

# Morgan Stanley

APRIL 2017

## DEAR FELLOW SHAREHOLDERS,

*2016 demonstrated that we have the right business mix, risk profile, and size and scale to drive Morgan Stanley's future success through market cycles. Our financial performance has steadily improved, and we are moving in the right direction. While there is more work to be done to achieve our goals, we approach 2017 with more confidence than at any time over the past 10 years.*

Our long-term strategy of building a diversified business model that combines the engine of a world-class institutional franchise with the ballast of a leading wealth management organization and an investment management business was realized in 2016, as our net revenues were split almost evenly between this engine and ballast. Together with our fortified balance sheet and strong capital levels, this business mix will carry our strategy forward over the next several years.

Our financial performance in 2016 improved over the previous year. On nearly flat net revenues, we grew our pre-tax profit\* by nearly \$1 billion. Our return on equity\* demonstrated progress towards our 2017 target of 9% to 11%, but we need to continue to execute on our strategic initiatives this year to get there. We are well positioned to grow net revenues in 2017, which, on a reduced cost base, should produce greater profitability. That being said, we intend to remain extremely disciplined in our execution, especially with regard to expense management.

While the immediate macro environment is generally more positive in the United States compared to a year ago, we live in uncertain times. In the U.S., the prospects of domestic policy changes are prompting expectations of faster growth and rising interest rates, at

LARRY LETTERA / CAMERA 1



JAMES P. GORMAN  
CHAIRMAN & CEO

least for now, and outweighing concerns about policies that could be more disruptive to international economic flows. As the regulatory landscape for the industry has evolved continuously over the last several years, we have adapted our business model and have learned to be nimble in responding to changes. We are confident in our ability to adapt to any further modifications under the new Administration. We continue to make investments in Asia, and we believe that most European economies have bottomed. It goes without saying that political and economic risks continue, and could disrupt this environment.

Our strong culture is a critical ingredient in driving our enduring performance. Our employees are proud to work here, and our culture underpins our focus on serving clients while managing the Firm's resources diligently. We are developing the next generation of leadership, cross-pollinating key executives throughout our major businesses to create a greater focus on collaboration and delivering the entire Firm for the benefit of our clients. Whatever uncertainties may manifest in the macro environment, the culture and talent in the Firm make us confident about our position and our ability to deliver higher performance in the years to come.

## **EXECUTING OUR STRATEGIC PRIORITIES AND GENERATING HIGHER RETURNS**

As we do each year, the Board of Directors and executive management have evaluated our strategy and refined our goals and priorities to ensure we are working for the long-term benefit of our shareholders. We articulate this strategy and vision at the beginning of each year and report our progress against them so that our shareholders can hold us accountable. As we work towards achieving sustained higher returns, let me review our performance and priorities going forward.

---

Our Wealth Management business is poised for further growth, and we are focused on increasing our pre-tax earnings. In 2016 our full-year profit margin<sup>†</sup> was 22%, despite headwinds from muted retail investor engagement and sustained low interest rates. Assuming constructive markets, we have targeted a profit margin of 23% to 25% by 2017. The expected rate increases in 2017 and 2018 by the Federal Reserve, combined with a more positive investor sentiment, lead us to believe there is real upside to this business over the next several years. Complementing these exogenous growth drivers, we have built

---

#### WINNING IN THE MARKETPLACE 2016 HIGHLIGHTS

- No. 1 in Equity Sales & Trading revenue wallet share<sup>1</sup>
  - No. 2 Advisor on global announced mergers and acquisitions<sup>2</sup>
  - No. 2 Underwriter of global equity offerings<sup>2</sup>
  - No. 2 Underwriter of global initial public offerings<sup>2</sup>
  - No. 1 in managed accounts, with \$877.1 billion in assets<sup>3</sup>
  - No. 1 in Barron's Top 100 Financial Advisors, with 35 listings
- 

our U.S. bank infrastructure to offer a robust suite of cash management products to attract a greater share of client deposits and support high-quality lending to drive Firm interest income growth, which increased 20% over the course of 2016. Our ongoing investments in digital technology also support growth. We continually modernize our systems to provide our financial advisors and clients with access to the digital tools and analytics they need to manage their assets and wealth, and to build over time the capability to service individuals who are more focused on a full digital relationship.

Our world-class Investment Banking franchise consistently ranks in the top two of the global league tables in advising on mergers and acquisitions and underwriting initial public offerings, and 2016 was

no exception. However, the year was challenging for the equity underwriting market, since volatility and idiosyncratic risk events kept many would-be issuers on the sidelines. We are optimistic that this market will see a normalization of volumes in 2017, allowing us to capitalize on our strong competitive position.

We unified our Sales & Trading franchise under one leadership team in the fall of 2015, and now are managing Sales & Trading holistically, aiming to optimize resources, talent, capital and technology. Our Equity Sales & Trading business finished the year No. 1 globally in net revenues for the third year in a row, continuing to offer clients expertise

<sup>†</sup> PROFIT MARGIN IS A NON-GAAP FINANCIAL MEASURE; PROFIT BEFORE TAX AS A PERCENTAGE OF NET REVENUES  
<sup>1</sup> SOURCE: COMPETITOR EARNINGS REPORTS  
<sup>2</sup> SOURCE: THOMSON REUTERS  
<sup>3</sup> SOURCE: CERULLI ASSOCIATES

---

across a broad range of products in markets worldwide. We are deepening our relationships in Prime Brokerage, providing content, capital and execution in flow trading, and investing in our Asia franchise. Our goal is to maintain leadership across regions while profitably growing wallet share. The meaningful restructuring of our Fixed Income Sales & Trading business made at the end of 2015 was consistent with our objective to have a credible and critically sized business with capital and resources appropriate to the market opportunities. The results so far have been encouraging, and in 2016 we exceeded our goal of average quarterly net revenues of at least \$1 billion. Should the expectations of rising interest rates, more active macro markets and vibrant corporate activity play out, we expect to participate in the growing revenue pool while maintaining our lower cost base.

Our Investment Management business, with over \$400 billion in assets under management, has world-class expertise across a number of asset classes. Throughout the year, we undertook an organizational realignment to unify the business, rationalize costs

and take better advantage of the Firm's distribution and origination platforms. While we experienced lower revenue from investments in 2016, our management fees were stable and we demonstrated strong momentum in fundraising across a number of funds, launched new products, and strengthened the management team. I am confident that the business will move forward on a more stable footing, and we will continue to see opportunities for growth in the medium to long term.

Technology continues to reshape our business. Over the next few years, the strategic challenges and opportunities we will face will almost all derive from technological change. We are continually strengthening our defenses to protect our data and our client assets from cybertheft and unauthorized access. We expect to take advantage of technology to improve our operations and processes, making

---

## EXECUTING OUR STRATEGY

### 2016 HIGHLIGHTS

- 22.4% pre-tax margin<sup>1</sup> in Wealth Management
  - \$2.1 trillion in Wealth Management client assets
  - Combined U.S. bank subsidiary assets increased to \$180.7 billion
  - Average quarterly revenue in excess of \$1 billion in Fixed Income Sales & Trading with reduced resources
  - Equity Sales & Trading revenue wallet share of 20.2% increased 197 bps over 2015<sup>2</sup>
  - 74.5% firmwide expense efficiency ratio<sup>3</sup>
  - 50% increase in return of capital to \$4.8 billion
- 

<sup>1</sup> NON-GAAP FINANCIAL MEASURE; PROFIT BEFORE TAX AS A PERCENTAGE OF NET REVENUES

<sup>2</sup> SOURCE: COMPETITOR EARNINGS REPORTS

<sup>3</sup> TOTAL NON-INTEREST EXPENSE AS A PERCENTAGE OF NET REVENUES

---

us more efficient in how we use resources. And we will continue to invest in technology to meet the increasing expectations of our clients for state-of-the-art digital platforms—whether it is the rapidly evolving electronic trading systems in our Fixed Income business or the enhanced online experience offered to our Wealth Management clients. We must constantly evaluate and embrace emerging technologies that have the

power to transform the financial industry landscape. Long-term winners will be those able to adapt and use technology to their competitive benefit, and we are deeply focused on these efforts.

---

#### FORTIFYING CAPITAL AND ENHANCING LIQUIDITY 2016 HIGHLIGHTS

- Common equity tier 1 capital ratio advanced (transitional) of 16.9% as of 4Q 2016, with \$68.5 billion in common equity
  - \$202.3 billion global liquidity reserve as of 4Q 2016
- 

On the expense side, we remain vigilant and are on course to deliver our targeted \$1 billion of cost reductions in 2017 through Project Streamline.

On relatively flat annual net revenues in 2016, we reduced non-compensation expenses significantly. We also continued to exercise discipline on compensation

and will continue to meet or exceed the targets we have set for compensation as a percentage of revenue. Project Streamline's expense initiatives have yielded meaningful results to date and their broad-based nature has created a more expense-focused culture across the Firm. We expect to achieve our 2017 expense efficiency ratio target of 74% based on this continued discipline in managing our expenses.

Critical to meeting our performance goals is returning excess capital to shareholders. Our total capital return in 2016 was \$4.8 billion, an increase of 50% from the prior year. We believe we are sufficiently capitalized for our business mix, size and risk profile. Significant return of capital, subject to regulatory approval, will remain our focus, and combined with our strategic initiatives to grow profits, should drive our return on equity\* to the 9% to 11% range we have targeted by 2017.

#### TALENT AND LEADERSHIP

Our future success will spring from the deep bench of talent and leadership at this Firm and the culture and values we bring to work every day. It takes much more than one

---

person to run a firm of this size, and we have a wealth of very senior and experienced executives, battle-hardened by the events of recent years.

In 2016 we elevated Colm Kelleher to President of Morgan Stanley, leading both Institutional Securities and Wealth Management. He is uniquely equipped to take on this responsibility given his leadership and commitment to our culture. He is the most experienced markets professional in our Firm and a true partner to me. His elevation to President has freed me to focus more on the future strategic direction of the business. Under his leadership, we are advancing collaboration across all of our businesses, and he is working closely with me to further develop our senior talent.

We have an obligation to our shareholders to develop the next generation of leaders, something that takes many years to do. We will continue to develop and nurture the talent required to guide us forward. Across our key business areas, we have put in place strong leaders to carry forward this Firm over the next decade. Ted Pick is leading our Sales & Trading franchise where we are growing wallet share. Mark Eichorn and Franck Petitgas are leading our world-class investment banking businesses. Shelley O'Connor and Andy Saperstein are leading our wealth management franchise, which manages over \$2.1 trillion in assets for clients. Dan Simkowitz is leading our investment management business and positioning it for growth. Robert Rooney heads our international businesses and has added Technology to his responsibilities. Jonathan Pruzan serves as our Chief Financial Officer, Eric Grossman as our Chief Legal Officer, and Keishi Hotsuki as our Chief Risk Officer. I have great confidence in this team and other senior leaders, and we are well positioned for the years ahead.

---

## OUR STRATEGY

### WHAT WE DO

Advise, originate, trade, manage and distribute capital for governments, institutions and individuals, and always do so with a standard of excellence.

### HOW WE DO IT

Execute in a way that is consistent with our values and, whenever possible, deliver more than one part of the Firm.

### WITH WHAT RESULT

Deliver strong returns for our shareholders, build long-term value for our clients and offer highly attractive career opportunities for our employees.

---

---

## OUR CORE VALUES

Since our founding in 1935, Morgan Stanley has pledged to do first-class business in a first-class way. Underpinning all that we do are four core values.

### PUTTING CLIENTS FIRST

Always keep the client's interest first. Work with colleagues to deliver the best of the Firm to every client. Listen to what the client is saying and needs.

### DOING THE RIGHT THING

Act with integrity. Think like an owner to create long-term shareholder value. Value and reward honesty, collegiality and character.

### LEADING WITH EXCEPTIONAL IDEAS

Win by breaking new ground. Let the facts and different points of view broaden your perspective. Be vigilant about what we can do better.

### GIVING BACK

Be generous with your expertise, your time and your money. Invest in the future of our communities and our Firm. Mentor our next generation.

---

## LOOKING AHEAD

We have the right business model in place and the leadership team to guide us forward. Across the Firm we are focused on executing our strategic goals successfully. We will continue to make the investments required to be competitive in the marketplace so that we generate consistent and sustainable growth. We have a talented workforce and a culture that focuses on delivering for our clients. I am proud of our 55,000 employees and want to thank them for their hard work and commitment. They live our values every day, making the right decisions on behalf of our clients and the Firm.

Thank you for your continued confidence and investment in Morgan Stanley. I am optimistic about our future and confident in our ability to deliver lasting value to our shareholders.



JAMES P. GORMAN  
CHAIRMAN AND CHIEF EXECUTIVE OFFICER  
APRIL 7, 2017

