FARGO

## 4Q20 Quarterly Supplement

## Wells Fargo \& Company and Subsidiaries <br> QUARTERLY FINANCIAL DATA

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| (in millions, except per share amounts) | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \text { Jun 30, } \\ & 2020 \end{aligned}$ | Quarter ended |  | $\begin{aligned} & \text { Dec 31, } 2020 \\ & \text { \% Change from } \end{aligned}$ |  | Year ended |  |  | \%Change |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{array}{r} \text { Mar 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{array}{r} \text { Dec 31, } \\ 2019 \end{array}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  |
| Selected Income Statement Data |  |  |  |  |  |  |  |  |  |  |  |  |
| Total revenue | \$ | 17,925 |  | 18,862 | 17,836 | 17,717 | 19,860 | (5)\% | (10) | \$ | 72,340 | 85,063 | (15)\% |
| Total noninterest expense |  | 14,802 | 15,229 | 14,551 | 13,048 | 15,614 | (3) | (5) |  | 57,630 | 58,178 | (1) |
| Pre-tax pre-provision profit (PTPP) (1) |  | 3,123 | 3,633 | 3,285 | 4,669 | 4,246 | (14) | (26) |  | 14,710 | 26,885 | (45) |
| Provision for credit losses |  | (179) | 769 | 9,534 | 4,005 | 644 | NM | NM |  | 14,129 | 2,687 | 426 |
| Wells Fargo net income (loss) |  | 2,992 | 2,035 | $(2,379)$ | 653 | 2,873 | 47 | 4 |  | 3,301 | 19,549 | (83) |
| Wells Fargo net income (loss) applicable to common stock |  | 2,642 | 1,720 | $(2,694)$ | 42 | 2,546 | 54 | 4 |  | 1,710 | 17,938 | (90) |
| Common Share Data |  |  |  |  |  |  |  |  |  |  |  |  |
| Diluted earnings (loss) per common share |  | 0.64 | 0.42 | (0.66) | 0.01 | 0.60 | 52 | 7 |  | 0.41 | 4.05 | (90) |
| Dividends declared per common share |  | 0.10 | 0.10 | 0.51 | 0.51 | 0.51 | - | (80) |  | 1.22 | 1.92 | (36) |
| Common shares outstanding |  | 4,144.0 | 4,132.5 | 4,119.6 | 4,096.4 | 4,134.4 | - | - |  |  |  |  |
| Average common shares outstanding |  | 4,137.6 | 4,123.8 | 4,105.5 | 4,104.8 | 4,197.1 | - | (1) |  | 4,118.0 | 4,393.1 | (6) |
| Diluted average common shares outstanding (2) |  | 4,151.3 | 4,132.2 | 4,105.5 | 4,135.3 | 4,234.6 | - | (2) |  | 4,134.2 | 4,425.4 | (7) |
| Book value per common share (3) | \$ | 39.76 | 38.99 | 38.67 | 39.71 | 40.31 | 2 | (1) |  |  |  |  |
| Tangible book value per common share (3)(4) |  | 33.04 | 32.23 | 31.88 | 32.90 | 33.50 | 3 | (1) |  |  |  |  |
| Selected Equity Data (period-end) |  |  |  |  |  |  |  |  |  |  |  |  |
| Total equity |  | 185,920 | 182,032 | 180,122 | 183,330 | 187,984 | 2 | (1) |  |  |  |  |
| Common stockholders' equity |  | 164,778 | 161,109 | 159,322 | 162,654 | 166,669 | 2 | (1) |  |  |  |  |
| Tangible common equity (4) |  | 136,935 | 133,179 | 131,329 | 134,787 | 138,506 | 3 | (1) |  |  |  |  |
| Performance Ratios |  |  |  |  |  |  |  |  |  |  |  |  |
| Return on average assets (ROA)(5) |  | 0.62 \% | 0.42 | (0.49) | 0.13 | 0.59 |  |  |  | 0.17 \% | 1.02 |  |
| Return on average equity (ROE)(6) |  | 6.4 | 4.2 | (6.6) | 0.1 | 5.9 |  |  |  | 1.0 | 10.2 |  |
| Return on average tangible common equity (ROTCE)(4) |  | 7.7 | 5.1 | (8.0) | 0.1 | 7.1 |  |  |  | 1.3 | 12.2 |  |
| Efficiency ratio (7) |  | 83 | 81 | 82 | 74 | 79 |  |  |  | 80 | 68 |  |
| Net interest margin on a taxable-equivalent basis |  | 2.13 | 2.13 | 2.25 | 2.58 | 2.53 |  |  |  | 2.27 | 2.73 |  |

NM - Not meaningful
 (2) a credit cycle.
(2) For second quarter 2020, diluted average common shares outstanding equaled average common shares outstanding because our securities convertible into common shares had an anti-dilutive effect.
(3) Book value per common share is common stockholders' equity divided by common shares outstanding. Tangible book value per common share is tangible common equity divided by common shares outstanding
 Common Equity" tables on pages 23 and 24
(6) Represents Wells Fargo net income (loss) applicable to common stock divided by average common stockholders' equity.
(7) The efficiency ratio is total noninterest expense divided by total revenue (net interest income and noninterest income).

| (\$ in millions, unless otherwise noted) | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \text { Jun 30, } \\ & 2020 \end{aligned}$ | Quarter ended |  | $\begin{array}{r} \text { Dec 31, } 2020 \\ \text { \% Change from } \end{array}$ |  | Year ended |  |  | Change |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{array}{r} \text { Mar 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{gathered} \text { Dec 31, } \\ 2019 \end{gathered}$ |  | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  |
| Selected Balance Sheet Data (average) |  |  |  |  |  |  |  |  |  |  |  |  |
| Loans | \$ | 899,704 |  | 931,708 | 971,266 | 965,046 | 956,536 | (3)\% | (6) | \$ | 941,788 | 950,956 | (1)\% |
| Assets |  | 1,926,872 | 1,947,672 | 1,948,939 | 1,950,659 | 1,941,843 | (1) | (1) |  | 1,943,501 | 1,913,444 | 2 |
| Deposits |  | 1,380,100 | 1,399,028 | 1,386,656 | 1,337,963 | 1,321,913 | (1) | 4 |  | 1,376,011 | 1,286,261 | 7 |
| Selected Balance Sheet Data (period-end) |  |  |  |  |  |  |  |  |  |  |  |  |
| Debt securities |  | 501,207 | 476,421 | 472,580 | 501,563 | 497,125 | 5 | 1 |  |  |  |  |
| Loans |  | 887,637 | 920,082 | 935,155 | 1,009,843 | 962,265 | (4) | (8) |  |  |  |  |
| Allowance for loan losses |  | 18,516 | 19,463 | 18,926 | 11,263 | 9,551 | (5) | 94 |  |  |  |  |
| Equity securities |  | 62,260 | 51,169 | 52,494 | 54,047 | 68,241 | 22 | (9) |  |  |  |  |
| Assets |  | 1,955,163 | 1,922,220 | 1,968,766 | 1,981,349 | 1,927,555 | 2 | 1 |  |  |  |  |
| Deposits |  | 1,404,381 | 1,383,215 | 1,410,711 | 1,376,532 | 1,322,626 | 2 | 6 |  |  |  |  |
| Headcount (\#) |  | 268,531 | 274,931 | 276,013 | 272,267 | 271,924 | (2) | (1) |  |  |  |  |
| Capital and other metrics (1) |  |  |  |  |  |  |  |  |  |  |  |  |
| Risk-based capital ratios and components (2): |  |  |  |  |  |  |  |  |  |  |  |  |
| Standardized Approach: |  |  |  |  |  |  |  |  |  |  |  |  |
| CET1 |  | 11.6 \% | 11.4 | 11.0 | 10.7 | 11.1 |  |  |  |  |  |  |
| Tier 1 capital |  | 13.3 | 13.1 | 12.6 | 12.2 | 12.8 |  |  |  |  |  |  |
| Total capital |  | 16.5 | 16.3 | 15.9 | 15.2 | 15.8 |  |  |  |  |  |  |
| Risk-weighted assets (RWAs) (in billions) | \$ | 1,192.0 | 1,185.6 | 1,213.1 | 1,262.8 | 1,245.9 | 1 | (4) |  |  |  |  |
| Advanced Approach: |  |  |  |  |  |  |  |  |  |  |  |  |
| CET1 |  | 11.9 \% | 11.5 | 11.1 | 11.4 | 11.9 |  |  |  |  |  |  |
| Tier 1 capital |  | 13.7 | 13.2 | 12.8 | 13.1 | 13.6 |  |  |  |  |  |  |
| Total capital |  | 16.1 | 15.7 | 15.3 | 15.6 | 16.2 |  |  |  |  |  |  |
| Risk-weighted assets (RWAs) (in billions) (3) | \$ | 1,158.1 | 1,172.0 | 1,195.4 | 1,181.3 | 1,165.1 | (1) | (1) |  |  |  |  |
| Tier 1 leverage ratio |  | 8.3 \% | 8.1 | 8.0 | 8.0 | 8.3 |  |  |  |  |  |  |
| Liquidity Coverage Ratio (LCR) |  | 133 | 134 | 129 | 121 | 120 |  |  |  |  |  |  |
| Supplementary Leverage Ratio (SLR) |  | 8.1 | 7.8 | 7.5 | 6.8 | 7.1 |  |  |  |  |  |  |
| Total Loss Absorbing Capacity (TLAC) |  | 25.8 | 25.8 | 25.3 | 23.3 | 23.3 |  |  |  |  |  |  |

(1) Ratios and metrics for December 31, 2020, are preliminary estimates.

information presented reflects fully phased-in CET1, tier 1 capital, and RWAs, but reflects total capital still in accordance with Transition Requirements
(3) Amount for December 31, 2019, has been revised as a result of a decrease in RWAs under the Advanced Approach due to the correction of duplicated operational loss amounts.

| (in millions, except per share amounts) | $\begin{array}{r} \text { Dec 31, } \\ 2020 \\ \hline \end{array}$ |  | $\begin{array}{r} \text { Sep } 30, \\ 2020 \end{array}$ | $\begin{aligned} & \text { Jun 30, } \\ & 2020 \end{aligned}$ | Quarter ended |  | Dec 31, 2020 <br> \% Change from |  | Year ended |  |  | $\begin{array}{r} \% \\ \text { Change } \\ \hline \end{array}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{array}{r} \text { Mar 31, } \\ 2020 \end{array}$ |  | $\begin{gathered} \text { Dec 31, } \\ 2019 \end{gathered}$ | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{array}{r} \text { Dec 31, } \\ 2019 \end{array}$ |  | $\begin{gathered} \text { Dec 31, } \\ 2020 \end{gathered}$ | $\begin{gathered} \text { Dec 31, } \\ 2019 \end{gathered}$ |  |
| Interest income | \$ | 10,470 |  | 10,800 | 11,801 | 14,727 | 15,595 | (3)\% | (33) | \$ | 47,798 | 66,083 | (28)\% |
| Interest expense |  | 1,195 | 1,432 | 1,921 | 3,415 | 4,395 | (17) | (73) |  | 7,963 | 18,852 | (58) |
| Net interest income |  | 9,275 | 9,368 | 9,880 | 11,312 | 11,200 | (1) | (17) |  | 39,835 | 47,231 | (16) |
| Noninterest income |  |  |  |  |  |  |  |  |  |  |  |  |
| Deposit-related fees |  | 1,333 | 1,299 | 1,142 | 1,447 | 1,530 | 3 | (13) |  | 5,221 | 5,819 | (10) |
| Lending-related fees |  | 356 | 352 | 323 | 350 | 358 | 1 | (1) |  | 1,381 | 1,474 | (6) |
| Brokerage fees |  | 2,440 | 2,336 | 2,117 | 2,482 | 2,380 | 4 | 3 |  | 9,375 | 9,237 | 1 |
| Trust and investment management fees |  | 747 | 737 | 687 | 701 | 728 | 1 | 3 |  | 2,872 | 3,038 | (5) |
| Investment banking fees |  | 486 | 441 | 547 | 391 | 464 | 10 | 5 |  | 1,865 | 1,797 | 4 |
| Card fees |  | 943 | 912 | 797 | 892 | 1,020 | 3 | (8) |  | 3,544 | 4,016 | (12) |
| Mortgage banking |  | 1,207 | 1,590 | 317 | 379 | 783 | (24) | 54 |  | 3,493 | 2,715 | 29 |
| Net gains (losses) from trading activities |  | (60) | 361 | 807 | 64 | 131 | NM | NM |  | 1,172 | 993 | 18 |
| Net gains (losses) on debt securities |  | 160 | 264 | 212 | 237 | (8) | (39) | NM |  | 873 | 140 | 524 |
| Net gains (losses) from equity securities |  | 884 | 649 | 533 | $(1,401)$ | 451 | 36 | 96 |  | 665 | 2,843 | (77) |
| Lease income |  | 224 | 333 | 335 | 353 | 344 | (33) | (35) |  | 1,245 | 1,614 | (23) |
| Other |  | (70) | 220 | 139 | 510 | 479 | NM | NM |  | 799 | 4,146 | (81) |
| Total noninterest income |  | 8,650 | 9,494 | 7,956 | 6,405 | 8,660 | (9) | - |  | 32,505 | 37,832 | (14) |
| Total revenue |  | 17,925 | 18,862 | 17,836 | 17,717 | 19,860 | (5) | (10) |  | 72,340 | 85,063 | (15) |
| Provision for credit losses |  | (179) | 769 | 9,534 | 4,005 | 644 | NM | NM |  | 14,129 | 2,687 | 426 |
| Noninterest expense |  |  |  |  |  |  |  |  |  |  |  |  |
| Personnel |  | 8,948 | 8,624 | 8,916 | 8,323 | 8,819 | 4 | 1 |  | 34,811 | 35,128 | (1) |
| Technology, telecommunications and equipment |  | 838 | 791 | 672 | 798 | 936 | 6 | (10) |  | 3,099 | 3,276 | (5) |
| Occupancy |  | 826 | 851 | 871 | 715 | 749 | (3) | 10 |  | 3,263 | 2,945 | 11 |
| Operating losses |  | 621 | 1,219 | 1,219 | 464 | 1,916 | (49) | (68) |  | 3,523 | 4,321 | (18) |
| Professional and outside services |  | 1,664 | 1,760 | 1,676 | 1,606 | 1,789 | (5) | (7) |  | 6,706 | 6,745 | (1) |
| Leases (1) |  | 227 | 291 | 244 | 260 | 286 | (22) | (21) |  | 1,022 | 1,155 | (12) |
| Advertising and promotion |  | 138 | 144 | 137 | 181 | 244 | (4) | (43) |  | 600 | 1,076 | (44) |
| Restructuring charges |  | 781 | 718 | - | - | - | 9 | NM |  | 1,499 | - | NM |
| Other |  | 759 | 831 | 816 | 701 | 875 | (9) | (13) |  | 3,107 | 3,532 | (12) |
| Total noninterest expense |  | 14,802 | 15,229 | 14,551 | 13,048 | 15,614 | (3) | (5) |  | 57,630 | 58,178 | (1) |
| Income (loss) before income tax expense (benefit) |  | 3,302 | 2,864 | $(6,249)$ | 664 | 3,602 | 15 | (8) |  | 581 | 24,198 | (98) |
| Income tax expense (benefit) |  | 108 | 645 | $(3,917)$ | 159 | 678 | (83) | (84) |  | $(3,005)$ | 4,157 | NM |
| Net income (loss) before noncontrolling interests |  | 3,194 | 2,219 | $(2,332)$ | 505 | 2,924 | 44 | 9 |  | 3,586 | 20,041 | (82) |
| Less: Net income (loss) from noncontrolling interests |  | 202 | 184 | 47 | (148) | 51 | 10 | 296 |  | 285 | 492 | (42) |
| Wells Fargo net income (loss) | \$ | 2,992 | 2,035 | $(2,379)$ | 653 | 2,873 | 47 | 4 | \$ | 3,301 | 19,549 | (83) |
| Less: Preferred stock dividends and other |  | 350 | 315 | 315 | 611 | 327 | 11 | 7 |  | 1,591 | 1,611 | (1) |
| Wells Fargo net income (loss) applicable to common stock | \$ | 2,642 | 1,720 | $(2,694)$ | 42 | 2,546 | 54 | 4 | \$ | 1,710 | 17,938 | (90) |
| Per share information |  |  |  |  |  |  |  |  |  |  |  |  |
| Earnings (loss) per common share | \$ | 0.64 | 0.42 | (0.66) | 0.01 | 0.61 | 52 | 5 | \$ | 0.42 | 4.08 | (90) |
| Diluted earnings (loss) per common share |  | 0.64 | 0.42 | (0.66) | 0.01 | 0.60 | 52 | 7 |  | 0.41 | 4.05 | (90) |

(1) R $M$ - Not meaningful
(1)

| (in millions) | $\begin{gathered} \text { Dec 31, } \\ 2020 \end{gathered}$ |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \text { Jun 30, } \\ & 2020 \end{aligned}$ | $\begin{gathered} \text { Mar 31, } \\ 2020 \end{gathered}$ | $\begin{gathered} \text { Dec 31, } \\ 2019 \end{gathered}$ | $\begin{array}{r} \text { Dec 31, } 2020 \\ \text { \% Change from } \\ \hline \end{array}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ |  |  |  | $\begin{gathered} \text { Dec } 31, \\ 2019 \end{gathered}$ |
| Assets |  |  |  |  |  |  |  |  |
| Cash and due from banks | \$ | 28,236 |  | 25,535 | 24,704 | 22,738 | 21,757 | 11 \% | 30 |
| Interest-earning deposits with banks |  | 236,376 | 221,235 | 237,799 | 128,071 | 119,493 | 7 | 98 |
| Total cash, cash equivalents, and restricted cash |  | 264,612 | 246,770 | 262,503 | 150,809 | 141,250 | 7 | 87 |
| Federal funds sold and securities purchased under resale agreements |  | 65,672 | 69,304 | 79,289 | 86,465 | 102,140 | (5) | (36) |
| Debt securities: |  |  |  |  |  |  |  |  |
| Trading, at fair value |  | 75,095 | 73,253 | 74,679 | 80,425 | 79,733 | 3 | (6) |
| Available-for-sale, at fair value |  | 220,392 | 220,573 | 228,899 | 251,229 | 263,459 | - | (16) |
| Held-to-maturity, at amortized cost |  | 205,720 | 182,595 | 169,002 | 169,909 | 153,933 | 13 | 34 |
| Loans held for sale (1) |  | 36,384 | 25,004 | 33,694 | 23,678 | 24,319 | 46 | 50 |
| Loans |  | 887,637 | 920,082 | 935,155 | 1,009,843 | 962,265 | (4) | (8) |
| Allowance for loan losses |  | $(18,516)$ | $(19,463)$ | $(18,926)$ | $(11,263)$ | $(9,551)$ | (5) | 94 |
| Net loans |  | 869,121 | 900,619 | 916,229 | 998,580 | 952,714 | (3) | (9) |
| Mortgage servicing rights (1) |  | 7,437 | 7,680 | 8,180 | 9,532 | 12,947 | (3) | (43) |
| Premises and equipment, net |  | 8,895 | 8,977 | 9,025 | 9,108 | 9,309 | (1) | (4) |
| Goodwill |  | 26,392 | 26,387 | 26,385 | 26,381 | 26,390 | - | - |
| Derivative assets |  | 25,846 | 23,715 | 22,776 | 25,023 | 14,203 | 9 | 82 |
| Equity securities |  | 62,260 | 51,169 | 52,494 | 54,047 | 68,241 | 22 | (9) |
| Other assets |  | 87,337 | 86,174 | 85,611 | 96,163 | 78,917 | 1 | 11 |
| Total assets | \$ | 1,955,163 | 1,922,220 | 1,968,766 | 1,981,349 | 1,927,555 | 2 | 1 |
| Liabilities |  |  |  |  |  |  |  |  |
| Noninterest-bearing deposits | \$ | 467,068 | 447,011 | 432,857 | 379,678 | 344,496 | 4 | 36 |
| Interest-bearing deposits |  | 937,313 | 936,204 | 977,854 | 996,854 | 978,130 | - | (4) |
| Total deposits |  | 1,404,381 | 1,383,215 | 1,410,711 | 1,376,532 | 1,322,626 | 2 | 6 |
| Short-term borrowings |  | 58,999 | 55,224 | 60,485 | 92,289 | 104,512 | 7 | (44) |
| Derivative liabilities |  | 16,509 | 13,767 | 11,368 | 15,618 | 9,079 | 20 | 82 |
| Accrued expenses and other liabilities |  | 76,404 | 72,271 | 75,159 | 76,238 | 75,163 | 6 | 2 |
| Long-term debt |  | 212,950 | 215,711 | 230,921 | 237,342 | 228,191 | (1) | (7) |
| Total liabilities |  | 1,769,243 | 1,740,188 | 1,788,644 | 1,798,019 | 1,739,571 | 2 | 2 |
| Equity |  |  |  |  |  |  |  |  |
| Wells Fargo stockholders' equity: |  |  |  |  |  |  |  |  |
| Preferred stock |  | 21,136 | 21,098 | 21,098 | 21,347 | 21,549 | - | (2) |
| Common stock - \$1-2/3 par value, authorized 9,000,000,000 shares; issued $5,481,811,474$ shares |  | 9,136 | 9,136 | 9,136 | 9,136 | 9,136 | - | - |
| Additional paid-in capital |  | 60,197 | 60,035 | 59,923 | 59,849 | 61,049 | - | (1) |
| Retained earnings |  | 162,890 | 160,913 | 159,952 | 165,308 | 166,697 | 1 | (2) |
| Cumulative other comprehensive income (loss) |  | 194 | (750) | (798) | $(1,564)$ | $(1,311)$ | NM | NM |
| Treasury stock (2) |  | $(67,791)$ | $(68,384)$ | $(69,050)$ | $(70,215)$ | $(68,831)$ | (1) | (2) |
| Unearned ESOP shares |  | (875) | (875) | (875) | $(1,143)$ | $(1,143)$ | - | (23) |
| Total Wells Fargo stockholders' equity |  | 184,887 | 181,173 | 179,386 | 182,718 | 187,146 | 2 | (1) |
| Noncontrolling interests |  | 1,033 | 859 | 736 | 612 | 838 | 20 | 23 |
| Total equity |  | 185,920 | 182,032 | 180,122 | 183,330 | 187,984 | 2 | (1) |
| Total liabilities and equity | \$ | 1,955,163 | 1,922,220 | 1,968,766 | 1,981,349 | 1,927,555 | 2 | 1 |

[^0]
(2) Number of shares of treasury stock were 1,337,799,931, 1,349,294,592, 1,362,252,882, 1,385,401,170, and 1,347,385,537 at December 31, September 30, June 30 and March 31, 2020, and December 31, 2019, respectively

| (\$ in millions) | Dec 31, 2020 | Sep 30, 2020 | Jun 30, 2020 | Mar 31, 2020 | Quarter ended <br> Dec 31, 2019 | Dec 31, 2020 <br> \% Change from |  | Dec 31, 2020 |  | Year ended | $\begin{array}{r} \% \\ \text { Change } \end{array}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  | Sep 30, 2020 | Dec 31, 2019 |  |  | Dec 31, 2019 |  |
| Average Balances |  |  |  |  |  |  |  |  |  |  |  |
| Assets |  |  |  |  |  |  |  |  |  |  |  |
| Interest-earning deposits with banks | \$ 222,010 | 216,958 | 176,327 | 129,522 | 127,287 | 2 \% | 74 | \$ | 186,386 | 135,741 | 37 \% |
| Federal funds sold and securities purchased under resale agreements | 67,023 | 80,431 | 76,384 | 107,555 | 109,201 | (17) | (39) |  | 82,798 | 99,286 | (17) |
| Debt securities | 500,616 | 481,961 | 495,297 | 511,512 | 518,496 | 4 | (3) |  | 497,313 | 505,454 | (2) |
| Loans held for sale (2) | 29,436 | 31,023 | 27,610 | 21,846 | 25,350 | (5) | 16 |  | 27,493 | 21,516 | 28 |
| Loans: |  |  |  |  |  |  |  |  |  |  |  |
| Commercial loans | 476,468 | 497,744 | 545,318 | 520,514 | 512,590 | (4) | (7) |  | 509,886 | 511,460 | - |
| Consumer loans | 423,236 | 433,964 | 425,948 | 444,532 | 443,946 | (2) | (5) |  | 431,902 | 439,496 | (2) |
| Total loans | 899,704 | 931,708 | 971,266 | 965,046 | 956,536 | (3) | (6) |  | 941,788 | 950,956 | (1) |
| Equity securities | 25,744 | 25,185 | 27,417 | 37,532 | 38,278 | 2 | (33) |  | 28,950 | 35,930 | (19) |
| Other | 7,896 | 6,974 | 7,715 | 7,431 | 6,478 | 13 | 22 |  | 7,505 | 5,579 | 35 |
| Total interest-earning assets | \$ 1,752,429 | 1,774,240 | 1,782,016 | 1,780,444 | 1,781,626 | (1) | (2) |  | 1,772,233 | 1,754,462 | 1 |
| Total noninterest-earning assets | 174,443 | 173,432 | 166,923 | 170,215 | 160,217 | 1 | 9 |  | 171,268 | 158,982 | 8 |
| Total assets | \$ 1,926,872 | 1,947,672 | 1,948,939 | 1,950,659 | 1,941,843 | (1) | (1) |  | 1,943,501 | 1,913,444 | 2 |
| Liabilities |  |  |  |  |  |  |  |  |  |  |  |
| Interest-bearing deposits | \$ 925,729 | 959,270 | 978,194 | 990,636 | 970,175 | (3) | (5) | \$ | 963,342 | 942,150 | 2 |
| Short-term borrowings | 57,304 | 57,292 | 63,535 | 102,977 | 115,949 | - | (51) |  | 70,206 | 115,337 | (39) |
| Long-term debt | 214,223 | 222,862 | 232,395 | 229,002 | 230,430 | (4) | (7) |  | 224,587 | 232,491 | (3) |
| Other liabilities | 25,949 | 27,679 | 29,947 | 30,199 | 27,279 | (6) | (5) |  | 28,435 | 25,771 | 10 |
| Total interest-bearing liabilities | \$ 1,223,205 | 1,267,103 | 1,304,071 | 1,352,814 | 1,343,833 | (3) | (9) |  | 1,286,570 | 1,315,749 | (2) |
| Noninterest-bearing demand deposits | 454,371 | 439,758 | 408,462 | 347,327 | 351,738 | 3 | 29 |  | 412,669 | 344,111 | 20 |
| Other noninterest-bearing liabilities | 63,548 | 57,961 | 52,298 | 62,348 | 53,879 | 10 | 18 |  | 59,048 | 55,963 | 6 |
| Total liabilities | \$ 1,741,124 | 1,764,822 | 1,764,831 | 1,762,489 | 1,749,450 | (1) | - |  | 1,758,287 | 1,715,823 | 2 |
| Total equity | 185,748 | 182,850 | 184,108 | 188,170 | 192,393 | 2 | (3) |  | 185,214 | 197,621 | (6) |
| Total liabilities and equity | \$ 1,926,872 | 1,947,672 | 1,948,939 | 1,950,659 | 1,941,843 | (1) | (1) |  | 1,943,501 | 1,913,444 | 2 |
| Average Interest Rates |  |  |  |  |  |  |  |  |  |  |  |
| Interest-earning assets |  |  |  |  |  |  |  |  |  |  |  |
| Interest-earning deposits with banks | 0.10 \% | 0.11 | 0.12 | 1.18 | 1.63 |  |  |  | 0.29 \% | 2.12 |  |
| Federal funds sold and securities purchased under resale agreements | 0.05 | 0.02 | 0.01 | 1.42 | 1.72 |  |  |  | 0.47 | 2.18 |  |
| Debt securities | 1.96 | 2.10 | 2.46 | 2.81 | 2.84 |  |  |  | 2.34 | 3.06 |  |
| Loans held for sale (2) | 3.56 | 3.07 | 3.45 | 3.82 | 3.91 |  |  |  | 3.45 | 4.14 |  |
| Loans: |  |  |  |  |  |  |  |  |  |  |  |
| Commercial loans | 2.67 | 2.60 | 2.76 | 3.65 | 3.90 |  |  |  | 2.93 | 4.27 |  |
| Consumer loans | 4.20 | 4.33 | 4.45 | 4.83 | 4.92 |  |  |  | 4.46 | 5.11 |  |
| Total loans | 3.39 | 3.41 | 3.50 | 4.20 | 4.37 |  |  |  | 3.63 | 4.65 |  |
| Equity securities | 2.04 | 1.61 | 1.70 | 2.22 | 2.81 |  |  |  | 1.92 | 2.69 |  |
| Other | - | (0.02) | (0.02) | 0.77 | 1.36 |  |  |  | 0.18 | 1.62 |  |
| Total interest-earning assets | 2.41 | 2.45 | 2.68 | 3.35 | 3.51 |  |  |  | 2.72 | 3.80 |  |
| Interest-bearing liabilities |  |  |  |  |  |  |  |  |  |  |  |
| Interest-bearing deposits | 0.07 | 0.13 | 0.24 | 0.71 | 0.85 |  |  |  | 0.29 | 0.92 |  |
| Short-term borrowings | (0.08) | (0.08) | (0.10) | 1.14 | 1.50 |  |  |  | 0.36 | 2.01 |  |
| Long-term debt | 1.78 | 1.86 | 2.13 | 2.17 | 3.02 |  |  |  | 1.99 | 3.16 |  |
| Other liabilities | 1.38 | 1.33 | 1.53 | 1.90 | 2.04 |  |  |  | 1.54 | 2.13 |  |
| Total interest-bearing liabilities | 0.39 | 0.45 | 0.59 | 1.01 | 1.30 |  |  |  | 0.62 | 1.43 |  |
| Interest rate spread on a taxable-equivalent basis (3) | 2.02 | 2.00 | 2.09 | 2.34 | 2.21 |  |  |  | 2.10 | 2.37 |  |
| Net interest margin on a taxable-equivalent basis (3) | 2.13 | 2.13 | 2.25 | 2.58 | 2.53 |  |  |  | 2.27 | 2.73 |  |

 the respective asset and liability categories.
(2) In fourth quarter 2020, loans held for sale and mortgage loans held for sale were combined into a single line item. Prior period balances have been revised to conform with the current period presentation.
 $\$ 611$ million for the years ended December 31, 2020 and 2019, respectively, predominantly related to tax-exempt income on certain loans and securities. The federal statutory tax rate utilized was $21 \%$ for the periods presented

| (in millions) | Consumer Banking and Lending |  | Commercial Banking | Corporate and Investment Banking | Wealth and Investment Management | Quarter ended December 31, 2020 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | Corporate (2) |  |  | Reconciling Items (3) | Consolidated Company |
| Net interest income | \$ | 5,741 |  | 1,390 | 1,809 | 715 | (273) | (107) | 9,275 |
| Noninterest income |  | 2,872 | 998 | 1,297 | 3,074 | 1,248 | (839) | 8,650 |
| Total revenue |  | 8,613 | 2,388 | 3,106 | 3,789 | 975 | (946) | 17,925 |
| Provision for credit losses |  | 351 | 69 | 186 | (4) | (781) | - | (179) |
| Noninterest expense |  | 6,441 | 1,690 | 1,798 | 3,056 | 1,817 | - | 14,802 |
| Income (loss) before income tax expense (benefit) |  | 1,821 | 629 | 1,122 | 737 | (61) | (946) | 3,302 |
| Income tax expense (benefit) |  | 457 | 154 | 282 | 183 | (22) | (946) | 108 |
| Net income (loss) before noncontrolling interests |  | 1,364 | 475 | 840 | 554 | (39) | - | 3,194 |
| Less: Net income (loss) from noncontrolling interests |  | - | 2 | (1) | 6 | 195 | - | 202 |
| Net income (loss) | \$ | 1,364 | 473 | 841 | 548 | (234) | - | 2,992 |
|  |  |  |  |  |  | Quarter ended September 30, 2020 |  |  |
| Net interest income | \$ | 5,918 | 1,437 | 1,712 | 718 | (308) | (109) | 9,368 |
| Noninterest income |  | 3,228 | 923 | 1,575 | 2,915 | 1,477 | (624) | 9,494 |
| Total revenue |  | 9,146 | 2,360 | 3,287 | 3,633 | 1,169 | (733) | 18,862 |
| Provision for credit losses |  | 640 | 339 | (121) | (10) | (79) | - | 769 |
| Noninterest expense |  | 7,345 | 1,762 | 1,991 | 3,009 | 1,122 | - | 15,229 |
| Income (loss) before income tax expense (benefit) |  | 1,161 | 259 | 1,417 | 634 | 126 | (733) | 2,864 |
| Income tax expense (benefit) |  | 290 | 63 | 355 | 157 | 513 | (733) | 645 |
| Net income (loss) before noncontrolling interests |  | 871 | 196 | 1,062 | 477 | (387) | - | 2,219 |
| Less: Net income from noncontrolling interests |  | - | 1 | - | 3 | 180 | - | 184 |
| Net income (loss) | \$ | 871 | 195 | 1,062 | 474 | (567) | - | 2,035 |
|  |  |  |  |  |  | Quarter ended December 31, 2019 |  |  |
| Net interest income | \$ | 6,233 | 1,877 | 1,999 | 885 | 349 | (143) | 11,200 |
| Noninterest income |  | 2,849 | 1,018 | 1,330 | 3,075 | 1,024 | (636) | 8,660 |
| Total revenue |  | 9,082 | 2,895 | 3,329 | 3,960 | 1,373 | (779) | 19,860 |
| Provision for credit losses |  | 485 | 30 | 77 | (1) | 53 | - | 644 |
| Noninterest expense |  | 7,421 | 1,812 | 1,821 | 3,673 | 887 | - | 15,614 |
| Income (loss) before income tax expense (benefit) |  | 1,176 | 1,053 | 1,431 | 288 | 433 | (779) | 3,602 |
| Income tax expense (benefit) |  | 544 | 260 | 358 | 72 | 223 | (779) | 678 |
| Net income before noncontrolling interests |  | 632 | 793 | 1,073 | 216 | 210 | - | 2,924 |
| Less: Net income from noncontrolling interests |  | - | 1 | - | 3 | 47 | - | 51 |
| Net income | \$ | 632 | 792 | 1,073 | 213 | 163 | - | 2,873 |



 with the long-term strategic goals of the Company. In addition, Corporate includes results for previously divested businesses.



| (in millions) |  |  |  |  |  |  | ar ended Dece | mber 31, 2020 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Consumer Banking and Lending |  | Commercial Banking | Corporate and Investment Banking | Wealth and Investment Management | Corporate (2) | Reconciling Items (3) | Consolidated Company |
| Net interest income | \$ | 23,378 | 6,191 | 7,501 | 2,993 | 247 | (475) | 39,835 |
| Noninterest income |  | 10,638 | 3,547 | 6,319 | 11,519 | 3,216 | $(2,734)$ | 32,505 |
| Total revenue |  | 34,016 | 9,738 | 13,820 | 14,512 | 3,463 | $(3,209)$ | 72,340 |
| Provision for credit losses |  | 5,662 | 3,744 | 4,946 | 249 | (472) | - | 14,129 |
| Noninterest expense |  | 26,976 | 6,908 | 7,703 | 12,051 | 3,992 | - | 57,630 |
| Income (loss) before income tax expense (benefit) |  | 1,378 | (914) | 1,171 | 2,212 | (57) | $(3,209)$ | 581 |
| Income tax expense (benefit) |  | 302 | (238) | 330 | 552 | (742) | $(3,209)$ | $(3,005)$ |
| Net income (loss) before noncontrolling interests |  | 1,076 | (676) | 841 | 1,660 | 685 | - | 3,586 |
| Less: Net income (loss) from noncontrolling interests |  | - | 5 | (1) | 4 | 277 | - | 285 |
| Net income (loss) | \$ | 1,076 | (681) | 842 | 1,656 | 408 | - | 3,301 |
|  |  |  |  |  |  |  | ar ended Dec | mber 31, 2019 |
| Net interest income | \$ | 25,786 | 8,184 | 8,005 | 3,917 | 1,950 | (611) | 47,231 |
| Noninterest income |  | 12,105 | 4,154 | 6,223 | 11,815 | 5,859 | $(2,324)$ | 37,832 |
| Total revenue |  | 37,891 | 12,338 | 14,228 | 15,732 | 7,809 | $(2,935)$ | 85,063 |
| Provision for credit losses |  | 2,184 | 190 | 173 | 2 | 138 | - | 2,687 |
| Noninterest expense |  | 26,998 | 7,068 | 7,432 | 13,363 | 3,317 | - | 58,178 |
| Income (loss) before income tax expense (benefit) |  | 8,709 | 5,080 | 6,623 | 2,367 | 4,354 | $(2,935)$ | 24,198 |
| Income tax expense (benefit) |  | 2,814 | 1,266 | 1,658 | 590 | 764 | $(2,935)$ | 4,157 |
| Net income before noncontrolling interests |  | 5,895 | 3,814 | 4,965 | 1,777 | 3,590 | - | 20,041 |
| $\underline{\text { Less: Net income (loss) from noncontrolling interests }}$ |  | - | 6 | (1) | 9 | 478 | - | 492 |
| Net income | \$ | 5,895 | 3,808 | 4,966 | 1,768 | 3,112 | - | 19,549 |


(2) tax-exempt sources. We define our operating segments by product type and customer segment.

 with the long-term strategic goals of the Company. In addition, Corporate includes results for previously divested businesses.
 included in noninterest income, in each case with corresponding impacts to income tax expense (benefit). Adjustments are included in Corporate, Commercial Banking, and Corporate and Investment Banking and are eliminated to reconcile to the Company's consolidated financial results.

| (\$ in millions) | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \text { Jun 30, } \\ & 2020 \end{aligned}$ | Quarter ended |  | $\begin{array}{r} \text { Dec 31, } 2020 \\ \text { \% Change from } \end{array}$ |  | Year ended |  |  | $\begin{array}{r} \% \\ \text { Change } \\ \hline \end{array}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{array}{r} \hline \text { Mar 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{gathered} \text { Dec 31, } \\ 2019 \end{gathered}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  |
| Income Statement |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 5,741 |  | 5,918 | 5,717 | 6,002 | 6,233 | (3)\% | (8) | \$ | 23,378 | 25,786 | (9)\% |
| Noninterest income: |  |  |  |  |  |  |  |  |  |  |  |  |
| Deposit-related fees |  | 742 | 708 | 575 | 879 | 919 | 5 | (19) |  | 2,904 | 3,582 | (19) |
| Card fees |  | 890 | 860 | 749 | 819 | 938 | 3 | (5) |  | 3,318 | 3,672 | (10) |
| Mortgage banking |  | 1,082 | 1,544 | 256 | 342 | 673 | (30) | 61 |  | 3,224 | 2,314 | 39 |
| Other |  | 158 | 116 | 311 | 607 | 319 | 36 | (50) |  | 1,192 | 2,537 | (53) |
| Total noninterest income |  | 2,872 | 3,228 | 1,891 | 2,647 | 2,849 | (11) | 1 |  | 10,638 | 12,105 | (12) |
| Total revenue |  | 8,613 | 9,146 | 7,608 | 8,649 | 9,082 | (6) | (5) |  | 34,016 | 37,891 | (10) |
| Provision for credit losses |  | 351 | 640 | 3,102 | 1,569 | 485 | (45) | (28) |  | 5,662 | 2,184 | 159 |
| Noninterest expense |  | 6,441 | 7,345 | 6,933 | 6,257 | 7,421 | (12) | (13) |  | 26,976 | 26,998 | - |
| Income (loss) before income tax expense (benefit) |  | 1,821 | 1,161 | $(2,427)$ | 823 | 1,176 | 57 | 55 |  | 1,378 | 8,709 | (84) |
| Income tax expense (benefit) |  | 457 | 290 | (650) | 205 | 544 | 58 | (16) |  | 302 | 2,814 | (89) |
| Net income (loss) | \$ | 1,364 | 871 | $(1,777)$ | 618 | 632 | 57 | 116 | \$ | 1,076 | 5,895 | (82) |
| Revenue by Line of Business |  |  |  |  |  |  |  |  |  |  |  |  |
| Consumer and Small Business Banking | \$ | 4,701 | 4,721 | 4,401 | 4,861 | 5,098 | - | (8) | \$ | 18,684 | 21,148 | (12) |
| Consumer Lending: |  |  |  |  |  |  |  |  |  |  |  |  |
| Home Lending |  | 1,995 | 2,527 | 1,477 | 1,876 | 1,960 | (21) | 2 |  | 7,875 | 8,817 | (11) |
| Credit Card |  | 1,372 | 1,345 | 1,196 | 1,375 | 1,470 | 2 | (7) |  | 5,288 | 5,707 | (7) |
| Auto |  | 403 | 404 | 388 | 380 | 387 | - | 4 |  | 1,575 | 1,567 | 1 |
| Personal Lending |  | 142 | 149 | 146 | 157 | 167 | (5) | (15) |  | 594 | 652 | (9) |
| Total revenue | \$ | 8,613 | 9,146 | 7,608 | 8,649 | 9,082 | (6) | (5) | \$ | 34,016 | 37,891 | (10) |
| Selected Balance Sheet Data (average) |  |  |  |  |  |  |  |  |  |  |  |  |
| Loans by Line of Business: |  |  |  |  |  |  |  |  |  |  |  |  |
| Home Lending | \$ | 265,292 | 270,036 | 262,209 | 276,827 | 278,030 | (2) | (5) | \$ | 268,586 | 276,962 | (3) |
| Auto |  | 48,966 | 49,770 | 49,611 | 49,493 | 48,516 | (2) | 1 |  | 49,460 | 47,117 | 5 |
| Credit Card |  | 36,135 | 35,965 | 36,539 | 39,756 | 39,898 | - | (9) |  | 37,093 | 38,865 | (5) |
| Small Business |  | 17,929 | 18,100 | 14,887 | 9,715 | 9,748 | (1) | 84 |  | 15,173 | 9,951 | 52 |
| Personal Lending |  | 5,547 | 5,912 | 6,385 | 6,771 | 6,868 | (6) | (19) |  | 6,151 | 6,871 | (10) |
| Total loans | \$ | 373,869 | 379,783 | 369,631 | 382,562 | 383,060 | (2) | (2) | \$ | 376,463 | 379,766 | (1) |
| Total deposits |  | 763,177 | 756,485 | 715,144 | 652,706 | 646,082 | 1 | 18 |  | 722,085 | 629,110 | 15 |
| Allocated capital |  | 48,000 | 48,000 | 48,000 | 48,000 | 46,000 | - | 4 |  | 48,000 | 46,000 | 4 |
| Selected Balance Sheet Data (period-end) |  |  |  |  |  |  |  |  |  |  |  |  |
| Loans by Line of Business: |  |  |  |  |  |  |  |  |  |  |  |  |
| Home Lending | \$ | 253,942 | 273,635 | 258,582 | 275,395 | 278,325 | (7) | (9) | \$ | 253,942 | 278,325 | (9) |
| Auto |  | 49,072 | 49,442 | 49,924 | 49,779 | 49,124 | (1) | - |  | 49,072 | 49,124 | - |
| Credit Card |  | 36,664 | 36,021 | 36,018 | 38,582 | 41,013 | 2 | (11) |  | 36,664 | 41,013 | (11) |
| Small Business |  | 17,743 | 17,993 | 18,116 | 9,753 | 9,695 | (1) | 83 |  | 17,743 | 9,695 | 83 |
| Personal Lending |  | 5,375 | 5,724 | 6,113 | 6,692 | 6,845 | (6) | (21) |  | 5,375 | 6,845 | (21) |
| Total loans | \$ | 362,796 | 382,815 | 368,753 | 380,201 | 385,002 | (5) | (6) | \$ | 362,796 | 385,002 | (6) |
| Total deposits |  | 784,565 | 759,425 | 746,602 | 672,603 | 647,152 | 3 | 21 |  | 784,565 | 647,152 | 21 |


| (\$ in millions, unless otherwise noted) | $\begin{gathered} \text { Dec 31, } \\ 2020 \end{gathered}$ |  | $\begin{array}{r} \hline \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \hline \text { Jun 30, } \\ & 2020 \end{aligned}$ | Quarter ended |  | Dec 31, 2020 \% Change from |  | Year ended |  |  | $\begin{array}{r} \% \\ \text { Change } \end{array}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{gathered} \hline \text { Mar 31, } \\ 2020 \end{gathered}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  | $\begin{gathered} \text { Dec 31, } \\ 2020 \end{gathered}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  |
| Selected Metrics |  |  |  |  |  |  |  |  |  |  |  |  |
| Consumer Banking and Lending: |  |  |  |  |  |  |  |  |  |  |  |  |
| Return on allocated capital (1) |  | 10.7 \% |  | 6.6 | (15.5) | 4.6 | 4.7 |  |  |  | 1.6 \% | 12.1 |  |
| Efficiency ratio (2) |  | 75 | 80 | 91 | 72 | 82 |  |  |  | 79 | 71 |  |
| Headcount (\#) |  | 125,034 | 131,516 | 133,876 | 133,394 | 134,881 | (5)\% | (7) |  | 125,034 | 134,881 | (7)\% |
| Retail bank branches (\#) |  | 5,032 | 5,229 | 5,300 | 5,329 | 5,352 | (4) | (6) |  | 5,032 | 5,352 | (6) |
| Digital active customers (\# in millions) (3) |  | 32.0 | 32.0 | 31.1 | 31.1 | 30.3 | - | 6 |  | 32.0 | 30.3 | 6 |
| Mobile active customers (\# in millions) (3) |  | 26.0 | 25.9 | 25.2 | 24.9 | 24.4 | - | 7 |  | 26.0 | 24.4 | 7 |
| Consumer and Small Business Banking: |  |  |  |  |  |  |  |  |  |  |  |  |
| Deposit spread (4) |  | 1.7 \% | 1.8 | 1.8 | 2.0 | 2.2 |  |  |  | 1.8 \% | 2.4 |  |
| Debit card purchase volume (\$ in billions) (5) | \$ | 105.3 | 102.9 | 93.1 | 90.6 | 95.2 | 2 | 11 | \$ | 391.9 | 367.6 | 7 |
| Debit card purchase transactions (\# in millions) (5) |  | 2,297 | 2,273 | 2,027 | 2,195 | 2,344 | 1 | (2) |  | 8,792 | 9,189 | (4) |
| Home Lending: |  |  |  |  |  |  |  |  |  |  |  |  |
| Mortgage banking fees: |  |  |  |  |  |  |  |  |  |  |  |  |
| Net servicing income | \$ | (82) | 331 | (666) | 257 | 12 | NM | NM | \$ | (160) | 454 | NM |
| Net gains on mortgage loan origination/sales activities |  | 1,164 | 1,213 | 922 | 85 | 661 | (4) | 76 |  | 3,384 | 1,860 | 82 |
| Total mortgage banking fees |  | 1,082 | 1,544 | 256 | 342 | 673 | (30) | 61 |  | 3,224 | 2,314 | 39 |
| Originations (\$ in billions): |  |  |  |  |  |  |  |  |  |  |  |  |
| Retail |  | 32.3 | 32.8 | 30.5 | 23.1 | 27.5 | (2) | 17 |  | 118.7 | 96.4 | 23 |
| Correspondent |  | 21.6 | 28.8 | 28.7 | 24.9 | 32.3 | (25) | (33) |  | 104.0 | 107.6 | (3) |
| Total originations | \$ | 53.9 | 61.6 | 59.2 | 48.0 | 59.8 | (13) | (10) | \$ | 222.7 | 204.0 | 9 |
| \% of originations held for sale (HFS) |  | 75.2 \% | 78.1 | 71.8 | 69.6 | 69.6 |  |  |  | 73.9 \% | 66.1 |  |
| Third party mortgage loans serviced (period-end) (\$ in billions) (6) | \$ | 856.7 | 917.6 | 989.5 | 1,037.5 | 1,063.4 | (7) | (19) | \$ | 856.7 | 1,063.4 | (19) |
| Mortgage servicing rights (MSR) carrying value (period-end) |  | 6,125 | 6,355 | 6,819 | 8,126 | 11,517 | (4) | (47) |  | 6,125 | 11,517 | (47) |
| Ratio of MSR carrying value (period-end) to third party mortgage loans serviced (period-end) (6) |  | 0.71 \% | 0.69 | 0.69 | 0.78 | 1.08 |  |  |  | 0.71 \% | 1.08 |  |
| Home lending loans 30+ days or more delinquency rate (7)(8) |  | 0.64 | 0.56 | 0.54 | 0.71 | 0.64 |  |  |  | 0.64 | 0.64 |  |
| Credit Card: |  |  |  |  |  |  |  |  |  |  |  |  |
| Point of sale (POS) volume (\$ in billions) | \$ | 22.9 | 21.3 | 17.5 | 19.9 | 23.1 | 8 | (1) | \$ | 81.6 | 88.2 | (7) |
| New accounts (\# in thousands) (9) |  | 240 | 212 | 255 | 315 | 366 | 13 | (34) |  | 1,022 | 1,840 | (44) |
| Credit card loans 30+ days or more delinquency rate (8) |  | 2.17 \% | 1.76 | 2.10 | 2.60 | 2.63 |  |  |  | 2.17 \% | 2.63 |  |
| Auto: |  |  |  |  |  |  |  |  |  |  |  |  |
| Auto originations (\$ in billions) | \$ | 5.3 | 5.4 | 5.6 | 6.5 | 6.8 | (2) | (22) | \$ | 22.8 | 25.4 | (10) |
| Auto loans 30+ days or more delinquency rate (8) |  | 1.77 \% | 1.67 | 1.70 | 2.31 | 2.56 |  |  |  | 1.77 \% | 2.56 |  |
| Personal Lending: |  |  |  |  |  |  |  |  |  |  |  |  |
| New funded balances | \$ | 294 | 323 | 315 | 667 | 708 | (9) | (58) | \$ | 1,599 | 2,829 | (43) |

NM-Not mean
NM - Not meaningful

(2) Efficiency ratio is segment noninterest expense divided by segment total revenue (net interest income and noninterest income).
(3) Digital and mobile active customers is the number of consumer and small business customers who have logged on via a digital or mobile device, respectively, in the prior 90 days. Digital active customers includes both online and mobile customers.
(4) Deposit spread is (i) the internal funds transfer pricing credit on segment deposits minus interest paid to customers for segment deposits, divided by (ii) average segment deposits.
(6) Debit card purchase volume and transactions reflect combined activity for both consumer and business debit card purchases.
(7) Excludes residential mortgage loans subserviced for others.
(8) Beginning in second quarter 2020, customer payment deferral activities instituted in response to the COVID-19 pandemic may have delayed the recognition of delinquencies for those customers who would have otherwise moved into past due status.
(9) Excludes certain private label new account openings.

| (\$ in millions) | $\begin{array}{r} \hline \text { Dec 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \hline \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \hline \text { Jun 30, } \\ & 2020 \end{aligned}$ | Quarter ended |  | Dec 31, 2020 \% Change from |  | Year ended |  |  | $\begin{array}{r} \% \\ \text { Change } \\ \hline \end{array}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{array}{r} \hline \text { Mar 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \\ \hline \end{array}$ | $\begin{array}{r} \hline \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \\ \hline \end{array}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2020 \\ \hline \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \\ \hline \end{array}$ |  |
| Income Statement |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 1,390 |  | 1,437 | 1,590 | 1,774 | 1,877 | (3)\% | (26) | \$ | 6,191 | 8,184 | (24)\% |
| Noninterest income: |  |  |  |  |  |  |  |  |  |  |  |  |
| Deposit-related fees |  | 311 | 309 | 297 | 302 | 334 | 1 | (7) |  | 1,219 | 1,175 | 4 |
| Lending-related fees |  | 138 | 140 | 125 | 128 | 131 | (1) | 5 |  | 531 | 524 | 1 |
| Lease income |  | 73 | 186 | 189 | 198 | 185 | (61) | (61) |  | 646 | 931 | (31) |
| Other |  | 476 | 288 | 287 | 100 | 368 | 65 | 29 |  | 1,151 | 1,524 | (24) |
| Total noninterest income |  | 998 | 923 | 898 | 728 | 1,018 | 8 | (2) |  | 3,547 | 4,154 | (15) |
| Total revenue |  | 2,388 | 2,360 | 2,488 | 2,502 | 2,895 | 1 | (18) |  | 9,738 | 12,338 | (21) |
| Provision for credit losses |  | 69 | 339 | 2,295 | 1,041 | 30 | (80) | 130 |  | 3,744 | 190 | NM |
| Noninterest expense |  | 1,690 | 1,762 | 1,759 | 1,697 | 1,812 | (4) | (7) |  | 6,908 | 7,068 | (2) |
| Income (loss) before income tax expense (benefit) |  | 629 | 259 | $(1,566)$ | (236) | 1,053 | 143 | (40) |  | (914) | 5,080 | NM |
| Income tax expense (benefit) |  | 154 | 63 | (394) | (61) | 260 | 144 | (41) |  | (238) | 1,266 | NM |
| Less: Net income from noncontrolling interests |  | 2 | 1 | 1 | 1 | 1 | 100 | 100 |  | 5 | 6 | (17) |
| Net income (loss) | \$ | 473 | 195 | $(1,173)$ | (176) | 792 | 143 | (40) | \$ | (681) | 3,808 | NM |
| Revenue by Line of Business |  |  |  |  |  |  |  |  |  |  |  |  |
| Middle Market Banking | \$ | 1,149 | 1,196 | 1,267 | 1,455 | 1,545 | (4) | (26) | \$ | 5,067 | 6,691 | (24) |
| Asset-Based Lending and Leasing |  | 1,029 | 976 | 1,014 | 843 | 1,085 | 5 | (5) |  | 3,862 | 4,814 | (20) |
| Other |  | 210 | 188 | 207 | 204 | 265 | 12 | (21) |  | 809 | 833 | (3) |
| Total revenue | \$ | 2,388 | 2,360 | 2,488 | 2,502 | 2,895 | 1 | (18) | \$ | 9,738 | 12,338 | (21) |
| Revenue by Product |  |  |  |  |  |  |  |  |  |  |  |  |
| Lending and leasing | \$ | 1,170 | 1,323 | 1,393 | 1,411 | 1,387 | (12) | (16) | \$ | 5,297 | 5,904 | (10) |
| Treasury management and payments |  | 805 | 803 | 808 | 982 | 1,109 | - | (27) |  | 3,398 | 4,698 | (28) |
| Other |  | 413 | 234 | 287 | 109 | 399 | 76 | 4 |  | 1,043 | 1,736 | (40) |
| Total revenue | \$ | 2,388 | 2,360 | 2,488 | 2,502 | 2,895 | 1 | (18) | \$ | 9,738 | 12,338 | (21) |

NM - Not meaningful

| (\$ in millions) | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \text { Jun 30, } \\ & 2020 \end{aligned}$ | Quarter ended |  | $\begin{array}{r} \text { Dec 31, } 2020 \\ \text { \% Change from } \end{array}$ |  | Year ended |  |  | $\begin{array}{r} \% \\ \text { Change } \\ \hline \end{array}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{array}{r} \text { Mar 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \text { Dec 31, } \\ 2019 \end{array}$ | $\begin{array}{r} \hline \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{array}{r} \text { Dec 31, } \\ 2019 \end{array}$ |  | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ | $\begin{array}{r} \text { Dec 31, } \\ 2019 \end{array}$ |  |
| Selected Balance Sheet Data (average) |  |  |  |  |  |  |  |  |  |  |  |  |
| Loans: |  |  |  |  |  |  |  |  |  |  |  |  |
| Commercial and industrial | \$ | 125,524 |  | 134,531 | 158,982 | 154,308 | 154,525 | (7)\% | (19) | \$ | 143,263 | 157,829 | (9)\% |
| Commercial real estate |  | 50,441 | 52,017 | 53,157 | 53,288 | 53,727 | (3) | (6) |  | 52,220 | 54,416 | (4) |
| Lease financing and other |  | 14,937 | 15,345 | 16,284 | 17,261 | 17,211 | (3) | (13) |  | 15,953 | 17,109 | (7) |
| Total loans | \$ | 190,902 | 201,893 | 228,423 | 224,857 | 225,463 | (5) | (15) | \$ | 211,436 | 229,354 | (8) |
| Loans by Line of Business: |  |  |  |  |  |  |  |  |  |  |  |  |
| Middle Market Banking | \$ | 102,692 | 110,289 | 122,319 | 116,232 | 116,098 | (7) | (12) | \$ | 112,848 | 119,717 | (6) |
| Asset-Based Lending and Leasing |  | 87,092 | 90,530 | 105,061 | 107,437 | 108,154 | (4) | (19) |  | 97,482 | 108,422 | (10) |
| Other |  | 1,118 | 1,074 | 1,043 | 1,188 | 1,211 | 4 | (8) |  | 1,106 | 1,215 | (9) |
| Total loans | \$ | 190,902 | 201,893 | 228,423 | 224,857 | 225,463 | (5) | (15) | \$ | 211,436 | 229,354 | (8) |
| Total deposits | \$ | 203,590 | 197,976 | 206,495 | 193,454 | 192,334 | 3 | 6 | \$ | 200,381 | 186,942 | 7 |
| Allocated capital |  | 19,500 | 19,500 | 19,500 | 19,500 | 20,500 | - | (5) |  | 19,500 | 20,500 | (5) |
| Selected Balance Sheet Data (period-end) |  |  |  |  |  |  |  |  |  |  |  |  |
| Loans: |  |  |  |  |  |  |  |  |  |  |  |  |
| Commercial and industrial | \$ | 124,253 | 128,270 | 142,315 | 170,893 | 153,601 | (3) | (19) | \$ | 124,253 | 153,601 | (19) |
| Commercial real estate |  | 49,903 | 51,297 | 52,802 | 53,531 | 53,526 | (3) | (7) |  | 49,903 | 53,526 | (7) |
| Lease financing and other |  | 14,821 | 15,180 | 15,662 | 17,179 | 17,654 | (2) | (16) |  | 14,821 | 17,654 | (16) |
| Total loans | \$ | 188,977 | 194,747 | 210,779 | 241,603 | 224,781 | (3) | (16) | \$ | 188,977 | 224,781 | (16) |
| Loans by Line of Business: |  |  |  |  |  |  |  |  |  |  |  |  |
| Middle Market Banking | \$ | 101,193 | 105,851 | 115,105 | 125,192 | 115,187 | (4) | (12) | \$ | 101,193 | 115,187 | (12) |
| Asset-Based Lending and Leasing |  | 86,811 | 88,087 | 94,976 | 115,371 | 108,470 | (1) | (20) |  | 86,811 | 108,470 | (20) |
| Other |  | 973 | 809 | 698 | 1,040 | 1,124 | 20 | (13) |  | 973 | 1,124 | (13) |
| Total loans | \$ | 188,977 | 194,747 | 210,779 | 241,603 | 224,781 | (3) | (16) | \$ | 188,977 | 224,781 | (16) |
| Total deposits | \$ | 208,284 | 198,556 | 203,777 | 209,495 | 194,469 | 5 | 7 | \$ | 208,284 | 194,469 | 7 |
| Selected Metrics |  |  |  |  |  |  |  |  |  |  |  |  |
| Return on allocated capital |  | 8.6 \% | 3.0 | (25.2) | (4.7) | 14.3 |  |  |  | (4.5)\% | 17.5 |  |
| Efficiency ratio |  | 71 | 75 | 71 | 68 | 63 |  |  |  | 71 | 57 |  |
| Headcount (\#) |  | 22,410 | 24,091 | 24,107 | 24,036 | 23,871 | (7) | (6) |  | 22,410 | 23,871 | (6) |


| (\$ in millions) | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \text { Jun 30, } \\ & 2020 \end{aligned}$ | Quarter ended |  | Dec 31, 2020 \% Change from |  | Year ended |  |  | $\begin{array}{r} \% \\ \text { Change } \\ \hline \end{array}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{array}{r} \text { Mar 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{gathered} \text { Dec 31, } \\ 2019 \end{gathered}$ |  | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  |
| Income Statement |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 1,809 |  | 1,712 | 1,961 | 2,019 | 1,999 | 6 \% | (10) | \$ | 7,501 | 8,005 | (6)\% |
| Noninterest income: |  |  |  |  |  |  |  |  |  |  |  |  |
| Deposit-related fees |  | 272 | 272 | 261 | 257 | 268 | - | 1 |  | 1,062 | 1,029 | 3 |
| Lending-related fees |  | 178 | 171 | 163 | 172 | 176 | 4 | 1 |  | 684 | 710 | (4) |
| Investment banking fees |  | 459 | 428 | 588 | 477 | 477 | 7 | (4) |  | 1,952 | 1,804 | 8 |
| Net gains (losses) on trading activities |  | (28) | 374 | 809 | 35 | 147 | NM | NM |  | 1,190 | 1,022 | 16 |
| Other |  | 416 | 330 | 257 | 428 | 262 | 26 | 59 |  | 1,431 | 1,658 | (14) |
| Total noninterest income |  | 1,297 | 1,575 | 2,078 | 1,369 | 1,330 | (18) | (2) |  | 6,319 | 6,223 | 2 |
| Total revenue |  | 3,106 | 3,287 | 4,039 | 3,388 | 3,329 | (6) | (7) |  | 13,820 | 14,228 | (3) |
| Provision for credit losses |  | 186 | (121) | 3,756 | 1,125 | 77 | NM | 142 |  | 4,946 | 173 | NM |
| Noninterest expense |  | 1,798 | 1,991 | 2,044 | 1,870 | 1,821 | (10) | (1) |  | 7,703 | 7,432 | 4 |
| Income (loss) before income tax expense (benefit) |  | 1,122 | 1,417 | $(1,761)$ | 393 | 1,431 | (21) | (22) |  | 1,171 | 6,623 | (82) |
| Income tax expense (benefit) |  | 282 | 355 | (408) | 101 | 358 | (21) | (21) |  | 330 | 1,658 | (80) |
| Less: Net loss from noncontrolling interests |  | (1) | - | - | - | - | NM | NM |  | (1) | (1) | - |
| Net income (loss) | \$ | 841 | 1,062 | $(1,353)$ | 292 | 1,073 | (21) | (22) | \$ | 842 | 4,966 | (83) |
| Revenue by Line of Business |  |  |  |  |  |  |  |  |  |  |  |  |
| Banking: |  |  |  |  |  |  |  |  |  |  |  |  |
| Lending | \$ | 424 | 422 | 464 | 457 | 451 | - | (6) | \$ | 1,767 | 1,811 | (2) |
| Treasury Management and Payments |  | 384 | 395 | 403 | 498 | 527 | (3) | (27) |  | 1,680 | 2,290 | (27) |
| Investment Banking |  | 348 | 295 | 444 | 361 | 358 | 18 | (3) |  | 1,448 | 1,370 | 6 |
| Total Banking |  | 1,156 | 1,112 | 1,311 | 1,316 | 1,336 | 4 | (13) |  | 4,895 | 5,471 | (11) |
| Commercial Real Estate |  | 964 | 835 | 817 | 883 | 862 | 15 | 12 |  | 3,499 | 4,038 | (13) |
| Markets: |  |  |  |  |  |  |  |  |  |  |  |  |
| Fixed Income, Currencies, and Commodities (FICC) |  | 889 | 1,005 | 1,506 | 914 | 897 | (12) | (1) |  | 4,314 | 3,760 | 15 |
| Equities |  | 194 | 312 | 302 | 396 | 257 | (38) | (25) |  | 1,204 | 1,078 | 12 |
| Credit Adjustment (CVA/DVA) and Other |  | (67) | 62 | 139 | (108) | 14 | NM | NM |  | 26 | (6) | NM |
| Total Markets |  | 1,016 | 1,379 | 1,947 | 1,202 | 1,168 | (26) | (13) |  | 5,544 | 4,832 | 15 |
| Other |  | (30) | (39) | (36) | (13) | (37) | (23) | (19) |  | (118) | (113) | 4 |
| Total revenue | \$ | 3,106 | 3,287 | 4,039 | 3,388 | 3,329 | (6) | (7) | \$ | 13,820 | 14,228 | (3) |


| (\$ in millions) | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \hline \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \text { Jun 30, } \\ & 2020 \end{aligned}$ | Quarter ended |  | Dec 31, 2020 \% Change from |  | Year ended |  |  | $\begin{array}{r} \% \\ \text { Change } \end{array}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{array}{r} \hline \text { Mar 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ | $\begin{array}{r} \hline \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  |
| Selected Balance Sheet Data (average) |  |  |  |  |  |  |  |  |  |  |  |  |
| Loans: |  |  |  |  |  |  |  |  |  |  |  |  |
| Commercial and industrial | \$ | 155,669 |  | 165,445 | 190,861 | 178,254 | 171,078 | (6)\% | (9) | \$ | 172,492 | 168,506 | 2 \% |
| Commercial real estate |  | 84,175 | 84,408 | 82,726 | 79,988 | 79,776 | - | 6 |  | 82,832 | 79,804 | 4 |
| Total loans | \$ | 239,844 | 249,853 | 273,587 | 258,242 | 250,854 | (4) | (4) | \$ | 255,324 | 248,310 | 3 |
| Loans by Line of Business: |  |  |  |  |  |  |  |  |  |  |  |  |
| Banking | \$ | 82,413 | 88,936 | 105,983 | 96,844 | 92,796 | (7) | (11) | \$ | 93,501 | 90,749 | 3 |
| Commercial Real Estate |  | 107,838 | 109,482 | 110,594 | 105,194 | 103,714 | (2) | 4 |  | 108,279 | 104,261 | 4 |
| Markets |  | 49,593 | 51,435 | 57,010 | 56,204 | 54,344 | (4) | (9) |  | 53,544 | 53,300 | - |
| Total loans | \$ | 239,844 | 249,853 | 273,587 | 258,242 | 250,854 | (4) | (4) | \$ | 255,324 | 248,310 | 3 |
| Trading-related assets: |  |  |  |  |  |  |  |  |  |  |  |  |
| Trading account securities | \$ | 108,972 | 100,193 | 106,836 | 123,327 | 127,677 | 9 | (15) | \$ | 109,803 | 115,937 | (5) |
| Reverse repurchase agreements/securities borrowed |  | 57,835 | 68,818 | 70,335 | 89,132 | 93,047 | (16) | (38) |  | 71,485 | 89,190 | (20) |
| Derivative assets |  | 23,604 | 23,640 | 22,380 | 18,284 | 14,014 | - | 68 |  | 21,986 | 12,762 | 72 |
| Total trading-related assets | \$ | 190,411 | 192,651 | 199,551 | 230,743 | 234,738 | (1) | (19) | \$ | 203,274 | 217,889 | (7) |
| Total assets |  | 496,315 | 503,966 | 535,655 | 551,987 | 542,910 | (2) | (9) |  | 521,861 | 520,973 | - |
| Total deposits |  | 205,797 | 226,129 | 239,637 | 266,167 | 258,781 | (9) | (20) |  | 234,332 | 238,651 | (2) |
| Allocated capital |  | 34,000 | 34,000 | 34,000 | 34,000 | 31,500 | - | 8 |  | 34,000 | 31,500 | 8 |
| Selected Balance Sheet Data (period-end) |  |  |  |  |  |  |  |  |  |  |  |  |
| Loans: |  |  |  |  |  |  |  |  |  |  |  |  |
| Commercial and industrial | \$ | 160,000 | 157,193 | 171,859 | 206,620 | 173,985 | 2 | (8) | \$ | 160,000 | 173,985 | (8) |
| Commercial real estate |  | 84,456 | 83,920 | 83,715 | 81,152 | 79,451 | 1 | 6 |  | 84,456 | 79,451 | 6 |
| Total loans | \$ | 244,456 | 241,113 | 255,574 | 287,772 | 253,436 | 1 | (4) | \$ | 244,456 | 253,436 | (4) |
| Loans by Line of Business: |  |  |  |  |  |  |  |  |  |  |  |  |
| Banking | \$ | 84,640 | 83,128 | 91,093 | 118,682 | 93,117 | 2 | (9) | \$ | 84,640 | 93,117 | (9) |
| Commercial Real Estate |  | 107,207 | 108,240 | 109,402 | 109,937 | 103,938 | (1) | 3 |  | 107,207 | 103,938 | 3 |
| Markets |  | 52,609 | 49,745 | 55,079 | 59,153 | 56,381 | 6 | (7) |  | 52,609 | 56,381 | (7) |
| Total loans | \$ | 244,456 | 241,113 | 255,574 | 287,772 | 253,436 | 1 | (4) | \$ | 244,456 | 253,436 | (4) |
| Trading-related assets: |  |  |  |  |  |  |  |  |  |  |  |  |
| Trading account securities | \$ | 109,311 | 100,157 | 97,708 | 110,544 | 124,808 | 9 | (12) | \$ | 109,311 | 124,808 | (12) |
| Reverse repurchase agreements/securities borrowed |  | 57,248 | 61,027 | 70,949 | 79,560 | 90,077 | (6) | (36) |  | 57,248 | 90,077 | (36) |
| Derivative assets |  | 25,916 | 23,844 | 22,757 | 24,834 | 14,382 | 9 | 80 |  | 25,916 | 14,382 | 80 |
| Total trading-related assets | \$ | 192,475 | 185,028 | 191,414 | 214,938 | 229,267 | 4 | (16) | \$ | 192,475 | 229,267 | (16) |
| Total assets |  | 508,793 | 490,694 | 510,545 | 574,660 | 538,383 | 4 | (5) |  | 508,793 | 538,383 | (5) |
| Total deposits |  | 203,004 | 212,532 | 236,620 | 260,281 | 261,134 | (4) | (22) |  | 203,004 | 261,134 | (22) |
| Selected Metrics |  |  |  |  |  |  |  |  |  |  |  |  |
| Return on allocated capital |  | 8.8 \% | 11.4 | (17.1) | 2.4 | 12.4 |  |  |  | 1.4 \% | 14.7 |  |
| Efficiency ratio |  | 58 | 61 | 51 | 55 | 55 |  |  |  | 56 | 52 |  |
| Headcount (\#) |  | 8,178 | 8,205 | 8,213 | 7,965 | 7,918 | - | 3 |  | 8,178 | 7,918 | 3 |


| (\$ in millions, unless otherwise noted) | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \text { Jun 30, } \\ & 2020 \end{aligned}$ | Quarter ended |  | $\begin{aligned} & \text { Dec 31, } 2020 \\ & \text { \% Change from } \end{aligned}$ |  | Year ended |  |  | Change |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{array}{r} \hline \text { Mar 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  |
| Income Statement |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 715 |  | 718 | 720 | 840 | 885 | - \% | (19) | \$ | 2,993 | 3,917 | (24)\% |
| Noninterest income: |  |  |  |  |  |  |  |  |  |  |  |  |
| Brokerage fees |  | 2,370 | 2,265 | 2,038 | 2,397 | 2,303 | 5 | 3 |  | 9,070 | 8,947 | 1 |
| Trust and investment management fees |  | 618 | 610 | 571 | 584 | 611 | 1 | 1 |  | 2,383 | 2,407 | (1) |
| Other |  | 86 | 40 | 197 | (257) | 161 | 115 | (47) |  | 66 | 461 | (86) |
| Total noninterest income |  | 3,074 | 2,915 | 2,806 | 2,724 | 3,075 | 5 | - |  | 11,519 | 11,815 | (3) |
| Total revenue |  | 3,789 | 3,633 | 3,526 | 3,564 | 3,960 | 4 | (4) |  | 14,512 | 15,732 | (8) |
| Provision for credit losses |  | (4) | (10) | 255 | 8 | (1) | (60) | 300 |  | 249 | 2 | NM |
| Noninterest expense |  | 3,056 | 3,009 | 3,014 | 2,972 | 3,673 | 2 | (17) |  | 12,051 | 13,363 | (10) |
| Income before income tax expense |  | 737 | 634 | 257 | 584 | 288 | 16 | 156 |  | 2,212 | 2,367 | (7) |
| Income tax expense |  | 183 | 157 | 63 | 149 | 72 | 17 | 154 |  | 552 | 590 | (6) |
| Less: Net income (loss) from noncontrolling interests |  | 6 | 3 | 7 | (12) | 3 | 100 | 100 |  | 4 | 9 | (56) |
| Net income | \$ | 548 | 474 | 187 | 447 | 213 | 16 | 157 | \$ | 1,656 | 1,768 | (6) |
| Selected Balance Sheet Data (average) |  |  |  |  |  |  |  |  |  |  |  |  |
| Total loans | \$ | 80,109 | 79,001 | 78,091 | 77,883 | 76,359 | 1 | 5 | \$ | 78,775 | 74,986 | 5 |
| Total deposits |  | 169,858 | 169,476 | 165,152 | 145,439 | 138,972 | - | 22 |  | 162,521 | 139,151 | 17 |
| Allocated capital |  | 9,000 | 9,000 | 9,000 | 9,000 | 9,000 | - | - |  | 9,000 | 9,000 | - |
| Selected Balance Sheet Data (period-end) |  |  |  |  |  |  |  |  |  |  |  |  |
| Total loans |  | 80,785 | 79,472 | 78,101 | 78,182 | 77,140 | 2 | 5 |  | 80,785 | 77,140 | 5 \% |
| Total deposits |  | 175,515 | 168,185 | 168,311 | 162,453 | 143,873 | 4 | 22 |  | 175,515 | 143,873 | 22 |
| Selected Metrics |  |  |  |  |  |  |  |  |  |  |  |  |
| Return on allocated capital |  | 23.6 \% | 20.3 | 7.7 | 19.3 | 8.7 |  |  |  | 17.8 \% | 19.0 |  |
| Efficiency ratio |  | 81 | 83 | 86 | 83 | 93 |  |  |  | 83 | 85 |  |
| Headcount (\#) |  | 29,515 | 30,229 | 30,310 | 30,474 | 30,818 | (2) | (4) |  | 29,515 | 30,818 | (4) |
| Advisory assets (\$ in billions) | \$ | 853 | 779 | 743 | 661 | 778 | 9 | 10 | \$ | 853 | 778 | 10 |
| Total client assets (\$ in billions) |  | 2,005 | 1,855 | 1,785 | 1,611 | 1,886 | 8 | 6 |  | 2,005 | 1,886 | 6 |
| Annualized revenue per advisor (\$ in thousands) (1) |  | 1,013 | 943 | 900 | 912 | 1,002 | 7 | 1 |  | 942 | 985 | (4) |
| Total financial and wealth advisors (\#) |  | 13,513 | 13,793 | 14,206 | 14,364 | 14,414 | (2) | (6) |  | 13,513 | 14,414 | (6) |
| Wells Fargo Asset Management assets under management ( $\$$ in billions) | \$ | 603 | 607 | 578 | 518 | 509 | (1) | 18 | \$ | 603 | 509 | 18 |

[^1]| (\$ in millions) | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \text { Jun 30, } \\ & 2020 \end{aligned}$ | Quarter ended |  | $\begin{array}{r} \text { Dec 31, } 2020 \\ \text { \% Change from } \end{array}$ |  | Year ended |  |  | Change |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{array}{r} \hline \text { Mar 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \text { Dec 31, } \\ 2019 \end{array}$ | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  |
| Income Statement |  |  |  |  |  |  |  |  |  |  |  |  |
| Net interest income | \$ | (273) |  | (308) | 11 | 817 | 349 | (11)\% | NM | \$ | 247 | 1,950 | (87)\% |
| Noninterest income |  | 1,248 | 1,477 | 902 | (411) | 1,024 | (16) | 22 |  | 3,216 | 5,859 | (45) |
| Total revenue |  | 975 | 1,169 | 913 | 406 | 1,373 | (17) | (29) |  | 3,463 | 7,809 | (56) |
| Provision for credit losses |  | (781) | (79) | 126 | 262 | 53 | 889 | NM |  | (472) | 138 | NM |
| Noninterest expense |  | 1,817 | 1,122 | 801 | 252 | 887 | 62 | 105 |  | 3,992 | 3,317 | 20 |
| Income (loss) before income tax expense (benefit) |  | (61) | 126 | (14) | (108) | 433 | NM | NM |  | (57) | 4,354 | NM |
| Income tax expense (benefit) |  | (22) | 513 | $(1,790)$ | 557 | 223 | NM | NM |  | (742) | 764 | NM |
| Less: Net income (loss) from noncontrolling interests |  | 195 | 180 | 39 | (137) | 47 | 8 | 315 |  | 277 | 478 | (42) |
| Net income (loss) | \$ | (234) | (567) | 1,737 | (528) | 163 | (59) | NM | \$ | 408 | 3,112 | (87) |
| Selected Balance Sheet Data (average) |  |  |  |  |  |  |  |  |  |  |  |  |
| Cash, cash equivalents, and restricted cash | \$ | 221,335 | 215,317 | 173,729 | 122,425 | 120,256 | 3 | 84 | \$ | 183,393 | 130,504 | 41 |
| Available-for-sale debt securities |  | 207,008 | 211,180 | 223,222 | 244,834 | 254,118 | (2) | (19) |  | 221,493 | 252,099 | (12) |
| Held-to-maturity debt securities |  | 191,123 | 175,748 | 166,127 | 157,788 | 151,683 | 9 | 26 |  | 172,755 | 147,303 | 17 |
| Equity securities |  | 9,905 | 11,729 | 13,289 | 13,598 | 13,280 | (16) | (25) |  | 12,123 | 12,883 | (6) |
| Total loans |  | 14,980 | 21,178 | 21,534 | 21,502 | 20,800 | (29) | (28) |  | 19,790 | 18,540 | 7 |
| Total assets |  | 710,736 | 700,932 | 653,833 | 627,547 | 624,721 | 1 | 14 |  | 673,440 | 621,316 | 8 |
| Total deposits |  | 37,678 | 48,962 | 60,228 | 80,197 | 85,744 | (23) | (56) |  | 56,692 | 92,407 | (39) |
| Selected Balance Sheet Data (period-end) |  |  |  |  |  |  |  |  |  |  |  |  |
| Cash, cash equivalents, and restricted cash | \$ | 235,239 | 220,005 | 236,183 | 123,916 | 111,384 | 7 | 111 | \$ | 235,239 | 111,384 | 111 |
| Available-for-sale debt securities |  | 208,694 | 208,543 | 217,339 | 239,051 | 250,801 | - | (17) |  | 208,694 | 250,801 | (17) |
| Held-to-maturity debt securities |  | 204,858 | 181,744 | 168,162 | 169,070 | 153,142 | 13 | 34 |  | 204,858 | 153,142 | 34 |
| Equity securities |  | 10,006 | 10,706 | 12,249 | 14,036 | 13,390 | (7) | (25) |  | 10,006 | 13,390 | (25) |
| Total loans |  | 10,623 | 21,935 | 21,948 | 22,085 | 21,906 | (52) | (52) |  | 10,623 | 21,906 | (52) |
| Total assets |  | 726,861 | 694,622 | 711,421 | 621,076 | 608,712 | 5 | 19 |  | 726,861 | 608,712 | 19 |
| Total deposits |  | 33,013 | 44,517 | 55,401 | 71,700 | 75,998 | (26) | (57) |  | 33,013 | 75,998 | (57) |
| Headcount (\#) |  | 83,394 | 80,890 | 79,507 | 76,398 | 74,436 | 3 | 12 |  | 83,394 | 74,436 | 12 |

## NM - Not meaningful


expenses), in support of the reportable operating segments, as well as our investment portfolio and affiliated venture capital and
with the long-term strategic goals of the Company. In addition, Corporate includes results for previously divested businesses.

Wells Fargo \& Company and Subsidiaries
CONSOLIDATED LOANS OUTSTANDING - PERIOD END

| (in millions) | $\begin{array}{r} \hline \text { Dec 31, } \\ 2020 \\ \hline \end{array}$ |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{array}{r} \text { Jun } 30, \\ 2020 \\ \hline \end{array}$ | Quarter ended |  | $\begin{aligned} & \text { Dec 31, } 2020 \\ & \$ \text { Change from } \end{aligned}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{array}{r} \hline \text { Mar 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ | $\begin{array}{r} \hline \text { Sep } 30, \\ 2020 \end{array}$ | $\begin{array}{r} \text { Dec 31, } \\ 2019 \end{array}$ |
| Commercial: |  |  |  |  |  |  |  |  |
| Commercial and industrial | \$ | 318,805 |  | 320,913 | 350,116 | 405,020 | 354,125 | $(2,108)$ | $(35,320)$ |
| Real estate mortgage |  | 121,720 | 121,910 | 123,967 | 122,767 | 121,824 | (190) | (104) |
| Real estate construction |  | 21,805 | 22,519 | 21,694 | 20,812 | 19,939 | (714) | 1,866 |
| Lease financing |  | 16,087 | 16,947 | 17,410 | 19,136 | 19,831 | (860) | $(3,744)$ |
| Total commercial |  | 478,417 | 482,289 | 513,187 | 567,735 | 515,719 | $(3,872)$ | $(37,302)$ |
| Consumer: |  |  |  |  |  |  |  |  |
| Residential mortgage - first lien |  | 276,674 | 294,990 | 277,945 | 292,920 | 293,847 | $(18,316)$ | $(17,173)$ |
| Residential mortgage - junior lien |  | 23,286 | 25,162 | 26,839 | 28,527 | 29,509 | $(1,876)$ | $(6,223)$ |
| Credit card |  | 36,664 | 36,021 | 36,018 | 38,582 | 41,013 | 643 | $(4,349)$ |
| Auto |  | 48,187 | 48,450 | 48,808 | 48,568 | 47,873 | (263) | 314 |
| Other consumer |  | 24,409 | 33,170 | 32,358 | 33,511 | 34,304 | $(8,761)$ | $(9,895)$ |
| Total consumer |  | 409,220 | 437,793 | 421,968 | 442,108 | 446,546 | $(28,573)$ | $(37,326)$ |
| Total loans | \$ | 887,637 | 920,082 | 935,155 | 1,009,843 | 962,265 | $(32,445)$ | $(74,628)$ |


| (\$ in millions) | Dec 31, 2020 |  |  | Sep 30, 2020 |  |  | Jun 30, 2020 |  |  | Mar 31, 2020 |  |  | Quarter ended |  |  | Dec 31, 2020 <br> \$ Change from |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  | 31,2019 |  |  |  |  |  |  |  |  |  |
|  | Net loan charge-offs |  | As a \% of average loans (1) |  |  |  | Net loan charge-offs |  | As a \% of average loans (1) | Net loan charge-offs |  | As a $\%$ of average loans (1) | Net loan charge-offs |  | As a $\%$ of average loans (1) | Net loan charge-offs |  | As a \% of average loans (1) | $\begin{array}{r} \text { Sep 30, } \\ 2020 \\ \hline \end{array}$ |  | $\begin{array}{r} \text { Dec 31, } \\ 2019 \\ \hline \end{array}$ |
| By product: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Commercial: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Commercial and industrial | \$ | 111 | 0.14 \% | \$ | 274 | 0.33 \% | \$ | 521 | 0.55 \% | \$ | 333 | 0.37 \% | \$ | 168 | 0.19 \% | \$ | (163) | (57) |
| Real estate mortgage |  | 162 | 0.53 |  | 56 | 0.18 |  | 67 | 0.22 |  | (2) | (0.01) |  | 4 | 0.01 |  | 106 | 158 |
| Real estate construction |  | - | - |  | (2) | (0.03) |  | (1) | (0.02) |  | (16) | (0.32) |  | - | - |  | 2 | - |
| Lease financing |  | 35 | 0.83 |  | 28 | 0.66 |  | 15 | 0.33 |  | 9 | 0.19 |  | 31 | 0.63 |  | 7 | 4 |
| Total commercial |  | 308 | 0.26 |  | 356 | 0.29 |  | 602 | 0.44 |  | 324 | 0.25 |  | 203 | 0.16 |  | (48) | 105 |
| Consumer: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Residential mortgage - first lien |  | (3) | - |  | (1) | - |  | 2 | - |  | (3) | - |  | (3) | - |  | (2) | - |
| Residential mortgage - junior lien |  | (24) | (0.39) |  | (14) | (0.22) |  | (12) | (0.17) |  | (5) | (0.07) |  | (16) | (0.20) |  | (10) | (8) |
| Credit card |  | 190 | 2.09 |  | 245 | 2.71 |  | 327 | 3.60 |  | 377 | 3.81 |  | 350 | 3.48 |  | (55) | (160) |
| Auto |  | 51 | 0.43 |  | 31 | 0.25 |  | 106 | 0.88 |  | 82 | 0.68 |  | 87 | 0.73 |  | 20 | (36) |
| Other consumer |  | 62 | 0.88 |  | 66 | 0.80 |  | 88 | 1.09 |  | 134 | 1.59 |  | 148 | 1.71 |  | (4) | (86) |
| Total consumer |  | 276 | 0.26 |  | 327 | 0.30 |  | 511 | 0.48 |  | 585 | 0.53 |  | 566 | 0.51 |  | (51) | (290) |
| Total net charge-offs | \$ | 584 | 0.26 \% | \$ | 683 | 0.29 \% | \$ | 1,113 | 0.46 \% | \$ | 909 | 0.38 \% | \$ | 769 | 0.32 \% | \$ | (99) | (185) |
| By segment: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Consumer Banking and Lending | \$ | 332 | 0.35 \% | \$ | 369 | 0.39 \% | \$ | 553 | 0.60 \% | \$ | 621 | 0.65 \% | \$ | 593 | 0.62 \% | \$ | (37) | (261) |
| Commercial Banking |  | 81 | 0.17 |  | 175 | 0.34 |  | 120 | 0.21 |  | 165 | 0.29 |  | 45 | 0.08 |  | (94) | 36 |
| Corporate and Investing Banking |  | 177 | 0.29 |  | 117 | 0.19 |  | 401 | 0.58 |  | 47 | 0.07 |  | 77 | 0.12 |  | 60 | 100 |
| Wealth and Investment Management |  | (3) | (0.01) |  | (2) | (0.01) |  | 1 | 0.01 |  | 1 | 0.01 |  | (1) | (0.01) |  | (1) | (2) |
| Corporate |  | (3) | (0.08) |  | 24 | 0.45 |  | 38 | 0.70 |  | 75 | 1.39 |  | 55 | 1.05 |  | (27) | (58) |
| Total net charge-offs | \$ | 584 | 0.26 \% | \$ | 683 | 0.29 \% | \$ | 1,113 | 0.46 \% | \$ | 909 | 0.38 \% | \$ | 769 | 0.32 \% | \$ | (99) | (185) |


| (in millions) | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{array}{r} \text { Jun 30, } \\ 2020 \end{array}$ | Quarter ended |  | $\begin{array}{r} \text { Dec 31, } 2020 \\ \$ \text { Change from } \end{array}$ |  | Year ended Dec 31, |  | \$ Change |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{gathered} \text { Mar 31, } \\ 2020 \end{gathered}$ |  | $\begin{gathered} \text { Dec 31, } \\ 2019 \end{gathered}$ | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{gathered} \text { Dec 31, } \\ 2019 \end{gathered}$ | 2020 | 2019 |  |
| Balance, beginning of period | \$ | 20,471 |  | 20,436 | 12,022 | 10,456 | 10,613 | 35 | 9,858 | 10,456 | 10,707 | (251) |
| Cumulative effect from change in accounting policies (1) |  | - | - | - | $(1,337)$ | - | - | - | $(1,337)$ | - | $(1,337)$ |
| Allowance for purchased credit-deteriorated (PCD) loans (2) |  | - | - | - | 8 | - | - | - | 8 | - | 8 |
| Balance, beginning of quarter, adjusted |  | 20,471 | 20,436 | 12,022 | 9,127 | 10,613 | 35 | 9,858 | 9,127 | 10,707 | $(1,580)$ |
| Provision for credit losses |  | (144) | 751 | 9,565 | 3,833 | 644 | (895) | (788) | 14,005 | 2,687 | 11,318 |
| Interest income on certain loans (3) |  | (36) | (41) | (38) | (38) | (35) | 5 | (1) | (153) | (147) | (6) |
| Net loan charge-offs: |  |  |  |  |  |  |  |  |  |  |  |
| Commercial: |  |  |  |  |  |  |  |  |  |  |  |
| Commercial and industrial |  | (111) | (274) | (521) | (333) | (168) | 163 | 57 | $(1,239)$ | (607) | (632) |
| Real estate mortgage |  | (162) | (56) | (67) | 2 | (4) | (106) | (158) | (283) | (6) | (277) |
| Real estate construction |  | - | 2 | 1 | 16 | - | (2) | - | 19 | 12 | 7 |
| Lease financing |  | (35) | (28) | (15) | (9) | (31) | (7) | (4) | (87) | (51) | (36) |
| Total commercial |  | (308) | (356) | (602) | (324) | (203) | 48 | (105) | $(1,590)$ | (652) | (938) |
| Consumer: |  |  |  |  |  |  |  |  |  |  |  |
| Residential mortgage - first lien |  | 3 | 1 | (2) | 3 | 3 | 2 | - | 5 | 50 | (45) |
| Residential mortgage - junior lien |  | 24 | 14 | 12 | 5 | 16 | 10 | 8 | 55 | 66 | (11) |
| Credit card |  | (190) | (245) | (327) | (377) | (350) | 55 | 160 | $(1,139)$ | $(1,370)$ | 231 |
| Auto |  | (51) | (31) | (106) | (82) | (87) | (20) | 36 | (270) | (306) | 36 |
| Other consumer |  | (62) | (66) | (88) | (134) | (148) | 4 | 86 | (350) | (550) | 200 |
| Total consumer |  | (276) | (327) | (511) | (585) | (566) | 51 | 290 | $(1,699)$ | $(2,110)$ | 411 |
| Net loan charge-offs |  | (584) | (683) | $(1,113)$ | (909) | (769) | 99 | 185 | $(3,289)$ | $(2,762)$ | (527) |
| Other |  | 6 | 8 | - | 9 | 3 | (2) | 3 | 23 | (29) | 52 |
| Balance, end of period | \$ | 19,713 | 20,471 | 20,436 | 12,022 | 10,456 | (758) | 9,257 | 19,713 | 10,456 | 9,257 |
| Components: |  |  |  |  |  |  |  |  |  |  |  |
| Allowance for loan losses | \$ | 18,516 | 19,463 | 18,926 | 11,263 | 9,551 | (947) | 8,965 | 18,516 | 9,551 | 8,965 |
| Allowance for unfunded credit commitments |  | 1,197 | 1,008 | 1,510 | 759 | 905 | 189 | 292 | 1,197 | 905 | 292 |
| Allowance for credit losses for loans | \$ | 19,713 | 20,471 | 20,436 | 12,022 | 10,456 | (758) | 9,257 | 19,713 | 10,456 | 9,257 |
| Net loan charge-offs (annualized) as a percentage of average total loans |  | 0.26 \% | 0.29 | 0.46 | 0.38 | 0.32 |  |  | 0.35 | 0.29 |  |
| Allowance for loan losses as a percentage of: |  |  |  |  |  |  |  |  |  |  |  |
| Total loans |  | 2.09 | 2.12 | 2.02 | 1.12 | 0.99 |  |  | 2.09 | 0.99 |  |
| Nonaccrual loans |  | 212 | 243 | 249 | 183 | 179 |  |  | 212 | 179 |  |
| Total net loan charge-offs (annualized) |  | 797 | 716 | 423 | 308 | 313 |  |  | 563 | 346 |  |
| Allowance for credit losses for loans as a percentage of: |  |  |  |  |  |  |  |  |  |  |  |
| Total loans |  | 2.22 | 2.22 | 2.19 | 1.19 | 1.09 |  |  | 2.22 | 1.09 |  |
| Nonaccrual loans |  | 226 | 255 | 269 | 195 | 196 |  |  | 226 | 196 |  |

(1) Represents the overall decrease in our allowance for credit losses for loans as a result of our adoption of Accounting Standards Update (ASU) 2016-13, Financial Instruments - Credit Losses (CECL), on January 1, 2020.
(2) Represents


| (\$ in millions) | Dec 31, 2020 |  |  | Sep 30, 2020 |  |  | Jun 30, 2020 |  |  | Mar 31, 2020 |  |  | Jan 1, 2020 (1) |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | ACL |  |  | ACL | ACL $\mathrm{as} \%$ of loan class |  | ACL |  |  | ACL |  |  | ACL |  |
| By product: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Commercial: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Commercial and industrial | \$ | 7,230 | 2.27 \% | \$ | 7,845 | 2.44 \% | \$ | 8,109 | 2.32 \% | \$ | 4,231 | 1.04 \% | \$ | 2,491 | 0.70 \% |
| Real estate mortgage |  | 3,167 | 2.60 |  | 2,517 | 2.06 |  | 2,395 | 1.93 |  | 848 | 0.69 |  | 702 | 0.58 |
| Real estate construction |  | 410 | 1.88 |  | 521 | 2.31 |  | 484 | 2.23 |  | 36 | 0.17 |  | 42 | 0.21 |
| Lease financing |  | 709 | 4.41 |  | 659 | 3.89 |  | 681 | 3.91 |  | 164 | 0.86 |  | 149 | 0.75 |
| Total commercial |  | 11,516 | 2.41 |  | 11,542 | 2.39 |  | 11,669 | 2.27 |  | 5,279 | 0.93 |  | 3,384 | 0.66 |
| Consumer: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Residential mortgage - first lien |  | 1,600 | 0.58 |  | 1,519 | 0.51 |  | 1,541 | 0.55 |  | 836 | 0.29 |  | 845 | 0.29 |
| Residential mortgage - junior lien |  | 653 | 2.80 |  | 710 | 2.82 |  | 725 | 2.70 |  | 125 | 0.44 |  | 78 | 0.26 |
| Credit card |  | 4,082 | 11.13 |  | 4,082 | 11.33 |  | 3,777 | 10.49 |  | 3,481 | 9.02 |  | 2,913 | 7.10 |
| Auto |  | 1,230 | 2.55 |  | 1,225 | 2.53 |  | 1,174 | 2.41 |  | 1,016 | 2.09 |  | 719 | 1.50 |
| Other consumer |  | 632 | 2.59 |  | 1,393 | 4.20 |  | 1,550 | 4.79 |  | 1,285 | 3.83 |  | 1,188 | 3.46 |
| Total consumer |  | 8,197 | 2.00 |  | 8,929 | 2.04 |  | 8,767 | 2.08 |  | 6,743 | 1.53 |  | 5,743 | 1.29 |
| Total allowance for credit losses for loans | \$ | 19,713 | 2.22 \% | \$ | 20,471 | 2.22 \% | \$ | 20,436 | 2.19 \% | \$ | 12,022 | 1.19 \% | \$ | 9,127 | 0.95 \% |
| By segment: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Consumer Banking and Lending | \$ | 9,593 | 2.64 \% |  | 9,593 | 2.51 \% |  | 9,329 | 2.53 \% |  | 6,806 | 1.79 \% |  | 5,863 | 1.52 \% |
| Commercial Banking |  | 4,586 | 2.43 |  | 4,586 | 2.35 |  | 4,458 | 2.12 |  | 2,297 | 0.95 |  | 1,482 | 0.66 |
| Corporate and Investing Banking |  | 5,155 | 2.11 |  | 5,155 | 2.14 |  | 5,405 | 2.11 |  | 2,064 | 0.72 |  | 997 | 0.39 |
| Wealth and Investment Management |  | 375 | 0.46 |  | 375 | 0.47 |  | 383 | 0.49 |  | 128 | 0.16 |  | 122 | 0.16 |
| Corporate |  | 4 | 0.04 |  | 762 | 3.47 |  | 861 | 3.92 |  | 727 | 3.29 |  | 663 | 3.03 |
| Total allowance for credit losses for loans | \$ | 19,713 | 2.22 \% |  | 20,471 | 2.22 \% |  | 20,436 | 2.19 \% |  | 12,022 | 1.19 \% |  | 9,127 | 0.95 \% |


| (in millions) | Dec 31, 2020 |  |  | Sep 30, 2020 |  |  | Jun 30, 2020 |  |  | Mar 31, 2020 |  |  | Dec 31, 2019 |  |  | $\begin{array}{r} \text { Dec 31, } 2020 \\ \$ \text { Change from } \\ \hline \end{array}$ |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Balance |  | \% of total loans | Balance |  | \% of total Ioans | Balance |  |  | Balance |  | $\begin{aligned} & \text { \% of } \\ & \text { total } \\ & \text { loans } \end{aligned}$ | Balance |  | \% of total Ioans | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \text { Dec 31, } \\ 2019 \end{array}$ |
| By product: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Nonaccrual loans: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Commercial: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Commercial and industrial | \$ | 2,698 | 0.85\% | \$ | 2,834 | 0.88\% | \$ | 2,896 | 0.83\% | \$ | 1,779 | 0.44\% | \$ | 1,545 | 0.44\% | \$ | (136) | 1,153 |
| Real estate mortgage |  | 1,774 | 1.46 |  | 1,343 | 1.10 |  | 1,217 | 0.98 |  | 944 | 0.77 |  | 573 | 0.47 |  | 431 | 1,201 |
| Real estate construction |  | 48 | 0.22 |  | 34 | 0.15 |  | 34 | 0.16 |  | 21 | 0.10 |  | 41 | 0.21 |  | 14 | 7 |
| Lease financing |  | 259 | 1.61 |  | 187 | 1.10 |  | 138 | 0.79 |  | 131 | 0.68 |  | 95 | 0.48 |  | 72 | 164 |
| Total commercial |  | 4,779 | 1.00 |  | 4,398 | 0.91 |  | 4,285 | 0.83 |  | 2,875 | 0.51 |  | 2,254 | 0.44 |  | 381 | 2,525 |
| Consumer: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Residential mortgage - first lien (1)(2) |  | 2,957 | 1.07 |  | 2,641 | 0.90 |  | 2,393 | 0.86 |  | 2,372 | 0.81 |  | 2,150 | 0.73 |  | 316 | 807 |
| Residential mortgage - junior lien (2) |  | 754 | 3.24 |  | 767 | 3.05 |  | 753 | 2.81 |  | 769 | 2.70 |  | 796 | 2.70 |  | (13) | (42) |
| Auto |  | 202 | 0.42 |  | 176 | 0.36 |  | 129 | 0.26 |  | 99 | 0.20 |  | 106 | 0.22 |  | 26 | 96 |
| Other consumer |  | 36 | 0.15 |  | 40 | 0.12 |  | 45 | 0.14 |  | 41 | 0.12 |  | 40 | 0.12 |  | (4) | (4) |
| Total consumer |  | 3,949 | 0.97 |  | 3,624 | 0.83 |  | 3,320 | 0.79 |  | 3,281 | 0.74 |  | 3,092 | 0.69 |  | 325 | 857 |
| Total nonaccrual loans |  | 8,728 | 0.98 |  | 8,022 | 0.87 |  | 7,605 | 0.81 |  | 6,156 | 0.61 |  | 5,346 | 0.56 |  | 706 | 3,382 |
| Foreclosed assets | \$ | 159 |  |  | 156 |  |  | 195 |  |  | 252 |  |  | 303 |  |  | 3 | (144) |
| Total nonperforming assets | \$ | 8,887 | 1.00\% | \$ | 8,178 | 0.89\% | \$ | 7,800 | 0.83\% | \$ | 6,408 | 0.63\% | \$ | 5,649 | 0.59\% | \$ | 709 | 3,238 |
| By segment: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Consumer Banking and Lending | \$ | 3,895 | 1.07\% | \$ | 3,625 | 0.95\% | \$ | 3,361 | 0.91\% | \$ | 3,366 | 0.89\% | \$ | 3,204 | 0.83\% | \$ | 270 | 691 |
| Commercial Banking |  | 2,511 | 1.33 |  | 1,899 | 0.98 |  | 1,697 | 0.81 |  | 1,631 | 0.68 |  | 1,398 | 0.62 |  | 612 | 1,113 |
| Corporate and Investing Banking |  | 2,198 | 0.90 |  | 2,402 | 1.00 |  | 2,509 | 0.98 |  | 1,186 | 0.41 |  | 824 | 0.33 |  | (204) | 1,374 |
| Wealth and Investment Management |  | 262 | 0.32 |  | 224 | 0.28 |  | 204 | 0.26 |  | 201 | 0.26 |  | 196 | 0.25 |  | 38 | 66 |
| Corporate |  | 21 | 0.20 |  | 28 | 0.13 |  | 29 | 0.13 |  | 24 | 0.11 |  | 27 | - |  | (7) | (6) |
| Total nonperforming assets | \$ | 8,887 | 1.00\% | \$ | 8,178 | 0.89\% | \$ | 7,800 | 0.83\% | \$ | 6,408 | 0.63\% | \$ | 5,649 | 0.59\% | \$ | 709 | 3,238 |


the pools were discontinued and performance is based on contractual terms for individual loans.
(2) Residential mortgage loans predominantly insured by the Federal Housing Administration (FHA) or guaranteed by the Department of Veterans Affairs (VA) are not placed on nonaccrual status because they are insured or guaranteed.

| (\$ in millions) | Nonaccrual loans |  |  | Dec 31, 2020 |  |  | Sep 30, 2020 |  |  |  |  |  | Nonaccrual loans |  | Loans outstanding | Dec 31, 2019 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | Loans outstanding | $\begin{aligned} & \text { \% of } \\ & \text { total } \\ & \text { loans } \end{aligned}$ | Total commitments |  | Nonaccrual loans |  | Loans outstanding | $\begin{aligned} & \text { \% of } \\ & \text { total } \\ & \text { loans } \end{aligned}$ | Totalcommitments(1) |  |  |  | \% of total loans |  | Total mmitments (1) |
| Financials except banks | \$ | 160 | 117,726 | 13\% | \$ | 206,999 | \$ | 204 | 108,597 | 12\% | \$ | 193,838 | \$ | 112 |  | 117,312 | 12\% | \$ | 200,848 |
| Technology, telecom and media |  | 144 | 23,061 | 3 |  | 56,500 |  | 100 | 24,517 | 3 |  | 56,417 |  | 28 | 22,447 | 2 |  | 53,343 |
| Real estate and construction |  | 133 | 23,113 | 3 |  | 51,526 |  | 287 | 24,959 | 3 |  | 52,995 |  | 47 | 22,011 | 2 |  | 48,217 |
| Retail |  | 94 | 17,393 | 2 |  | 41,669 |  | 149 | 19,243 | 2 |  | 42,250 |  | 105 | 19,923 | 2 |  | 41,938 |
| Equipment, machinery and parts manufacturing |  | 81 | 18,158 | 2 |  | 41,332 |  | 95 | 19,586 | 2 |  | 40,649 |  | 36 | 23,457 | 2 |  | 42,040 |
| Materials and commodities |  | 39 | 12,071 | 1 |  | 33,879 |  | 48 | 13,188 | 1 |  | 35,885 |  | 33 | 16,375 | 2 |  | 39,369 |
| Health care and pharmaceuticals |  | 145 | 15,322 | 2 |  | 32,154 |  | 163 | 16,074 | 2 |  | 32,304 |  | 28 | 14,920 | 2 |  | 30,168 |
| Oil, gas and pipelines |  | 953 | 10,471 | 1 |  | 30,055 |  | 1,188 | 11,138 | 1 |  | 31,344 |  | 615 | 13,562 | 1 |  | 35,445 |
| Food and beverage manufacturing |  | 17 | 12,401 | 1 |  | 28,908 |  | 30 | 12,051 | 1 |  | 28,597 |  | 9 | 14,991 | 2 |  | 29,172 |
| Automobile related |  | 79 | 11,817 | 1 |  | 25,034 |  | 24 | 12,031 | 1 |  | 25,240 |  | 24 | 15,996 | 2 |  | 26,310 |
| Commercial services |  | 107 | 10,284 | 1 |  | 24,442 |  | 145 | 10,618 | * |  | 24,467 |  | 50 | 10,455 | * |  | 22,713 |
| Utilities |  | 2 | 5,031 | * |  | 18,564 |  | 9 | 5,922 | * |  | 19,315 |  | 224 | 5,995 | * |  | 19,390 |
| Entertainment and recreation |  | 263 | 9,884 | 1 |  | 17,551 |  | 85 | 9,643 | 1 |  | 16,849 |  | 44 | 13,462 | 1 |  | 19,854 |
| Transportation services |  | 573 | 9,236 | 1 |  | 15,531 |  | 390 | 10,216 | 1 |  | 16,642 |  | 224 | 10,957 | * |  | 17,660 |
| Diversified or miscellaneous |  | 7 | 5,437 | * |  | 14,717 |  | 16 | 4,965 | - |  | 14,043 |  | 4 | 4,600 | * |  | 11,290 |
| Insurance and fiduciaries |  | 2 | 3,297 | * |  | 14,334 |  | 2 | 3,463 | * |  | 14,814 |  | 1 | 5,525 | * |  | 15,596 |
| Banks |  | - | 12,789 | 1 |  | 13,842 |  | - | 12,975 | 1 |  | 13,982 |  | - | 20,070 | * |  | 20,728 |
| Agribusiness |  | 81 | 6,314 | * |  | 11,642 |  | 40 | 6,829 | * |  | 12,419 |  | 35 | 7,539 | * |  | 12,901 |
| Government and education |  | 9 | 5,464 | * |  | 11,065 |  | 10 | 5,413 | * |  | 11,691 |  | 6 | 5,363 | * |  | 12,267 |
| Other (2) | \$ | 68 | 5,623 | * | \$ | 23,315 | \$ | 36 | 6,432 | 2\% | \$ | 13,946 | \$ | 15 | 8,996 | 1\% | \$ | 21,698 |
| Total | \$ | 2,957 | 334,892 | 33\% | \$ | 713,059 | \$ | 3,021 | 337,860 | 37\% | \$ | 697,687 | \$ | 1,640 | 373,956 | 39\% | \$ | 720,947 |

[^2](2) No other single industry had total loans outstanding in excess of $\$ 3.8$ billion, $\$ 5.0$ billion, and $\$ 4.7$ billion at December 31, 2020, September 30, 2020, and December 31, 2019, respectively.

| (\$ in millions) | Nonaccrual loans |  |  | Dec 31, 2020 |  |  | Sep 30, 2020 |  |  |  |  |  | Nonaccrual loans |  | Loans outstanding | Dec 31, 2019 |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | Loans outstanding | $\begin{aligned} & \text { \% of } \\ & \text { total } \\ & \text { loans } \end{aligned}$ | Total commitments (1) |  | Nonaccrual loans |  | Loans outstanding | $\begin{aligned} & \text { \% of } \\ & \text { total } \\ & \text { loans } \end{aligned}$ | Total commitments (1) |  |  |  | \% of total loans |  |  | Total mitments (1) |
| Office buildings | \$ | 274 | 37,251 | 4\% | \$ | 43,059 | \$ | 280 | 37,347 | 4\% | \$ | 42,855 | \$ | 111 |  | 37,107 | 4\% |  |  | 42,907 |
| Apartments |  | 30 | 27,909 | 3 |  | 35,092 |  | 30 | 27,435 | 3 |  | 35,038 |  | 9 | 24,658 | 2 |  |  | 32,576 |
| Industrial/warehouse |  | 87 | 17,108 | 2 |  | 19,069 |  | 77 | 17,730 | 2 |  | 19,887 |  | 83 | 17,305 | 2 |  |  | 19,588 |
| Retail (excluding shopping center) |  | 286 | 13,808 | 2 |  | 14,444 |  | 172 | 14,053 | 2 |  | 14,603 |  | 133 | 14,720 | 2 |  |  | 15,395 |
| Hotel/motel |  | 273 | 12,134 | 1 |  | 12,770 |  | 159 | 12,288 | 1 |  | 13,038 |  | 16 | 11,778 | 1 |  |  | 13,187 |
| Shopping center |  | 588 | 11,441 | 1 |  | 12,065 |  | 408 | 11,732 | 1 |  | 12,422 |  | 2 | 12,129 | 1 |  |  | 13,275 |
| Institutional |  | 93 | 6,692 | * |  | 7,923 |  | 95 | 6,215 | * |  | 7,667 |  | 49 | 5,541 | * |  |  | 7,193 |
| Mixed use properties |  | 98 | 6,192 | * |  | 7,424 |  | 91 | 6,217 | * |  | 7,434 |  | 93 | 6,864 | 1 |  |  | 8,289 |
| Collateral pool |  | - | 2,970 | * |  | 3,546 |  | - | 2,850 | * |  | 3,420 |  | - | 2,526 | * |  |  | 3,009 |
| 1-4 family structure |  | - | 1,346 | * |  | 3,400 |  | - | 1,523 | * |  | 3,517 |  | 4 | 1,533 | * |  |  | 3,278 |
| Other |  | 93 | 6,674 | * |  | 8,376 |  | 65 | 7,039 | * |  | 8,995 |  | 114 | 7,602 | 1 |  |  | 9,002 |
| Total | \$ | 1,822 | 143,525 | 16\% | \$ | 167,168 | \$ | 1,377 | 144,429 | 16\% | \$ | 168,876 | \$ | 614 | 141,763 | 15\% |  | \$ | 167,699 |

(1) Total commitments consists of loans outstanding plus unfunded credit commitments, excluding issued letters of credit.

## TANGIBLE COMMON EQUITY

We also evaluate our business based on certain ratios that utilize tangible common equity. Tangible common equity is a non-GAAP financial measure and represents total equity less preferred equity, noncontrolling interests, goodwill, certain identifiable intangible assets (other than MSRs) and goodwill and other intangibles on nonmarketable equity securities, net of applicable deferred taxes. The ratios are (i) tangible book value per common share, which represents tangible common equity divided by common shares outstanding; and (ii) return on average tangible common equity (ROTCE), which represents our annualized earnings as a percentage of tangible common equity. The methodology of determining tangible common equity may differ among companies. Management believes that tangible book value per common share and return on average tangible common equity, which utilize tangible common equity, are useful financial measures because they enable management, investors, and others to assess the Company's use of equity.

The tables below provide a reconciliation of these non-GAAP financial measures to GAAP financial measures.

| (in millions, except ratios) |  | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \text { Jun 30, } \\ & 2020 \end{aligned}$ | $\begin{gathered} \text { Mar 31, } \\ 2020 \end{gathered}$ | $\begin{array}{r} \text { Dec 31, } \\ 2019 \end{array}$ | Dec 31, 2020 \% Change from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ |  |  |  | $\begin{array}{r} \text { Dec 31, } \\ 2019 \end{array}$ |
| Tangible book value per common share: |  |  |  |  |  |  |  |  |  |
| Total equity |  | \$ | 185,920 |  | 182,032 | 180,122 | 183,330 | 187,984 | 2 \% | (1) |
| Adjustments: |  |  |  |  |  |  |  |  |  |
| Preferred stock |  |  | $(21,136)$ | $(21,098)$ | $(21,098)$ | $(21,347)$ | $(21,549)$ | - | (2) |
| Additional paid-in capital on preferred stock |  |  | 152 | 159 | 159 | 140 | (71) | (4) | NM |
| Unearned ESOP shares |  |  | 875 | 875 | 875 | 1,143 | 1,143 | - | (23) |
| Noncontrolling interests |  |  | $(1,033)$ | (859) | (736) | (612) | (838) | 20 | 23 |
| Total common stockholders' equity | (A) |  | 164,778 | 161,109 | 159,322 | 162,654 | 166,669 | 2 | (1) |
| Adjustments: |  |  |  |  |  |  |  |  |  |
| Goodwill |  |  | $(26,392)$ | $(26,387)$ | $(26,385)$ | $(26,381)$ | $(26,390)$ | - | - |
| Certain identifiable intangible assets (other than MSRs) |  |  | (342) | (366) | (389) | (413) | (437) | (7) | (22) |
| Goodwill and other intangibles on nonmarketable equity securities (included in other assets) |  |  | $(1,965)$ | $(2,019)$ | $(2,050)$ | $(1,894)$ | $(2,146)$ | (3) | (8) |
| Applicable deferred taxes related to goodwill and other intangible assets (1) |  |  | 856 | 842 | 831 | 821 | 810 | 2 | 6 |
| Tangible common equity | (B) | \$ | 136,935 | 133,179 | 131,329 | 134,787 | 138,506 | 3 | (1) |
| Common shares outstanding | (C) |  | 4,144.0 | 4,132.5 | 4,119.6 | 4,096.4 | 4,134.4 | - | - |
| Book value per common share | (A)/(C) | \$ | 39.76 | 38.99 | 38.67 | 39.71 | 40.31 | 2 | (1) |
| Tangible book value per common share | (B)/(C) |  | 33.04 | 32.23 | 31.88 | 32.90 | 33.50 | 3 | (1) |

[^3]| (in millions, except ratios) |  | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \text { Jun 30, } \\ & 2020 \end{aligned}$ | Quarter ended |  | Dec 31, 2020 \% Change from |  | Year ended |  |  | $\begin{array}{r} \% \\ \text { Change } \\ \hline \end{array}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | $\begin{array}{r} \text { Mar 31, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |  |
| Return on average tangible common equity: |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net income applicable to common stock | (A) |  |  | \$ | 2,642 | 1,720 | $(2,694)$ | 42 | 2,546 | 54 \% | 4 | \$ | 1,710 | 17,938 | (90)\% |
| Average total equity |  |  | 185,748 | 182,850 | 184,108 | 188,170 | 192,393 | 2 | (3) |  | 185,214 | 197,621 | (6) |
| Adjustments: |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Preferred stock |  |  | $(21,223)$ | $(21,098)$ | $(21,344)$ | $(21,794)$ | $(21,549)$ | 1 | (2) |  | $(21,364)$ | $(22,522)$ | (5) |
| Additional paid-in capital on preferred stock |  |  | 156 | 158 | 140 | 135 | (71) | (1) | NM |  | 148 | (81) | NM |
| Unearned ESOP shares |  |  | 875 | 875 | 1,140 | 1,143 | 1,143 | - | (23) |  | 1,007 | 1,306 | (23) |
| Noncontrolling interests |  |  | (887) | (761) | (643) | (785) | (945) | 17 | (6) |  | (769) | (962) | (20) |
| Average common stockholders' equity | (B) |  | 164,669 | 162,024 | 163,401 | 166,869 | 170,971 | 2 | (4) |  | 164,236 | 175,362 | (6) |
| Adjustments: |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Goodwill |  |  | $(26,390)$ | $(26,388)$ | $(26,384)$ | $(26,387)$ | $(26,389)$ | - | - |  | $(26,387)$ | $(26,409)$ | - |
| Certain identifiable intangible assets (other than MSRs) |  |  | (354) | (378) | (402) | (426) | (449) | (6) | (21) |  | (389) | (493) | (21) |
| Goodwill and other intangibles on nonmarketable equity securities (included in other assets) |  |  | $(1,889)$ | $(2,045)$ | $(1,922)$ | $(2,152)$ | $(2,223)$ | (8) | (15) |  | $(2,002)$ | $(2,174)$ | (8) |
| Applicable deferred taxes related to goodwill and other intangible assets (1) |  |  | 852 | 838 | 828 | 818 | 807 | 2 | 6 |  | 834 | 792 | 5 |
| Average tangible common equity | (C) | \$ | 136,888 | 134,051 | 135,521 | 138,722 | 142,717 | 2 | (4) |  | 136,292 | 147,078 | (7) |
| Return on average common stockholders' equity (ROE) (annualized) | (A)/(B) |  | 6.4 \% | 4.2 | (6.6) | 0.1 | 5.9 |  |  |  | 1.0 \% | 10.2 |  |
| Return on average tangible common equity (ROTCE) (annualized) | (A)/(C) |  | 7.7 | 5.1 | (8.0) | 0.1 | 7.1 |  |  |  | 1.3 | 12.2 |  |

[^4]| (in billions, except ratio) |  | Estimated <br> Dec 31, 2020 |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \text { Jun 30, } \\ & 2020 \end{aligned}$ | $\begin{array}{r} \text { Mar 31, } \\ 2020 \end{array}$ | $\begin{array}{r} \text { Dec 31, } \\ 2019 \end{array}$ | $\begin{array}{r} \text { Dec 31, } 2020 \\ \text { \% Change from } \\ \hline \end{array}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | $\begin{array}{r} \hline \text { Sep 30, } \\ 2020 \end{array}$ |  |  |  | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |
| Total equity |  | \$ | 185.9 |  | 182.0 | 180.1 | 183.3 | 188.0 | 2 \% | (1) |
| Adjustments: |  |  |  |  |  |  |  |  |  |
| Preferred stock |  |  | (21.1) | (21.1) | (21.1) | (21.3) | (21.5) | - | (2) |
| Additional paid-in capital on preferred stock |  |  | 0.2 | 0.2 | 0.2 | 0.1 | (0.1) | - | NM |
| Unearned ESOP shares |  |  | 0.9 | 0.9 | 0.9 | 1.1 | 1.1 | - | (18) |
| Noncontrolling interests |  |  | (1.0) | (0.9) | (0.7) | (0.6) | (0.8) | 11 | 25 |
| Total common stockholders' equity |  |  | 164.8 | 161.1 | 159.4 | 162.6 | 166.7 | 2 | (1) |
| Adjustments: |  |  |  |  |  |  |  |  |  |
| Goodwill |  |  | (26.4) | (26.4) | (26.4) | (26.4) | (26.4) | - | - |
| Certain identifiable intangible assets (other than MSRs) |  |  | (0.3) | (0.4) | (0.4) | (0.4) | (0.4) | (25) | (25) |
| Goodwill and other intangibles on nonmarketable equity securities (included in other assets) |  |  | (2.0) | (2.0) | (2.1) | (1.9) | (2.1) | - | (5) |
| Applicable deferred taxes related to goodwill and other intangible assets (2) |  |  | 0.9 | 0.8 | 0.8 | 0.8 | 0.8 | 13 | 13 |
| CECL transition provision (3) |  |  | 1.7 | 1.9 | 1.9 | - | - | (11) | NM |
| Other |  |  | (0.4) | (0.2) | (0.1) | - | 0.3 | 100 | NM |
| Common Equity Tier 1 | (A) |  | 138.3 | 134.9 | 133.1 | 134.7 | 138.8 | 3 | - |
| Preferred stock |  |  | 21.1 | 21.1 | 21.1 | 21.3 | 21.5 | - | (2) |
| Additional paid-in capital on preferred stock |  |  | (0.2) | (0.2) | (0.2) | (0.1) | 0.1 | - | NM |
| Unearned ESOP shares |  |  | (0.9) | (0.9) | (0.9) | (1.1) | (1.1) | - | (18) |
| Other |  |  | (0.2) | (0.2) | (0.2) | (0.5) | (0.3) | - | (33) |
| Total Tier 1 capital | (B) |  | 158.2 | 154.7 | 152.9 | 154.3 | 158.9 | 2 | - |
| Long-term debt and other instruments qualifying as Tier 2 |  |  | 24.4 | 25.0 | 25.5 | 25.8 | 26.5 | (2) | (8) |
| Qualifying allowance for credit losses (4) |  |  | 14.1 | 14.1 | 14.4 | 12.0 | 10.5 | - | 34 |
| Other |  |  | (0.2) | (0.2) | (0.2) | (0.2) | (0.2) | - | - |
| Effect of Basel III Transition Requirements |  |  | 0.1 | 0.1 | 0.1 | 0.1 | 0.5 | - | (80) |
| Total qualifying capital (Basel III Transition Requirements) | (C) | \$ | 196.6 | 193.8 | 192.6 | 192.1 | 196.2 | 1 | - |
| Total risk-weighted assets (RWAs) | (D) | \$ | 1,192.0 | 1,185.6 | 1,213.1 | 1,262.8 | 1,245.9 | 1 | (4) |
| Common Equity Tier 1 to total RWAs | (A)/(D) |  | 11.6 \% | 11.4 | 11.0 | 10.7 | 11.1 |  |  |
| Tier 1 capital to total RWAs | (B)/(D) |  | 13.3 | 13.1 | 12.6 | 12.2 | 12.8 |  |  |
| Total capital to total RWAs | (C)/(D) |  | 16.5 | 16.3 | 15.9 | 15.2 | 15.8 |  |  |

[^5]| (in billions, except ratio) |  | Estimated$\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{aligned} & \text { Jun 30, } \\ & 2020 \end{aligned}$ | $\begin{array}{r} \text { Mar 31, } \\ 2020 \end{array}$ | $\begin{array}{r} \text { Dec 31, } \\ 2019 \end{array}$ | Dec 31, 2020 \% Change from |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ |  |  |  | $\begin{array}{r} \text { Dec 31, } \\ 2019 \\ \hline \end{array}$ |
| Total equity |  | \$ | 185.9 |  | 182.0 | 180.1 | 183.3 | 188.0 | 2 \% | (1) |
| Adjustments: |  |  |  |  |  |  |  |  |  |
| Preferred stock |  |  | (21.1) | (21.1) | (21.1) | (21.3) | (21.5) | - | (2) |
| Additional paid-in capital on preferred stock |  |  | 0.2 | 0.2 | 0.2 | 0.1 | (0.1) | - | NM |
| Unearned ESOP shares |  |  | 0.9 | 0.9 | 0.9 | 1.1 | 1.1 | - | (18) |
| Noncontrolling interests |  |  | (1.0) | (0.9) | (0.7) | (0.6) | (0.8) | 11 | 25 |
| Total common stockholders' equity |  |  | 164.8 | 161.1 | 159.4 | 162.6 | 166.7 | 2 | (1) |
| Adjustments: |  |  |  |  |  |  |  |  |  |
| Goodwill |  |  | (26.4) | (26.4) | (26.4) | (26.4) | (26.4) | - | - |
| Certain identifiable intangible assets (other than MSRs) |  |  | (0.3) | (0.4) | (0.4) | (0.4) | (0.4) | (25) | (25) |
| Goodwill and other intangibles on nonmarketable equity securities (included in other assets) |  |  | (2.0) | (2.0) | (2.1) | (1.9) | (2.1) | - | (5) |
| Applicable deferred taxes related to goodwill and other intangible assets (2) |  |  | 0.9 | 0.8 | 0.8 | 0.8 | 0.8 | 13 | 13 |
| CECL transition provision (3) |  |  | 1.7 | 1.9 | 1.9 | - | - | (11) | NM |
| Other |  |  | (0.4) | (0.2) | (0.1) | - | 0.3 | 100 | NM |
| Common Equity Tier 1 | (A) |  | 138.3 | 134.9 | 133.1 | 134.7 | 138.8 | 3 | - |
| Preferred stock |  |  | 21.1 | 21.1 | 21.1 | 21.3 | 21.5 | - | (2) |
| Additional paid-in capital on preferred stock |  |  | (0.2) | (0.2) | (0.2) | (0.1) | 0.1 | - | NM |
| Unearned ESOP shares |  |  | (0.9) | (0.9) | (0.9) | (1.1) | (1.1) | - | (18) |
| Other |  |  | (0.2) | (0.2) | (0.2) | (0.5) | (0.3) | - | (33) |
| Total Tier 1 capital | (B) |  | 158.2 | 154.7 | 152.9 | 154.3 | 158.9 | 2 | - |
| Long-term debt and other instruments qualifying as Tier 2 |  |  | 24.4 | 25.0 | 25.5 | 25.8 | 26.5 | (2) | (8) |
| Qualifying allowance for credit losses (4) |  |  | 4.4 | 4.5 | 4.6 | 4.0 | 2.6 | (2) | 69 |
| Other |  |  | (0.2) | (0.2) | (0.2) | (0.2) | (0.2) | - | - |
| Effect of Basel III Transition Requirements |  |  | 0.1 | 0.1 | 0.1 | 0.1 | 0.5 | - | (80) |
| Total qualifying capital (Basel III Transition Requirements) | (C) | \$ | 186.9 | 184.2 | 182.8 | 184.0 | 188.3 | 1 | (1) |
| Total RWAs (5) | (D) | \$ | 1,158.1 | 1,172.0 | 1,195.4 | 1,181.3 | 1,165.1 | (1) | (1) |
| Common Equity Tier 1 to total RWAs (5) | (A)/(D) |  | 11.9 \% | 11.5 | 11.1 | 11.4 | 11.9 |  |  |
| Tier 1 capital to total RWAs (5) | (B)/(D) |  | 13.7 | 13.2 | 12.8 | 13.1 | 13.6 |  |  |
| Total capital to total RWAs (5) | (C)/(D) |  | 16.1 | 15.7 | 15.3 | 15.6 | 16.2 |  |  |

## NM - Not meaningful


 capital ratios calculated under the Standardized Approach and under the Advanced Approach.
me tax rates to the difference between book and tax basis of the respective goodwill and intangible assets at period en


 2020, through December 31, 2020

(5) Amount for December 31, 2019, has been revised as a result of a decrease in RWAs under the Advanced Approach due to the correction of duplicated operational loss amounts.

Wells Fargo \& Company and Subsidiaries
DEFERRED COMPENSATION AND RELATED HEDGES

| (in millions) | $\begin{array}{r} \hline \text { Dec 31, } \\ 2020 \\ \hline \end{array}$ |  |  |  | Quarter ended |  | Year ended |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{array}{r} \text { Sep 30, } \\ 2020 \end{array}$ | $\begin{array}{r} \text { Jun 30, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Mar 31, } \\ 2020 \end{array}$ | $\begin{array}{r} \text { Dec 31, } \\ 2019 \end{array}$ | $\begin{array}{r} \text { Dec 31, } \\ 2020 \end{array}$ | $\begin{array}{r} \hline \text { Dec 31, } \\ 2019 \end{array}$ |
| Net interest income | \$ | - | - | 3 | 12 | 26 | 15 | 70 |
| Net gains (losses) from equity securities |  | 1 | 1 | 346 | (621) | 236 | (273) | 664 |
| Total revenue (losses) from deferred compensation plan investments |  | 1 | 1 | 349 | (609) | 262 | (258) | 734 |
| Change in deferred compensation plan liabilities |  | 470 | 220 | 490 | (598) | 263 | 582 | 739 |
| Net derivative (gains) losses from economic hedges of deferred compensation (1) |  | (422) | (215) | (141) | - | - | (778) | - |
| Personnel expense |  | 48 | 5 | 349 | (598) | 263 | (196) | 739 |
| Income (loss) before income tax expense | \$ | (47) | (4) | - | (11) | (1) | (62) | (5) |

 within the same financial statement line as the related business activity being hedged.


[^0]:    NM - Not meaningful

[^1]:    (1) Represents annualized total revenue (excluding Wells Fargo Asset Management) divided by average total financial and wealth advisors for the period.

[^2]:    (1) Total commitments consists of loans outstanding plus unfunded credit commitments, excluding issued letters of credit

[^3]:    NM - Not meaningful

[^4]:    NM - Not meaningful
    (1) Determined by applying the combined federal statutory rate and composite state income tax rates to the difference between book and tax basis of the respective goodwill and intangible assets at period end

[^5]:    
     capital ratios calculated under the Standardized Approach and under the Advanced Approach.
    (2) Determined by applying the combined federal statutory rate and composite state income tax rates to the difference between book and tax basis of the respective goodwill and intangible assets at period end
    
    
     2020, through December 31, 2020.
    (4) Under the Standardized Approach, the allowance for credit losses is includable in Tier 2 Capital up to $1.25 \%$ of Standardized credit RWAs with any excess allowance for credit losses deducted from total RWAs.

