

## SELECTED FINANCIAL DATA

(Dollars in Millions, Except Share and Per Share Data)

| FISCAL YEAR <sup>1</sup>   | 2002     | 2001     | 2000     | 1999     | 1998     |
|--|----------|----------|----------|----------|----------|
| <b>INCOME STATEMENT DATA</b>   |          |          |          |          |          |
| Revenues:  |          |          |          |          |          |
| Investment banking   | \$ 2,527 | \$ 3,425 | \$ 5,008 | \$ 4,523 | \$ 3,339 |
| Principal transactions:  |          |          |          |          |          |
| Trading  | 2,685    | 5,491    | 7,361    | 5,796    | 3,159    |
| Investments  | (35)     | (316)    | 193      | 725      | 89       |
| Commissions  | 3,280    | 3,162    | 3,647    | 2,774    | 2,208    |
| Fees:  |          |          |          |          |          |
| Asset management, distribution and administration  | 3,945    | 4,216    | 4,405    | 3,462    | 3,111    |
| Merchant and cardmember  | 1,420    | 1,349    | 1,256    | 1,030    | 1,244    |
| Servicing  | 2,091    | 1,904    | 1,489    | 1,232    | 936      |
| Interest and dividends   | 15,866   | 24,127   | 21,234   | 14,880   | 16,385   |
| Other  | 636      | 516      | 513      | 250      | 268      |
| Total revenues   | 32,415   | 43,874   | 45,106   | 34,672   | 30,739   |
| Interest expense   | 11,970   | 20,729   | 18,148   | 12,487   | 13,443   |
| Provision for consumer loan losses   | 1,336    | 1,052    | 810      | 526      | 1,174    |
| Net revenues   | 19,109   | 22,093   | 26,148   | 21,659   | 16,122   |
| Non-interest expenses:   |          |          |          |          |          |
| Compensation and benefits  | 7,933    | 9,372    | 10,896   | 8,361    | 6,609    |
| Other  | 6,221    | 6,987    | 6,733    | 5,542    | 4,793    |
| Restructuring and other charges  | 235      | —        | —        | —        | —        |
| Total non-interest expenses  | 14,389   | 16,359   | 17,629   | 13,903   | 11,402   |
| Gain on sale of businesses   | —        | —        | 35       | —        | 685      |
| Income before income taxes, dividends on preferred securities subject to mandatory redemption, extraordinary item and cumulative effect of accounting change | 4,720    | 5,734    | 8,554    | 7,756    | 5,405    |
| Provision for income taxes   | 1,645    | 2,074    | 3,070    | 2,937    | 1,992    |
| Dividends on preferred securities subject to mandatory redemption  | 87       | 50       | 28       | 28       | 20       |
| Income before extraordinary item and cumulative effect of accounting change  | 2,988    | 3,610    | 5,456    | 4,791    | 3,393    |
| Extraordinary item   | —        | (30)     | —        | —        | —        |
| Cumulative effect of accounting change   | —        | (59)     | —        | —        | (117)    |
| Net income   | \$ 2,988 | \$ 3,521 | \$ 5,456 | \$ 4,791 | \$ 3,276 |
| Earnings applicable to common shares <sup>2</sup>  | \$ 2,988 | \$ 3,489 | \$ 5,420 | \$ 4,747 | \$ 3,221 |

## PER SHARE DATA

|  |          |          |          |          |          |
|--|----------|----------|----------|----------|----------|
| Earnings per common share:   |          |          |          |          |          |
| Basic before extraordinary item and cumulative effect of accounting change   | \$ 2.76  | \$ 3.29  | \$ 4.95  | \$ 4.33  | \$ 2.90  |
| Extraordinary item   | —        | (0.03)   | —        | —        | —        |
| Cumulative effect of accounting change                                       | —        | (0.05)   | —        | —        | (0.10)   |
| Basic  | \$ 2.76  | \$ 3.21  | \$ 4.95  | \$ 4.33  | \$ 2.80  |
| Diluted before extraordinary item and cumulative effect of accounting change | \$ 2.69  | \$ 3.19  | \$ 4.73  | \$ 4.10  | \$ 2.76  |
| Extraordinary item   | —        | (0.03)   | —        | —        | —        |
| Cumulative effect of accounting change                                       | —        | (0.05)   | —        | —        | (0.09)   |
| Diluted  | \$ 2.69  | \$ 3.11  | \$ 4.73  | \$ 4.10  | \$ 2.67  |
| Book value per common share  | \$ 20.24 | \$ 18.64 | \$ 16.91 | \$ 14.85 | \$ 11.94 |
| Dividends per common share   | \$ 0.92  | \$ 0.92  | \$ 0.80  | \$ 0.48  | \$ 0.40  |

## BALANCE SHEET AND OTHER OPERATING DATA

|   |               |               |               |               |               |
|---|---------------|---------------|---------------|---------------|---------------|
| Total assets                                      | \$ 529,499    | \$ 482,628    | \$ 421,279    | \$ 366,967    | \$ 317,590    |
| Consumer loans, net                               | 23,404        | 20,108        | 21,743        | 20,963        | 16,412        |
| Total capital <sup>3</sup>                        | 65,936        | 61,633        | 49,637        | 39,699        | 37,922        |
| Long-term borrowings <sup>3</sup>                 | 44,051        | 40,917        | 30,366        | 22,685        | 23,803        |
| Shareholders' equity                              | 21,885        | 20,716        | 19,271        | 17,014        | 14,119        |
| Return on average common shareholders' equity     | 14.1%         | 18.5%         | 30.9%         | 32.6%         | 24.5%         |
| Average common and equivalent shares <sup>2</sup> | 1,083,270,783 | 1,086,121,508 | 1,095,858,438 | 1,096,789,720 | 1,151,645,450 |

<sup>1</sup> Certain prior-period information has been reclassified to conform to the current year's presentation.

<sup>2</sup> Amounts shown are used to calculate basic earnings per common share.

<sup>3</sup> These amounts exclude the current portion of long-term borrowings and include Capital Units and Preferred Securities Subject to Mandatory Redemption.