employees.
6. In the third quarter of 2020, the Firm reclassified certain fair value option elected lending-related positions from trading assets to loans. Prior-period amounts have been revised to conform with the current presentation.
7. High-quality liquid assets (“HQLA”) represent the average amount of unencumbered liquid assets that qualify for inclusion in the liquidity coverage ratio (“LCR”), and excludes excess HQLA at JPMorgan Chase Bank, N.A. that are not transferable to non-bank affiliates. Unencumbered marketable securities, such as equity securities and fixed income debt securities, include HQLA-eligible securities which are included as part of the excess liquidity at JPMorgan Chase Bank, N.A. that are not transferable to non-bank affiliates. Does not include borrowing capacity at Federal Home Loan Banks (“FHLB”) and the discount window at the Federal Reserve Bank. Refer to Liquidity Risk Management on pages 55-59 of the Firm’s Quarterly Report on Form 10-Q for the quarterly period ended June 30, 2020 for additional information.
8. Excludes Commercial Card.
9. On September 30, 2020, the Federal Reserve extended its requirement for large banks to suspend net share repurchases through the end of the fourth quarter of 2020. For further information, see page 10 of the Earnings Release Financial Supplement.
10. Credit provided to clients represents new and renewed credit, including loans and commitments.
11. In the second quarter of 2020, the Firm reclassified certain spend-based credit card reward costs from marketing expense to be a reduction of card income, with no effect on net income. Prior-period amounts have been revised to conform with the current presentation.
12. In the first quarter of 2020, the Firm began reporting a Wholesale Payments business unit within CIB following a realignment of the Firm’s wholesale payments businesses. The Wholesale Payments business comprises:
  - Merchant Services, which was realigned from CCB to CIB
  - Treasury Services and Trade Finance in CIB. Trade Finance was previously reported in Lending in CIB.

In connection with the alignment of Wholesale Payments, the assets, liabilities and headcount associated with the Merchant Services business were realigned to CIB from CCB, and the revenue and expenses of the Merchant Services business is reported across CCB, CIB and CB based primarily on client relationships. Prior periods have been revised to reflect this realignment and revised allocation methodology.

JPMorgan Chase & Co. (NYSE: JPM) is a leading global financial services firm with assets of \$3.2 trillion and operations worldwide. The Firm is a leader in investment banking, financial services for consumers and small businesses, commercial banking, financial transaction processing, and asset management. A component of the Dow Jones Industrial Average, JPMorgan Chase & Co. serves millions of customers in the United States and many of the world's most prominent corporate, institutional and government clients under its J.P. Morgan and Chase brands. Information about JPMorgan Chase & Co. is available at [www.jpmorganchase.com](http://www.jpmorganchase.com).

JPMorgan Chase & Co. will host a conference call today, October 13, 2020, at 8:30 a.m. (Eastern) to present third quarter 2020 financial results. The general public can access the call by dialing (866) 541-2724 in the U.S. and Canada, or (706) 634-7246 for international participants. Please dial in 10 minutes prior to the start of the call. The live audio webcast and presentation slides will be available on the Firm's website, [www.jpmorganchase.com](http://www.jpmorganchase.com), under Investor Relations, Events & Presentations.

A replay of the conference call will be available beginning at approximately 12:30 p.m. on October 13, 2020, through midnight, October 27, 2020, by telephone at (855) 859-2056 (U.S. and Canada) or (404) 537-3406 (international); use Conference ID # 5852509. The replay will also be available via webcast on [www.jpmorganchase.com](http://www.jpmorganchase.com) under Investor Relations, Events & Presentations. Additional detailed financial, statistical and business-related information is included in a financial supplement. The earnings release and the financial supplement are available at [www.jpmorganchase.com](http://www.jpmorganchase.com).

*This earnings release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. These statements are based on the current beliefs and expectations of JPMorgan Chase & Co.'s management and are subject to significant risks and uncertainties. Actual results may differ from those set forth in the forward-looking statements. Factors that could cause JPMorgan Chase & Co.'s actual results to differ materially from those described in the forward-looking statements can be found in JPMorgan Chase & Co.'s Annual Report on Form 10-K for the year ended December 31, 2019, and Quarterly Report on Form 10-Q for the quarterly periods ended June 30, 2020 and March 31, 2020, which have been filed with the Securities and Exchange Commission and are available on JPMorgan Chase & Co.'s website (<https://jpmorganchaseco.gcs-web.com/financial-information/sec-filings>), and on the Securities and Exchange Commission's website ([www.sec.gov](http://www.sec.gov)). JPMorgan Chase & Co. does not undertake to update any forward-looking statements.*

# JPMORGAN CHASE & CO.

## **EARNINGS RELEASE FINANCIAL SUPPLEMENT**

### **THIRD QUARTER 2020**

	<b>Page(s)</b>
<b>Consolidated Results</b>	
Consolidated Financial Highlights	2–3
Consolidated Statements of Income	4
Consolidated Balance Sheets	5
Condensed Average Balance Sheets and Annualized Yields	6
Reconciliation from Reported to Managed Basis	7
Segment Results - Managed Basis	8
Capital and Other Selected Balance Sheet Items	9
Earnings Per Share and Related Information	10
<b>Business Segment Results</b>	
Consumer & Community Banking (“CCB”)	11–14
Corporate & Investment Bank (“CIB”)	15–17
Commercial Banking (“CB”)	18–19
Asset & Wealth Management (“AWM”)	20–22
Corporate	23
Credit-Related Information	24–27
Non-GAAP Financial Measures	28
Glossary of Terms and Acronyms (a)	

(a) Refer to the Glossary of Terms and Acronyms on pages 293–299 of JPMorgan Chase & Co.’s (the “Firm’s”) Annual Report on Form 10-K for the year ended December 31, 2019 (the “2019 Form 10-K”) and the Glossary of Terms and Acronyms and Line of Business Metrics on pages 191-196 and pages 197-199, respectively, of the Firm’s Quarterly Report on Form 10-Q for the quarterly period ended June 30, 2020.

**CONSOLIDATED FINANCIAL  
HIGHLIGHTS**

(in millions, except per share and ratio data)

SELECTED INCOME STATEMENT DATA	QUARTERLY TRENDS					3Q20 Change		NINE MONTHS ENDED SEPTEMBER 30,		
	3Q20	2Q20	1Q20	4Q19	3Q19	2Q20	3Q19	2020	2019	2020 Change
<b>Reported Basis</b>										
Total net revenue (a)	\$ 29,147	\$ 32,980	\$ 28,192	\$ 28,285	\$ 29,291	(12) %	— %	\$ 90,319	\$ 87,114	4 %
Total noninterest expense (a)	16,875	16,942	16,791	16,293	16,372	—	3	50,608	48,976	3
Pre-provision profit (b)	12,272	16,038	11,401	11,992	12,919	(23)	(5)	39,711	38,138	4
Provision for credit losses	611	10,473	8,285	1,427	1,514	(94)	(60)	19,369	4,158	366
<b>NET INCOME</b>	<b>9,443</b>	<b>4,687</b>	<b>2,865</b>	<b>8,520</b>	<b>9,080</b>	<b>101</b>	<b>4</b>	<b>16,995</b>	<b>27,911</b>	<b>(39)</b>
<b>Managed Basis (c)</b>										
Total net revenue (a)	29,941	33,817	29,010	29,165	30,014	(11)	—	92,768	89,299	4
Total noninterest expense (a)	16,875	16,942	16,791	16,293	16,372	—	3	50,608	48,976	3
Pre-provision profit (b)	13,066	16,875	12,219	12,872	13,642	(23)	(4)	42,160	40,323	5
Provision for credit losses	611	10,473	8,285	1,427	1,514	(94)	(60)	19,369	4,158	366
<b>NET INCOME</b>	<b>9,443</b>	<b>4,687</b>	<b>2,865</b>	<b>8,520</b>	<b>9,080</b>	<b>101</b>	<b>4</b>	<b>16,995</b>	<b>27,911</b>	<b>(39)</b>
<b>EARNINGS PER SHARE DATA</b>										
Net income: Basic	\$ 2.93	\$ 1.39	\$ 0.79	\$ 2.58	\$ 2.69	111	9	\$ 5.10	\$ 8.17	(38)
Diluted	2.92	1.38	0.78	2.57	2.68	112	9	5.09	8.15	(38)
Average shares: Basic	3,077.8	3,076.3	3,095.8	3,140.7	3,198.5	—	(4)	3,083.3	3,248.7	(5)
Diluted	3,082.8	3,081.0	3,100.7	3,148.5	3,207.2	—	(4)	3,088.1	3,258.0	(5)
<b>MARKET AND PER COMMON SHARE DATA</b>										
Market capitalization	\$ 293,451	\$ 286,658	\$ 274,323	\$ 429,913	\$ 369,133	2	(21)	\$ 293,451	\$ 369,133	(21)
Common shares at period-end	3,048.2	3,047.6	3,047.0	3,084.0	3,136.5	—	(3)	3,048.2	3,136.5	(3)
Book value per share	79.08	76.91	75.88	75.98	75.24	3	5	79.08	75.24	5
Tangible book value per share ("TBVPS") (b)	63.93	61.76	60.71	60.98	60.48	4	6	63.93	60.48	6
Cash dividends declared per share	0.90	0.90	0.90	0.90	0.90	—	—	2.70	2.50	8
<b>FINANCIAL RATIOS (d)</b>										
Return on common equity ("ROE")	15 %	7 %	4 %	14 %	15 %			9 %	15 %	
Return on tangible common equity ("ROTCE") (b)	19	9	5	17	18			11	19	
Return on assets	1.14	0.58	0.40	1.22	1.30			0.72	1.37	
<b>CAPITAL RATIOS (e)</b>										
Common equity Tier 1 ("CET1") capital ratio	13.0 % (f)	12.4 %	11.5 %	12.4 %	12.3 %			13.0 % (f)	12.3 %	
Tier 1 capital ratio	15.0 (f)	14.3	13.3	14.1	14.1			15.0 (f)	14.1	
Total capital ratio	17.3 (f)	16.7	15.5	16.0	15.9			17.3 (f)	15.9	
Tier 1 leverage ratio	7.0 (f)	6.9	7.5	7.9	7.9			7.0 (f)	7.9	
Supplementary leverage ratio ("SLR")	7.0 (f)	6.8	6.0	6.3	6.3			7.0 (f)	6.3	

Effective January 1, 2020, the Firm adopted the Financial Instruments – Credit Losses ("CECL") accounting guidance, which resulted in a net increase to the allowance for credit losses of \$4.3 billion and a decrease to retained earnings of \$2.7 billion. Refer to Note 1 – Basis of Presentation on pages 85-86 of the Firm's Quarterly Report on Form 10-Q for the quarterly period ended March 31, 2020 for further information.

- (a) In the second quarter of 2020, the Firm reclassified certain spend-based credit card reward costs from marketing expense to be a reduction of card income, with no effect on net income. Prior-period amounts have been revised to conform with the current presentation.
- (b) Pre-provision profit, TBVPS and ROTCE are each non-GAAP financial measures. Tangible common equity ("TCE") is also a non-GAAP financial measure; refer to page 9 for a reconciliation of common stockholders' equity to TCE. Refer to page 28 for a further discussion of these measures.
- (c) Refer to Reconciliation from Reported to Managed Basis on page 7 for a further discussion of managed basis.
- (d) Quarterly ratios are based upon annualized amounts.
- (e) Reflects the relief provided by the Federal Reserve Board (the "Federal Reserve") in response to the COVID-19 pandemic, including the CECL capital transition provisions that became effective in the first quarter of 2020. For the periods ended September 30, 2020, June 30, 2020 and March 31, 2020, the impact of the CECL capital transition provisions resulted in an increase to CET1 capital of \$6.4 billion, \$6.5 billion and \$4.3 billion, respectively. Effective June 30, 2020, the SLR reflects the temporary exclusions of U.S. Treasury securities and deposits at Federal Reserve Banks. Refer to Regulatory Developments Relating to the COVID-19 Pandemic on pages 11-12 and Capital Risk Management on pages 49-54 of the Firm's Quarterly Report on Form 10-Q for the quarterly period ended June 30, 2020 for additional information. Refer to Capital Risk Management on pages 85-92 of the Firm's 2019 Form 10-K for additional information on the Firm's capital metrics.
- (f) Estimated.

**CONSOLIDATED FINANCIAL  
HIGHLIGHTS, CONTINUED**
(in millions, except ratio and  
headcount data)

SELECTED BALANCE SHEET DATA (period-end)	QUARTERLY TRENDS						NINE MONTHS ENDED SEPTEMBER 30,			
	3Q20	2Q20	1Q20	4Q19	3Q19	3Q20 Change		2020	2019	2020 Change 2019
						2Q20	3Q19			
Total assets	\$ 3,246,076	\$ 3,213,616	(f) \$ 3,139,431	\$ 2,687,379	\$ 2,764,661	1 %	17 %	\$ 3,246,076	\$ 2,764,661	17 %
Loans:										
Consumer, excluding credit card loans (a)(b)	322,098	323,198	311,508	317,817	316,473	—	2	322,098	316,473	2
Credit card loans	140,377	141,656	154,021	168,924	159,571	(1)	(12)	140,377	159,571	(12)
Wholesale loans (a)(b)	527,265	544,528	584,081	510,879	503,975	(3)	5	527,265	503,975	5
<b>Total Loans</b>	<b>989,740</b>	<b>1,009,382</b>	<b>1,049,610</b>	<b>997,620</b>	<b>980,019</b>	<b>(2)</b>	<b>1</b>	<b>989,740</b>	<b>980,019</b>	<b>1</b>
Deposits:										
U.S. offices:										
Noninterest-bearing	540,116	529,729	448,195	395,667	393,522	2	37	540,116	393,522	37
Interest-bearing	1,117,149	1,061,093	1,026,603	876,156	844,137	5	32	1,117,149	844,137	32
Non-U.S. offices:										
Noninterest-bearing	21,406	22,752	22,192	20,087	21,455	(6)	—	21,406	21,455	—
Interest-bearing	322,745	317,455	339,019	270,521	266,147	2	21	322,745	266,147	21
<b>Total deposits</b>	<b>2,001,416</b>	<b>1,931,029</b>	<b>1,836,009</b>	<b>1,562,431</b>	<b>1,525,261</b>	<b>4</b>	<b>31</b>	<b>2,001,416</b>	<b>1,525,261</b>	<b>31</b>
Long-term debt	279,175	317,003	299,344	291,498	296,472	(12)	(6)	279,175	296,472	(6)
Common stockholders' equity	241,050	234,403	231,199	234,337	235,985	3	2	241,050	235,985	2
Total stockholders' equity	271,113	264,466	261,262	261,330	264,348	3	3	271,113	264,348	3
Loans-to-deposits ratio (b)	49 %	52 %	57 %	64 %	64 %			49 %	64 %	
Headcount	256,358	256,710	256,720	256,981	257,444	—	—	256,358	257,444	—
<b>95% CONFIDENCE LEVEL - TOTAL VaR (c)</b>										
Average VaR	\$ 90	\$ 130	\$ 59	\$ 37	\$ 39	(31)	131			
<b>LINE OF BUSINESS NET REVENUE (d)</b>										
Consumer & Community Banking (e)	\$ 12,755	\$ 12,217	\$ 13,112	\$ 13,749	\$ 13,958	4	(9)	\$ 38,084	\$ 40,885	(7)
Corporate & Investment Bank	11,503	16,352	9,948	9,647	9,522	(30)	21	37,803	29,387	29
Commercial Banking	2,285	2,392	2,178	2,297	2,274	(4)	—	6,855	6,972	(2)
Asset & Wealth Management	3,737	3,610	3,606	3,700	3,568	4	5	10,953	10,616	3
Corporate	(339)	(754)	166	(228)	692	55	NM	(927)	1,439	NM
<b>TOTAL NET REVENUE</b>	<b>\$ 29,941</b>	<b>\$ 33,817</b>	<b>\$ 29,010</b>	<b>\$ 29,165</b>	<b>\$ 30,014</b>	<b>(11)</b>	<b>—</b>	<b>\$ 92,768</b>	<b>\$ 89,299</b>	<b>4</b>
<b>LINE OF BUSINESS NET INCOME/(LOSS)</b>										
Consumer & Community Banking	\$ 3,873	\$ (176)	\$ 191	\$ 4,214	\$ 4,245	NM	(9)	\$ 3,888	\$ 12,349	(69)
Corporate & Investment Bank	4,304	5,464	1,988	2,938	2,831	(21)	52	11,756	9,037	30
Commercial Banking	1,088	(691)	147	944	943	NM	15	544	3,005	(82)
Asset & Wealth Management	877	658	664	785	668	33	31	2,199	2,048	7
Corporate	(699)	(568)	(125)	(361)	393	(23)	NM	(1,392)	1,472	NM
<b>NET INCOME</b>	<b>\$ 9,443</b>	<b>\$ 4,687</b>	<b>\$ 2,865</b>	<b>\$ 8,520</b>	<b>\$ 9,080</b>	<b>101</b>	<b>4</b>	<b>\$ 16,995</b>	<b>\$ 27,911</b>	<b>(39)</b>

In the first quarter of 2020, the Merchant Services business was realigned from CCB to CIB as part of the Firm's Wholesale Payments business. Prior-period amounts have been revised to conform with the current presentation. Refer to Business segment changes on page 21 of the Firm's Quarterly Report on Form 10-Q for the quarterly period ended March 31, 2020 for further information.

- (a) In conjunction with the adoption of CECL on January 1, 2020, the Firm reclassified risk-rated business banking and auto dealer loans held in CCB from the consumer, excluding credit card portfolio segment to the wholesale portfolio segment. Prior periods have been revised to conform with the current presentation.
- (b) In the third quarter of 2020, the Firm reclassified certain fair value option elected lending-related positions from trading assets to loans. Prior-period amounts have been revised to conform with the current presentation.
- (c) Effective January 1, 2020, the Firm refined the scope of VaR to exclude positions related to the risk management of interest rate exposure from changes in the Firm's own credit spread on fair value option elected liabilities, and included these positions in other sensitivity-based measures. Additionally, effective July 1, 2020, the Firm refined the scope of VaR to exclude certain asset-backed fair value option elected loans, and included them in other sensitivity-based measures to more effectively measure the risk from these loans. In the absence of these refinements, the average Total VaR for the three months ended September 30, 2020, June 30, 2020 and March 31, 2020 would have been different by \$11 million, \$(8) million and \$6 million, respectively.
- (d) Refer to Reconciliation from Reported to Managed Basis on page 7 for a further discussion of managed basis.
- (e) In the second quarter of 2020, the Firm reclassified certain spend-based credit card reward costs from marketing expense to be a reduction of card income, with no effect on net income. Prior-period amounts have been revised to conform with the current presentation.
- (f) Prior-period amounts have been revised to conform with the current presentation.

**CONSOLIDATED STATEMENTS  
OF INCOME**

(in millions, except per share and ratio data)

	QUARTERLY TRENDS						NINE MONTHS ENDED SEPTEMBER 30,			
	3Q20	2Q20	1Q20	4Q19	3Q19	3Q20 Change		2020	2019	2020 Change
						2Q20	3Q19			
<b>REVENUE</b>										
Investment banking fees	\$ 2,187	\$ 2,850	\$ 1,866	\$ 1,843	\$ 1,967	(23) %	11 %	\$ 6,903	\$ 5,658	22 %
Principal transactions	4,142	7,621	2,937	2,779	3,449	(46)	20	14,700	11,239	31
Lending- and deposit-related fees (a)	1,647	1,431	1,706	1,772	1,671	15	(1)	4,784	4,854	(1)
Asset management, administration and commissions (a)	4,470	4,266	4,540	4,301	4,306	5	4	13,276	12,607	5
Investment securities gains	473	26	233	123	78	NM	NM	732	135	442
Mortgage fees and related income	1,087	917	320	474	887	19	23	2,324	1,562	49
Card income (b)	1,169	974	995	1,335	1,233	20	(5)	3,138	3,741	(16)
Other income	959	1,042	1,156	1,492	1,472	(8)	(35)	3,157	4,239	(26)
<b>Noninterest revenue</b>	<b>16,134</b>	<b>19,127</b>	<b>13,753</b>	<b>14,119</b>	<b>15,063</b>	(16)	7	<b>49,014</b>	<b>44,035</b>	11
Interest income	14,700	16,112	19,161	19,927	21,121	(9)	(30)	49,973	64,113	(22)
Interest expense	1,687	2,259	4,722	5,761	6,893	(25)	(76)	8,668	21,034	(59)
<b>Net interest income</b>	<b>13,013</b>	<b>13,853</b>	<b>14,439</b>	<b>14,166</b>	<b>14,228</b>	(6)	(9)	<b>41,305</b>	<b>43,079</b>	(4)
<b>TOTAL NET REVENUE</b>	<b>29,147</b>	<b>32,980</b>	<b>28,192</b>	<b>28,285</b>	<b>29,291</b>	(12)	—	<b>90,319</b>	<b>87,114</b>	4
Provision for credit losses	611	10,473	8,285	1,427	1,514	(94)	(60)	19,369	4,158	366
<b>NONINTEREST EXPENSE</b>										
Compensation expense	8,630	9,509	8,895	8,088	8,583	(9)	1	27,034	26,067	4
Occupancy expense	1,142	1,080	1,066	1,084	1,110	6	3	3,288	3,238	2
Technology, communications and equipment expense	2,564	2,590	2,578	2,585	2,494	(1)	3	7,732	7,236	7
Professional and outside services	2,178	1,999	2,028	2,226	2,056	9	6	6,205	6,307	(2)
Marketing (b)	470	481	800	847	895	(2)	(47)	1,751	2,504	(30)
Other expense (c)	1,891	1,283	1,424	1,463	1,234	47	53	4,598	3,624	27
<b>TOTAL NONINTEREST EXPENSE</b>	<b>16,875</b>	<b>16,942</b>	<b>16,791</b>	<b>16,293</b>	<b>16,372</b>	—	3	<b>50,608</b>	<b>48,976</b>	3
<b>Income before income tax expense</b>	<b>11,661</b>	<b>5,565</b>	<b>3,116</b>	<b>10,565</b>	<b>11,405</b>	110	2	<b>20,342</b>	<b>33,980</b>	(40)
Income tax expense	2,218	878	251	2,045	2,325	153	(5)	3,347	6,069	(f) (45)
<b>NET INCOME</b>	<b>\$ 9,443</b>	<b>\$ 4,687</b>	<b>\$ 2,865</b>	<b>\$ 8,520</b>	<b>\$ 9,080</b>	101	4	<b>\$ 16,995</b>	<b>\$ 27,911</b>	(39)
<b>NET INCOME PER COMMON SHARE DATA</b>										
Basic earnings per share	\$ 2.93	\$ 1.39	\$ 0.79	\$ 2.58	\$ 2.69	111	9	\$ 5.10	\$ 8.17	(38)
Diluted earnings per share	2.92	1.38	0.78	2.57	2.68	112	9	5.09	8.15	(38)
<b>FINANCIAL RATIOS</b>										
Return on common equity (d)	15 %	7 %	4 %	14 %	15 %			9 %	15 %	
Return on tangible common equity (d)(e)	19	9	5	17	18			11	19	
Return on assets (d)	1.14	0.58	0.40	1.22	1.30			0.72	1.37	
Effective income tax rate	19.0	15.8	8.1	19.4	20.4			16.5	17.9	(f)
Overhead ratio	58	51	60	58	56			56	56	

- (a) In the first quarter of 2020, the Firm reclassified certain fees from asset management, administration and commissions to lending- and deposit-related fees. Prior-period amounts have been revised to conform with the current presentation.
- (b) In the second quarter of 2020, the Firm reclassified certain spend-based credit card reward costs from marketing expense to be a reduction of card income, with no effect on net income. Prior-period amounts have been revised to conform with the current presentation.
- (c) Included Firmwide legal expense/(benefit) of \$524 million, \$118 million, \$197 million, \$241 million and \$10 million for the three months ended September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019, and September 30, 2019, respectively, and \$839 million and \$(2) million for the nine months ended September 30, 2020 and September 30, 2019 respectively.
- (d) Quarterly ratios are based upon annualized amounts.
- (e) Refer to page 28 for further discussion of ROTCE.
- (f) The nine months ended September 30, 2019 included income tax benefits of \$1.0 billion due to the resolution of certain tax audits.



**CONSOLIDATED BALANCE SHEETS**  
(in millions)

**JPMORGAN CHASE & Co.**

Sep 30, 2020

	Sep 30, 2020	Jun 30, 2020	Mar 31, 2020	Dec 31, 2019	Sep 30, 2019	Change	
						Jun 30, 2020	Sep 30, 2019
<b>ASSETS</b>							
Cash and due from banks	\$ 20,816	\$ 20,544	\$ 24,001	\$ 21,704	\$ 21,215	1 %	(2) %
Deposits with banks	466,706	473,185	343,533	241,927	235,382	(1)	98
Federal funds sold and securities purchased under resale agreements	319,849	256,980	248,580	249,157	257,391	24	24
Securities borrowed	142,441	142,704	139,839	139,758	138,336	—	3
Trading assets:							
Debt and equity instruments (a)	429,196	416,870	429,275	319,921	401,697	3	7
Derivative receivables	76,626	74,846	81,648	49,766	55,577	2	38
Available-for-sale ("AFS") securities	389,583	485,883	399,944	350,699	353,421	(20)	10
Held-to-maturity ("HTM") securities, net of allowance for credit losses (b)	141,553	72,908	71,200	47,540	40,830	94	247
<b>Investment securities, net of allowance for credit losses (b)</b>	531,136	558,791	471,144	398,239	394,251	(5)	35
Loans (a)	989,740	1,009,382	1,049,610	997,620	980,019	(2)	1
Less: Allowance for loan losses	30,814	31,591 (c)	23,244	13,123	13,235	(2)	133
<b>Loans, net of allowance for loan losses</b>	958,926	977,791	1,026,366	984,497	966,784	(2)	(1)
Accrued interest and accounts receivable	76,945	72,260	122,064	72,861	88,988	6	(14)
Premises and equipment	26,672	26,301	25,882	25,813	25,117	1	6
Goodwill, MSRs and other intangible assets	51,594	51,669	51,867	53,341	53,078	—	(3)
Other assets (a)	145,169	141,675	175,232	130,395	126,845	2	14
<b>TOTAL ASSETS</b>	<b>\$ 3,246,076</b>	<b>\$ 3,213,616</b>	<b>\$ 3,139,431</b>	<b>\$ 2,687,379</b>	<b>\$ 2,764,661</b>	1	17
<b>LIABILITIES</b>							
Deposits	\$ 2,001,416	\$ 1,931,029	\$ 1,836,009	\$ 1,562,431	\$ 1,525,261	4	31
Federal funds purchased and securities loaned or sold							
under repurchase agreements	236,440	235,647	233,207	183,675	247,766	—	(5)
Short-term borrowings	41,992	48,014	51,909	40,920	48,893	(13)	(14)
Trading liabilities:							
Debt and equity instruments	104,835	107,735	119,109	75,569	90,553	(3)	16
Derivative payables	57,658	57,477	65,087	43,708	47,790	—	21
Accounts payable and other liabilities	234,256	231,417 (c)	253,874	210,407	225,063	1	4
Beneficial interests issued by consolidated VIEs	19,191	20,828	19,630	17,841	18,515	(8)	4
Long-term debt	279,175	317,003	299,344	291,498	296,472	(12)	(6)
<b>TOTAL LIABILITIES</b>	<b>2,974,963</b>	<b>2,949,150</b>	<b>2,878,169</b>	<b>2,426,049</b>	<b>2,500,313</b>	1	19
<b>STOCKHOLDERS' EQUITY</b>							
Preferred stock	30,063	30,063	30,063	26,993	28,363 (d)	—	6
Common stock	4,105	4,105	4,105	4,105	4,105	—	—
Additional paid-in capital	88,289	88,125	87,857	88,522	88,512	—	—
Retained earnings	228,014	221,732	220,226	223,211	217,888	3	5
Accumulated other comprehensive income/(loss)	8,940	8,789	7,418	1,569	1,800	2	397
Shares held in RSU Trust, at cost	(11)	(11)	(21)	(21)	(21)	—	48
Treasury stock, at cost	(88,287)	(88,337)	(88,386)	(83,049)	(76,299)	—	(16)
<b>TOTAL STOCKHOLDERS' EQUITY</b>	<b>271,113</b>	<b>264,466</b>	<b>261,262</b>	<b>261,330</b>	<b>264,348</b>	3	3
<b>TOTAL LIABILITIES AND STOCKHOLDERS' EQUITY</b>	<b>\$ 3,246,076</b>	<b>\$ 3,213,616</b>	<b>\$ 3,139,431</b>	<b>\$ 2,687,379</b>	<b>\$ 2,764,661</b>	1	17

- (a) In the third quarter of 2020, the Firm reclassified certain fair value option elected lending-related positions from trading assets to loans and other assets. Prior-period amounts have been revised to conform with the current presentation.
- (b) Upon adoption of the CECL accounting guidance, HTM securities are presented net of an allowance for credit losses. At September 30, 2020, June 30, 2020, and March 31, 2020 the allowance for credit losses on HTM securities was \$120 million, \$23 million and \$19 million, respectively.
- (c) Prior-period amounts have been revised to conform with the current presentation.
- (d) Included \$1.4 billion, which was redeemed on October 30, 2019, as previously announced on September 26, 2019.

## CONDENSED AVERAGE BALANCE SHEETS AND ANNUALIZED YIELDS

(in millions, except rates)

AVERAGE BALANCES	QUARTERLY TRENDS						NINE MONTHS ENDED SEPTEMBER 30,			
	3Q20	2Q20	1Q20	4Q19	3Q19	3Q20 Change		2020	2019	2020 Change 2019
						2Q20	3Q19			
<b>ASSETS</b>										
Deposits with banks	\$ 509,979	\$ 477,895	\$ 279,748	\$ 272,648	\$ 267,578	7 %	91 %	\$ 422,860	\$ 282,483	50 %
Federal funds sold and securities purchased under resale agreements	277,899	244,306	253,403	248,170	276,721	14	—	258,607	284,616	(9)
Securities borrowed	147,184	141,328	136,127	135,374	139,939	4	5	141,567	129,915	9
Trading assets - debt instruments (a)	322,321	345,073	304,808	280,487	298,358	(7)	8	324,061	299,834	8
Investment securities	548,544	500,254	421,529	394,002	343,134	10	60	490,322	294,896	66
Loans (a)	991,241	1,029,513	1,001,504	987,606	984,248	(4)	1	1,007,360	990,731	2
All other interest-earning assets (a)(b)	77,806	81,320	68,430	59,257	54,973	(4)	42	75,859	51,931	46
<b>Total interest-earning assets</b>	<b>2,874,974</b>	<b>2,819,689</b>	<b>2,465,549</b>	<b>2,377,544</b>	<b>2,364,951</b>	<b>2</b>	<b>22</b>	<b>2,720,636</b>	<b>2,334,406</b>	<b>17</b>
Trading assets - equity and other instruments	119,905	99,115	114,479	114,112	113,980	21	5	111,198	114,394	(3)
Trading assets - derivative receivables	81,300	79,298	66,309	52,860	57,062	3	42	75,656	54,098	40
All other noninterest-earning assets (a)	213,978	231,166	243,895	232,754	229,059	(7)	(7)	229,623	227,003	1
<b>TOTAL ASSETS</b>	<b>\$ 3,290,157</b>	<b>\$ 3,229,268</b>	<b>\$ 2,890,232</b>	<b>\$ 2,777,270</b>	<b>\$ 2,765,052</b>	<b>2</b>	<b>19</b>	<b>\$ 3,137,113</b>	<b>\$ 2,729,901</b>	<b>15</b>
<b>LIABILITIES</b>										
Interest-bearing deposits	\$ 1,434,034	\$ 1,375,213	\$ 1,216,555	\$ 1,154,716	\$ 1,123,452	4	28	\$ 1,342,270	\$ 1,102,751	22
Federal funds purchased and securities loaned or										
sold under repurchase agreements	253,779	276,815	243,922	235,481	239,698	(8)	6	258,156	225,471	14
Short-term borrowings (c)	36,697	45,297	37,288	39,936	44,814	(19)	(18)	39,749	56,635	(30)
Trading liabilities - debt and other interest-bearing liabilities (d)	206,643	207,322	192,950	170,049	183,369	—	13	202,322	186,167	9
Beneficial interests issued by consolidated VIEs	19,838	20,331	18,048	19,390	21,123	(2)	(6)	19,407	23,549	(18)
Long-term debt	267,175	269,336	243,996	248,521	248,985	(1)	7	260,194	247,782	5
<b>Total interest-bearing liabilities</b>	<b>2,218,166</b>	<b>2,194,314</b>	<b>1,952,759</b>	<b>1,868,093</b>	<b>1,861,441</b>	<b>1</b>	<b>19</b>	<b>2,122,098</b>	<b>1,842,355</b>	<b>15</b>
Noninterest-bearing deposits	551,565	515,304	419,631	413,582	407,428	7	35	495,704	405,075	22
Trading liabilities - equity and other instruments	32,256	33,797	30,721	28,197	31,310	(5)	3	32,258	32,059	1
Trading liabilities - derivative payables	64,599	63,178	54,990	44,361	45,987	2	40	60,936	41,952	45
All other noninterest-bearing liabilities	156,711	158,204	168,195	162,490	155,032	(1)	1	161,022	148,086	9
<b>TOTAL LIABILITIES</b>	<b>3,023,297</b>	<b>2,964,797</b>	<b>2,626,296</b>	<b>2,516,723</b>	<b>2,501,198</b>	<b>2</b>	<b>21</b>	<b>2,872,018</b>	<b>2,469,527</b>	<b>16</b>
Preferred stock	30,063	30,063	29,406	27,669	28,241	—	6	29,844	27,457	9
Common stockholders' equity	236,797	234,408	234,530	232,878	235,613	1	1	235,251	232,917	1
<b>TOTAL STOCKHOLDERS' EQUITY</b>	<b>266,860</b>	<b>264,471</b>	<b>263,936</b>	<b>260,547</b>	<b>263,854</b>	<b>1</b>	<b>1</b>	<b>265,095</b>	<b>260,374</b>	<b>2</b>
<b>TOTAL LIABILITIES AND STOCKHOLDERS' EQUITY</b>	<b>\$ 3,290,157</b>	<b>\$ 3,229,268</b>	<b>\$ 2,890,232</b>	<b>\$ 2,777,270</b>	<b>\$ 2,765,052</b>	<b>2</b>	<b>19</b>	<b>\$ 3,137,113</b>	<b>\$ 2,729,901</b>	<b>15</b>
<b>AVERAGE RATES (e)</b>										
<b>INTEREST-EARNING ASSETS</b>										
Deposits with banks	0.05 %	0.06 %	0.82 %	1.00 %	1.33 %			0.22 %	1.51 %	
Federal funds sold and securities purchased under resale agreements	0.57	0.99	1.74	2.05	2.21			1.08	2.29	
Securities borrowed (f)	(0.35)	(0.50)	0.45	0.81	1.23			(0.14)	1.34	
Trading assets - debt instruments (a)	2.29	2.42	2.74	2.87	2.96			2.48	3.19	
Investment securities	1.58	2.03	2.48	2.65	2.92			1.99	3.17	
Loans (a)	4.11	4.27	4.96	5.07	5.25			4.44	5.32	
All other interest-earning assets (a)(b)	0.94	0.99	2.60	3.49	4.36			1.46	4.18	
<b>Total interest-earning assets</b>	<b>2.05</b>	<b>2.31</b>	<b>3.14</b>	<b>3.35</b>	<b>3.56</b>			<b>2.47</b>	<b>3.70</b>	
<b>INTEREST-BEARING LIABILITIES</b>										
Interest-bearing deposits	0.07	0.10	0.52	0.67	0.85			0.22	0.85	
Federal funds purchased and securities loaned or										
sold under repurchase agreements	0.17	0.19	1.30	1.77	2.05			0.53	2.12	
Short-term borrowings (c)	0.65	1.11	1.63	1.97	2.31			1.13	2.48	
Trading liabilities - debt and other interest-bearing liabilities (d)(f)	(0.10)	(0.08)	0.77	1.04	1.43			0.18	1.54	
Beneficial interests issued by consolidated VIEs	0.71	1.15	2.02	2.22	2.53			1.27	2.61	
Long-term debt	1.93	2.45	2.88	3.21	3.49			2.40	3.67	
<b>Total interest-bearing liabilities</b>	<b>0.30</b>	<b>0.41</b>	<b>0.97</b>	<b>1.22</b>	<b>1.47</b>			<b>0.55</b>	<b>1.53</b>	
<b>INTEREST RATE SPREAD</b>	<b>1.75 %</b>	<b>1.90 %</b>	<b>2.17 %</b>	<b>2.13 %</b>	<b>2.09 %</b>			<b>1.92 %</b>	<b>2.17 %</b>	
<b>NET YIELD ON INTEREST-EARNING ASSETS</b>	<b>1.82 %</b>	<b>1.99 %</b>	<b>2.37 %</b>	<b>2.38 %</b>	<b>2.41 %</b>			<b>2.04 %</b>	<b>2.49 %</b>	
Memo: Net yield on interest-earning assets excluding CIB Markets (g)	2.05 %	2.27 %	3.01 %	3.06 %	3.23 %			2.41 %	3.34 %	

(a) In the third quarter of 2020, the Firm reclassified certain fair value option elected lending-related positions from trading assets to loans and other assets. Prior-period amounts have been revised to conform with the current presentation.

(b) Includes prime brokerage-related held-for-investment customer receivables, which are classified in accrued interest and accounts receivable, and all other interest-earning assets, which are classified in other assets on the Consolidated Balance Sheets.

(c) Includes commercial paper.

(d) All other interest-bearing liabilities include prime brokerage-related customer payables.

(e) Interest includes the effect of related hedging derivatives. Taxable-equivalent amounts are used where applicable.

(f) Negative interest income and yields are related to the impact of current interest rates combined with the fees paid on client-driven securities borrowed balances. The negative interest expense related to prime brokerage customer payables is recognized in interest expense and reported within trading liabilities - debt and all other liabilities.

(g) Net yield on interest-earning assets excluding CIB Markets is a non-GAAP financial measure. Refer to page 28 for a further discussion of this measure.

## RECONCILIATION FROM REPORTED TO MANAGED BASIS

(in millions, except ratios)

The Firm prepares its Consolidated Financial Statements using accounting principles generally accepted in the U.S. ("U.S. GAAP"). That presentation, which is referred to as "reported" basis, provides the reader with an understanding of the Firm's results that can be tracked consistently from year-to-year and enables a comparison of the Firm's performance with other companies' U.S. GAAP financial statements. In addition to analyzing the Firm's results on a reported basis, management reviews Firmwide results, including the overhead ratio, on a "managed" basis; these Firmwide managed basis results are non-GAAP financial measures. The Firm also reviews the results of the lines of business on a managed basis. Refer to the notes on Non-GAAP Financial Measures on page 28 for additional information on managed basis.

The following summary table provides a reconciliation from reported U.S. GAAP results to managed basis.

	QUARTERLY TRENDS					3Q20 Change		NINE MONTHS ENDED SEPTEMBER 30,		
	3Q20	2Q20	1Q20	4Q19	3Q19	2Q20	3Q19	2020	2019	2020 Change
<b>OTHER INCOME</b>										
Other income - reported	\$ 959	\$ 1,042	\$ 1,156	\$ 1,492	\$ 1,472	(8) %	(35) %	\$ 3,157	\$ 4,239	(26) %
Fully taxable-equivalent adjustments (a)	690	730	708	757	596	(5)	16	2,128	1,777	20
Other income - managed	<u>\$ 1,649</u>	<u>\$ 1,772</u>	<u>\$ 1,864</u>	<u>\$ 2,249</u>	<u>\$ 2,068</u>	(7)	(20)	<u>\$ 5,285</u>	<u>\$ 6,016</u>	(12)
<b>TOTAL NONINTEREST REVENUE (b)</b>										
Total noninterest revenue - reported	\$ 16,134	\$ 19,127	\$ 13,753	\$ 14,119	\$ 15,063	(16)	7	\$ 49,014	\$ 44,035	11
Fully taxable-equivalent adjustments (a)	690	730	708	757	596	(5)	16	2,128	1,777	20
Total noninterest revenue - managed	<u>\$ 16,824</u>	<u>\$ 19,857</u>	<u>\$ 14,461</u>	<u>\$ 14,876</u>	<u>\$ 15,659</u>	(15)	7	<u>\$ 51,142</u>	<u>\$ 45,812</u>	12
<b>NET INTEREST INCOME</b>										
Net interest income - reported	\$ 13,013	\$ 13,853	\$ 14,439	\$ 14,166	\$ 14,228	(6)	(9)	\$ 41,305	\$ 43,079	(4)
Fully taxable-equivalent adjustments (a)	104	107	110	123	127	(3)	(18)	321	408	(21)
Net interest income - managed	<u>\$ 13,117</u>	<u>\$ 13,960</u>	<u>\$ 14,549</u>	<u>\$ 14,289</u>	<u>\$ 14,355</u>	(6)	(9)	<u>\$ 41,626</u>	<u>\$ 43,487</u>	(4)
<b>TOTAL NET REVENUE (b)</b>										
Total net revenue - reported	\$ 29,147	\$ 32,980	\$ 28,192	\$ 28,285	\$ 29,291	(12)	—	\$ 90,319	\$ 87,114	4
Fully taxable-equivalent adjustments (a)	794	837	818	880	723	(5)	10	2,449	2,185	12
Total net revenue - managed	<u>\$ 29,941</u>	<u>\$ 33,817</u>	<u>\$ 29,010</u>	<u>\$ 29,165</u>	<u>\$ 30,014</u>	(11)	—	<u>\$ 92,768</u>	<u>\$ 89,299</u>	4
<b>PRE-PROVISION PROFIT</b>										
Pre-provision profit - reported	\$ 12,272	\$ 16,038	\$ 11,401	\$ 11,992	\$ 12,919	(23)	(5)	\$ 39,711	\$ 38,138	4
Fully taxable-equivalent adjustments (a)	794	837	818	880	723	(5)	10	2,449	2,185	12
Pre-provision profit - managed	<u>\$ 13,066</u>	<u>\$ 16,875</u>	<u>\$ 12,219</u>	<u>\$ 12,872</u>	<u>\$ 13,642</u>	(23)	(4)	<u>\$ 42,160</u>	<u>\$ 40,323</u>	5
<b>INCOME BEFORE INCOME TAX EXPENSE</b>										
Income before income tax expense - reported	\$ 11,661	\$ 5,565	\$ 3,116	\$ 10,565	\$ 11,405	110	2	\$ 20,342	\$ 33,980	(40)
Fully taxable-equivalent adjustments (a)	794	837	818	880	723	(5)	10	2,449	2,185	12
Income before income tax expense - managed	<u>\$ 12,455</u>	<u>\$ 6,402</u>	<u>\$ 3,934</u>	<u>\$ 11,445</u>	<u>\$ 12,128</u>	95	3	<u>\$ 22,791</u>	<u>\$ 36,165</u>	(37)
<b>INCOME TAX EXPENSE</b>										
Income tax expense - reported	\$ 2,218	\$ 878	\$ 251	\$ 2,045	\$ 2,325	153	(5)	\$ 3,347	\$ 6,069	(45)
Fully taxable-equivalent adjustments (a)	794	837	818	880	723	(5)	10	2,449	2,185	12
Income tax expense - managed	<u>\$ 3,012</u>	<u>\$ 1,715</u>	<u>\$ 1,069</u>	<u>\$ 2,925</u>	<u>\$ 3,048</u>	76	(1)	<u>\$ 5,796</u>	<u>\$ 8,254</u>	(30)
<b>OVERHEAD RATIO</b>										
Overhead ratio - reported	58 %	51 %	60 %	58 %	56 %			56 %	56 %	
Overhead ratio - managed	56	50	58	56	55			55	55	

(a) Predominantly recognized in CIB, CB and Corporate.

(b) In the second quarter of 2020, the Firm reclassified certain spend-based credit card reward costs from marketing expense to be a reduction of card income, with no effect on net income. Prior-period amounts have been revised to conform with the current presentation.

	QUARTERLY TRENDS					NINE MONTHS ENDED SEPTEMBER 30,				
	3Q20	2Q20	1Q20	4Q19	3Q19	3Q20 Change		2020	2019	2020 Change
						2Q20	3Q19			
<b>TOTAL NET REVENUE (fully taxable-equivalent ("FTE"))</b>										
Consumer & Community Banking (a)	\$ 12,755	\$ 12,217	\$ 13,112	\$ 13,749	\$ 13,958	4 %	(9) %	\$ 38,084	\$ 40,885	(7) %
Corporate & Investment Bank	11,503	16,352	9,948	9,647	9,522	(30)	21	37,803	29,387	29
Commercial Banking	2,285	2,392	2,178	2,297	2,274	(4)	—	6,855	6,972	(2)
Asset & Wealth Management	3,737	3,610	3,606	3,700	3,568	4	5	10,953	10,616	3
Corporate	(339)	(754)	166	(228)	692	55	NM	(927)	1,439	NM
<b>TOTAL NET REVENUE</b>	<b>\$ 29,941</b>	<b>\$ 33,817</b>	<b>\$ 29,010</b>	<b>\$ 29,165</b>	<b>\$ 30,014</b>	(11)	—	<b>\$ 92,768</b>	<b>\$ 89,299</b>	4
<b>TOTAL NONINTEREST EXPENSE</b>										
Consumer & Community Banking (a)	\$ 6,770	\$ 6,626	\$ 7,102	\$ 6,965	\$ 7,025	2	(4)	\$ 20,498	\$ 20,784	(1)
Corporate & Investment Bank	5,797	6,764	5,896	5,392	5,504	(14)	5	18,457	16,794	10
Commercial Banking	966	899	988	943	940	7	3	2,853	2,809	2
Asset & Wealth Management	2,623	2,506	2,659	2,650	2,622	5	—	7,788	7,865	(1)
Corporate	719	147	146	343	281	389	156	1,012	724	40
<b>TOTAL NONINTEREST EXPENSE</b>	<b>\$ 16,875</b>	<b>\$ 16,942</b>	<b>\$ 16,791</b>	<b>\$ 16,293</b>	<b>\$ 16,372</b>	—	3	<b>\$ 50,608</b>	<b>\$ 48,976</b>	3
<b>PRE-PROVISION PROFIT/(LOSS)</b>										
Consumer & Community Banking	\$ 5,985	\$ 5,591	\$ 6,010	\$ 6,784	\$ 6,933	7	(14)	\$ 17,586	\$ 20,101	(13)
Corporate & Investment Bank	5,706	9,588	4,052	4,255	4,018	(40)	42	19,346	12,593	54
Commercial Banking	1,319	1,493	1,190	1,354	1,334	(12)	(1)	4,002	4,163	(4)
Asset & Wealth Management	1,114	1,104	947	1,050	946	1	18	3,165	2,751	15
Corporate	(1,058)	(901)	20	(571)	411	(17)	NM	(1,939)	715	NM
<b>PRE-PROVISION PROFIT</b>	<b>\$ 13,066</b>	<b>\$ 16,875</b>	<b>\$ 12,219</b>	<b>\$ 12,872</b>	<b>\$ 13,642</b>	(23)	(4)	<b>\$ 42,160</b>	<b>\$ 40,323</b>	5
<b>PROVISION FOR CREDIT LOSSES</b>										
Consumer & Community Banking	\$ 794	\$ 5,828	\$ 5,772	\$ 1,207	\$ 1,311	(86)	(39)	\$ 12,394	\$ 3,745	231
Corporate & Investment Bank	(81)	1,987	1,401	98	92	NM	NM	3,307	179	NM
Commercial Banking	(147)	2,431	1,010	110	67	NM	NM	3,294	186	NM
Asset & Wealth Management	(51)	223	94	13	44	NM	NM	266	48	454
Corporate	96	4	8	(1)	—	NM	NM	108	—	NM
<b>PROVISION FOR CREDIT LOSSES</b>	<b>\$ 611</b>	<b>\$ 10,473</b>	<b>\$ 8,285</b>	<b>\$ 1,427</b>	<b>\$ 1,514</b>	(94)	(60)	<b>\$ 19,369</b>	<b>\$ 4,158</b>	366
<b>NET INCOME/(LOSS)</b>										
Consumer & Community Banking	\$ 3,873	\$ (176)	\$ 191	\$ 4,214	\$ 4,245	NM	(9)	\$ 3,888	\$ 12,349	(69)
Corporate & Investment Bank	4,304	5,464	1,988	2,938	2,831	(21)	52	11,756	9,037	30
Commercial Banking	1,088	(691)	147	944	943	NM	15	544	3,005	(82)
Asset & Wealth Management	877	658	664	785	668	33	31	2,199	2,048	7
Corporate	(699)	(568)	(125)	(361)	393	(23)	NM	(1,392)	1,472	NM
<b>TOTAL NET INCOME</b>	<b>\$ 9,443</b>	<b>\$ 4,687</b>	<b>\$ 2,865</b>	<b>\$ 8,520</b>	<b>\$ 9,080</b>	101	4	<b>\$ 16,995</b>	<b>\$ 27,911</b>	(39)

In the first quarter of 2020, the Merchant Services business was realigned from CCB to CIB as part of the Firm's Wholesale Payments business. Prior-period amounts have been revised to conform with the current presentation. Refer to Business segment changes on page 21 of the Firm's Quarterly Report on Form 10-Q for the quarterly period ended March 31, 2020 for further information.

(a) In the second quarter of 2020, the Firm reclassified certain spend-based credit card reward costs from marketing expense to be a reduction of card income, with no effect on net income. Prior-period amounts have been revised to conform with the current presentation.

## CAPITAL AND OTHER SELECTED BALANCE SHEET ITEMS

(in millions, except ratio data)

						Sep 30, 2020		NINE MONTHS ENDED SEPTEMBER 30,		
	Sep 30,	Jun 30,	Mar 31,	Dec 31,	Sep 30,	Change				2020 Change
	2020	2020	2020	2019	2019	2020	2019	2020	2019	2019
<b>CAPITAL (a)</b>										
<b>Risk-based capital metrics</b>										
<b>Standardized</b>										
CET1 capital	\$ 197,728	(e) \$ 190,867	\$ 183,591	\$ 187,753	\$ 188,151	4 %	5 %			
Tier 1 capital	227,499	(e) 220,674	213,406	214,432	214,831	3	6			
Total capital	262,441	(e) 256,667	247,541	242,589	243,500	2	8			
Risk-weighted assets	1,517,248	(e) 1,541,365	1,598,828	1,515,869	1,527,762	(2)	(1)			
CET1 capital ratio	13.0 %	(e) 12.4 %	11.5 %	12.4 %	12.3 %					
Tier 1 capital ratio	15.0	(e) 14.3	13.3	14.1	14.1					
Total capital ratio	17.3	(e) 16.7	15.5	16.0	15.9					
<b>Advanced</b>										
CET1 capital	\$ 197,728	(e) \$ 190,867	\$ 183,591	\$ 187,753	\$ 188,151	4	5			
Tier 1 capital	227,499	(e) 220,674	213,406	214,432	214,831	3	6			
Total capital	249,973	(e) 244,112	234,434	232,112	233,203	2	7			
Risk-weighted assets	1,431,218	(e) 1,450,587	1,489,134	1,397,878	1,435,693	(1)	—			
CET1 capital ratio	13.8 %	(e) 13.2 %	12.3 %	13.4 %	13.1 %					
Tier 1 capital ratio	15.9	(e) 15.2	14.3	15.3	15.0					
Total capital ratio	17.5	(e) 16.8	15.7	16.6	16.2					
<b>Leverage-based capital metrics</b>										
Adjusted average assets (b)	\$ 3,243,303	(e) \$ 3,176,729	\$ 2,842,244	\$ 2,730,239	\$ 2,717,852	2	19			
Tier 1 leverage ratio	7.0 %	(e) 6.9 %	7.5 %	7.9 %	7.9 %					
Total leverage exposure	3,247,377	(e) 3,228,424	3,535,822	3,423,431	3,404,535	1	(5)			
SLR	7.0 %	(e) 6.8 %	6.0 %	6.3 %	6.3 %					
<b>TANGIBLE COMMON EQUITY (period-end), (c)</b>										
Common stockholders' equity	\$ 241,050	\$ 234,403	\$ 231,199	\$ 234,337	\$ 235,985	3	2			
Less: Goodwill	47,819	47,811	47,800	47,823	47,818	—	—			
Less: Other intangible assets	759	778	800	819	841	(2)	(10)			
Add: Certain deferred tax liabilities (d)	2,405	2,397	2,389	2,381	2,371	—	1			
<b>Total tangible common equity</b>	<b>\$ 194,877</b>	<b>\$ 188,211</b>	<b>\$ 184,988</b>	<b>\$ 188,076</b>	<b>\$ 189,697</b>	<b>4</b>	<b>3</b>			
<b>TANGIBLE COMMON EQUITY (average), (c)</b>										
Common stockholders' equity	\$ 236,797	\$ 234,408	\$ 234,530	\$ 232,878	\$ 235,613	1	1	\$ 235,251	\$ 232,917	1 %
Less: Goodwill	47,820	47,805	47,812	47,819	47,707	—	—	47,812	47,552	1
Less: Other intangible assets	769	791	812	831	842	(3)	(9)	791	776	2
Add: Certain deferred tax liabilities (d)	2,401	2,393	2,385	2,375	2,344	—	2	2,393	2,311	4
<b>Total tangible common equity</b>	<b>\$ 190,609</b>	<b>\$ 188,205</b>	<b>\$ 188,291</b>	<b>\$ 186,603</b>	<b>\$ 189,408</b>	<b>1</b>	<b>1</b>	<b>\$ 189,041</b>	<b>\$ 186,900</b>	<b>1</b>
<b>INTANGIBLE ASSETS (period-end)</b>										
Goodwill	\$ 47,819	\$ 47,811	\$ 47,800	\$ 47,823	\$ 47,818	—	—			
Mortgage servicing rights	3,016	3,080	3,267	4,699	4,419	(2)	(32)			
Other intangible assets	759	778	800	819	841	(2)	(10)			
<b>Total intangible assets</b>	<b>\$ 51,594</b>	<b>\$ 51,669</b>	<b>\$ 51,867</b>	<b>\$ 53,341</b>	<b>\$ 53,078</b>	<b>—</b>	<b>(3)</b>			

- (a) Reflects the relief provided by the Federal Reserve Board in response to the COVID-19 pandemic, including the CECL capital transition provisions that became effective in the first quarter of 2020. For the periods ended September 30, 2020, June 30, 2020 and March 31, 2020, the impact of the CECL capital transition provisions resulted in an increase to CET1 capital of \$6.4 billion, \$6.5 billion and \$4.3 billion, respectively. Effective June 30, 2020, the SLR reflects the temporary exclusions of U.S. Treasury securities and deposits at Federal Reserve Banks. Refer to Regulatory Developments Relating to the COVID-19 Pandemic on pages 11-12 and Capital Risk Management on pages 49-54 of the Firm's Quarterly Report on Form 10-Q for the quarterly period ended June 30, 2020 for additional information. Refer to Capital Risk Management on pages 85-92 of the Firm's 2019 Form 10-K for additional information on the Firm's capital metrics.
- (b) Adjusted average assets, for purposes of calculating the leverage ratios, includes total quarterly average assets adjusted for on-balance sheet assets that are subject to deduction from Tier 1 capital, predominantly goodwill and other intangible assets.
- (c) Refer to page 28 for further discussion of TCE.
- (d) Represents deferred tax liabilities related to tax-deductible goodwill and to identifiable intangibles created in nontaxable transactions, which are netted against goodwill and other intangibles when calculating TCE.
- (e) Estimated.

**EARNINGS PER SHARE AND RELATED INFORMATION**

(in millions, except per share and ratio data)

	QUARTERLY TRENDS					3Q20 Change		NINE MONTHS ENDED SEPTEMBER 30,		
	3Q20	2Q20	1Q20	4Q19	3Q19	2Q20	3Q19	2020	2019	2020 Change
										2019
<b>EARNINGS PER SHARE</b>										
<b>Basic earnings per share</b>										
Net income	\$ 9,443	\$ 4,687	\$ 2,865	\$ 8,520	\$ 9,080	101 %	4 %	\$ 16,995	\$ 27,911	(39) %
Less: Preferred stock dividends	381	401	421	386	423	(5)	(10)	1,203	1,201	—
<b>Net income applicable to common equity</b>	<b>9,062</b>	<b>4,286</b>	<b>2,444</b>	<b>8,134</b>	<b>8,657</b>	111	5	<b>15,792</b>	<b>26,710</b>	(41)
Less: Dividends and undistributed earnings allocated to participating securities	47	21	13	44	51	124	(8)	80	159	(50)
<b>Net income applicable to common stockholders</b>	<b>\$ 9,015</b>	<b>\$ 4,265</b>	<b>\$ 2,431</b>	<b>\$ 8,090</b>	<b>\$ 8,606</b>	111	5	<b>\$ 15,712</b>	<b>\$ 26,551</b>	(41)
Total weighted-average basic shares outstanding	3,077.8	3,076.3	3,095.8	3,140.7	3,198.5	—	(4)	3,083.3	3,248.7	(5)
<b>Net income per share</b>	<b>\$ 2.93</b>	<b>\$ 1.39</b>	<b>\$ 0.79</b>	<b>\$ 2.58</b>	<b>\$ 2.69</b>	111	9	<b>\$ 5.10</b>	<b>\$ 8.17</b>	(38)
<b>Diluted earnings per share</b>										
<b>Net income applicable to common stockholders</b>	\$ 9,015	\$ 4,265	\$ 2,431	\$ 8,090	\$ 8,606	111	5	\$ 15,712	\$ 26,551	(41)
Total weighted-average basic shares outstanding	3,077.8	3,076.3	3,095.8	3,140.7	3,198.5	—	(4)	3,083.3	3,248.7	(5)
Add: Dilutive impact of stock appreciation rights ("SARs") and employee stock options, unvested performance share units ("PSUs") and nondividend-earning restricted stock units ("RSUs")	5.0	4.7	4.9	7.8	8.7	6	(43)	4.8	9.3	(48)
<b>Total weighted-average diluted shares outstanding</b>	<b>3,082.8</b>	<b>3,081.0</b>	<b>3,100.7</b>	<b>3,148.5</b>	<b>3,207.2</b>	—	(4)	<b>3,088.1</b>	<b>3,258.0</b>	(5)
<b>Net income per share</b>	<b>\$ 2.92</b>	<b>\$ 1.38</b>	<b>\$ 0.78</b>	<b>\$ 2.57</b>	<b>\$ 2.68</b>	112	9	<b>\$ 5.09</b>	<b>\$ 8.15</b>	(38)
<b>COMMON DIVIDENDS</b>										
Cash dividends declared per share	\$ 0.90	\$ 0.90	\$ 0.90	\$ 0.90	\$ 0.90	—	—	\$ 2.70	\$ 2.50	8
Dividend payout ratio	31 %	65 %	114 %	35 %	33 %			53 %	30 %	
<b>COMMON EQUITY REPURCHASE PROGRAM (a)</b>										
Total shares of common stock repurchased	—	—	50.0	54.0	62.0	—	NM	50.0	159.0	(69)
Average price paid per share of common stock	\$ —	\$ —	\$ 127.92	\$ 127.24	\$ 112.07	—	NM	\$ 127.92	\$ 108.51	18
Aggregate repurchases of common equity	—	—	6,397	6,871	6,949	—	NM	6,397	17,250	(63)
<b>EMPLOYEE ISSUANCE</b>										
Shares issued from treasury stock related to employee stock-based compensation awards and employee stock purchase plans	0.6	0.8	13.0	1.5	1.0	(25)	(40)	14.4	19.7	(27)
Net impact of employee issuances on stockholders' equity (b)	\$ 263	\$ 325	\$ 398	\$ 132	\$ 232	(19)	13	\$ 986	\$ 838	18

(a) On March 15, 2020, in response to the COVID-19 pandemic, the Firm temporarily suspended repurchases of its common equity. In June 2020, the Federal Reserve directed all large bank holding companies, including the Firm, to discontinue net share repurchases, at least through the end of the third quarter of 2020. On September 30, 2020, the Federal Reserve extended the suspension of net share repurchases through the end of the fourth quarter of 2020.

(b) The net impact of employee issuances on stockholders' equity is driven by the cost of equity compensation awards that is recognized over the applicable vesting periods. The cost is partially offset by tax impacts related to the distribution of shares and the exercise of employee stock options and SARs.

**CONSUMER & COMMUNITY  
BANKING****FINANCIAL HIGHLIGHTS**

(in millions, except ratio data)

	QUARTERLY TRENDS					3Q20 Change		NINE MONTHS ENDED SEPTEMBER 30,		
	3Q20	2Q20	1Q20	4Q19	3Q19	2Q20	3Q19	2020	2019	2020 Change
								2020	2019	2019
<b>INCOME STATEMENT</b>										
<b>REVENUE</b>										
Lending- and deposit-related fees (a)	\$ 771	\$ 617	\$ 972	\$ 1,032	\$ 1,026	25 %	(25) %	\$ 2,360	\$ 2,906	(19) %
Asset management, administration and commissions (a)	596	536	585	609	606	11	(2)	1,717	1,807	(5)
Mortgage fees and related income (b)	1,076	917	320	474	886	17	21	2,313	1,561	48
Card income (c)	890	733	709	983	905	21	(2)	2,332	2,680	(13)
All other income	1,425	1,313	1,373	1,396	1,383	9	3	4,111	3,994	3
<b>Noninterest revenue</b>	<b>4,758</b>	<b>4,116</b>	<b>3,959</b>	<b>4,494</b>	<b>4,806</b>	16	(1)	<b>12,833</b>	<b>12,948</b>	(1)
Net interest income (b)	7,997	8,101	9,153	9,255	9,152	(1)	(13)	25,251	27,937	(10)
<b>TOTAL NET REVENUE</b>	<b>12,755</b>	<b>12,217</b>	<b>13,112</b>	<b>13,749</b>	<b>13,958</b>	4	(9)	<b>38,084</b>	<b>40,885</b>	(7)
Provision for credit losses	794	5,828	5,772	1,207	1,311	(86)	(39)	12,394	3,745	231
<b>NONINTEREST EXPENSE</b>										
Compensation expense	2,679	2,557	2,597	2,497	2,544	5	5	7,833	7,641	3
Noncompensation expense (c)(d)	4,091	4,069	4,505	4,468	4,481	1	(9)	12,665	13,143	(4)
<b>TOTAL NONINTEREST EXPENSE</b>	<b>6,770</b>	<b>6,626</b>	<b>7,102</b>	<b>6,965</b>	<b>7,025</b>	2	(4)	<b>20,498</b>	<b>20,784</b>	(1)
<b>Income/(loss) before income tax expense/(benefit)</b>	<b>5,191</b>	<b>(237)</b>	<b>238</b>	<b>5,577</b>	<b>5,622</b>	NM	(8)	<b>5,192</b>	<b>16,356</b>	(68)
Income tax expense/(benefit)	1,318	(61)	47	1,363	1,377	NM	(4)	1,304	4,007	(67)
<b>NET INCOME/(LOSS)</b>	<b>\$ 3,873</b>	<b>\$ (176)</b>	<b>\$ 191</b>	<b>\$ 4,214</b>	<b>\$ 4,245</b>	NM	(9)	<b>\$ 3,888</b>	<b>\$ 12,349</b>	(69)
<b>REVENUE BY LINE OF BUSINESS</b>										
Consumer & Business Banking	\$ 5,557	\$ 5,107	\$ 6,091	\$ 6,537	\$ 6,782	9	(18)	\$ 16,755	\$ 20,340	(18)
Home Lending (b)	1,714	1,687	1,161	1,250	1,465	2	17	4,562	3,929	16
Card & Auto (c)	5,484	5,423	5,860	5,962	5,711	1	(4)	16,767	16,616	1
<b>MORTGAGE FEES AND RELATED INCOME DETAILS:</b>										
Net production revenue (b)	765	742	319	327	738	3	4	1,826	1,291	41
Net mortgage servicing revenue (e)	311	175	1	147	148	78	110	487	270	80
<b>Mortgage fees and related income</b>	<b>\$ 1,076</b>	<b>\$ 917</b>	<b>\$ 320</b>	<b>\$ 474</b>	<b>\$ 886</b>	17	21	<b>\$ 2,313</b>	<b>\$ 1,561</b>	48
<b>FINANCIAL RATIOS</b>										
ROE	29 %	(2) %	1 %	31 %	31 %			9 %	31 %	
Overhead ratio	53	54	54	51	50			54	51	

In the first quarter of 2020, the Merchant Services business was realigned from CCB to CIB as part of the Firm's Wholesale Payments business. Prior-period amounts have been revised to conform with the current presentation. Refer to Business segment changes on page 21 of the Firm's Quarterly Report on Form 10-Q for the quarterly period ended March 31, 2020 for further information.

- (a) In the first quarter of 2020, the Firm reclassified certain fees from asset management, administration and commissions to lending- and deposit-related fees. Prior-period amounts have been revised to conform with the current presentation.
- (b) Net production revenue in the third quarter of 2019 included approximately \$350 million of gains on the sale of certain mortgage loans that were predominantly offset by a charge in net interest income for the unwind of the related internal funding from Treasury and Chief Investment Office ("CIO") associated with these loans. The charge reflects the net present value of that funding and is recognized as interest income in Treasury and CIO. Refer to footnote (a) in Corporate on page 23 and Funds Transfer Pricing ("FTP") on page 61 of the Firm's 2019 Form 10-K for further information.
- (c) In the second quarter of 2020, the Firm reclassified certain spend-based credit card reward costs from marketing expense to be a reduction of card income, with no effect on net income. Prior-period amounts have been revised to conform with the current presentation.
- (d) Included depreciation expense on leased assets of \$1.0 billion for the three months ended September 30, 2020, \$1.1 billion for the three months ended June 30, 2020, March 31, 2020 and December 31, 2019 and \$1.0 billion for the three months ended September 30, 2019, respectively, and \$3.2 billion and \$2.9 billion for the nine months ended September 30, 2020 and 2019, respectively.
- (e) Included MSR risk management results of \$145 million, \$79 million, \$(90) million, \$35 million and \$53 million for the three months ended September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019, and September 30, 2019, respectively, and \$134 million and \$(200) million for the nine months ended September 30, 2020 and 2019, respectively.

JPMORGAN CHASE & CO.  
**CONSUMER & COMMUNITY  
 BANKING**  
 FINANCIAL HIGHLIGHTS, CONTINUED  
 (in millions, except headcount data)

JPMORGAN CHASE & CO.

	QUARTERLY TRENDS					3Q20 Change		NINE MONTHS ENDED SEPTEMBER 30,		
	3Q20	2Q20	1Q20	4Q19	3Q19	2Q20	3Q19	2020	2019	2020 Change
									2019	
<b>SELECTED BALANCE SHEET DATA (period-end)</b>										
Total assets	\$ 480,325	\$ 492,251	\$ 506,147	\$ 532,538	\$ 525,223	(2) %	(9) %	\$ 480,325	\$ 525,223	(9) %
Loans:										
Consumer & Business Banking	47,077 (e)	46,910 (e)	27,709	27,199	26,699	—	76	47,077 (e)	26,699	76
Home Lending (a)(b)	188,561	195,664	205,318	213,445	213,901	(4)	(12)	188,561	213,901	(12)
Card	140,377	141,656	154,021	168,924	159,571	(1)	(12)	140,377	159,571	(12)
Auto	62,304	59,287	61,468	61,522	61,410	5	1	62,304	61,410	1
<b>Total loans</b>	<b>438,319</b>	<b>443,517</b>	<b>448,516</b>	<b>471,090</b>	<b>461,581</b>	(1)	(5)	<b>438,319</b>	<b>461,581</b>	(5)
Deposits	900,920	876,991	775,068	718,354	701,111	3	28	900,920	701,111	28
Equity	52,000	52,000	52,000	52,000	52,000	—	—	52,000	52,000	—
<b>SELECTED BALANCE SHEET DATA (average)</b>										
Total assets	\$ 483,478	\$ 498,140	\$ 517,213	\$ 525,863	\$ 530,649	(3)	(9)	\$ 499,551	\$ 537,044	(7)
Loans:										
Consumer & Business Banking	47,102	41,198	27,261	26,820	26,550	14	77	38,552	26,537	45
Home Lending (a)(c)	192,172	199,532	211,333	216,921	226,139	(4)	(15)	200,980	235,292	(15)
Card	140,386	142,377	162,660	162,112	158,168	(1)	(11)	148,445	154,375	(4)
Auto	60,345	60,306	60,893	61,100	61,371	—	(2)	60,514	62,118	(3)
<b>Total loans</b>	<b>440,005</b>	<b>443,413</b>	<b>462,147</b>	<b>466,953</b>	<b>472,228</b>	(1)	(7)	<b>448,491</b>	<b>478,322</b>	(6)
Deposits	887,138	831,996	733,648	707,953	693,943	7	28	817,848	688,663	19
Equity	52,000	52,000	52,000	52,000	52,000	—	—	52,000	52,000	—
<b>Headcount (d)</b>	<b>121,959</b>	<b>122,089</b>	<b>122,081</b>	<b>123,115</b>	<b>123,532</b>	—	(1)	<b>121,959</b>	<b>123,532</b>	(1)

In the first quarter of 2020, the Merchant Services business was realigned from CCB to CIB as part of the Firm's Wholesale Payments business. Prior-period amounts have been revised to conform with the current presentation. Refer to Business segment changes on page 21 of the Firm's Quarterly Report on Form 10-Q for the quarterly period ended March 31, 2020 for further information.

- (a) In the third quarter of 2020, the Firm reclassified certain fair value option elected lending-related positions from trading assets to loans. Prior-period amounts have been revised to conform with the current presentation.
- (b) At September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019 and September 30, 2019, Home Lending loans held-for-sale and loans at fair value were \$10.0 billion, \$8.6 billion, \$10.8 billion, \$16.6 billion, and \$15.4 billion, respectively.
- (c) Average Home Lending loans held-for sale and loans at fair value were \$9.2 billion, \$8.7 billion, \$15.8 billion, \$19.1 billion, and \$18.2 billion for the three months ended September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019 and September 30, 2019, respectively, and were \$11.2 billion and \$12.3 billion for the nine months ended September 30, 2020 and 2019, respectively.
- (d) During the second and third quarter of 2020, certain technology and support functions, comprising approximately 850 and 800 staff, respectively, were transferred from AWM to CCB as part of the ongoing reorganization of the U.S. Wealth Management business.
- (e) At September 30, 2020 and June 30, 2020, included \$20.3 billion and \$19.9 billion of loans, respectively, under the Paycheck Protection Program ("PPP"). Refer to page 61 of the Firm's Quarterly Report on Form 10-Q for the quarterly period ended June 30, 2020 for further information on the PPP.



CONSUMER & COMMUNITY  
BANKINGFINANCIAL HIGHLIGHTS,  
CONTINUED

(in millions, except ratio data)

	QUARTERLY TRENDS							NINE MONTHS ENDED SEPTEMBER 30,			
	3Q20	2Q20	1Q20	4Q19	3Q19	3Q20 Change		2020	2019	2020 Change	
						2Q20	3Q19				
<b>CREDIT DATA AND QUALITY STATISTICS</b>											
Nonaccrual loans (a)(b)(c)	\$ 5,142 (f)	\$ 4,422 (f)	\$ 4,021	\$ 3,026	\$ 3,109	16 %	65 %	\$ 5,142 (f)	\$ 3,109	65 %	
Net charge-offs/(recoveries)											
Consumer & Business Banking	53	60	74	92	79	(12)	(33)	187	204	(8)	
Home Lending	8	(5)	(122)	(23)	(42)	NM	NM	(119)	(75)	(59)	
Card	1,028	1,178	1,313	1,231	1,175	(13)	(13)	3,519	3,617	(3)	
Auto	5	45	48	57	49	(89)	(90)	98	149	(34)	
<b>Total net charge-offs/(recoveries)</b>	<b>\$ 1,094</b>	<b>\$ 1,278</b>	<b>\$ 1,313</b>	<b>\$ 1,357</b>	<b>\$ 1,261</b>	<b>(14)</b>	<b>(13)</b>	<b>\$ 3,685</b>	<b>\$ 3,895</b>	<b>(5)</b>	
Net charge-off/(recovery) rate											
Consumer & Business Banking	0.45 %	0.59 %	1.09 %	1.36 %	1.18 %			0.65 %	1.03 %		
Home Lending	0.02	(0.01)	(0.25)	(0.05)	(0.08)			(0.08)	(0.04)		
Card	2.92	3.33	3.25	3.01	2.95			3.17	3.13		
Auto	0.03	0.30	0.32	0.37	0.32			0.22	0.32		
<b>Total net charge-off/(recovery) rate</b>	<b>1.01</b>	<b>1.18</b>	<b>1.18</b>	<b>1.20</b>	<b>1.10</b>			<b>1.13</b>	<b>1.12</b>		
30+ day delinquency rate											
Home Lending (d)(e)	1.62 % (g)	1.30 % (g)	1.48 %	1.58 %	1.63 %			1.62 % (g)	1.63 %		
Card	1.57 (g)	1.71 (g)	1.96	1.87	1.84			1.57 (g)	1.84		
Auto	0.54 (g)	0.54 (g)	0.89	0.94	0.88			0.54 (g)	0.88		
90+ day delinquency rate - Card	0.69 (g)	0.93 (g)	1.02	0.95	0.90			0.69 (g)	0.90		
Allowance for loan losses											
Consumer & Business Banking	\$ 1,370	\$ 1,370	\$ 882	\$ 746	\$ 746	—	84	\$ 1,370	\$ 746	84	
Home Lending	2,685	2,957	2,137	1,890	2,159	(9)	24	2,685	2,159	24	
Card	17,800	17,800	14,950	5,683	5,583	—	219	17,800	5,583	219	
Auto	1,044	1,044	732	465	465	—	125	1,044	465	125	
<b>Total allowance for loan losses</b>	<b>\$ 22,899</b>	<b>\$ 23,171</b>	<b>\$ 18,701</b>	<b>\$ 8,784</b>	<b>\$ 8,953</b>	<b>(1)</b>	<b>156</b>	<b>\$ 22,899</b>	<b>\$ 8,953</b>	<b>156</b>	

- (a) At September 30, 2020, June 30, 2020 and March 31, 2020, nonaccrual loans included \$1.5 billion, \$1.3 billion and \$970 million of PCD loans, respectively. Prior to the adoption of CECL, nonaccrual loans excluded PCI loans as the Firm recognized interest income on each pool of PCI loans as each of the pools was performing.
- (b) At September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019 and September 30, 2019, nonaccrual loans excluded mortgage loans 90 or more days past due and insured by U.S. government agencies of \$851 million, \$561 million, \$616 million, \$963 million and \$1.6 billion, respectively. These amounts have been excluded based upon the government guarantee. Prior-period amounts have been revised to conform with the current presentation.
- (c) In the third quarter of 2020, the Firm reclassified certain fair value option elected lending-related positions from trading assets to loans. Prior-period amounts have been revised to conform with the current presentation.
- (d) At September 30, 2020, June 30, 2020 and March 31, 2020, the 30+ day delinquency rates included PCD loans. The rates prior to January 1, 2020 were revised to include the impact of PCI loans.
- (e) At September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019 and September 30, 2019, excluded mortgage loans insured by U.S. government agencies of \$1.1 billion, \$826 million, \$1.0 billion, \$1.7 billion and \$2.7 billion, respectively, that are 30 or more days past due. These amounts have been excluded based upon the government guarantee. Prior-period amounts have been revised to conform with the current presentation.
- (f) Generally excludes loans that were under payment deferral programs offered in response to the COVID-19 pandemic.
- (g) At September 30, 2020 and June 30, 2020, the principal balance of loans under payment deferral programs offered in response to the COVID-19 pandemic were as follows: (1) \$10.2 billion and \$18.2 billion in Home Lending, respectively; (2) \$368 million and \$4.4 billion in Card, respectively; and (3) \$411 million and \$12.3 billion in Auto, respectively. Loans that are performing according to their modified terms are generally not considered delinquent.

**CONSUMER & COMMUNITY  
BANKING**

## FINANCIAL HIGHLIGHTS, CONTINUED

(in millions, except ratio data and  
where otherwise noted)

	QUARTERLY TRENDS						NINE MONTHS ENDED SEPTEMBER 30,			
	3Q20	2Q20	1Q20	4Q19	3Q19	3Q20 Change		2020	2019	2020 Change
						2Q20	3Q19			2019
<b>BUSINESS METRICS</b>										
<b>Number of:</b>										
Branches	4,960	4,923	4,967	4,976	4,949	1 %	— %	4,960	4,949	— %
Active digital customers (in thousands) (a)	54,745	54,471	53,799	52,421	51,843	1	6	54,745	51,843	6
Active mobile customers (in thousands) (b)	40,143	39,024	38,236	37,297	36,510	3	10	40,143	36,510	10
Debit and credit card sales volume (in billions)	\$ 278.2	\$ 237.6	\$ 266.0	\$ 295.6	\$ 282.2	17	(1)	\$ 781.8	\$ 818.8	(5)
<b>Consumer &amp; Business Banking</b>										
Average deposits	\$ 865,928	\$ 813,153	\$ 718,909	\$ 691,696	\$ 678,281	6	28	\$ 799,573	\$ 674,526	19
Deposit margin	1.43 %	1.52 %	2.06 %	2.28 %	2.47 %			1.65 %	2.56 %	
Business banking origination volume	\$ 1,352	(f) \$ 23,042	(f) \$ 1,491	\$ 1,827	\$ 1,550	(94)	(13)	\$ 25,885	(f) \$ 4,771	443
Client investment assets	376,068	356,143	322,999	358,036	337,915	6	11	376,068	337,915	11
<b>Home Lending (in billions)</b>										
Mortgage origination volume by channel										
Retail	\$ 20.7	\$ 18.0	\$ 14.1	\$ 16.4	\$ 14.2	15	46	\$ 52.8	\$ 34.6	53
Correspondent	8.3	6.2	14.0	16.9	18.2	34	(54)	28.5	37.3	(24)
<b>Total mortgage origination volume (c)</b>	<b>\$ 29.0</b>	<b>\$ 24.2</b>	<b>\$ 28.1</b>	<b>\$ 33.3</b>	<b>\$ 32.4</b>	20	(10)	<b>\$ 81.3</b>	<b>\$ 71.9</b>	13
Total loans serviced (period-end)	\$ 654.0	\$ 683.7	\$ 737.8	\$ 761.4	\$ 774.8	(4)	(16)	\$ 654.0	\$ 774.8	(16)
Third-party mortgage loans serviced (period-end)	454.8	482.4	505.0	520.8	535.8	(6)	(15)	454.8	535.8	(15)
MSR carrying value (period-end)	3.0	3.1	3.3	4.7	4.4	(3)	(32)	3.0	4.4	(32)
Ratio of MSR carrying value (period-end) to third-party										
mortgage loans serviced (period-end)	0.66 %	0.64 %	0.65 %	0.90 %	0.82 %			0.66 %	0.82 %	
MSR revenue multiple (d)	2.28 x	2.29 x	2.10 x	2.73 x	2.41 x			2.28 x	2.34 x	
<b>Credit Card</b>										
Credit card sales volume, excluding Commercial Card (in billions)	\$ 178.1	\$ 148.5	\$ 179.1	\$ 204.2	\$ 193.6	20	(8)	505.7	558.6	(9)
Net revenue rate (e)	10.96 %	11.02 %	10.54 %	10.65 %	10.40 %			10.82 %	10.42 %	
<b>Auto</b>										
Loan and lease origination volume (in billions)	\$ 11.4	\$ 7.7	\$ 8.3	\$ 8.5	\$ 9.1	48	25	\$ 27.4	\$ 25.5	7
Average auto operating lease assets	21,684	22,579	23,081	22,427	21,765	(4)	—	22,445	21,307	5

(a) Users of all web and/or mobile platforms who have logged in within the past 90 days.

(b) Users of all mobile platforms who have logged in within the past 90 days.

(c) Firmwide mortgage origination volume was \$36.2 billion, \$28.3 billion, \$31.9 billion, \$37.4 billion and \$35.8 billion for the three months ended September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019 and September 30, 2019, respectively, and \$96.4 billion and \$78.5 billion for the nine months ended September 30, 2020 and 2019, respectively.

(d) Represents the ratio of MSR carrying value (period-end) to third-party mortgage loans serviced (period-end) divided by the ratio of annualized loan servicing-related revenue to third-party mortgage loans serviced (average).

(e) In the second quarter of 2020, the Firm reclassified certain spend-based credit card reward costs from marketing expense to be a reduction of card income, with no effect on net income. Prior-period amounts have been revised to conform with the current presentation.

(f) Included \$396 million and \$21.5 billion of origination volume under the PPP for the three months ended September 30, 2020 and June 30, 2020, respectively, and \$21.9 billion for the nine months ended September 30, 2020. Refer to page 61 of the Firm's Quarterly Report on Form 10-Q for the quarterly period ended June 30, 2020 for further information on the PPP.

CORPORATE & INVESTMENT  
BANK

## FINANCIAL HIGHLIGHTS

(in millions, except ratio data)

	QUARTERLY TRENDS						NINE MONTHS ENDED SEPTEMBER 30,			
	3Q20	2Q20	1Q20	4Q19	3Q19	3Q20 Change		2020	2019	2020 Change
						2Q20	3Q19			2019
<b>INCOME STATEMENT</b>										
<b>REVENUE</b>										
Investment banking fees	\$ 2,165	\$ 2,847	\$ 1,907	\$ 1,904	\$ 1,981	(24) %	9 %	\$ 6,919	\$ 5,671	22 %
Principal transactions	3,990	7,400	3,188	2,932	3,418	(46)	17	14,578	11,467	27
Lending- and deposit-related fees (a)	546	500	450	462	398	9	37	1,496	1,206	24
Asset management, administration and commissions (a)	1,086	1,146	1,261	1,059	1,160	(5)	(6)	3,493	3,339	5
All other income	288	380	35	622	397	(24)	(27)	703	1,167	(40)
<b>Noninterest revenue</b>	<b>8,075</b>	<b>12,273</b>	<b>6,841</b>	<b>6,979</b>	<b>7,354</b>	<b>(34)</b>	<b>10</b>	<b>27,189</b>	<b>22,850</b>	<b>19</b>
Net interest income	3,428	4,079	3,107	2,668	2,168	(16)	58	10,614	6,537	62
<b>TOTAL NET REVENUE (b)</b>	<b>11,503</b>	<b>16,352</b>	<b>9,948</b>	<b>9,647</b>	<b>9,522</b>	<b>(30)</b>	<b>21</b>	<b>37,803</b>	<b>29,387</b>	<b>29</b>
Provision for credit losses	(81)	1,987	1,401	98	92	NM	NM	3,307	179	NM
<b>NONINTEREST EXPENSE</b>										
Compensation expense	2,651	3,997	3,006	2,377	2,873	(34)	(8)	9,654	8,803	10
Noncompensation expense	3,146	2,767	2,890	3,015	2,631	14	20	8,803	7,991	10
<b>TOTAL NONINTEREST EXPENSE</b>	<b>5,797</b>	<b>6,764</b>	<b>5,896</b>	<b>5,392</b>	<b>5,504</b>	<b>(14)</b>	<b>5</b>	<b>18,457</b>	<b>16,794</b>	<b>10</b>
<b>Income before income tax expense</b>	<b>5,787</b>	<b>7,601</b>	<b>2,651</b>	<b>4,157</b>	<b>3,926</b>	<b>(24)</b>	<b>47</b>	<b>16,039</b>	<b>12,414</b>	<b>29</b>
Income tax expense	1,483	2,137	663	1,219	1,095	(31)	35	4,283	3,377	27
<b>NET INCOME</b>	<b>\$ 4,304</b>	<b>\$ 5,464</b>	<b>\$ 1,988</b>	<b>\$ 2,938</b>	<b>\$ 2,831</b>	<b>(21)</b>	<b>52</b>	<b>\$ 11,756</b>	<b>\$ 9,037</b>	<b>30</b>
<b>FINANCIAL RATIOS</b>										
ROE	21 %	27 %	9 %	14 %	13 %			19 %	14 %	
Overhead ratio	50	41	59	56	58			49	57	
Compensation expense as percentage of total net revenue	23	24	30	25	30			26	30	
<b>REVENUE BY BUSINESS</b>										
Investment Banking	\$ 2,087	\$ 3,401	\$ 886	\$ 1,823	\$ 1,871	(39)	12	\$ 6,374	\$ 5,392	18
Wholesale Payments	1,289	1,356	1,359	1,433	1,361	(5)	(5)	4,004	4,178	(4)
Lending	333	270	350	250	253	23	32	953	771	24
<b>Total Banking</b>	<b>3,709</b>	<b>5,027</b>	<b>2,595</b>	<b>3,506</b>	<b>3,485</b>	<b>(26)</b>	<b>6</b>	<b>11,331</b>	<b>10,341</b>	<b>10</b>
Fixed Income Markets	4,597	7,338	4,993	3,446	3,557	(37)	29	16,928	10,972	54
Equity Markets	1,999	2,380	2,237	1,508	1,517	(16)	32	6,616	4,986	33
Securities Services	1,029	1,097	1,074	1,061	1,034	(6)	—	3,200	3,093	3
Credit Adjustments & Other (c)	169	510	(951)	126	(71)	(67)	NM	(272)	(5)	NM
<b>Total Markets &amp; Securities Services</b>	<b>7,794</b>	<b>11,325</b>	<b>7,353</b>	<b>6,141</b>	<b>6,037</b>	<b>(31)</b>	<b>29</b>	<b>26,472</b>	<b>19,046</b>	<b>39</b>
<b>TOTAL NET REVENUE</b>	<b>\$ 11,503</b>	<b>\$ 16,352</b>	<b>\$ 9,948</b>	<b>\$ 9,647</b>	<b>\$ 9,522</b>	<b>(30)</b>	<b>21</b>	<b>\$ 37,803</b>	<b>\$ 29,387</b>	<b>29</b>

In the first quarter of 2020, the Merchant Services business was realigned from CCB to CIB as part of the Firm's Wholesale Payments business. Prior-period amounts have been revised to conform with the current presentation. Refer to Business segment changes on page 21 of the Firm's Quarterly Report on Form 10-Q for the quarterly period ended March 31, 2020 for further information.

- (a) In the first quarter of 2020, the Firm reclassified certain fees from asset management, administration and commissions to lending- and deposit-related fees. Prior-period amounts have been revised to conform with the current presentation.
- (b) Includes tax-equivalent adjustments, predominantly due to income tax credits related to alternative energy investments; income tax credits and amortization of the cost of investments in affordable housing projects; as well as tax-exempt income from municipal bonds of \$641 million, \$686 million, \$667 million, \$646 million and \$527 million for the three months ended September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019, and September 30, 2019, respectively and \$2.0 billion and \$1.6 billion for the nine months ended September 30, 2020 and 2019, respectively.
- (c) Consists primarily of credit valuation adjustments ("CVA") managed centrally within CIB and funding valuation adjustments ("FVA") on derivatives and certain components of fair value option elected liabilities. Results are presented net of associated hedging activities and net of CVA and FVA amounts allocated to Fixed Income Markets and Equity Markets.

CORPORATE &  
INVESTMENT BANKFINANCIAL HIGHLIGHTS,  
CONTINUED(in millions, except ratio and  
headcount data)

	QUARTERLY TRENDS						NINE MONTHS ENDED SEPTEMBER 30,			
	3Q20	2Q20	1Q20	4Q19	3Q19	3Q20 Change		2020	2019	2020 Change
						2Q20	3Q19			2019
<b>SELECTED BALANCE SHEET DATA (period-end)</b>										
Assets	\$ 1,089,293	\$ 1,081,162	(g) \$ 1,217,459	\$ 914,705	\$ 1,030,396	1 %	6 %	\$ 1,089,293	\$ 1,030,396	6 %
Loans:										
Loans retained (a)	126,841	140,770	165,376	121,733	118,290	(10)	7	126,841	118,290	7
Loans held-for-sale and loans at fair value (b)	33,046	34,017	34,644	34,317	32,563	(3)	1	33,046	32,563	1
<b>Total loans</b>	<b>159,887</b>	<b>174,787</b>	<b>200,020</b>	<b>156,050</b>	<b>150,853</b>	<b>(9)</b>	<b>6</b>	<b>159,887</b>	<b>150,853</b>	<b>6</b>
Equity	80,000	80,000	80,000	80,000	80,000	—	—	80,000	80,000	—
<b>SELECTED BALANCE SHEET DATA (average)</b>										
Assets	\$ 1,100,657	\$ 1,167,807	\$ 1,082,820	\$ 994,152	\$ 1,011,246	(6)	9	1,117,035	\$ 993,292	12
Trading assets - debt and equity instruments (b)	425,789	421,953	398,504	370,859	387,377	1	10	415,453	377,976	10
Trading assets - derivative receivables	78,339	76,710	55,133	45,153	48,266	2	62	70,091	49,221	42
Loans:										
Loans retained (a)	131,187	154,038	128,838	119,412	119,007	(15)	10	137,996	123,368	12
Loans held-for-sale and loans at fair value (b)	30,205	33,538	35,211	33,694	32,545	(10)	(7)	32,974	32,611	1
<b>Total loans</b>	<b>161,392</b>	<b>187,576</b>	<b>164,049</b>	<b>153,106</b>	<b>151,552</b>	<b>(14)</b>	<b>6</b>	<b>170,970</b>	<b>155,979</b>	<b>10</b>
Equity	80,000	80,000	80,000	80,000	80,000	—	—	80,000	80,000	—
<b>Headcount</b>	<b>61,830</b>	<b>60,950</b>	<b>60,245</b>	<b>60,013</b>	<b>60,028</b>	<b>1</b>	<b>3</b>	<b>61,830</b>	<b>60,028</b>	<b>3</b>
<b>CREDIT DATA AND QUALITY STATISTICS</b>										
Net charge-off/(recoveries)	\$ 23	\$ 204	\$ 55	\$ 43	\$ 38	(89)	(39)	\$ 282	\$ 140	101
Nonperforming assets:										
Nonaccrual loans:										
Nonaccrual loans retained (c)	1,178	1,195	689	308	712	(1)	65	1,178	712	65
Nonaccrual loans held-for-sale and loans at fair value (b)(d)	2,111	1,510	766	644	902	40	134	2,111	902	134
<b>Total nonaccrual loans</b>	<b>3,289</b>	<b>2,705</b>	<b>1,455</b>	<b>952</b>	<b>1,614</b>	<b>22</b>	<b>104</b>	<b>3,289</b>	<b>1,614</b>	<b>104</b>
Derivative receivables	140	108	85	30	26	30	438	140	26	438
Assets acquired in loan satisfactions	88	35	43	70	75	151	17	88	75	17
<b>Total nonperforming assets</b>	<b>3,517</b>	<b>2,848</b>	<b>1,583</b>	<b>1,052</b>	<b>1,715</b>	<b>23</b>	<b>105</b>	<b>3,517</b>	<b>1,715</b>	<b>105</b>
Allowance for credit losses:										
Allowance for loan losses	2,863	3,039	(g) 1,422	1,202	1,171	(6)	144	2,863	1,171	144
Allowance for lending-related commitments	1,706	1,634	(g) 1,468	848	824	4	107	1,706	824	107
<b>Total allowance for credit losses</b>	<b>4,569</b>	<b>4,673</b>	<b>2,890</b>	<b>2,050</b>	<b>1,995</b>	<b>(2)</b>	<b>129</b>	<b>4,569</b>	<b>1,995</b>	<b>129</b>
Net charge-off/(recovery) rate (a)(e)	0.07 %	0.53 %	0.17 %	0.14 %	0.13 %			0.27 %	0.15 %	
Allowance for loan losses to period-end loans retained (a)	2.26	2.16	(g) 0.86	0.99	0.99			2.26	0.99	
Allowance for loan losses to period-end loans retained, excluding trade finance and conduits (f)	3.15	2.87	(g) 1.11	1.31	1.33			3.15	1.33	
Allowance for loan losses to nonaccrual loans retained (a)(c)	243	254	(g) 206	390	164			243	164	
Nonaccrual loans to total period-end loans (b)	2.06	1.55	0.73	0.61	1.07			2.06	1.07	

In the first quarter of 2020, the Merchant Services business was realigned from CCB to CIB as part of the Firm's Wholesale Payments business. Prior-period amounts have been revised to conform with the current presentation. Refer to Business segment changes on page 21 of the Firm's Quarterly Report on Form 10-Q for the quarterly period ended March 31, 2020 for further information.

- (a) Loans retained includes credit portfolio loans, loans held by consolidated Firm-administered multi-seller conduits, trade finance loans, other held-for-investment loans and overdrafts.  
(b) In the third quarter of 2020, the Firm reclassified certain fair value option elected lending-related positions from trading assets to loans and other assets. Prior-period amounts have been revised to conform with the current presentation.  
(c) Allowance for loan losses of \$320 million, \$340 million, \$317 million, \$110 million and \$207 million were held against nonaccrual loans at September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019, and September 30, 2019, respectively.  
(d) At September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019 and September 30, 2019, nonaccrual loans excluded mortgage loans 90 or more days past due and insured by U.S. government agencies of \$297 million, \$135 million, \$124 million, \$127 million and \$116 million, respectively. These amounts have been excluded based upon the government guarantee.  
(e) Loans held-for-sale and loans at fair value were excluded when calculating the net charge-off/(recovery) rate.  
(f) Management uses allowance for loan losses to period-end loans retained, excluding trade finance and conduits, a non-GAAP financial measure, to provide a more meaningful assessment of CIB's allowance coverage ratio.  
(g) Prior-period amounts have been revised to conform with the current presentation.

**CORPORATE & INVESTMENT  
BANK**

## FINANCIAL HIGHLIGHTS, CONTINUED

(in millions, except where otherwise noted)

	QUARTERLY TRENDS					3Q20 Change		NINE MONTHS ENDED SEPTEMBER 30,		
	3Q20	2Q20	1Q20	4Q19	3Q19	2Q20	3Q19	2020	2019	2020 Change
										2019
<b>BUSINESS METRICS</b>										
Advisory	\$ 428	\$ 602	\$ 503	\$ 702	\$ 506	(29) %	(15) %	\$ 1,533	\$ 1,675	(8) %
Equity underwriting	732	977	331	382	514	(25)	42	2,040	1,284	59
Debt underwriting	1,005	1,268	1,073	820	961	(21)	5	3,346	2,712	23
<b>Total investment banking fees</b>	<b>\$ 2,165</b>	<b>\$ 2,847</b>	<b>\$ 1,907</b>	<b>\$ 1,904</b>	<b>\$ 1,981</b>	<b>(24)</b>	<b>9</b>	<b>\$ 6,919</b>	<b>\$ 5,671</b>	<b>22</b>
Client deposits and other third-party liabilities (average) (a)	634,961	607,902	514,464	485,037	471,328	4	35	585,955	457,973	28
Merchant processing volume (in billions) (b)	406.1	371.9	374.8	402.9	380.5	9	7	\$ 1,152.8	\$ 1,108.6	4
Assets under custody ("AUC") (period-end) (in billions)	\$ 28,628	\$ 27,447	\$ 24,409	\$ 26,831	\$ 25,695	4	11	\$ 28,628	\$ 25,695	11
<b>95% Confidence Level - Total CIB VaR (average), (c)</b>										
<b>CIB trading VaR by risk type: (d)</b>										
Fixed income	\$ 93	\$ 129	\$ 60	\$ 39	\$ 37	(28)	151			
Foreign exchange	13	9	7	5	6	44	117			
Equities	26	27	20	18	22	(4)	18			
Commodities and other	33	32	10	7	8	3	313			
Diversification benefit to CIB trading VaR (e)	(76)	(69)	(40)	(32)	(34)	(10)	(124)			
<b>CIB trading VaR (d)</b>	<b>89</b>	<b>128</b>	<b>57</b>	<b>37</b>	<b>39</b>	<b>(30)</b>	<b>128</b>			
Credit portfolio VaR (f)	15	22	9	5	5	(32)	200			
Diversification benefit to CIB VaR (e)	(14)	(23)	(8)	(5)	(6)	39	(133)			
<b>CIB VaR</b>	<b>\$ 90</b>	<b>\$ 127</b>	<b>\$ 58</b>	<b>\$ 37</b>	<b>\$ 38</b>	<b>(29)</b>	<b>137</b>			

(a) Client deposits and other third-party liabilities pertain to the Wholesale Payments and Securities Services businesses.

(b) Represents total merchant processing volume across CIB, CCB and CB.

(c) Effective January 1, 2020, the Firm refined the scope of VaR to exclude positions related to the risk management of interest rate exposure from changes in the Firm's own credit spread on fair value option elected liabilities, and included these positions in other sensitivity-based measures. Additionally, effective July 1, 2020, the Firm refined the scope of VaR to exclude certain asset-backed fair value option elected loans, and included them in other sensitivity-based measures to more effectively measure the risk from these loans. In the absence of these refinements, the average VaR for each of the following reported components would have been different by the following amounts: CIB fixed income of \$15 million, \$(11) million and \$4 million, CIB Trading VaR \$11 million, \$(11) million and \$5 million and CIB VaR \$11 million, \$(8) million and \$6 million for the three months ended September 30, 2020, June 30, 2020 and March 31, 2020, respectively.

(d) CIB trading VaR includes substantially all market-making and client-driven activities, as well as certain risk management activities in CIB, including credit spread sensitivity to CVA. Refer to VaR measurement on pages 121-123 of the Firm's 2019 Form 10-K, and pages 80-82 of the Firm's Quarterly Report on Form 10-Q for the quarterly period ended June 30, 2020 for further information.

(e) Average portfolio VaR was less than the sum of the VaR of the components described above, which is due to portfolio diversification. The diversification effect reflects the fact that the risks were not perfectly correlated.

(f) Credit portfolio VaR includes the derivative CVA, hedges of the CVA and hedges of the retained loan portfolio, which are reported in principal transactions revenue. This VaR does not include the retained loan portfolio, which is not reported at fair value.

	QUARTERLY TRENDS					NINE MONTHS ENDED SEPTEMBER 30,				
	3Q20	2Q20	1Q20	4Q19	3Q19	3Q20 Change		2020	2019	2020 Change
						2Q20	3Q19			
<b>INCOME STATEMENT</b>										
<b>REVENUE</b>										
Lending- and deposit-related fees (a)	\$ 304	\$ 297	\$ 261	\$ 256	\$ 228	2 %	33 %	\$ 862	\$ 685	26 %
All other income (a)	457	518	360	437	438	(12)	4	1,335	1,337	—
<b>Noninterest revenue</b>	<b>761</b>	<b>815</b>	<b>621</b>	<b>693</b>	<b>666</b>	(7)	14	<b>2,197</b>	<b>2,022</b>	9
Net interest income	1,524	1,577	1,557	1,604	1,608	(3)	(5)	4,658	4,950	(6)
<b>TOTAL NET REVENUE (b)</b>	<b>2,285</b>	<b>2,392</b>	<b>2,178</b>	<b>2,297</b>	<b>2,274</b>	(4)	—	<b>6,855</b>	<b>6,972</b>	(2)
Provision for credit losses	(147)	2,431	1,010	110	67	NM	NM	3,294	186	NM
<b>NONINTEREST EXPENSE</b>										
Compensation expense	492	430	472	444	454	14	8	1,394	1,341	4
Noncompensation expense	474	469	516	499	486	1	(2)	1,459	1,468	(1)
<b>TOTAL NONINTEREST EXPENSE</b>	<b>966</b>	<b>899</b>	<b>988</b>	<b>943</b>	<b>940</b>	7	3	<b>2,853</b>	<b>2,809</b>	2
<b>Income/(loss) before income tax expense/(benefit)</b>	<b>1,466</b>	<b>(938)</b>	<b>180</b>	<b>1,244</b>	<b>1,267</b>	NM	16	<b>708</b>	<b>3,977</b>	(82)
Income tax expense/(benefit)	378	(247)	33	300	324	NM	17	164	972	(83)
<b>NET INCOME/(LOSS)</b>	<b>\$ 1,088</b>	<b>\$ (691)</b>	<b>\$ 147</b>	<b>\$ 944</b>	<b>\$ 943</b>	NM	15	<b>\$ 544</b>	<b>\$ 3,005</b>	(82)
<b>Revenue by product</b>										
Lending	\$ 1,138	\$ 1,127	\$ 954	\$ 1,027	\$ 1,006	1	13	\$ 3,219	\$ 3,030	6
Wholesale payments	867	917	991	1,021	1,017	(5)	(15)	2,775	3,184	(13)
Investment banking (c)	260	256	235	211	226	2	15	751	708	6
Other	20	92	(2)	38	25	(78)	(20)	110	50	120
<b>Total Commercial Banking net revenue (b)</b>	<b>\$ 2,285</b>	<b>\$ 2,392</b>	<b>\$ 2,178</b>	<b>\$ 2,297</b>	<b>\$ 2,274</b>	(4)	—	<b>\$ 6,855</b>	<b>\$ 6,972</b>	(2)
Investment banking revenue, gross (d)	\$ 840	\$ 851	\$ 686	\$ 634	\$ 700	(1)	20	\$ 2,377	\$ 2,110	13
<b>Revenue by client segment</b>										
Middle Market Banking	\$ 877	\$ 866	\$ 946	\$ 934	\$ 925	1	(5)	\$ 2,689	\$ 2,860	(6)
Corporate Client Banking	807	859	681	759	767	(6)	5	2,347	2,362	(1)
Commercial Real Estate Banking	576	566	541	537	547	2	5	1,683	1,632	3
Other	25	101	10	67	35	(75)	(29)	136	118	15
<b>Total Commercial Banking net revenue (b)</b>	<b>\$ 2,285</b>	<b>\$ 2,392</b>	<b>\$ 2,178</b>	<b>\$ 2,297</b>	<b>\$ 2,274</b>	(4)	—	<b>\$ 6,855</b>	<b>\$ 6,972</b>	(2)
<b>FINANCIAL RATIOS</b>										
ROE	19 %	(14) %	2 %	16 %	16 %			2 %	17 %	
Overhead ratio	42	38	45	41	41			42	40	

In the first quarter of 2020, the Merchant Services business was realigned from CCB to CIB and the revenue and expense of the business is reported across CCB, CIB and CB based primarily on client relationship. In conjunction with this realignment, treasury services product revenue has been renamed wholesale payments. Prior period revenue and expense amounts were revised to conform with the current presentation. Refer to Business segment changes on page 21 of the Firm's Quarterly Report on Form 10-Q for the quarterly period ended March 31, 2020 for further information.

- (a) In the first quarter of 2020, the Firm reclassified certain fees from asset management, administration and commissions (which are included in all other income) to lending- and deposit-related fees. Prior-period amounts have been revised to conform with the current presentation.
- (b) Total net revenue included tax-equivalent adjustments from income tax credits related to equity investments in designated community development entities and in entities established for rehabilitation of historic properties, as well as tax-exempt income related to municipal financing activities of \$82 million, \$80 million, \$81 million, \$152 million and \$114 million for the three months ended September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019, and September 30, 2019, respectively, and \$243 million and \$308 million for the nine months ended September 30, 2020 and 2019, respectively.
- (c) Includes CB's share of revenue from investment banking products sold to CB clients through the CIB.
- (d) Refer to page 60 of the Firm's 2019 Form 10-K for discussion of revenue sharing.

**COMMERCIAL BANKING**  
**FINANCIAL HIGHLIGHTS, CONTINUED**

(in millions, except headcount and ratio data)

	QUARTERLY TRENDS						NINE MONTHS ENDED SEPTEMBER 30,			
	3Q20	2Q20	1Q20	4Q19	3Q19	3Q20 Change		2020	2019	2020 Change
						2Q20	3Q19			
<b>SELECTED BALANCE SHEET DATA (period-end)</b>										
Total assets	\$ 228,587	\$ 235,034 (d)	\$ 247,786	\$ 220,514	\$ 222,483	(3) %	3 %	\$ 228,587	\$ 222,483	3 %
Loans:										
Loans retained	214,352	223,192	232,254	207,287	209,448	(4)	2	214,352	209,448	2
Loans held-for-sale and loans at fair value	349	917	1,112	1,009	3,187	(62)	(89)	349	3,187	(89)
<b>Total loans</b>	<b>\$ 214,701</b>	<b>\$ 224,109</b>	<b>\$ 233,366</b>	<b>\$ 208,296</b>	<b>\$ 212,635</b>	<b>(4)</b>	<b>1</b>	<b>\$ 214,701</b>	<b>\$ 212,635</b>	<b>1</b>
Equity	22,000	22,000	22,000	22,000	22,000	—	—	22,000	22,000	—
<b>Period-end loans by client segment</b>										
Middle Market Banking	\$ 61,812 (c)	\$ 64,211 (c)	\$ 60,317	\$ 54,188	\$ 54,298	(4)	14	\$ 61,812 (c)	\$ 54,298	14
Corporate Client Banking	49,857	56,182	69,540	51,165	55,976	(11)	(11)	49,857	55,976	(11)
Commercial Real Estate Banking	102,484	103,117	102,799	101,951	101,326	(1)	1	102,484	101,326	1
Other	548	599	710	992	1,035	(9)	(47)	548	1,035	(47)
<b>Total Commercial Banking loans</b>	<b>\$ 214,701 (c)</b>	<b>\$ 224,109 (c)</b>	<b>\$ 233,366</b>	<b>\$ 208,296</b>	<b>\$ 212,635</b>	<b>(4)</b>	<b>1</b>	<b>\$ 214,701 (c)</b>	<b>\$ 212,635</b>	<b>1</b>
<b>SELECTED BALANCE SHEET DATA (average)</b>										
Total assets	\$ 231,691	\$ 247,512	\$ 226,071	\$ 219,891	\$ 218,620	(6)	6	\$ 235,079	\$ 218,560	8
Loans:										
Loans retained	217,498	233,044	209,988	208,776	207,286	(7)	5	220,167	206,183	7
Loans held-for-sale and loans at fair value	629	502	1,831	1,036	963	25	(35)	986	1,097	(10)
<b>Total loans</b>	<b>\$ 218,127</b>	<b>\$ 233,546</b>	<b>\$ 211,819</b>	<b>\$ 209,812</b>	<b>\$ 208,249</b>	<b>(7)</b>	<b>5</b>	<b>\$ 221,153</b>	<b>\$ 207,280</b>	<b>7</b>
Client deposits and other third-party liabilities	248,289	236,968	188,808	182,546	172,714	5	44	224,774	169,427	33
Equity	22,000	22,000	22,000	22,000	22,000	—	—	22,000	22,000	—
<b>Average loans by client segment</b>										
Middle Market Banking	\$ 63,029	\$ 66,279	\$ 56,045	\$ 54,114	\$ 54,806	(5)	15	\$ 61,789	\$ 56,221	10
Corporate Client Banking	51,608	63,308	53,032	53,187	51,389	(18)	—	55,967	49,407	13
Commercial Real Estate Banking	102,905	103,516	101,526	101,542	101,044	(1)	2	102,650	100,663	2
Other	585	443	1,216	969	1,010	32	(42)	747	989	(24)
<b>Total Commercial Banking loans</b>	<b>\$ 218,127</b>	<b>\$ 233,546</b>	<b>\$ 211,819</b>	<b>\$ 209,812</b>	<b>\$ 208,249</b>	<b>(7)</b>	<b>5</b>	<b>\$ 221,153</b>	<b>\$ 207,280</b>	<b>7</b>
Headcount	11,704	11,802	11,779	11,629	11,501	(1)	2	11,704	11,501	2
<b>CREDIT DATA AND QUALITY STATISTICS</b>										
Net charge-offs/(recoveries)	\$ 60	\$ 79	\$ 100	\$ 89	\$ 45	(24)	33	\$ 239	\$ 71	237
<b>Nonperforming assets</b>										
Nonaccrual loans:										
Nonaccrual loans retained (a)	1,468	1,252 (d)	793	498	659	17	123	1,468	659	123
Nonaccrual loans held-for-sale and loans at fair value	85	125 (d)	—	—	—	(32)	NM	85	—	NM
<b>Total nonaccrual loans</b>	<b>1,553</b>	<b>1,377</b>	<b>793</b>	<b>498</b>	<b>659</b>	<b>13</b>	<b>136</b>	<b>1,553</b>	<b>659</b>	<b>136</b>
Assets acquired in loan satisfactions	24	24	24	25	19	—	26	24	19	26
<b>Total nonperforming assets</b>	<b>1,577</b>	<b>1,401</b>	<b>817</b>	<b>523</b>	<b>678</b>	<b>13</b>	<b>133</b>	<b>1,577</b>	<b>678</b>	<b>133</b>
Allowance for credit losses:										
Allowance for loan losses	4,466	4,730 (d)	2,680	2,780	2,759	(6)	62	4,466	2,759	62
Allowance for lending-related commitments	864	807 (d)	505	293	293	7	195	864	293	195
<b>Total allowance for credit losses</b>	<b>5,330</b>	<b>5,537</b>	<b>3,185</b>	<b>3,073</b>	<b>3,052</b>	<b>(4)</b>	<b>75</b>	<b>5,330</b>	<b>3,052</b>	<b>75</b>
Net charge-off/(recovery) rate (b)	0.11 %	0.14 %	0.19 %	0.17 %	0.09 %			0.15 %	0.05 %	
Allowance for loan losses to period-end loans retained	2.08	2.12 (d)	1.15	1.34	1.32			2.08	1.32	
Allowance for loan losses to nonaccrual loans retained (a)	304	378 (d)	338	558	419			304	419	
Nonaccrual loans to period-end total loans	0.72	0.61	0.34	0.24	0.31			0.72	0.31	

- (a) Allowance for loan losses of \$367 million, \$287 million, \$175 million, \$114 million and \$119 million was held against nonaccrual loans retained at September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019, and September 30, 2019, respectively.
- (b) Loans held-for-sale and loans at fair value were excluded when calculating the net charge-off/(recovery) rate.
- (c) At September 30, 2020 and June 30, 2020, total loans included \$6.6 billion and \$6.5 billion of loans, respectively, under the PPP, of which \$6.4 billion and \$6.3 billion was in Middle Market Banking. Refer to page 61 of the Firm's Quarterly Report on Form 10-Q for the quarterly period ended June 30, 2020 for further information on the PPP.
- (d) Prior-period amounts have been revised to conform with the current presentation.

**ASSET & WEALTH  
MANAGEMENT****FINANCIAL HIGHLIGHTS**(in millions, except ratio and headcount  
data)

	QUARTERLY TRENDS					3Q20 Change		NINE MONTHS ENDED SEPTEMBER 30,		
	3Q20	2Q20	1Q20	4Q19	3Q19	2Q20	3Q19	2020	2019	2020 Change
										2019
<b>INCOME STATEMENT</b>										
<b>REVENUE</b>										
Asset management, administration and commissions	\$ 2,753	\$ 2,589	\$ 2,706	\$ 2,654	\$ 2,574	6 %	7 %	\$ 8,048	\$ 7,558	6 %
All other income	134	131	3	173	139	2	(4)	268	431	(38)
<b>Noninterest revenue</b>	<b>2,887</b>	<b>2,720</b>	<b>2,709</b>	<b>2,827</b>	<b>2,713</b>	<b>6</b>	<b>6</b>	<b>8,316</b>	<b>7,989</b>	<b>4</b>
Net interest income	850	890	897	873	855	(4)	(1)	2,637	2,627	—
<b>TOTAL NET REVENUE</b>	<b>3,737</b>	<b>3,610</b>	<b>3,606</b>	<b>3,700</b>	<b>3,568</b>	<b>4</b>	<b>5</b>	<b>10,953</b>	<b>10,616</b>	<b>3</b>
Provision for credit losses	(51)	223	94	13	44	NM	NM	266	48	454
<b>NONINTEREST EXPENSE</b>										
Compensation expense	1,357	1,315	1,411	1,446	1,391	3	(2)	4,083	4,259	(4)
Noncompensation expense	1,266	1,191	1,248	1,204	1,231	6	3	3,705	3,606	3
<b>TOTAL NONINTEREST EXPENSE</b>	<b>2,623</b>	<b>2,506</b>	<b>2,659</b>	<b>2,650</b>	<b>2,622</b>	<b>5</b>	<b>—</b>	<b>7,788</b>	<b>7,865</b>	<b>(1)</b>
<b>Income before income tax expense</b>	<b>1,165</b>	<b>881</b>	<b>853</b>	<b>1,037</b>	<b>902</b>	<b>32</b>	<b>29</b>	<b>2,899</b>	<b>2,703</b>	<b>7</b>
Income tax expense	288	223	189	252	234	29	23	700	655	7
<b>NET INCOME</b>	<b>\$ 877</b>	<b>\$ 658</b>	<b>\$ 664</b>	<b>\$ 785</b>	<b>\$ 668</b>	<b>33</b>	<b>31</b>	<b>\$ 2,199</b>	<b>\$ 2,048</b>	<b>7</b>
<b>REVENUE BY LINE OF BUSINESS</b>										
Asset Management	\$ 1,924	\$ 1,780	\$ 1,740	\$ 1,892	\$ 1,816	8	6	\$ 5,444	\$ 5,362	2
Wealth Management	1,813	1,830	1,866	1,808	1,752	(1)	3	5,509	5,254	5
<b>TOTAL NET REVENUE</b>	<b>\$ 3,737</b>	<b>\$ 3,610</b>	<b>\$ 3,606</b>	<b>\$ 3,700</b>	<b>\$ 3,568</b>	<b>4</b>	<b>5</b>	<b>\$ 10,953</b>	<b>\$ 10,616</b>	<b>3</b>
<b>FINANCIAL RATIOS</b>										
ROE	32 %	24 %	25 %	29 %	24 %			27 %	25 %	
Overhead ratio	70	69	74	72	73			71	74	
Pretax margin ratio:										
Asset Management	30	30	24	30	25			27	25	
Wealth Management	33	19	24	26	25			26	26	
Asset & Wealth Management	31	24	24	28	25			26	25	
<b>Headcount (a)</b>	<b>22,004</b>	<b>22,949</b>	<b>23,830</b>	<b>24,191</b>	<b>24,228</b>	<b>(4)</b>	<b>(9)</b>	<b>22,004</b>	<b>24,228</b>	<b>(9)</b>
Number of Wealth Management client advisors	2,968	2,869	2,878	2,890	2,872	3	3	2,968	2,872	3

(a) During the second and third quarter of 2020, certain technology and support functions, comprising approximately 850 and 800 staff, respectively, were transferred from AWM to CCB as part of the ongoing reorganization of the U.S. Wealth Management business.



	QUARTERLY TRENDS							NINE MONTHS ENDED SEPTEMBER 30,		
	3Q20	2Q20	1Q20	4Q19	3Q19	3Q20 Change		2020	2019	2020 Change
						2Q20	3Q19			2019
<b>SELECTED BALANCE SHEET DATA (period-end)</b>										
Total assets	\$ 194,596	\$ 183,189	\$ 186,102	\$ 182,004	\$ 174,226	6 %	12 %	\$ 194,596	\$ 174,226	12 %
Loans	175,264	165,299	166,058	160,535	153,245	6	14	175,264	153,245	14
Deposits	174,327	169,537	168,561	147,804	138,439	3	26	174,327	138,439	26
Equity	10,500	10,500	10,500	10,500	10,500	—	—	10,500	10,500	—
<b>SELECTED BALANCE SHEET DATA (average)</b>										
Total assets	\$ 188,466	\$ 182,318	\$ 183,316	\$ 176,925	\$ 171,121	3	10	\$ 184,714	\$ 168,688	10
Loans	170,139	163,440	161,823	156,106	150,486	4	13	165,152	147,481	12
Deposits	170,986	168,573	150,631	143,059	138,822	1	23	163,424	139,127	17
Equity	10,500	10,500	10,500	10,500	10,500	—	—	10,500	10,500	—
<b>CREDIT DATA AND QUALITY STATISTICS</b>										
Net charge-offs	2	\$ (2)	\$ 2	\$ 4	\$ 26	NM	(92)	\$ 2	\$ 27	(93)
Nonaccrual loans	959	775	304	116	176	24	445	959	176	445
Allowance for credit losses:										
Allowance for loan losses	582	648	438	354	350	(10)	66	582	350	66
Allowance for lending-related commitments	41	28	14	19	16	46	156	41	16	156
<b>Total allowance for credit losses</b>	<b>623</b>	<b>676</b>	<b>452</b>	<b>373</b>	<b>366</b>	<b>(8)</b>	<b>70</b>	<b>623</b>	<b>366</b>	<b>70</b>
Net charge-off/(recovery) rate	— %	— %	— %	0.01 %	0.07 %			— %	0.02 %	
Allowance for loan losses to period-end loans	0.33	0.39	0.26	0.22	0.23			0.33	0.23	
Allowance for loan losses to nonaccrual loans	61	84	144	305	199			61	199	
Nonaccrual loans to period-end loans	0.55	0.47	0.18	0.07	0.11			0.55	0.11	

CLIENT ASSETS	Sep 30, 2020	Jun 30, 2020	Mar 31, 2020	Dec 31, 2019	Sep 30, 2019	Sep 30, 2020		NINE MONTHS ENDED SEPTEMBER 30,		
						Change		2020	2019	2020 Change 2019
						Jun 30, 2020	Sep 30, 2019			
<b>Assets by asset class</b>										
Liquidity	\$ 674	\$ 707	\$ 618	\$ 542	\$ 505	(5) %	33 %	\$ 674	\$ 505	33 %
Fixed income	663	629	586	602	590	5	12	663	590	12
Equity	509	457	369	474	437	11	16	509	437	16
Multi-asset and alternatives	749	718	666	746	714	4	5	749	714	5
<b>TOTAL ASSETS UNDER MANAGEMENT</b>	<b>2,595</b>	<b>2,511</b>	<b>2,239</b>	<b>2,364</b>	<b>2,246</b>	<b>3</b>	<b>16</b>	<b>2,595</b>	<b>2,246</b>	<b>16</b>
Custody/brokerage/administration/deposits	917	859	763	862	815	7	13	917	815	13
<b>TOTAL CLIENT ASSETS</b>	<b>\$ 3,512</b>	<b>\$ 3,370</b>	<b>\$ 3,002</b>	<b>\$ 3,226</b>	<b>\$ 3,061</b>	<b>4</b>	<b>15</b>	<b>\$ 3,512</b>	<b>\$ 3,061</b>	<b>15</b>
<b>Memo:</b>										
Alternatives client assets (a)	\$ 195	\$ 188	\$ 188	\$ 185	\$ 183	4	7	\$ 195	\$ 183	7
<b>Assets by client segment</b>										
Private Banking	\$ 698	\$ 677	\$ 617	\$ 672	\$ 636	3	10	\$ 698	\$ 636	10
Institutional	1,233	1,218	1,097	1,074	1,029	1	20	1,233	1,029	20
Retail	664	616	525	618	581	8	14	664	581	14
<b>TOTAL ASSETS UNDER MANAGEMENT</b>	<b>\$ 2,595</b>	<b>\$ 2,511</b>	<b>\$ 2,239</b>	<b>\$ 2,364</b>	<b>\$ 2,246</b>	<b>3</b>	<b>16</b>	<b>\$ 2,595</b>	<b>\$ 2,246</b>	<b>16</b>
Private Banking	\$ 1,577	\$ 1,500	\$ 1,355	\$ 1,504	\$ 1,424	5	11	\$ 1,577	\$ 1,424	11
Institutional	1,266	1,249	1,118	1,099	1,051	1	20	1,266	1,051	20
Retail	669	621	529	623	586	8	14	669	586	14
<b>TOTAL CLIENT ASSETS</b>	<b>\$ 3,512</b>	<b>\$ 3,370</b>	<b>\$ 3,002</b>	<b>\$ 3,226</b>	<b>\$ 3,061</b>	<b>4</b>	<b>15</b>	<b>\$ 3,512</b>	<b>\$ 3,061</b>	<b>15</b>
<b>Assets under management rollforward</b>										
Beginning balance	\$ 2,511	\$ 2,239	\$ 2,364	\$ 2,246	\$ 2,178			\$ 2,364	\$ 1,987	
Net asset flows:										
Liquidity	(33)	95	75	37	24			137	23	
Fixed income	24	17	1	9	41			42	97	
Equity	9	11	(1)	(1)	(2)			19	(9)	
Multi-asset and alternatives	1	1	(2)	6	1			—	(2)	
Market/performance/other impacts	83	148	(198)	67	4			33	150	
<b>Ending balance</b>	<b>\$ 2,595</b>	<b>\$ 2,511</b>	<b>\$ 2,239</b>	<b>\$ 2,364</b>	<b>\$ 2,246</b>			<b>\$ 2,595</b>	<b>\$ 2,246</b>	
<b>Client assets rollforward</b>										
Beginning balance	\$ 3,370	\$ 3,002	\$ 3,226	\$ 3,061	\$ 2,998			\$ 3,226	\$ 2,733	
Net asset flows	17	138	85	58	59			240	120	
Market/performance/other impacts	125	230	(309)	107	4			46	208	
<b>Ending balance</b>	<b>\$ 3,512</b>	<b>\$ 3,370</b>	<b>\$ 3,002</b>	<b>\$ 3,226</b>	<b>\$ 3,061</b>			<b>\$ 3,512</b>	<b>\$ 3,061</b>	

(a) Represents assets under management, as well as client balances in brokerage accounts.

CORPORATE  
FINANCIAL HIGHLIGHTS

(in millions, except headcount data)

	QUARTERLY TRENDS					NINE MONTHS ENDED SEPTEMBER 30,				
	3Q20	2Q20	1Q20	4Q19	3Q19	3Q20 Change		2020	2019	2020 Change 2019
						2Q20	3Q19			
<b>INCOME STATEMENT</b>										
<b>REVENUE</b>										
Principal transactions	\$ 87	\$ (2)	\$ (113)	\$ (234)	\$ 10	NM	NM	\$ (28)	\$ (227)	88 %
Investment securities gains	466	26	233	123	78	NM	497	725	135	437
All other income	(210)	(91)	211	(6)	32	(131)	NM	(90)	95	NM
<b>Noninterest revenue</b>	<b>343</b>	<b>(67)</b>	<b>331</b>	<b>(117)</b>	<b>120</b>	NM	186	<b>607</b>	<b>3</b>	NM
Net interest income (a)	(682)	(687)	(165)	(111)	572	1	NM	(1,534)	1,436	NM
<b>TOTAL NET REVENUE (b)</b>	<b>(339)</b>	<b>(754)</b>	<b>166</b>	<b>(228)</b>	<b>692</b>	55	NM	<b>(927)</b>	<b>1,439</b>	NM
Provision for credit losses	96	4	8	(1)	—	NM	NM	108	—	NM
<b>NONINTEREST EXPENSE (c)</b>	<b>719</b>	<b>147</b>	<b>146</b>	<b>343</b>	<b>281</b>	389	156	<b>1,012</b>	<b>724</b>	40
Income/(loss) before income tax expense/(benefit)	(1,154)	(905)	12	(570)	411	(28)	NM	(2,047)	715	NM
Income tax expense/(benefit)	(455)	(337)	137	(209)	18	(35)	NM	(655)	(757) (f)	13
<b>NET INCOME/(LOSS)</b>	<b>\$ (699)</b>	<b>\$ (568)</b>	<b>\$ (125)</b>	<b>\$ (361)</b>	<b>\$ 393</b>	(23)	NM	<b>\$ (1,392)</b>	<b>\$ 1,472</b>	NM
<b>MEMO:</b>										
<b>TOTAL NET REVENUE</b>										
Treasury and CIO (a)	(243)	(671)	169	102	801	64	NM	(745)	1,930	NM
Other Corporate	(96)	(83)	(3)	(330)	(109)	(16)	12	(182)	(491)	63
<b>TOTAL NET REVENUE</b>	<b>\$ (339)</b>	<b>\$ (754)</b>	<b>\$ 166</b>	<b>\$ (228)</b>	<b>\$ 692</b>	55	NM	<b>\$ (927)</b>	<b>\$ 1,439</b>	NM
<b>NET INCOME/(LOSS)</b>										
Treasury and CIO	(349)	(550)	83	22	576	37	NM	(816)	1,372	NM
Other Corporate	(350)	(18)	(208)	(383)	(183)	NM	(91)	(576)	100	NM
<b>TOTAL NET INCOME/(LOSS)</b>	<b>\$ (699)</b>	<b>\$ (568)</b>	<b>\$ (125)</b>	<b>\$ (361)</b>	<b>\$ 393</b>	(23)	NM	<b>\$ (1,392)</b>	<b>\$ 1,472</b>	NM
<b>SELECTED BALANCE SHEET DATA (period-end)</b>										
Total assets	\$ 1,253,275	\$ 1,221,980	\$ 981,937	\$ 837,618	\$ 812,333	3	54	\$ 1,253,275	\$ 812,333	54
Loans	1,569	1,670	1,650	1,649	1,705	(6)	(8)	1,569	1,705	(8)
<b>Headcount</b>	<b>38,861</b>	<b>38,920</b>	<b>38,785</b>	<b>38,033</b>	<b>38,155</b>	—	2	<b>38,861</b>	<b>38,155</b>	2
<b>SUPPLEMENTAL INFORMATION</b>										
<b>TREASURY and CIO</b>										
Investment securities gains	\$ 466	\$ 26	\$ 233	\$ 123	\$ 78	NM	497 %	\$ 725	\$ 135	437 %
Available-for-sale securities (average)	442,943	426,470	372,954	350,100	305,894	4	45	414,228	260,661	59
Held-to-maturity securities (average)	103,596	71,713	46,673	42,125	35,494	44	192	74,102	32,518	128
Investment securities portfolio (average)	<b>\$ 546,539</b>	<b>\$ 498,183</b>	<b>\$ 419,627</b>	<b>\$ 392,225</b>	<b>\$ 341,388</b>	10	60	<b>\$ 488,330</b>	<b>\$ 293,179</b>	67
Available-for-sale securities (period-end)	387,663	483,752	397,891	348,876	351,599	(20)	10	387,663	351,599	10
Held-to-maturity securities, net of allowance for credit losses (period-end) (d)(e)	141,553	72,908	71,200	47,540	40,830	94	247	141,553	40,830	247
Investment securities portfolio, net of allowance for credit losses (period-end) (d)	<b>\$ 529,216</b>	<b>\$ 556,660</b>	<b>\$ 469,091</b>	<b>\$ 396,416</b>	<b>\$ 392,429</b>	(5)	35	<b>\$ 529,216</b>	<b>\$ 392,429</b>	35

- (a) Net interest income in the third quarter of 2019 included income related to the unwind of the internal funding provided by Treasury and CIO to CCB upon the sale of certain mortgage loans. Refer to footnote (b) in CCB on page 11 for further information.
- (b) Included tax-equivalent adjustments, driven by tax-exempt income from municipal bonds, of \$62 million, \$63 million, \$61 million, \$73 million and \$74 million for the three months ended September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019 and September 30, 2019, respectively, and \$186 million and \$241 million for the nine months ended September 30, 2020 and 2019, respectively.
- (c) Included legal expense/(benefit) of \$(6) million, \$(12) million, \$(20) million, \$(25) million and \$(32) million for the three months ended September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019, and September 30, 2019, respectively, and \$(38) million and \$(189) million for the nine months ended September 30, 2020 and 2019, respectively.
- (d) Upon adoption of the CECL accounting guidance, HTM securities are presented net of an allowance for credit losses. At September 30, 2020, June 30, 2020, and March 31, 2020, the allowance for credit losses on HTM securities was \$120 million, \$23 million and \$19 million, respectively.
- (e) In the third and first quarters of 2020, the Firm transferred \$74.4 billion and \$26.1 billion of investment securities, respectively, from AFS to HTM for capital management purposes.
- (f) The nine months ended September 30, 2019 included income tax benefits of \$957 million due to the resolution of certain tax audits.

CREDIT-RELATED  
INFORMATION

(in millions)

## JPMORGAN CHASE &amp; CO.

	Sep 30, 2020	Jun 30, 2020	Mar 31, 2020	Dec 31, 2019	Sep 30, 2019	Sep 30, 2020 Change	
						Jun 30, 2020	Sep 30, 2019
<b>CREDIT EXPOSURE</b>							
<b>Consumer, excluding credit card loans</b>							
<b>(a)</b>							
Loans retained	\$ 305,106	\$ 307,005	\$ 293,779	\$ 294,999	\$ 295,586	(1)	3
Loans held-for-sale and loans at fair value							
(b)	16,992	16,193	17,729	22,818	20,887	5	(19)
<b>Total consumer, excluding credit card loans</b>	<b>322,098</b>	<b>323,198</b>	<b>311,508</b>	<b>317,817</b>	<b>316,473</b>	—	2
<b>Credit card loans</b>							
Loans retained	139,590	141,656	154,021	168,924	159,571	(1)	(13)
Loans held-for-sale	787	—	—	—	—	NM	NM
<b>Total credit card loans</b>	<b>140,377</b>	<b>141,656</b>	<b>154,021</b>	<b>168,924</b>	<b>159,571</b>	(1)	(12)
<b>Total consumer loans</b>	<b>462,475</b>	<b>464,854</b>	<b>465,529</b>	<b>486,741</b>	<b>476,044</b>	(1)	(3)
<b>Wholesale loans (c)</b>							
Loans retained	500,841	516,787	555,289	481,678	473,730	(3)	6
Loans held-for-sale and loans at fair value							
(b)	26,424	27,741	28,792	29,201	30,245	(5)	(13)
<b>Total wholesale loans</b>	<b>527,265</b>	<b>544,528</b>	<b>584,081</b>	<b>510,879</b>	<b>503,975</b>	(3)	5
<b>Total loans</b>	<b>989,740</b>	<b>1,009,382</b>	<b>1,049,610</b>	<b>997,620</b>	<b>980,019</b>	(2)	1
Derivative receivables	76,626	74,846	81,648	49,766	55,577	2	38
Receivables from customers and other (d)	30,847	22,403	33,376	33,706	32,236	38	(4)
<b>Total credit-related assets</b>	<b>1,097,213</b>	<b>1,106,631</b>	<b>1,164,634</b>	<b>1,081,092</b>	<b>1,067,832</b>	(1)	3
<b>Lending-related commitments</b>							
Consumer, excluding credit card	46,425	45,348	41,535	40,169	41,697	2	11
Credit card (e)	662,860	673,836	681,442	650,720	645,880	(2)	3
Wholesale (b)	441,235	413,357	363,245	417,510	410,867	7	7
<b>Total lending-related commitments</b>	<b>1,150,520</b>	<b>1,132,541</b>	<b>1,086,222</b>	<b>1,108,399</b>	<b>1,098,444</b>	2	5
<b>Total credit exposure</b>	<b>\$ 2,247,733</b>	<b>\$ 2,239,172</b>	<b>\$ 2,250,856</b>	<b>\$ 2,189,491</b>	<b>\$ 2,166,276</b>	—	4
<b>Memo: Total by category</b>							
Consumer exposure (b)(f)	\$ 1,171,760	\$ 1,184,038	\$ 1,188,506	\$ 1,177,630	\$ 1,163,639	(1)	1
Wholesale exposures (b)(g)	1,075,973	1,055,134	1,062,350	1,011,861	1,002,637	2	7
<b>Total credit exposure</b>	<b>\$ 2,247,733</b>	<b>\$ 2,239,172</b>	<b>\$ 2,250,856</b>	<b>\$ 2,189,491</b>	<b>\$ 2,166,276</b>	—	4

Effective January 1, 2020, the Firm adopted the CECL accounting guidance. In conjunction with the adoption of CECL, the Firm reclassified risk-rated business banking and auto dealer loans and commitments held in CCB from the consumer, excluding credit card portfolio segment to the wholesale portfolio segment. Prior periods have been revised to conform with the current presentation.

- (a) Includes scored loans held in CCB, scored mortgage and home equity loans held in AWM, and scored mortgage loans held in CIB and Corporate.  
(b) In the third quarter of 2020, the Firm reclassified certain fair value option elected lending-related positions from trading assets to loans. Prior-period amounts have been revised to conform with the current presentation.  
(c) Includes loans held in CIB, CB, AWM, Corporate as well as risk-rated business banking and auto dealer loans held in CCB for which the wholesale methodology is applied when determining the allowance for loan losses.  
(d) Primarily represents brokerage-related held-for-investment customer receivables, which are classified in accrued interest and accounts receivable on the Consolidated balance sheets.  
(e) Also includes commercial card lending-related commitments primarily in CB and CIB.  
(f) Represents total consumer loans, lending-related commitments, and receivables from customers and other.  
(g) Represents total wholesale loans, lending-related commitments, derivative receivables, and receivables from customers and other.

CREDIT-RELATED INFORMATION,  
CONTINUED

(in millions, except ratio data)

## JPMORGAN CHASE &amp; CO.

	Sep 30, 2020	Jun 30, 2020	Mar 31, 2020	Dec 31, 2019	Sep 30, 2019	Sep 30, 2020 Change	
						Jun 30, 2020	Sep 30, 2019
<b>NONPERFORMING ASSETS (a)</b>							
<b>Consumer nonaccrual loans</b>							
Loans retained (b)	\$ 5,030	\$ 4,246	\$ 3,877	\$ 2,926	\$ 2,984	18 %	69 %
Loans held-for-sale and loans at fair value (c)	1,358	1,001	522	440	472	36	188
<b>Total consumer nonaccrual loans</b>	<b>6,388</b>	<b>5,247</b>	<b>4,399</b>	<b>3,366</b>	<b>3,456</b>	<b>22</b>	<b>85</b>
<b>Wholesale nonaccrual loans</b>							
Loans retained	3,745	3,423	1,957	1,057	1,703	9	120
Loans held-for-sale and loans at fair value (c)	852	649	257	214	442	31	93
<b>Total wholesale nonaccrual loans</b>	<b>4,597</b>	<b>4,072</b>	<b>2,214</b>	<b>1,271</b>	<b>2,145</b>	<b>13</b>	<b>114</b>
<b>Total nonaccrual loans</b>	<b>10,985</b> (e)	<b>9,319</b> (e)	<b>6,613</b>	<b>4,637</b>	<b>5,601</b>	<b>18</b>	<b>96</b>
Derivative receivables	140	108	85	30	26	30	438
Assets acquired in loan satisfactions	320	288	364	387	366	11	(13)
<b>Total nonperforming assets</b>	<b>11,445</b>	<b>9,715</b>	<b>7,062</b>	<b>5,054</b>	<b>5,993</b>	<b>18</b>	<b>91</b>
Wholesale lending-related commitments (c)(d)	607	765	619	474 (f)	446	(21)	36
<b>Total nonperforming exposure</b>	<b>\$ 12,052</b>	<b>\$ 10,480</b>	<b>\$ 7,681</b>	<b>\$ 5,528</b>	<b>\$ 6,439</b>	<b>15</b>	<b>87</b>
<b>NONACCRUAL LOAN-RELATED RATIOS (e)</b>							
Total nonaccrual loans to total loans (b)(c)	1.11 %	0.92 %	0.63 %	0.46 %	0.57 %		
Total consumer, excluding credit card nonaccrual loans to total consumer, excluding credit card loans (b)(c)	1.98	1.62	1.41	1.06	1.09		
Total wholesale nonaccrual loans to total wholesale loans (c)	0.87	0.75	0.38	0.25	0.43		

- (a) At September 30, 2020, June 30, 2020, March 31, 2020, December 31, 2019, and September 30, 2019, nonperforming assets excluded mortgage loans insured by U.S. government agencies of \$1.1 billion, \$696 million, \$740 million, \$1.1 billion and \$1.7 billion, respectively, that are 90 or more days past due. Prior-period amounts have been revised to conform with the current presentation, refer to footnote (c) below for additional information. Nonperforming assets also excluded real estate owned ("REO") insured by U.S. government agencies of \$10 million, \$13 million, \$29 million, \$41 million and \$50 million, respectively. These amounts have been excluded based upon the government guarantee. In addition, the Firm's policy is generally to exempt credit card loans from being placed on nonaccrual status as permitted by regulatory guidance issued by the Federal Financial Institutions Examination Council ("FFIEC"). Refer to Note 12 of the Firm's 2019 Form 10-K for additional information on the Firm's credit card nonaccrual and charge-off policies.
- (b) At September 30, 2020, June 30, 2020, and March 31, 2020, nonaccrual loans included \$1.5 billion, \$1.3 billion, and \$970 million of PCD loans, respectively. Prior to the adoption of CECL, nonaccrual loans excluded PCI loans as the Firm recognized interest income on each pool of PCI loans as each of the pools was performing.
- (c) In the third quarter of 2020, the Firm reclassified certain fair value option elected lending-related positions from trading assets to loans. Prior-period amounts have been revised to conform with the current presentation.
- (d) Represents commitments that are risk rated as nonaccrual.
- (e) Generally excludes loans that were under payment deferral or granted other assistance, including amendments or waivers of financial covenants in response to the COVID-19 pandemic.
- (f) The prior-period amount has been revised to conform with the current period presentation.

CREDIT-RELATED INFORMATION,  
CONTINUED

(in millions, except ratio data)

	QUARTERLY TRENDS					3Q20 Change		NINE MONTHS ENDED SEPTEMBER 30,		
	3Q20	2Q20	1Q20	4Q19	3Q19	2Q20	3Q19	2020	2019	2020 Change
										2019
<b>SUMMARY OF CHANGES IN THE ALLOWANCES</b>										
<b>ALLOWANCE FOR LOAN LOSSES</b>										
Beginning balance	\$ 31,591	\$ 23,244	\$ 17,295 (c)	\$ 13,235	\$ 13,166	36 %	140 %	\$ 17,295	\$ 13,445	29 %
Net charge-offs:										
Gross charge-offs	1,586	1,877	1,902	1,788	1,676	(16)	(5)	5,365	5,022	7
Gross recoveries collected	(406)	(317)	(433)	(294)	(305)	(28)	(33)	(1,156)	(887)	(30)
Net charge-offs	1,180	1,560	1,469	1,494	1,371	(24)	(14)	4,209	4,135	2
Write-offs of PCI loans	NA	NA	NA	19 (d)	43 (d)	NM	NM	NA	132 (d)	NM
Provision for loan losses	400	9,906 (b)	7,418	1,401	1,479	(96)	(73)	17,724	4,048	338
Other	3	1	—	—	4	200	(25)	4	9	(56)
<b>Ending balance</b>	<b>\$ 30,814</b>	<b>\$ 31,591</b>	<b>\$ 23,244</b>	<b>\$ 13,123</b>	<b>\$ 13,235</b>	<b>(2)</b>	<b>133</b>	<b>\$ 30,814</b>	<b>\$ 13,235</b>	<b>133</b>
<b>ALLOWANCE FOR LENDING-RELATED COMMITMENTS</b>										
Beginning balance	\$ 2,710	\$ 2,147	\$ 1,289 (c)	\$ 1,165	\$ 1,129	26	140	\$ 1,289	\$ 1,055	22
Provision for lending-related commitments	114	563 (b)	858	26	35	(80)	226	1,535	110	NM
Other	(1)	—	—	—	1	NM	NM	(1)	—	NM
<b>Ending balance</b>	<b>\$ 2,823</b>	<b>\$ 2,710</b>	<b>\$ 2,147</b>	<b>\$ 1,191</b>	<b>\$ 1,165</b>	<b>4</b>	<b>142</b>	<b>\$ 2,823</b>	<b>\$ 1,165</b>	<b>142</b>
<b>Total allowance for credit losses (a)</b>	<b>\$ 33,637</b>	<b>\$ 34,301</b>	<b>\$ 25,391</b>	<b>\$ 14,314</b>	<b>\$ 14,400</b>	<b>(2)</b>	<b>134</b>	<b>\$ 33,637</b>	<b>\$ 14,400</b>	<b>134</b>
<b>NET CHARGE-OFF/(RECOVERY) RATES</b>										
Consumer retained, excluding credit card loans	0.08 %	0.11 %	(0.01) %	0.15 %	0.11 %			0.06 %	0.11 %	
Credit card retained loans	2.92	3.33	3.25	3.01	2.95			3.17	3.13	
Total consumer retained loans	0.97	1.14	1.15	1.16	1.08			1.09	1.09	
Wholesale retained loans	0.07	0.22	0.13	0.13	0.10			0.14	0.07	
<b>Total retained loans</b>	<b>0.49</b>	<b>0.64</b>	<b>0.62</b>	<b>0.63</b>	<b>0.58</b>			<b>0.58</b>	<b>0.59</b>	
<b>Memo: Average retained loans</b>										
Consumer retained, excluding credit card loans	\$ 306,201	\$ 304,179	\$ 294,156	\$ 295,258	\$ 304,385	1	1	\$ 301,535	\$ 318,967	(5)
Credit card retained loans	140,200	142,377	162,660	162,112	158,166	(2)	(11)	148,382	154,367	(4)
Total average retained consumer loans	446,401	446,556	456,816	457,370	462,551	—	(3)	449,917	473,334	(5)
Wholesale retained loans	504,449	540,248	491,819	476,402	469,942	(7)	7	512,137	471,332	9
<b>Total average retained loans</b>	<b>\$ 950,850</b>	<b>\$ 986,804</b>	<b>\$ 948,635</b>	<b>\$ 933,772</b>	<b>\$ 932,493</b>	<b>(4)</b>	<b>2</b>	<b>\$ 962,054</b>	<b>\$ 944,666</b>	<b>2</b>

(a) At September 30, 2020, June 30, 2020, and March 31, 2020, excludes allowance for credit losses on HTM securities of \$120 million, \$23 million, and \$19 million, respectively; and provision for credit losses on HTM securities of \$97 million, \$4 million, and \$9 million for the three months ended September 30, 2020, June 30, 2020, and March 31, 2020, respectively, and \$110 million for the nine months ended September 30, 2020.

(b) Prior-period amounts have been revised to conform with the current presentation.

(c) Upon the adoption of the CECL accounting guidance on January 1, 2020, the Firm recognized a net increase of \$4.3 billion ("day 1 impact") to the allowance for credit losses, of which \$4.2 billion related to the allowance for loan losses and \$98 million related to the allowance for lending-related commitments.

(d) Prior to the adoption of CECL, write-offs of PCI loans were recorded against the allowance for loan losses when actual losses for a pool exceeded estimated losses that were recorded as purchase accounting adjustments at the time of acquisition. A write-off of a PCI loan was recognized when the underlying loan was removed from a pool.

CREDIT-RELATED INFORMATION,  
CONTINUED

(in millions, except ratio data)

## JPMORGAN CHASE &amp; CO.

	Sep 30, 2020	Jun 30, 2020	Mar 31, 2020	Dec 31, 2019	Sep 30, 2019	Sep 30, 2020 Change	
						Jun 30, 2020	Sep 30, 2019
<b>ALLOWANCE COMPONENTS AND RATIOS</b>							
<b>ALLOWANCE FOR LOAN LOSSES</b>							
<b>Consumer, excluding credit card</b>							
Asset-specific (a)	\$ 228	\$ 263	\$ 223	\$ 75	\$ 88	(13) %	159 %
Portfolio-based	4,274	4,609	3,231	1,476	1,475	(7)	190
PCI	NA	NA	NA	987	1,256	NM	NM
<b>Total consumer, excluding credit card</b>	<b>4,502</b>	<b>4,872</b>	<b>3,454</b>	<b>2,538</b>	<b>2,819</b>	(8)	60
<b>Credit card</b>							
Asset-specific (b)	652	642	530	477	488	2	34
Portfolio-based	17,148	17,158	14,420	5,206	5,095	—	237
<b>Total credit card</b>	<b>17,800</b>	<b>17,800</b>	<b>14,950</b>	<b>5,683</b>	<b>5,583</b>	—	219
<b>Total consumer</b>	<b>22,302</b>	<b>22,672</b>	<b>18,404</b>	<b>8,221</b>	<b>8,402</b>	(2)	165
<b>Wholesale</b>							
Asset-specific (c)	792	757	556	295	399	5	98
Portfolio-based	7,720	8,162 (g)	4,284	4,607	4,434	(5)	74
<b>Total wholesale</b>	<b>8,512</b>	<b>8,919</b>	<b>4,840</b>	<b>4,902</b>	<b>4,833</b>	(5)	76
<b>Total allowance for loan losses</b>	<b>30,814</b>	<b>31,591</b>	<b>23,244</b>	<b>13,123</b>	<b>13,235</b>	(2)	133
Allowance for lending-related commitments	2,823	2,710 (g)	2,147	1,191	1,165	4	142
<b>Total allowance for credit losses (d)</b>	<b>\$ 33,637</b>	<b>\$ 34,301</b>	<b>\$ 25,391</b>	<b>\$ 14,314</b>	<b>\$ 14,400</b>	(2)	134
<b>CREDIT RATIOS</b>							
Consumer, excluding credit card allowance, to total							
consumer, excluding credit card retained loans	1.48 %	1.59 %	1.18 %	0.86 %	0.95 %		
Credit card allowance to total credit card retained loans	12.75	12.57	9.71	3.36	3.50		
Wholesale allowance to total wholesale retained loans	1.70	1.73 (g)	0.87	1.02	1.02		
Wholesale allowance to total wholesale retained loans, excluding trade finance and conduits (e)							
	1.83	1.84 (g)	0.93	1.08	1.08		
<b>Total allowance to total retained loans</b>	<b>3.26</b>	<b>3.27</b>	<b>2.32</b>	<b>1.39</b>	<b>1.42</b>		
Consumer, excluding credit card allowance, to consumer,							
excluding credit card retained nonaccrual loans (f)	90	115	89	87	94		
Total allowance, excluding credit card allowance, to retained nonaccrual loans, excluding credit card nonaccrual loans (f)							
	148	180 (g)	142	187	163		
Wholesale allowance to wholesale retained nonaccrual loans	227	261 (g)	247	464	284		
<b>Total allowance to total retained nonaccrual loans</b>	<b>351</b>	<b>412</b>	<b>398</b>	<b>329</b>	<b>282</b>		

(a) Includes modified PCD loans and loans that have been modified or are reasonably expected to be modified in a troubled debt restructuring ("TDR").

(b) The asset-specific credit card allowance for loan losses relates to loans that have been modified or are reasonably expected to be modified in a TDR; the Firm calculates this allowance based on the loans' original contractual interest rates and does not consider any incremental penalty rates.

(c) Includes risk-rated loans that have been placed on nonaccrual status and loans that have been modified or are reasonably expected to be modified in a TDR.

(d) At September 30, 2020, June 30, 2020, and March 31, 2020, excludes allowance for credit losses on HTM securities of \$120 million, \$23 million, and \$19 million, respectively.

(e) Management uses allowance for loan losses to period-end loans retained, excluding CIB's trade finance and conduits, a non-GAAP financial measure, to provide a more meaningful assessment of the wholesale allowance coverage ratio.

(f) Refer to footnote (a) on page 25 for information on the Firm's nonaccrual policy for credit card loans.

(g) Prior-period amounts have been revised to conform with the current presentation.

## Non-GAAP Financial Measures

- (a) In addition to analyzing the Firm's results on a reported basis, management reviews Firmwide results, including the overhead ratio, on a "managed" basis; these Firmwide managed basis results are non-GAAP financial measures. The Firm also reviews the results of the lines of business on a managed basis. The Firm's definition of managed basis starts, in each case, with the reported U.S. GAAP results and includes certain reclassifications to present total net revenue for the Firm and each of the reportable business segments on a FTE basis. Accordingly, revenue from investments that receive tax credits and tax-exempt securities is presented in the managed results on a basis comparable to taxable investments and securities. These financial measures allow management to assess the comparability of revenue arising from both taxable and tax-exempt sources. The corresponding income tax impact related to tax-exempt items is recorded within income tax expense. These adjustments have no impact on net income as reported by the Firm as a whole or by the lines of business.
- (b) **Pre-provision profit** is a non-GAAP financial measure which represents total net revenue less noninterest expense. The Firm believes that this financial measure is useful in assessing the ability of a lending institution to generate income in excess of its provision for credit losses.
- (c) **TCE, ROTCE, and TBVPS** are each non-GAAP financial measures. TCE represents the Firm's common stockholders' equity (i.e., total stockholders' equity less preferred stock) less goodwill and identifiable intangible assets (other than MSRs), net of related deferred tax liabilities. ROTCE measures the Firm's net income applicable to common equity as a percentage of average TCE. TBVPS represents the Firm's TCE at period-end divided by common shares at period-end. TCE, ROTCE, and TBVPS are utilized by the Firm, as well as investors and analysts, in assessing the Firm's use of equity.
- (d) The ratio of the wholesale and CIB's **allowance for loan losses to period-end loans retained, excluding trade finance and conduits**, is calculated excluding loans accounted for at fair value, loans held-for-sale, CIB's trade finance loans and consolidated Firm-administered multi-seller conduits, as well as their related allowances, to provide a more meaningful assessment of the respective allowance coverage ratio.
- (e) In addition to reviewing net interest income and the net yield on a managed basis, management also reviews these metrics excluding CIB's Markets businesses to assess the performance of the Firm's lending, investing (including asset-liability management) and deposit-raising activities. The resulting metrics are referred to as non-markets related net interest income and net yield. CIB's Markets businesses are Fixed Income Markets and Equity Markets. Management believes that disclosure of non-markets related net interest income and net yield provide investors and analysts with other measures by which to analyze the non-markets-related business trends of the Firm and provides a comparable measure to other financial institutions that are primarily focused on lending, investing and deposit-raising activities.

(in millions, except rates)	QUARTERLY TRENDS					NINE MONTHS ENDED SEPTEMBER 30,				
	3Q20	2Q20	1Q20	4Q19	3Q19	3Q20 Change		2020	2019	2020
						2Q20	3Q19			Change
Net interest income - reported	\$ 13,013	\$ 13,853	\$ 14,439	\$ 14,166	\$ 14,228	(6) %	(9) %	\$ 41,305	\$ 43,079	(4) %
Fully taxable-equivalent adjustments	104	107	110	123	127	(3)	(18)	321	408	(21)
Net interest income - managed basis (a)	\$ 13,117	\$ 13,960	\$ 14,549	\$ 14,289	\$ 14,355	(6)	(9)	\$ 41,626	\$ 43,487	(4)
Less: CIB Markets net interest income	2,076	2,536	1,596	1,149	723	(18)	187	6,208	1,971	215
<b>Net interest income excluding CIB Markets (a)</b>	<b>\$ 11,041</b>	<b>\$ 11,424</b>	<b>\$ 12,953</b>	<b>\$ 13,140</b>	<b>\$ 13,632</b>	<b>(3)</b>	<b>(19)</b>	<b>\$ 35,418</b>	<b>\$ 41,516</b>	<b>(15)</b>
Average interest-earning assets (b)	\$ 2,874,974	\$ 2,819,689	\$ 2,465,549	\$ 2,377,544	\$ 2,364,951	2	22	\$ 2,720,636	\$ 2,334,406	17
Less: Average CIB Markets interest-earning assets (b)	730,141	795,511	735,852	676,566	690,390	(8)	6	753,748	671,019	12
<b>Average interest-earning assets excluding CIB Markets</b>	<b>\$ 2,144,833</b>	<b>\$ 2,024,178</b>	<b>\$ 1,729,697</b>	<b>\$ 1,700,978</b>	<b>\$ 1,674,561</b>	<b>6</b>	<b>28</b>	<b>\$ 1,966,888</b>	<b>\$ 1,663,387</b>	<b>18</b>
Net yield on average interest-earning assets - managed basis	1.82 %	1.99 %	2.37 %	2.38 %	2.41 %			2.04 %	2.49 %	
Net yield on average CIB Markets interest-earning assets	1.13	1.28	0.87	0.67	0.42			1.10	0.39	
<b>Net yield on average interest-earning assets excluding CIB Markets</b>	<b>2.05</b>	<b>2.27</b>	<b>3.01</b>	<b>3.06</b>	<b>3.23</b>			<b>2.41</b>	<b>3.34</b>	

(a) Interest includes the effect of related hedges. Taxable-equivalent amounts are used where applicable.

(b) In the third quarter of 2020, the Firm reclassified certain fair value option elected lending-related positions from trading assets to loans and other assets. Prior-period amounts have been revised to conform with the current presentation.