

Q3 2016 Interim Management Statement

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Introduction

In this document, 'RBSG plc' or the 'parent company' refers to The Royal Bank of Scotland Group plc, and 'RBS' or the 'Group' refers to RBSG plc and its subsidiaries.

Financial information contained in this document does not constitute statutory accounts within the meaning of section 434 of the Companies Act 2006 ('the Act'). The statutory accounts for the year ended 31 December 2015 have been filed with the Registrar of Companies. The report of the auditor on those statutory accounts was unqualified, did not draw attention to any matters by way of emphasis and did not contain a statement under section 498(2) or (3) of the Act.

Key operating indicators

As described in Note 1 on page 31, RBS prepares its financial statements in accordance with IFRS as issued by the IASB which constitutes a body of generally accepted accounting principles ('GAAP'). This document contains a number of adjusted or alternative performance measures, also known as non-GAAP financial measures. These measure exclude certain items which management believe are not representative of the underlying performance of the business and which distort period-on-period comparison. These measures include:

- 'Adjusted' measures of financial performance, principally operating performance before own credit adjustments; gain or loss on redemption of own debt; strategic disposals; restructuring costs and litigation and conduct costs (refer to Appendix 2 for reconciliations of the statutory to adjusted basis);
- 'Return on tangible equity', 'adjusted return on tangible equity' and related RWA equivalents incorporating the effect of capital deductions (RWAs), total assets excluding derivatives (funded assets) and net interest margin (NIM) adjusted for designated at fair value through profit or loss items (non-statutory NIM) which are internal metrics used to measure business performance;
- Personal & Business Banking (PBB) franchise, combining the reportable segments of UK Personal & Business Banking (UK PBB) and Ulster Bank RoI; and Commercial & Private Banking (CPB) franchise, combining the reportable segments of Commercial Banking, Private Banking and RBS International (RBSI); and
- Cost savings progress and 2016 target calculated using operating expenses excluding litigation and conduct costs, restructuring costs, the impairment of other intangible assets, the operating costs of Williams & Glyn and the VAT recovery.

Introduction

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Analysts and investors conference call

RBS will hold an audio Q&A session for analysts and investors on the results for the quarter ended 30 September 2016. Details are as follows:

Date: Friday 28 October 2016

Time: 9.00 am UK time

Conference ID: 95686059

Webcast: www.rbs.com/results

Dial in details: International – +44 (0) 1452 568 172
 UK Free Call – 0800 694 8082
 US Toll Free – 1 866 966 8024

Available on www.rbs.com/results

- Q3 2016 results and background slides;
- Financial supplement containing income statement and balance sheet information for the five quarters ending 30 September 2016; and
- Pillar 3 supplement at 30 September 2016.

Forward-looking statements

This document contains forward-looking statements within the meaning of the United States Private Securities Litigation Reform Act of 1995, including those related to RBS and its subsidiaries' regulatory capital position and requirements, financial position, future pension funding requirements, on-going litigation and regulatory investigations, profitability, impairment losses and credit exposures under certain specified scenarios. In addition, forward-looking statements may include, without limitation, statements typically containing words such as "intends", "expects", "anticipates", "targets", "plans", "believes", "risk", "estimates" and words of similar import. These statements concern or may affect future matters, such as RBS's future economic results, business plans and current strategies. Forward-looking statements are subject to a number of risks and uncertainties that might cause actual results and performance to differ materially from any expected future results or performance expressed or implied by the forward-looking statements. Factors that could cause or contribute to differences in current expectations include, but are not limited to, legislative, fiscal and regulatory developments, accounting standards, competitive conditions, technological developments, exchange rate fluctuations and general economic conditions. These and other factors, risks and uncertainties that may impact any forward-looking statement or RBS's actual results are discussed in RBS's UK Annual Report and Accounts and materials filed with, or furnished to, the US Securities and Exchange Commission, including, but not limited to, RBS's Reports on Form 6-K and most recent Annual Report on Form 20-F. The forward-looking statements contained in this announcement speak only as of the date of this announcement and RBS does not assume or undertake any obligation or responsibility to update any of the forward-looking statements contained in this announcement, whether as a result of new information, future events or otherwise, except to the extent legally required.

Highlights

RBS reported an operating profit before tax of £255 million, and an attributable loss⁽¹⁾ of £469 million in Q3 2016 which included restructuring costs of £469 million, litigation and conduct costs of £425 million and a £300 million deferred tax asset impairment.

Across our Personal & Business Banking (PBB), Commercial & Private Banking (CPB) and Corporate & Institutional Banking (CIB) franchises, RBS reported an adjusted operating profit of £1,331 million. RBS has generated over £1 billion of adjusted operating profit across PBB, CPB and CIB in each quarter this year. Adjusted return on equity across PBB, CPB and CIB was 14% for Q3 2016.

Common Equity Tier 1 ratio of 15.0% increased by 50 basis points in the quarter and remains ahead of our 13% target. Leverage ratio increased by 40 basis points to 5.6% principally reflecting the £2 billion Additional Tier 1 (AT1) issuance.

Key metrics and ratios	Nine months ended		Quarter ended		
	30 September 2016	30 September 2015	30 September 2016	30 June 2016	30 September 2015
Attributable (loss)/profit	(£2,514m)	£761m	(£469m)	(£1,077m)	£940m
Operating (loss)/profit	(£19m)	£247m	£255m	(£695m)	(£14m)
Operating profit - adjusted (2)	£2,489m	£3,719m	£1,333m	£716m	£826m
Net interest margin	2.18%	2.12%	2.17%	2.21%	2.09%
Cost:income ratio	94%	101%	88%	117%	103%
Cost:income ratio - adjusted (3,4)	66%	67%	58%	67%	75%
(Loss)/earnings per share from continuing operations					
- basic	(21.5p)	(3.2p)	(3.9p)	(9.3p)	(1.0p)
- adjusted (3,4)	(1.6p)	24.1p	3.9p	2.6p	5.6p
Return on tangible equity (5,6)	(8.5%)	2.4%	(4.8%)	(11.0%)	9.0%
Return on tangible equity - adjusted (3,4,6)	(0.6%)	12.4%	4.6%	3.2%	16.3%
Average tangible equity (6)	£39,516m	£42,050m	£38,696m	£39,283m	£41,911m
Average number of ordinary shares outstanding during the period (millions)	11,668	11,503	11,724	11,673	11,546

PBB, CPB & CIB					
Total income - adjusted (3)	£8,916m	£8,750m	£3,115m	£2,986m	£2,852m
Operating profit - adjusted (2)	£3,401m	£3,558m	£1,331m	£1,047m	£1,119m
Return on tangible equity - adjusted (3,4,6)	12.0%	13.1%	14.2%	11.0%	12.6%

Balance sheet related key metrics and ratios	30 September 2016	30 June 2016	31 December 2015
Tangible net asset value (TNAV) per ordinary share (6)	338p	345p	352p
Loan:deposit ratio (7,8)	91%	92%	89%
Short-term wholesale funding (7,9)	£14bn	£15bn	£17bn
Wholesale funding (7,9)	£56bn	£55bn	£59bn
Liquidity portfolio	£149bn	£153bn	£156bn
Liquidity coverage ratio (LCR) (10)	112%	116%	136%
Net stable funding ratio (NSFR) (11)	119%	119%	121%
Common Equity Tier 1 (CET1) ratio	15.0%	14.5%	15.5%
Risk-weighted assets (RWAs)	£235.2bn	£245.2bn	£242.6bn
Leverage ratio (12)	5.6%	5.2%	5.6%
Tangible equity (6)	£39,822m	£40,541m	£40,943m
Number of ordinary shares in issue (millions) (13)	11,792	11,755	11,625

Notes:

- (1) Attributable to ordinary shareholders.
- (2) Operating profit before tax excluding own credit adjustments, (loss)/gain on redemption of own debt, strategic disposals, restructuring costs and litigation and conduct costs.
- (3) Excluding own credit adjustments, (loss)/gain on redemption of own debt and strategic disposals.
- (4) Excluding restructuring costs and litigation and conduct costs.
- (5) Calculated using (loss)/profit for the period attributable to ordinary shareholders.
- (6) Tangible equity is equity attributable to ordinary shareholders less intangible assets.
- (7) Excludes repurchase agreements and stock lending.
- (8) Includes disposal groups.
- (9) Excludes derivative collateral.
- (10) On 1 October 2015 the LCR became the Prudential Regulation Authority's (PRA) primary regulatory liquidity standard; UK banks are required to meet a minimum standard of 80% initially, rising to 100% by 1 January 2018. The published LCR excludes Pillar 2 add-ons. RBS calculates the LCR using its own interpretation of the EU LCR Delegated Act, which may change over time and may not be fully comparable with that of other institutions.
- (11) NSFR for all periods have been calculated using RBS's current interpretations of the revised BCBS guidance on NSFR issued in late 2014. Therefore, reported NSFR will change over time with regulatory developments. Due to differences in interpretation, RBS's ratio may not be comparable with those of other financial institutions.
- (12) Based on end-point Capital Requirements Regulation (CRR) Tier 1 capital and leverage exposure under the CRR Delegated Act.
- (13) Includes 41 million treasury shares (30 June 2016 - 41 million; 31 December 2015 - 26 million).

Q3 2016 RBS performance summary

- RBS reported an attributable loss of £469 million in Q3 2016 compared with a profit of £940 million in Q3 2015 which included a £1,147 million gain on loss of control of Citizens. Q3 2016 included a £469 million restructuring cost, £425 million of litigation and conduct costs and a £300 million deferred tax asset impairment. The attributable loss for the first nine months of the year was £2,514 million and operating loss before tax was £19 million.
- Q3 2016 operating profit of £255 million compared with an operating loss of £14 million in Q3 2015. Adjusted operating profit of £1,333 million was £507 million, or 61%, higher than Q3 2015 reflecting increased income and reduced expenses.
- Income across PBB and CPB was 2% higher than Q3 2015, adjusting for transfers⁽¹⁾, and was stable for the year to date, as increased lending volumes more than offset reduced margins. CIB adjusted income increased by 71% to £526 million, adjusting for transfers⁽¹⁾, the highest quarterly income for the year, driven by Rates, which benefited from sustained customer activity and favourable market conditions following the EU referendum and central bank actions.
- NIM of 2.17% for Q3 2016 was 8 basis points higher than Q3 2015, as the benefit associated with the reduction in low yielding assets more than offset modest asset margin pressure and mix impacts across the core franchises. NIM fell 4 basis points compared with Q2 2016 reflecting asset and liability margin pressure.
- PBB and CPB net loans and advances have increased by 13% on an annualised basis since the start of 2016, with strong growth across both residential mortgages and commercial lending.
- Excluding expenses associated with Williams & Glyn⁽²⁾, write down of intangible assets and the Q2 VAT recovery, adjusted operating expenses have been reduced by £695 million for the year to date. Adjusted cost:income ratio for the year to date was 66% compared with 67% in the prior year. Across PBB, CPB and CIB cost:income ratio of 60% year to date was stable compared with 2015.
- Restructuring costs were £469 million in the quarter, a reduction of £378 million compared with Q3 2015. Williams & Glyn restructuring costs of £301 million include £127 million of termination costs associated with the decision to discontinue the programme to create a cloned banking platform.
- Litigation and conduct costs of £425 million include an additional charge in respect of the recent settlement with the National Credit Union Administration Board to resolve two outstanding lawsuits in the United States relating to residential mortgage backed securities.
- RBS has reviewed the recoverability of its deferred tax asset and, in light of the weaker economic outlook and recently enacted restrictions on carrying forward losses, an impairment of £300 million has been recognised in Q3 2016. This action has reduced TNAV per share by 3p.
- TNAV per share reduced by 7p in the quarter to 338p principally reflecting the attributable loss, 4p, and a loss on redemption of preference shares, 4p, partially offset by gains recognised in foreign exchange reserves.

Refer to the following page for footnotes.

Highlights

PBB, CPB and CIB performance

- Across our three customer facing businesses, PBB, CPB and CIB, adjusted operating profit of £1,331 million, was £212 million higher than Q3 2015.
 - UK Personal and Business Banking (UK PBB) adjusted operating profit of £591 million was £14 million higher than Q3 2015 as increased income and lower adjusted operating expenses more than offset increased impairment losses.
 - Ulster Bank RoI adjusted operating profit of £68 million compared with £108 million in Q3 2015 reflecting one-off income gains in Q3 2015 and reduced impairment releases.
 - Commercial Banking adjusted operating profit of £382 million was £7 million higher than Q3 2015, principally reflecting a 1% increase in income, adjusting for transfers⁽³⁾.
 - Private Banking⁽⁴⁾ adjusted operating profit of £53 million was £16 million higher than Q3 2015, benefiting from a £13 million VAT recovery, whilst RBS International (RBSI) was broadly stable at £53 million.
 - CIB adjusted income of £526 million was 71% higher than Q3 2015, adjusting for transfers⁽¹⁾, principally driven by Rates. Adjusted operating profit of £184 million compared with a loss of £30 million in Q3 2015.

Capital Resolution & Central items

- Capital Resolution adjusted operating loss of £118 million compared with a loss of £245 million in Q3 2015. The Q3 2016 loss included a £190 million impairment loss on the shipping portfolio and a £160 million valuation adjustment gain. RWAs reduced by £3.7 billion in the quarter to £38.6 billion
- Central items adjusted operating profit of £24 million compared with a loss of £163 million in Q3 2015 and included a £97 million foreign exchange (FX) reserve recycling gain and other gains partially offset by a £150 million charge in respect of IFRS volatility⁽⁵⁾ (Q3 2015 - £125 million charge).

Progress on 2016 targets

Strategy goal	2016 target	Q3 2016 Progress
Strength and sustainability	Maintain Bank CET1 ratio of 13%	CET1 ratio of 15.0%
	£2 billion AT1 issuance	£2.0 billion equivalent issued in Q3 2016
	Capital Resolution RWAs around £30-35 billion	RWAs down £10.4 billion to £38.6 billion for the year to date
Customer experience	Narrow the gap to No.1 in Net Promoter Score (NPS) in every primary UK brand	Year on year Commercial Banking ⁽⁶⁾ has seen an improvement in NPS and is the highest it has ever been.
Simplifying the bank	Reduce operating expenses by £800 million	Operating expenses down £695 million ⁽⁷⁾
Supporting growth	Net 4% growth in PBB and CPB customer loans	Net customer loans in PBB and CPB are up 13% on an annualised basis for the year to date
Employee engagement	Raise employee engagement to within two points of the GFS norm	Down 3 points to within 6 points of GFS norm

Notes:

- (1) CIB's results include the following financials for businesses subsequently transferred to Commercial Banking: total income of £98 million for nine months ended 2015 (Q3 2015 - £20 million).
- (2) Williams & Glyn refers to the business formerly intended to be divested as a separate legal entity and comprises RBS England and Wales branch-based businesses, along with certain small and medium enterprises and corporate activities across the UK.
- (3) The business transfers included: total income of £42 million (Q3 2015 - nil); operating expenses of £25 million (Q3 2015 - nil) and impairments of £7 million (Q3 2015 - nil).
- (4) Private Banking serves high net worth individuals through Coutts and Adam & Co.
- (5) IFRS volatility arises from the changes to fair value of hedges of loans which do not qualify for hedge accounting under IFRS.
- (6) £2m+ combination of NatWest & Royal Bank of Scotland in GB (954) Question: "How likely would you be to recommend (bank)". Base: Claimed main bank. Data weighted by region and turnover to be representative of businesses in Great Britain.
- (7) Cost saving target and progress for the nine months ended 2016 calculated using operating expenses excluding restructuring costs £1,099 million (2015 - £2,317 million), litigation and conduct costs £1,740 (2015 - £1,444), write down of other intangible assets of £48 million (2015 - nil), the operating costs of Williams and Glyn £296 million (2015 - £252 million) and the VAT recovery £227 million.

Building a stronger RBS

- RBS is progressing with its plan to build a strong, simple, fair bank for customers and shareholders.
- CET1 remains ahead of our 13% target at 15.0%, a 50 basis point increase compared with Q2 2016 driven by a £10.0 billion reduction in RWAs principally reflecting a £5.1 billion reduction in UK PBB, largely due to the unwind of mortgage risk parameter model uplifts taken in the first half, and £3.7 billion of disposals and run-off in Capital Resolution.
- On 10 August 2016 RBS announced that it had successfully completed the pricing of US\$2.65 billion 8.625% AT1 capital notes, with £4.0 billion equivalent now issued since August 2015.
- In addition, on 7 September 2016 we successfully issued US\$2.65 billion seven year senior debt which is eligible to meet RBS's 'Minimum Requirement for Own Funds and Eligible Liabilities', with £4.2 billion equivalent issued this year.
- Leverage ratio increased by 40 basis points to 5.6% largely driven by the AT1 issuance.
- Risk elements in lending (REIL) of £12.6 billion were 3.8% of gross customer loans, down from 4.5% at 30 September 2015.
- In June 2016, the triennial funding valuation of the Main Scheme of The Royal Bank of Scotland Group Pension Fund was agreed which showed that as at 31 December 2015 the value of liabilities exceeded the value of assets by £5.8 billion. In March 2016, to mitigate this anticipated deficit, RBS made a cash payment of £4.2 billion. The next triennial valuation is due to occur at the end of 2018 with agreement on any additional contributions by the end of March 2020. As at 30 September 2016, the Main Scheme had an unrecognised surplus reflected by a ratio of asset to liabilities of c.115% under IAS19 valuation principles. The surplus is unrecognised because the trustee's power to enhance member benefits could consume that surplus meaning that RBS does not control its ability to realise an asset. The existence of the asset, albeit unrecognised, does limit RBS's exposure to changes in actuarial assumptions and investment performance.

Building the number one bank for customer service, trust and advocacy in the UK

- RBS continued to deliver strong support for both household and business customers. Within UK PBB, gross new mortgage lending of £7.9 billion was 12% higher than Q3 2015. Our market share of gross new mortgage lending in Q3 2016 was approximately 12% compared with a stock share of 8.7%. Commercial Banking net loans and advances have grown by an annualised 12% since the start of the year.
- The Reward account continues to show positive momentum and now has over one million fee-paying customers compared with 202,000 at 31 December 2015.
- We continue to make better use of our digital channels to make it simpler to serve our customers and for them to do business with us. We now have more than 4.3 million customers regularly using our mobile app, with over 20% of our customers now exclusively using digital banking for their day to day banking needs. We anticipate that this number will continue to grow as we make more of our products and services available digitally. Our new 'Online Account Opening' service allows start up business customers to submit an application online in just ten minutes and get a sort code and account number in under an hour.

Investment in subsidiaries and distributable reserves

- As part of the Q3 2016 results we have reviewed the value of the investments in subsidiaries held in the parent company, RBSG plc, and in light of the deterioration in the economic outlook we have reduced the carrying value of the investments by £6.0 billion to £44.7 billion. This has the effect of reducing distributable reserves of RBSG plc by £6.0 billion to £7.2 billion. Whilst this level of distributable reserves does not impact upon our ability to pay coupons on existing securities, it is our intention to implement a capital reorganisation in 2017 in order to increase parent company distributable reserves, providing greater flexibility for future distributions and preference share redemptions. The capital reduction will be subject to shareholder approval (to be sought at the next Annual General Meeting) and court approval. The reorganisation in carrying value of the parent company's investment in its subsidiaries does not impact upon the Group's consolidated regulatory capital, including CET1, or tangible net asset value.

Recent developments

- Work has continued to explore means to achieve separation and divestment of the business previously described as Williams & Glyn. RBS has had positive discussions with a number of interested parties concerning a transaction related to substantially all of the business. These discussions are ongoing and may or may not lead to a viable transaction. However, none of the proposals under discussion can deliver full separation and divestment by 31 December 2017. RBS is therefore in discussion with HM Treasury, and expects further engagement with the European Commission, to agree a solution with regards to its State Aid obligations.

As we no longer intend to pursue divestment by way of an Initial Public Offering, on 21 October 2016 RBS redeemed the £600 million exchangeable bond issued to a consortium of investors, led by Centerbridge and Corsair, in 2013 in accordance with the terms of the bond.

Outlook

- The current low interest rate and low growth environment presents a range of uncertainties which could impact the performance of our core business. Whilst we remain committed to achieving our long term cost:income ratio and returns targets, set out in 2014, we now do not expect to achieve these by 2019 as previously indicated. We also recognise that the ongoing discussions around further tightening of regulatory capital rules could result in RWA inflation in the medium term.
- We expect PBB and CPB income to be broadly stable in 2016 compared with 2015 as strong planned balance sheet growth, particularly in mortgages but also in core commercial lending, is balanced by headwinds from low interest rates and the uncertain macroeconomic environment. We now anticipate that CIB will report a modest increase in income in 2016 compared with 2015.
- RBS remains on track to achieve an £800 million cost reduction in 2016 after achieving a £695 million reduction in the first nine months of the year. Core franchise profitability will be adversely impacted by the annual bank levy charge in Q4 2016, around £200 million, and expense inflation associated with weaker sterling. We retain our expectation that the adjusted cost:income ratio across our combined PBB, CPB and CIB businesses will improve in 2016 compared with 2015. We plan to provide further cost guidance for 2017 as part of the 2016 year end results.
- We do not anticipate a material change to the current impairment loss rate for 2016. The impairment charges taken during 2016 year to date largely relate to sector specific issues particularly in the shipping portfolio and oil and gas sector. We recognise the continuing risk of large single name/sector driven events across our portfolios given the uncertain macroeconomic environment. In the current environment there is an increased level of uncertainty; however it continues to be too early at this point to quantify the impact of potential credit losses that may result.
- We now anticipate a restructuring charge of around £1.5 billion in 2016 compared with previous guidance of over £1.0 billion, as a result of additional Williams & Glyn charges in respect of the decision to discontinue the programme to create a cloned banking platform.
- We now expect Capital Resolution disposal losses to total approximately £2.0 billion, up from the previous guidance of £1.5 billion. Total losses to date have been £997 million (of which 2015; £367 million and 2016 year to date; £630 million) including an impairment charge of £454 million in relation to the shipping portfolio during 2016 year to date. We anticipate that Capital Resolution RWAs will be in the range £30-£35 billion by the end of 2016. Excluding RBS's stake in Saudi Hollandi Bank (£7.9 billion at Q3 2016), we would expect RWAs to be in the range £15-£20 billion by end 2017.
- We continue to deal with a range of uncertainties in the external environment and also manage conduct-related investigations and litigation, including US RMBS. Substantial additional charges and costs may be recognised in the coming quarters which would have an impact on the Group's level of capital.
- In view of the above, the timing of returning excess capital to shareholders through dividends or buybacks remains uncertain.

Summary consolidated income statement for the period ended 30 September 2016

	Nine months ended		Quarter ended		
	30 September 2016 £m	30 September 2015* £m	30 September 2016 £m	30 June 2016 £m	30 September 2015* £m
Net interest income	6,500	6,605	2,167	2,177	2,187
Own credit adjustments	294	424	(156)	194	136
(Loss)/gain on redemption of own debt	(127)	-	3	(130)	-
Strategic disposals	164	(135)	(31)	201	-
Other operating income	2,543	3,545	1,327	558	860
Non-interest income	2,874	3,834	1,143	823	996
Total income	9,374	10,439	3,310	3,000	3,183
Restructuring costs	(1,099)	(2,317)	(469)	(392)	(847)
Litigation and conduct costs	(1,740)	(1,444)	(425)	(1,284)	(129)
Other costs	(6,001)	(6,831)	(2,017)	(1,833)	(2,300)
Operating expenses	(8,840)	(10,592)	(2,911)	(3,509)	(3,276)
Profit/(loss) before impairment (losses)/releases	534	(153)	399	(509)	(93)
Impairment (losses)/releases	(553)	400	(144)	(186)	79
Operating (loss)/profit before tax	(19)	247	255	(695)	(14)
Tax (charge)/credit	(922)	(284)	(582)	(260)	3
Loss from continuing operations	(941)	(37)	(327)	(955)	(11)
Profit from discontinued operations, net of tax	-	1,451	-	-	1,093
(Loss)/profit for the period	(941)	1,414	(327)	(955)	1,082
Attributable to:					
Non-controlling interests	37	389	7	8	45
Other owners	343	264	135	114	97
Dividend access share	1,193	-	-	-	-
Ordinary shareholders	(2,514)	761	(469)	(1,077)	940
Memo:					
Total income - adjusted ⁽¹⁾	9,043	10,150	3,494	2,735	3,047
Operating expenses - adjusted ⁽²⁾	(6,001)	(6,831)	(2,017)	(1,833)	(2,300)
Operating profit - adjusted ^(1,2)	2,489	3,719	1,333	716	826

*Restated - refer to page 31 for further details

Notes:

- (1) Excluding own credit adjustments, (loss)/gain on redemption of own debt and strategic disposals.
(2) Excluding restructuring costs and litigation and conduct costs.

Details of other comprehensive income are provided on page 28.

Summary consolidated balance sheet as at 30 September 2016

	30 September 2016 £m	30 June 2016 £m	31 December 2015 £m
Cash and balances at central banks	69,254	65,307	79,404
Net loans and advances to banks ⁽¹⁾	19,741	21,763	18,361
Net loans and advances to customers ⁽¹⁾	326,736	326,503	306,334
Reverse repurchase agreements and stock borrowing	45,955	45,778	39,843
Debt securities and equity shares	80,512	84,807	83,458
Assets of disposal groups ⁽²⁾	13	396	3,486
Other assets	27,118	31,047	22,008
Funded assets	569,329	575,601	552,894
Derivatives	283,049	326,023	262,514
Total assets	852,378	901,624	815,408
Bank deposits ⁽³⁾	32,172	31,377	28,030
Customer deposits ⁽³⁾	358,844	355,719	343,186
Repurchase agreements and stock lending	36,408	40,881	37,378
Debt securities in issue	28,357	27,148	31,150
Subordinated liabilities	19,162	20,113	19,847
Derivatives	275,364	322,390	254,705
Liabilities of disposal groups ⁽²⁾	15	252	2,980
Other liabilities	47,728	50,017	43,985
Total liabilities	798,050	847,897	761,261
Non-controlling interests	853	820	716
Owners' equity	53,475	52,907	53,431
Total liabilities and equity	852,378	901,624	815,408
Contingent liabilities and commitments	151,394	151,433	153,752

Notes:

- (1) Excludes reverse repurchase agreements and stock borrowing.
(2) Primarily international private banking business at 31 December 2015.
(3) Excludes repurchase agreements and stock lending.

Analysis of results

	Nine months ended		Quarter ended		
	30 September 2016	30 September 2015	30 September 2016	30 June 2016	30 September 2015
	£m	£m	£m	£m	£m
Net interest income					
Net interest income (1)					
RBS	6,500	6,605	2,167	2,177	2,187
- UK Personal & Business Banking	3,194	3,122	1,085	1,090	1,055
- Ulster Bank RoI	304	280	106	93	90
- Commercial Banking	1,601	1,485	534	531	504
- Private Banking	338	328	112	113	109
- RBS International	226	225	75	76	73
- Corporate & Institutional Banking	75	59	32	24	29
- Capital Resolution	195	359	27	82	78
- Williams & Glyn	488	493	164	162	167
- Central items & other	79	254	32	6	82
Average interest-earning assets (IEA)					
RBS	398,943	415,463	397,345	396,118	413,778
- UK Personal & Business Banking	140,696	129,359	145,649	140,591	131,406
- Ulster Bank RoI	24,835	23,244	26,026	24,288	23,456
- Commercial Banking	119,496	104,686	123,817	119,768	105,905
- Private Banking	16,621	15,770	16,978	16,622	15,878
- RBS International	22,073	20,432	23,332	21,798	20,244
- Corporate & Institutional Banking	11,817	18,696	11,960	11,923	18,686
- Capital Resolution	27,407	67,659	22,352	29,157	51,786
- Williams & Glyn	24,044	22,810	24,597	24,172	23,020
- Central items & other	11,954	12,807	2,634	7,799	23,397
Yields, spreads and margins of the banking business					
Gross yield on interest-earning assets of the banking business (2)	2.82%	2.92%	2.78%	2.87%	2.84%
Cost of interest-bearing liabilities of banking business	(0.98%)	(1.15%)	(0.92%)	(1.00%)	(1.09%)
Interest spread of banking business (3)	1.84%	1.77%	1.86%	1.87%	1.75%
Benefit from interest-free funds	0.34%	0.35%	0.31%	0.34%	0.34%
Net interest margin (1,4)					
RBS	2.18%	2.12%	2.17%	2.21%	2.09%
- UK Personal & Business Banking (5)	3.03%	3.23%	2.96%	3.12%	3.19%
- Ulster Bank RoI (5)	1.64%	1.61%	1.62%	1.54%	1.52%
- Commercial Banking (5)	1.79%	1.90%	1.72%	1.78%	1.89%
- Private Banking (5)	2.72%	2.78%	2.62%	2.73%	2.72%
- RBS International (5)	1.37%	1.47%	1.28%	1.40%	1.43%
- Corporate & Institutional Banking	0.85%	0.42%	1.06%	0.81%	0.62%
- Capital Resolution	0.95%	0.71%	0.48%	1.13%	0.60%
- Williams & Glyn	2.71%	2.89%	2.65%	2.70%	2.88%
Third party customer rates (6)					
Third party customer asset rate					
- UK Personal & Business Banking	3.90%	4.18%	3.79%	3.96%	4.15%
- Ulster Bank RoI (7)	2.19%	2.29%	2.17%	2.07%	2.26%
- Commercial Banking	2.81%	2.96%	2.74%	2.82%	2.93%
- Private Banking	2.95%	3.18%	2.86%	2.97%	3.12%
- RBS International	3.08%	3.10%	2.95%	3.02%	3.11%
Third party customer funding rate					
- UK Personal & Business Banking	(0.50%)	(0.68%)	(0.44%)	(0.46%)	(0.65%)
- Ulster Bank RoI (7)	(0.53%)	(0.92%)	(0.46%)	(0.53%)	(0.82%)
- Commercial Banking	(0.35%)	(0.38%)	(0.32%)	(0.36%)	(0.36%)
- Private Banking	(0.20%)	(0.26%)	(0.18%)	(0.20%)	(0.25%)
- RBS International	(0.15%)	(0.33%)	(0.10%)	(0.13%)	(0.25%)

For the notes to this table refer to the next page.

Analysis of results

Notes:

- (1) For the purpose of net interest margin (NIM) calculations, no decrease for the nine months ended 2016 (nine months ended 2015 - £12 million) and no decrease for Q3 2016 (Q2 2016 - nil; Q3 2015 - £4 million) was made in respect of interest on financial assets and liabilities designated as at fair value through profit or loss. Related average interest-earning assets and average interest-bearing liabilities have also been adjusted.
- (2) Gross yield is the interest earned on average interest-earning assets as a percentage of average interest-earning assets.
- (3) Interest spread is the difference between the gross yield and interest paid on average interest-bearing liabilities as a percentage of average interest-bearing liabilities.
- (4) Net interest margin is net interest income as a percentage of average interest-earning assets.
- (5) PBB NIM was 2.82% (nine months ended 2015 - 2.98%; Q3 2016 - 2.76%; Q2 2016 - 2.89%; Q3 2015 - 2.93%). CPB NIM was 1.83% (nine months ended 2015 - 1.93%; Q3 2016 - 1.75%; Q2 2016 - 1.83%; Q3 2015 - 1.92%).
- (6) Net interest margin includes Treasury allocations and interest on intercompany borrowings, which are excluded from third party customer rates.
- (7) Ulster Bank Ireland DAC manages its funding and liquidity requirements locally. Its liquid asset portfolios and non-customer related funding sources are included within its net interest margin, but excluded from its third party asset and liability rates.

Key points

- Net interest income of £2,167 million decreased by £20 million, or 1%, compared with Q3 2015 principally driven by a £51 million reduction in Capital Resolution in line with the planned shrinkage of the balance sheet. Across our PBB and CPB franchises, net interest income increased by £81 million, or 4%, reflecting increased lending.
- NIM was 2.17% for Q3 2016, 8 basis points higher than Q3 2015 as the benefit associated with reductions in the low yielding 'non-core' assets has been partially offset by modest asset margin pressure and mix impacts across PBB and CPB.
- NIM decreased by 4 basis points compared with Q2 2016 reflecting asset and liability margin pressure across PBB and CPB and a release of previously suspended credit card interest in Q2 2016.
- NIM across the combined PBB and CPB franchises was 2.27% in Q3 2016 compared with 2.45% in Q3 2015 and 2.37% in Q2 2016.
- UK PBB, NIM decreased by 23 basis points to 2.96% reflecting the change in mix of our asset base towards mortgage lending from unsecured lending, mortgage customers switching from standard variable rate (SVR) and lower returns on current account structural hedges. SVR mortgages represented 12% of the mortgage book compared with 15% a year earlier. Compared with Q2 2016, UK PBB NIM reduced by 16 basis points reflecting a £22 million reduction in suspended interest releases, 6 basis points, and asset and liability margin pressure.
- Commercial Banking NIM decreased by 17 basis points to 1.72%, compared with Q3 2015, principally reflecting asset margin pressure.
- Structural hedges of £122 billion as at 30 September 2016 generated a benefit of £0.9 billion through net interest income for the year to date. Around 72% of these hedges are part of a five year rolling hedge programme that will progressively roll-off over the coming years.

Analysis of results

	Nine months ended		Quarter ended		
	30 September 2016 £m	30 September 2015* £m	30 September 2016 £m	30 June 2016 £m	30 September 2015* £m
Operating expenses					
Staff costs	3,457	3,824	1,128	1,127	1,281
Premises and equipment	951	1,061	321	315	352
Other administrative expenses	1,018	1,338	393	179	477
Restructuring costs (see below)	1,099	2,317	469	392	847
Litigation and conduct costs	1,740	1,444	425	1,284	129
Administrative expenses	8,265	9,984	2,736	3,297	3,086
Depreciation and amortisation	527	608	175	174	190
Write down of intangible assets	48	-	-	38	-
Operating expenses	8,840	10,592	2,911	3,509	3,276
Adjusted operating expenses (1)	6,001	6,831	2,017	1,833	2,300
Restructuring costs comprise:					
- staff expenses	525	625	159	245	281
- premises, equipment, depreciation and amortisation	57	705	33	15	375
- other	517	987	277	132	191
	1,099	2,317	469	392	847
<i>Of which: Williams & Glyn</i>	<i>646</i>	<i>449</i>	<i>301</i>	<i>187</i>	<i>190</i>
Staff costs as a % of total income	37%	37%	34%	38%	40%
Cost:income ratio	94%	101%	88%	117%	103%
Cost:income ratio - adjusted (2)	66%	67%	58%	67%	75%
Employee numbers (FTE - thousands)	82.5	92.4	82.5	89.2	92.4

*Restated - refer to page 31 for further details.

Notes:

(1) Excluding restructuring costs and litigation and conduct costs.

(2) Excluding own credit adjustments, (loss)/gain on redemption of own debt, strategic disposals, restructuring costs and litigation and conduct costs.

Key points

- Operating expenses of £2,911 million were £365 million, or 11%, lower than Q3 2015 reflecting a £378 million reduction in restructuring costs and a £283 million reduction in adjusted operating expenses, partially offset by a £296 million increase in litigation and conduct expenses.
- Adjusted operating expenses reduced by £283 million, or 12%, compared with Q3 2015 to £2,017 million. Excluding expenses associated with Williams & Glyn, write down of intangible assets (£48 million) and a £227 million VAT recovery, adjusted expenses reduced by £695 million for the year to date, and we remain on target to achieve an £800 million reduction for the year.
- Staff costs of £1,128 million were down £153 million, or 12%, compared with Q3 2015, reflecting a 9,900 reduction in FTEs.
- Restructuring costs of £469 million compared with £847 million in Q3 2015. Williams & Glyn restructuring costs of £301 million include £127 million of termination costs associated with the decision to discontinue the programme to create a cloned banking system.
- Litigation and conduct costs of £425 million include an additional charge in respect of the recent settlement with the National Credit Union Administration Board to resolve two outstanding lawsuits in the United States relating to residential mortgage backed securities.

Analysis of results

	Nine months ended		Quarter ended		
	30 September 2016 £m	30 September 2015 £m	30 September 2016 £m	30 June 2016 £m	30 September 2015 £m
Impairment losses/(releases)					
Loan impairment losses/(releases)					
- individually assessed	575	(135)	217	172	(15)
- collectively assessed	219	(8)	176	27	(13)
- latent	(191)	(380)	(202)	(10)	(64)
Customer loans	603	(523)	191	189	(92)
Bank loans	-	(4)	-	-	(4)
Total loan impairment losses/(releases)	603	(527)	191	189	(96)
Securities	(50)	127	(47)	(3)	17
Total impairment losses/(releases)	553	(400)	144	186	(79)

Credit metrics ⁽¹⁾	30 September 2016	30 June 2016	31 December 2015
Gross customer loans	£332,917m	£333,017m	£315,111m
Loan impairment provisions	£6,181m	£6,456m	£7,139m
Risk elements in lending (REIL)	£12,625m	£11,789m	£12,157m
Provisions as a % of REIL	49%	55%	59%
REIL as a % of gross customer loans	3.8%	3.5%	3.9%

Note:

(1) Includes disposal groups and excludes reverse repos.

Key points

- A net impairment loss of £144 million was reported in Q3 2016 compared with a release of £79 million in Q3 2015 and a loss of £186 million in Q2 2016.
- Capital Resolution reported a net impairment loss of £120 million in Q3 2016 compared with a release of £50 million in Q3 2015. The loss for the quarter included a £190 million charge (year to date - £454 million) in respect of the shipping portfolio reflecting difficult conditions in some parts of the sector.
- Commercial Banking reported an impairment loss of £20 million for Q3 2016 compared with £16 million in Q3 2015 and £89 million in Q2 2016. Q2 2016 included a single name charge taken in respect of the oil and gas portfolio.
- Ulster Bank Rol reported a net impairment release of €48 million in Q3 2016 compared with €75 million in Q3 2015. The Q3 2016 impairment release included a write back associated with the sale of a portfolio of loans partially offset by additional provisions in respect of mortgages. On completion in Q4 2016, the portfolio sale is expected to reduce gross customer loans in Ulster Bank Rol by €1.8 billion and reduce REIL as a percentage of gross customer loans by around 6 percentage points.
- REIL increased by £836 million in the quarter to £12,625 million, principally relating to the shipping portfolio along with the implementation of a revised mortgage methodology in Ulster Bank Rol and foreign exchange movements. REIL represented 3.8% of gross customer loans compared with 3.5% at 30 June 2016 and 3.9% at 31 December 2015. Provision coverage was 49% compared with 55% at 30 June 2016 and 59% at 31 December 2015.

Analysis of results

Selected credit risk portfolios

	30 September 2016			30 June 2016			31 December 2015		
	CE (1) £m	PE (1) £m	EAD (2) £m	CE (1) £m	PE (1) £m	EAD (2) £m	CE (1) £m	PE (1) £m	EAD (2) £m
Natural resources									
Oil and gas	2,989	6,000	4,739	3,298	6,356	5,039	3,544	6,798	5,606
Mining and metals	652	1,782	1,375	816	1,941	1,608	729	1,823	1,555
Electricity	3,256	8,466	5,782	3,374	8,583	5,940	2,851	7,683	5,205
Water and waste	5,875	8,772	7,381	5,347	8,665	6,679	4,657	8,261	5,873
	12,772	25,020	19,277	12,835	25,545	19,266	11,781	24,565	18,239
Shipping	5,514	6,043	6,154	6,765	7,246	7,496	6,776	7,301	7,509

Notes:

- (1) Current exposure (CE) and potential exposure (PE) are both net of impairment provisions and credit valuation adjustments and after the effect of risk transfer. For a full description of what is included and excluded from current and potential exposure refer to page 16 of Appendix 1 of the Interim Results 2016.
- (2) Exposure at default (EAD) reflects an estimate of the extent to which a bank will be exposed under a specific facility on the default of a customer or counterparty. Uncommitted undrawn facilities are excluded from current exposure but included within EAD; therefore EAD can exceed current exposure.

Key points

- Oil and gas - Exposure to the sector remained stable and there was no material change in the credit quality of the portfolio during the quarter. Provisions increased by £10 million to £167 million. AQ10 potential exposure, net of provisions, was £178 million (30 June 2016 - £207 million). Exposures classified as risk of credit loss were minimal.
- Mining and metals - The sector continued to be affected by a slowdown in demand and the oversupply of key metal commodities. RBS's strategic focus in this sector is on investment grade customers and there was no material change in the credit quality during the quarter. Provisions also remained stable. AQ10 potential exposure, net of provisions was £56 million (30 June 2016 - £82 million). Exposures classified as risk of credit loss were minimal.
- Shipping - The reduction in exposure was due to disposals and loan amortisation. Challenging market conditions continued to affect vessel values in the bulk and container sectors, where values remain severely depressed and close to historic lows, and also in the tanker sector, where values have reduced from recent highs. Portfolio credit quality deteriorated during the quarter as a result of the difficult market conditions. Impairment charges of £190 million partially offset by write offs of £58 million in Q3 2016 increased provisions by £126 million to £571 million (30 June 2016 - £445 million; 31 December 2015 - £181 million). AQ10 current exposure, net of provisions, was £1,031 million (30 June 2016 - £579 million). In addition £775 million of current exposure was classified as at risk of credit loss (30 June 2016 - £78 million).

Analysis of results

Capital and leverage ratios

	End-point CRR basis (1)			PRA transitional basis		
	30 September 2016	30 June 2016	31 December 2015	30 September 2016	30 June 2016	31 December 2015
	%	%	%	%	%	%
Risk asset ratios						
CET1	15.0	14.5	15.5	15.0	14.5	15.5
Tier 1	16.7	15.4	16.3	19.1	17.7	19.1
Total	20.6	19.0	19.6	24.1	23.0	24.7
Capital	£m	£m	£m	£m	£m	£m
Tangible equity	39,822	40,541	40,943	39,822	40,541	40,943
Expected loss less impairment provisions	(862)	(831)	(1,035)	(862)	(831)	(1,035)
Prudential valuation adjustment	(734)	(603)	(381)	(734)	(603)	(381)
Deferred tax assets	(838)	(1,040)	(1,110)	(838)	(1,040)	(1,110)
Own credit adjustments	(435)	(587)	(104)	(435)	(587)	(104)
Pension fund assets	(209)	(209)	(161)	(209)	(209)	(161)
Cash flow hedging reserve	(1,565)	(1,603)	(458)	(1,565)	(1,603)	(458)
Other deductions	(9)	(14)	(86)	(9)	(14)	(64)
Total deductions	(4,652)	(4,887)	(3,335)	(4,652)	(4,887)	(3,313)
CET1 capital	35,170	35,654	37,608	35,170	35,654	37,630
AT1 capital	4,041	1,997	1,997	9,662	7,756	8,716
Tier 1 capital	39,211	37,651	39,605	44,832	43,410	46,346
Tier 2 capital	9,181	9,028	8,002	11,773	13,043	13,619
Total regulatory capital	48,392	46,679	47,607	56,605	56,453	59,965
Risk-weighted assets						
Credit risk						
- non-counterparty	166,600	172,500	166,400			
- counterparty	25,100	26,100	23,400			
Market risk	17,800	20,900	21,200			
Operational risk	25,700	25,700	31,600			
Total RWAs	235,200	245,200	242,600			
Leverage (2)						
Derivatives	283,000	326,000	262,500			
Loans and advances	346,500	348,500	327,000			
Reverse repos	46,000	45,800	39,900			
Other assets	176,900	181,300	186,000			
Total assets	852,400	901,600	815,400			
Derivatives						
- netting and variation margin	(281,700)	(328,400)	(258,600)			
- potential future exposures	64,100	75,500	75,600			
Securities financing transactions gross up	2,200	3,200	5,100			
Undrawn commitments	62,100	63,200	63,500			
Regulatory deductions and other adjustments	4,100	5,600	1,500			
Leverage exposure	703,200	720,700	702,500			
Tier 1 capital	39,211	37,651	39,605			
Leverage ratio %	5.6	5.2	5.6			
Average leverage exposure (3)	717,056	717,167				
Average Tier 1 capital (3)	38,919	38,561				
Average leverage ratio % (3)	5.4	5.4				

Notes:

(1) CRR as implemented by the PRA in the UK, with effect from 1 January 2014. All regulatory adjustments and deductions to CET1 have been applied in full for both bases with the exception of unrealised gains on available-for-sale securities which have been included from 2015 under the PRA transitional basis.

(2) Based on end-point CRR Tier 1 capital and leverage exposure under the CRR Delegated Act.

(3) Based on averages of the last four quarter end positions.

Key points

- CET1 ratio decreased by 50 basis points in the nine months to 30 September 2016 to 15.0% primarily reflecting management actions to normalise the ownership structure and improve the long-term resilience of RBS. These actions included the final Dividend Access Share payment of £1.2 billion and the accelerated payment of £4.2 billion relating to the deficit on the Main Scheme of The Royal Bank of Scotland Group Pension Fund, both in March 2016. Litigation and conduct charges contributed to a £2.0 billion reduction in CET1 capital.
- Tier 1 capital benefitted from the successful issuance of £2 billion of AT1 capital notes in August 2016. Total end-point CRR compliant AT1 capital now stands at £4.0 billion.
- RWAs decreased by £7.4 billion to £235.2 billion during the nine months to 30 September 2016.
 - Credit risk RWAs have remained relatively flat as lending growth in UK PBB and Commercial Banking and the adverse impact of foreign exchange movements following the EU referendum were offset by reductions due to disposals and run-off in Capital Resolution.
 - The impact of market volatility throughout 2016 and implementation of new risk metric models in CIB and Capital Resolution led to an increase of £1.7 billion in counterparty credit risk RWAs.
 - Market risk RWAs reduced by £3.4 billion driven by disposals of securitisations and lower US dollar position in Treasury.
 - Operational risk RWAs decreased by £5.9 billion as a result of the annual recalculation and the removal of the element relating to Citizens following regulatory approval.
- There was a 50 basis points increase in the CET1 ratio in Q3 2016 driven primarily by a £10.0 billion reduction in RWAs. RWA reduction reflected disposals and run-off in Capital Resolution, the unwind of mortgage model recalibrations booked by UK PBB in H1 2016 and lower non-modelled market risk.
- Leverage ratio increased by 40 basis points in the period to 5.6% driven by the issuance of AT1 instruments in August 2016.
- The proforma leverage ratio reflecting the post EU referendum measures announced by the Bank of England in Q3 2016 was estimated at 6.1%.
- RBS's PRA minimum leverage ratio requirement of 3% has been supplemented with an additional GSII leverage ratio buffer of 0.13125%, equivalent to £923 million of CET1 capital at 30 September 2016.

Segment performance

	Nine months ended 30 September 2016									
	PBB		CPB			CIB	Capital Resolution	Williams & Glyn (1)	Central items & other (2)	Total RBS
	UK PBB £m	Ulster Bank Rol £m	Commercial Banking £m	Private Banking £m	RBS International £m					
Income statement										
Net interest income	3,194	304	1,601	338	226	75	195	488	79	6,500
Other non-interest income	757	132	947	158	52	1,132	(325)	132	(442)	2,543
Total income - adjusted (3)	3,951	436	2,548	496	278	1,207	(130)	620	(363)	9,043
Own credit adjustments	-	3	-	-	-	82	142	-	67	294
Loss on redemption of own debt	-	-	-	-	-	-	-	-	(127)	(127)
Strategic disposals	-	-	-	-	-	-	(81)	-	245	164
Total income	3,951	439	2,548	496	278	1,289	(69)	620	(178)	9,374
Direct expenses - staff costs	(529)	(150)	(392)	(115)	(33)	(192)	(79)	(190)	(1,777)	(3,457)
- other costs	(221)	(32)	(166)	(32)	(13)	(28)	(81)	(46)	(1,925)	(2,544)
Indirect expenses	(1,478)	(130)	(822)	(218)	(62)	(762)	(428)	(60)	3,960	-
Operating expenses - adjusted (4)	(2,228)	(312)	(1,380)	(365)	(108)	(982)	(588)	(296)	258	(6,001)
Restructuring costs - direct	(50)	(32)	(13)	(1)	(1)	(16)	(35)	(57)	(894)	(1,099)
- indirect	(86)	(4)	(49)	(22)	(2)	(50)	(35)	-	248	-
Litigation and conduct costs	(420)	(95)	(16)	(2)	1	(62)	(257)	-	(889)	(1,740)
Operating expenses	(2,784)	(443)	(1,458)	(390)	(110)	(1,110)	(915)	(353)	(1,277)	(8,840)
Profit/(loss) before impairment (losses)/releases	1,167	(4)	1,090	106	168	179	(984)	267	(1,455)	534
Impairment (losses)/releases	(67)	66	(123)	(5)	(11)	-	(383)	(31)	1	(553)
Operating profit/(loss)	1,100	62	967	101	157	179	(1,367)	236	(1,454)	(19)
Operating profit/(loss) - adjusted (3,4)	1,656	190	1,045	126	159	225	(1,101)	293	(104)	2,489
Additional information										
Return on equity (5)	17.0%	3.1%	8.5%	7.0%	15.4%	1.6%	nm	nm	nm	(8.5%)
Return on equity - adjusted (3,4,5)	26.4%	9.5%	9.4%	8.9%	15.6%	2.4%	nm	nm	nm	(0.6%)
Cost:income ratio	70%	101%	57%	79%	40%	86%	nm	57%	nm	94%
Cost:income ratio - adjusted (3,4)	56%	72%	54%	74%	39%	81%	nm	48%	71%	66%
Total assets (£bn)	155.4	25.3	152.6	18.2	26.9	249.7	176.7	25.7	21.9	852.4
Funded assets (£bn) (6)	155.4	25.2	152.6	18.1	26.9	112.5	34.9	25.7	18.0	569.3
Net loans and advances to customers (£bn)	129.6	19.5	99.8	11.8	8.7	19.9	16.7	20.6	0.1	326.7
Risk elements in lending (£bn)	2.1	4.8	2.1	0.1	0.1	-	2.9	0.4	0.1	12.6
Impairment provisions (£bn)	(1.4)	(2.3)	(1.0)	-	-	-	(1.2)	(0.2)	-	(6.1)
Customer deposits (£bn)	143.7	15.1	98.1	25.3	25.5	9.7	16.8	24.0	0.6	358.8
Risk-weighted assets (RWAs) (£bn)	31.9	21.4	77.6	8.2	9.6	36.6	38.6	9.7	1.6	235.2
RWA equivalent (£bn) (5)	35.4	22.8	82.3	8.2	9.6	37.2	39.8	10.2	1.9	247.4
Employee numbers (FTEs - thousands)	18.7	3.2	5.8	1.8	0.8	1.3	0.7	5.0	45.2	82.5

For the notes to this table refer to page 19. nm = not meaningful

Segment performance

	Quarter ended 30 September 2016									
	PBB		CPB			CIB	Capital Resolution	Williams & Glyn ⁽¹⁾	Central items & other ⁽²⁾	Total RBS
	UK PBB	Ulster Bank Rol	Commercial Banking	Private Banking	RBS International					
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Income statement										
Net interest income	1,085	106	534	112	75	32	27	164	32	2,167
Other non-interest income	251	40	315	53	18	494	148	45	(37)	1,327
Total income adjusted ⁽³⁾	1,336	146	849	165	93	526	175	209	(5)	3,494
Own credit adjustments	-	-	-	-	-	(55)	(42)	-	(59)	(156)
Gain on redemption of own debt	-	-	-	-	-	-	-	-	3	3
Strategic disposals	-	-	-	-	-	-	(30)	-	(1)	(31)
Total income	1,336	146	849	165	93	471	103	209	(62)	3,310
Direct expenses - staff costs	(168)	(53)	(127)	(38)	(11)	(61)	(17)	(65)	(588)	(1,128)
- other costs	(59)	(19)	(55)	(9)	(5)	(7)	(17)	(13)	(705)	(889)
Indirect expenses	(491)	(45)	(265)	(62)	(24)	(274)	(139)	(21)	1,321	-
Operating expenses - adjusted ⁽⁴⁾	(718)	(117)	(447)	(109)	(40)	(342)	(173)	(99)	28	(2,017)
Restructuring costs - direct	1	(8)	(12)	-	-	(6)	(23)	(12)	(409)	(469)
- indirect	(26)	(3)	(9)	(3)	-	(27)	(10)	-	78	-
Litigation and conduct costs	1	(3)	(6)	-	1	(6)	(231)	-	(181)	(425)
Operating expenses	(742)	(131)	(474)	(112)	(39)	(381)	(437)	(111)	(484)	(2,911)
Profit/(loss) before impairment (losses)/releases	594	15	375	53	54	90	(334)	98	(546)	399
Impairment (losses)/releases	(27)	39	(20)	(3)	-	-	(120)	(14)	1	(144)
Operating profit/(loss)	567	54	355	50	54	90	(454)	84	(545)	255
Operating profit/(loss) - adjusted ^(3,4)	591	68	382	53	53	184	(118)	96	24	1,333
Additional information										
Return on equity ⁽⁵⁾	27.1%	7.8%	9.5%	11.1%	15.4%	3.1%	nm	nm	nm	(4.8%)
Return on equity - adjusted ^(3,4,5)	28.3%	9.9%	10.4%	11.8%	15.1%	8.0%	nm	nm	nm	4.6%
Cost:income ratio	56%	90%	56%	68%	42%	81%	nm	53%	nm	88%
Cost:income ratio - adjusted ^(3,4)	54%	80%	53%	66%	43%	65%	99%	47%	nm	58%
Total assets (£bn)	155.4	25.3	152.6	18.2	26.9	249.7	176.7	25.7	21.9	852.4
Funded assets (£bn) ⁽⁶⁾	155.4	25.2	152.6	18.1	26.9	112.5	34.9	25.7	18.0	569.3
Net loans and advances to customers (£bn)	129.6	19.5	99.8	11.8	8.7	19.9	16.7	20.6	0.1	326.7
Risk elements in lending (£bn)	2.1	4.8	2.1	0.1	0.1	-	2.9	0.4	0.1	12.6
Impairment provisions (£bn)	(1.4)	(2.3)	(1.0)	-	-	-	(1.2)	(0.2)	-	(6.1)
Customer deposits (£bn)	143.7	15.1	98.1	25.3	25.5	9.7	16.8	24.0	0.6	358.8
Risk-weighted assets (RWAs) (£bn)	31.9	21.4	77.6	8.2	9.6	36.6	38.6	9.7	1.6	235.2
RWA equivalent (£bn) ⁽⁵⁾	35.4	22.8	82.3	8.2	9.6	37.2	39.8	10.2	1.9	247.4
Employee numbers (FTEs - thousands)	18.7	3.2	5.8	1.8	0.8	1.3	0.7	5.0	45.2	82.5

Notes:

(1) Williams & Glyn refers to the business formerly intended to be divested as a separate legal entity and comprises RBS England and Wales branch-based businesses, along with certain small and medium enterprises and corporate activities across the UK.

(2) Central items include unallocated transactions which principally comprise volatile items under IFRS.

(3) Excluding own credit adjustments, (loss)/gain on redemption of own debt and strategic disposals.

(4) Excluding restructuring costs and litigation and conduct costs.

(5) RBS's CET 1 target is 13% but for the purposes of computing segmental return on equity (ROE), to better reflect the differential drivers of capital usage, segmental operating profit after tax and adjusted for preference dividends is divided by notional equity allocated at different rates of 11% (Commercial Banking and Ulster Bank Rol), 12% (RBS International) and 15% for all other segments, of the monthly average of segmental risk-weighted assets incorporating the effect capital deductions (RWAs). RBS Return on equity is calculated using profit for the period attributable to ordinary shareholders.

(6) Funded assets exclude derivative assets.

Segment performance

	Nine months ended		Quarter ended		
	30 September 2016 £m	30 September 2015 £m	30 September 2016 £m	30 June 2016 £m	30 September 2015 £m
Total income by segment					
UK PBB					
Personal advances	630	570	216	210	185
Personal deposits	547	566	186	195	186
Mortgages	1,733	1,736	596	573	591
Cards	464	481	148	174	159
Business banking	544	546	188	181	182
Other	33	47	2	7	10
Total	3,951	3,946	1,336	1,340	1,313
Ulster Bank Rol					
Corporate	142	109	43	43	38
Retail	291	246	96	95	91
Other	6	79	7	(3)	35
Total income	439	434	146	135	164
Commercial Banking					
Commercial lending	1,372	1,223	472	464	380
Deposits	365	352	116	124	123
Asset and invoice finance	537	542	181	179	184
Other	274	340	80	79	113
Total	2,548	2,457	849	846	800
Private Banking					
Investments	74	65	24	22	20
Banking	422	421	141	144	140
Total	496	486	165	166	160
RBS International	278	272	93	95	87
CIB					
Rates	719	557	348	258	160
Currencies	394	295	128	122	96
Financing	183	260	78	55	32
Other	(89)	(55)	(28)	(31)	20
Total excluding own credit adjustments	1,207	1,057	526	404	308
Own credit adjustments	82	186	(55)	73	78
Businesses transferred to Commercial Banking	-	98	-	-	20
Total	1,289	1,341	471	477	406
Capital Resolution					
APAC portfolio (1)	(3)	68	(5)	1	17
Americas portfolio	11	52	1	3	5
EMEA portfolio (2)	27	62	8	9	15
Legacy loan portfolio	(8)	155	31	(25)	22
Shipping	37	66	6	15	21
Markets	(177)	212	212	(360)	58
Global Transaction Services	107	277	24	35	48
Other	42	(84)	11	23	(46)
Total excluding disposals and own credit adjustments	36	808	288	(299)	140
Disposal losses	(247)	(187)	(143)	(102)	(89)
Own credit adjustments	142	180	(42)	76	38
Total	(69)	801	103	(325)	89
Williams & Glyn (3)					
Retail	351	355	120	116	119
Commercial	269	270	89	90	92
Total	620	625	209	206	211
Central items	(178)	77	(62)	60	(47)
Total RBS	9,374	10,439	3,310	3,000	3,183

Notes:

- (1) Asia-Pacific portfolio.
(2) European, the Middle East and African portfolio.
(3) Williams & Glyn refers to the business formerly intended to be divested as a separate legal entity and comprises RBS England and Wales branch-based businesses, along with certain small and medium enterprises and corporate activities across the UK.

Segment performance

	Nine months ended		Quarter ended		
	30 September 2016 £m	30 September 2015 £m	30 September 2016 £m	30 June 2016 £m	30 September 2015 £m
Impairment losses/(releases) by segment					
UK PBB					
Personal advances	46	56	26	14	12
Mortgages	17	(1)	(1)	14	(9)
Business banking	(7)	(55)	(8)	1	3
Cards	11	11	10	(5)	3
Other	-	9	-	-	(7)
Total	67	20	27	24	2
Ulster Bank Rol					
Mortgages	59	(94)	60	(2)	(36)
Commercial real estate					
- investment	(23)	2	(18)	-	(1)
- development	(19)	1	(12)	(5)	(2)
Other lending	(83)	(40)	(69)	(7)	(15)
Total	(66)	(131)	(39)	(14)	(54)
Commercial Banking					
Commercial real estate	(4)	10	(6)	4	4
Asset and invoice finance	14	1	1	10	(2)
Private sector services (education, health etc)	1	5	-	-	2
Banks & financial institutions	2	1	1	1	-
Wholesale and retail trade repairs	9	3	10	(4)	3
Hotels and restaurants	20	-	21	(1)	1
Manufacturing	2	1	-	1	1
Construction	5	5	-	4	3
Other (1)	74	16	(7)	74	4
Total	123	42	20	89	16
Private Banking	5	1	3	-	4
RBS International	11	-	-	9	(1)
Corporate & Institutional Banking	-	(5)	-	-	-
Capital Resolution	383	(369)	120	67	(50)
Williams & Glyn (2)					
Retail	21	15	11	5	3
Commercial	10	(20)	3	6	2
Total	31	(5)	14	11	5
Central items	(1)	47	(1)	-	(1)
Total RBS	553	(400)	144	186	(79)

	30 September 2016 £m	30 June 2016 £m	31 December 2015 £m
Analysis of Capital Resolution RWAs by portfolio			
APAC portfolio (3)	0.1	0.2	0.5
Americas portfolio	0.3	0.3	1.0
EMEA portfolio (4)	1.2	1.1	1.2
Legacy loan portfolio	2.0	2.2	3.7
Shipping	3.5	4.0	4.5
Markets	17.1	19.2	20.7
Global Transaction Services	1.8	2.5	3.6
Saudi Hollandi Bank	7.9	7.9	6.9
Other	1.9	2.1	2.9
Total credit and market risk RWAs	35.8	39.5	45.0
Operational risk	2.8	2.8	4.0
Total RWAs	38.6	42.3	49.0

Notes:

(1) Includes a single name charge taken in respect of the oil and gas portfolio.

(2) Williams & Glyn refers to the business formerly intended to be divested as a separate legal entity and comprises RBS England and Wales branch-based businesses, along with certain small and medium enterprises and corporate activities across the UK.

(3) Asia-Pacific portfolio.

(4) European, the Middle East and Africa portfolio.

Segment Performance

	30 September 2016 £bn	30 June 2016 £bn	31 December 2015 £bn
Loans and advances to customers (gross) by segment (1)			
UK PBB			
Personal advances	6.0	6.0	6.0
Mortgages	114.7	111.4	104.8
Business banking	6.4	6.2	5.3
Cards	3.9	3.9	4.1
Other	-	-	1.4
Total	131.0	127.5	121.6
Ulster Bank Rol			
Mortgages	16.0	15.6	13.8
Commercial real estate			
- investment	1.0	1.0	0.7
- development	0.4	0.4	0.2
- other lending	4.4	4.4	3.9
Total	21.8	21.4	18.6
Commercial Banking			
Commercial real estate	17.5	17.8	16.7
Asset and invoice finance	15.0	14.8	14.4
Private sector services (education, health etc)	6.9	6.8	6.7
Banks & financial institutions	8.9	8.2	7.1
Wholesale and retail trade repairs	8.2	8.2	7.5
Hotels and restaurants	3.6	3.6	3.3
Manufacturing	6.4	7.0	5.3
Construction	2.0	2.1	2.1
Other	32.3	31.7	28.9
Total	100.8	100.2	92.0
Private Banking			
Personal advances	2.3	2.5	2.7
Mortgages	6.7	6.8	6.5
Other	2.8	2.5	2.0
Total	11.8	11.8	11.2
RBS International			
Corporate	6.1	5.9	4.5
Mortgages	2.6	2.6	2.5
Other	-	-	0.4
Total	8.7	8.5	7.4
Capital Resolution	17.9	21.0	25.9
Williams & Glyn (2)			
Retail	12.2	12.1	11.6
Commercial	8.6	8.5	8.7
Total	20.8	20.6	20.3
Central items	0.1	0.5	2.0
Balance sheet			
Corporate & Institutional Banking			
Reverse repos	42.7	43.1	38.6
Loans and advances to customer (gross)	19.9	21.6	16.1
Loans and advances to banks (gross) (3)	5.9	6.3	5.7
Securities	26.4	30.1	23.7
Cash and eligible bills	6.4	10.3	14.3
Other	11.2	14.2	4.9
Total funded assets	112.5	125.6	103.3

Notes:

(1) Excludes reverse repurchase agreements and includes disposal groups.

(2) Williams & Glyn refers to the business formerly intended to be divested as a separate legal entity and comprises RBS England and Wales branch-based businesses, along with certain small and medium enterprises and corporate activities across the UK.

(3) Excludes disposal groups.

UK Personal & Business Banking

- Operating profit was £567 million compared with £549 million in Q3 2015 with 2% income growth and a 3% reduction in operating expenses partially offset by a modestly higher impairment charge. Compared with Q2 2016, adjusted operating profit improved by £57 million to £591 million principally due to a £42 million FSCS levy charge included in the prior quarter. Adjusted return on equity of 28% compared with 29% in Q3 2015.
- UK PBB continued to deliver support for both personal and business customers with net loans and advances of £129.6 billion up £13.3 billion, or 11%, compared with Q3 2015, primarily due to mortgage growth. Gross new mortgage lending in the quarter of £7.9 billion was 12% higher with market share of new mortgages at approximately 12% supporting a growth in stock share to 8.7%.
- The Reward proposition continues to show positive momentum and now has more than one million customer accounts with improved levels of customer engagement. In addition, we continue to make better use of digital channels, with over 4.3 million customers regularly using our mobile app.
- Total income of £1,336 million was £23 million, or 2%, higher than Q3 2015. Net interest income increased by £30 million, or 3%, principally reflecting strong volume growth and savings re-pricing benefits partially offset by asset margin pressure. Net interest margin declined by 23 basis points to 2.96% reflecting the change in mix of the asset base towards mortgage lending from unsecured lending, mortgage customers switching from standard variable rate (SVR) and lower returns on current account structural hedges. SVR mortgages represented 12% of the total mortgage book (Q3 2015 - 15%). Non-interest income reduced by £7 million, or 3%, primarily due to reduced credit card interchange fees, £13 million, and higher cash back payments on the Reward account.
- Adjusted expenses reduced by £16 million, or 2%, compared with Q3 2015 with a £43 million, or 16%, reduction in direct costs, primarily due to an 18% reduction in FTEs driving lower staff costs, partially offset by increased technology investment in the business. Compared with Q2 2016 adjusted expenses reduced by £64 million principally reflecting a £42 million FSCS levy charge in Q2 2016 and a £12 million reduction in staff costs as FTEs reduced a further 1,300 in the quarter.
- The net impairment charge of £27 million, which continues to reflect benign credit conditions, increased by £25 million compared with Q3 2015 primarily due to reduced portfolio provision releases. Default levels remain low across all portfolios.
- RWAs were £1.4 billion, or 4%, lower than Q3 2015 with lending growth more than offset by improved overall credit quality. The reduction of £5.1 billion in the quarter principally reflects the unwind of mortgage risk parameter model recalibrations taken in H1 2016 and improved credit quality.

Segment performance

Ulster Bank Rol

- Operating profit of €69 million was €74 million lower than Q3 2015 primarily reflecting a lower net impairment release and one-off income gains in Q3 2015. Adjusted operating profit of €81 million was €8 million higher than Q2 2016 as a €31 million increase in net impairment releases was partially offset by €19 million one-off accrual releases in Q2 2016.
- Ulster Bank Rol built upon its strong H1 2016 performance in mortgage lending, adding a further €0.3 billion of gross new lending in the quarter, up 51% compared with Q3 2015. The low yielding tracker mortgage portfolio declined by a further €0.3 billion to €11.1 billion.
- Total income of €171 million was €57 million lower than Q3 2015 due to reduced income on free funds and one off in Q3 2015, including a €17 million profit on the sale of a buy-to-let mortgage portfolio, as well as a €33 million gain realised on the closure of a foreign exchange exposure.
- Adjusted operating expenses reduced by €15 million, or 10%, compared with Q3 2015 to €138 million. Compared with Q2 2016 adjusted expenses increased by €22 million primarily due to one-off accrual releases of €19 million in Q2 2016.
- The Q3 2016 impairment release of €48 million included a net impairment write back associated with the sale of a portfolio of loans, partially offset by additional provisions in respect of mortgages.
- REILs were €5.6 billion in Q3 2016, increasing €0.4 billion on Q2 2016 primarily driven by a widening of the definition of non-performing loans which are considered to be impaired to include multiple forbearance arrangements and probationary mortgages. The amendment to the definition does not have a material impact on provisions. It is expected that the sale of a portfolio of loans will materially reduce Ulster Bank Rol REIL when complete in Q4 2016.
- Credit metrics continue to benefit from the improving economic environment supporting a reduction in RWAs of 7% to €24.7 billion compared with Q3 2015. RWAs on the tracker mortgage portfolio reduced by €1.1 billion, or 10%, compared with Q3 2015 to €9.6 billion.

Commercial Banking

- Operating profit of £355 million in Q3 2016 compared with £376 million in Q3 2015. Adjusted operating profit of £382 million was £7 million higher than Q3 2015 and was £122 million higher than Q2 2016, principally reflecting a single name impairment charge taken in respect of the oil and gas portfolio in Q2 2016. Adjusted return on equity of 10.4% compared with 12.3% in Q3 2015.
- Total income increased by £49 million to £849 million compared with Q3 2015. Excluding the impact of business transfers⁽¹⁾, income increased by 1% largely reflecting increased asset and liability volumes. Net interest margin fell by 17 basis points from Q3 2015 to 1.72% driven by asset margin pressure in a competitive market and low rate environment.
- Excluding business transfers⁽¹⁾, adjusted operating expenses increased by £13 million compared with Q3 2015 but reduced by £53 million compared to Q2 2016 reflecting cost efficiencies and a £25 million intangible asset write down in Q2 2016.
- Net impairment losses of £20 million were £4 million higher than Q3 2015 and £69 million lower than Q2 2016 reflecting the non-repeat of a single name charge taken in respect of the oil and gas portfolio.
- Net loans and advances, adjusting for the impact of business transfers⁽¹⁾, increased by £6.5 billion from Q3 2015, principally reflecting increased borrowing across mid and large corporate customers. Net loans and advances continued to grow in the quarter, up £0.6 billion, but at a slower rate than in H1 2016.
- RWAs were £77.6 billion, an increase of £6.9 billion compared to Q3 2015, adjusting for business transfers⁽¹⁾, reflecting asset growth partially offset by reduced RWA intensity.

Note:

(1) The business transfers included: total income of £42 million (Q2 2016 - £53 million; Q3 2015 - nil); operating expenses of £25 million (Q2 2016 - £22 million; Q3 2015 - nil); impairments of £7 million (Q2 2016 £7 million; Q3 2015 - nil) net loans and advances to customers of £4.2 billion (30 June 2016 - £5.2 billion; 30 September 2015 - nil); and RWAs of £6.5 billion (30 June 2016 - £8.5 billion; 30 September 2015 - nil).

Segment performance

Private Banking

- Operating profit of £50 million was £12 million higher than Q3 2015 and was £9 million higher than Q2 2016. Adjusted return on equity of 11.8% compared with 7.1% in Q3 2015.
- Total income of £165 million increased by £5 million, 3%, compared with Q3 2015 as the benefit of increased asset volumes has been partially offset by reduced net interest margin, down 10 basis points to 2.62% reflecting the lower interest rate environment.
- Adjusted operating expenses were 8% lower than Q3 2015 at £109 million principally reflecting management actions to reduce operational costs and a £13 million VAT recovery.
- Net loans and advances increased 6% to £11.8 billion, due to increased mortgage lending, and customer deposits grew by 11% to £25.3 billion compared with Q3 2015. Assets under management⁽¹⁾ increased by £3.1 billion to £16.6 billion reflecting market and underlying growth. In addition, investment cash balances were included in assets under management for the first time in Q3 2016, excluding this, growth was £1.7 billion.

RBS International

- Operating profit of £54 million was 8% higher than Q3 2015 driven by increased income. Adjusted return on equity of 15.1% compared with 18.8% in Q3 2015.
- Total income increased 7% compared with Q3 2015 to £93 million driven by increased asset volumes partially offset by lower asset margins.
- Net loans and advances to customers increased by £1.7 billion to £8.7 billion compared with Q3 2015 principally reflecting balance draw-downs in the funds sector lending portfolio and foreign exchange movements.
- Customer deposits increased by £3.2 billion to £25.5 billion reflecting the transfer in of the Luxembourg branch from Capital Resolution in Q2 2016 and foreign exchange movements.

Corporate & Institutional Banking (CIB)

- An operating profit of £90 million compared with an operating loss of £109 million in Q3 2015. Adjusted operating profit of £184 million compared with an adjusted operating loss of £30 million in Q3 2015, with the improvement principally reflecting an increase in adjusted income.
- Adjusted income, excluding a £20 million movement associated with the transfer of portfolios to Commercial Banking⁽²⁾, increased by £218 million to £526 million. The increase was primarily driven by an increase in Rates, reflecting sustained customer activity and favourable market conditions following the EU referendum and central bank actions. Total income, which includes own credit adjustments, increased by £65 million, or 16%, to £471 million compared with £406 million in Q3 2015.
- Operating expenses reduced by £134 million, or 26%, to £381 million compared with £515 million in Q3 2015 principally reflecting lower restructuring costs. Adjusted operating expenses fell by £16 million, or 4%, to £342 million as the business reshaping and FTE reductions were partially offset by the impact of investment spend that was previously capitalised.
- RWAs increased by £3.7 billion compared with Q3 2015 to £36.6 billion, adjusting for the impact of transfers to Commercial Banking⁽²⁾, principally due to model updates and the impact of market volatility throughout 2016.

Notes:

(1) AUM's constitute assets under management, assets under custody and investment cash.

(2) CIB's results include the following financials for businesses subsequently transferred to Commercial Banking: total income of £98 million for nine months ended 2015 (Q3 2015 - £20 million) and RWAs of £5.9 billion as at 30 September 2015.

Capital Resolution

- RWAs reduced by £3.7 billion in the quarter to £38.6 billion reflecting disposal activity, partially offset by an increase due to the weakening of sterling.
- Funded assets reduced by £9.8 billion in Q3 2016 to £34.9 billion with the most significant reductions across Markets and GTS.
- An operating loss of £454 million in Q3 2016 compared with a loss of £798 million in Q3 2015 and a loss of £612 million in Q2 2016.
- Total income of £103 million increased by £428 million compared with Q2 2016 primarily due to a £160 million partial reversal of the £220 million additional funding valuation adjustment made in Q2 2016 following the EU referendum.
- Adjusted operating expenses of £173 million were 50% lower than Q3 2015 principally reflecting a reduction in FTE and associated cost efficiencies.
- A net impairment loss of £120 million in the quarter, compared with £67 million in Q2 2016, and included a charge of £190 million in respect of the shipping portfolio. An impairment release of £50 million was reported in Q3 2015.
- RWAs have fallen by £21.1 billion to £38.6 billion from Q3 2015, primarily due to run-off and loan portfolio disposals. Funded assets have reduced by £31.1 billion to £34.9 billion for the same period.

Williams & Glyn

- Operating profit reduced by £31 million to £84 million compared with Q3 2015, whilst adjusted operating profit reduced by £19 million to £96 million. Adjusted operating profit was in line with Q2 2016.
- Total income was broadly stable compared with Q3 2015 at £209 million as the growth in the balance sheet has been more than offset by net interest margin reduction. Net interest margin of 2.65% was 23 basis points lower than Q3 2015 and was 5 basis points lower than Q2 2016.
- Adjusted operating expenses increased by £8 million, or 9%, to £99 million compared with Q3 2015, reflecting previous activity undertaken to create a standalone entity. Compared with Q2 2016, adjusted operating expenses were flat.
- A net impairment loss of £14 million was reported in Q3 2016 compared with a loss of £5 million in Q3 2015.
- Net loans and advances increased by £0.6 billion, or 3%, to £20.6 billion compared with Q3 2015. Gross mortgage lending increased by £0.7 billion, or 7%, to £10.9 billion and commercial lending was £0.3 billion, or 3%, lower at £8.6 billion.

Central items & other

- Central items not allocated represented a charge of £545 million in Q3 2016, an increase of £207 million compared with Q3 2015. Treasury funding costs were a charge of £177 million (compared with a charge of £117 million in Q3 2015) driven by a £150 million IFRS volatility charge. Restructuring costs in the quarter included £289 million relating to Williams & Glyn (Q3 2015 - £190 million). Partially offsetting this was a gain of £97 million was recognised arising from a partial recycling of the accumulated foreign exchange reserve triggered by a capital reduction in a foreign subsidiary.

Selected statutory financial statements

Condensed consolidated income statement for the period ended 30 September 2016 (unaudited)

	Nine months ended		Quarter ended		
	30 September 2016 £m	30 September 2015* £m	30 September 2016 £m	30 June 2016 £m	30 September 2015* £m
Interest receivable	8,432	9,070	2,776	2,827	2,963
Interest payable	(1,932)	(2,465)	(609)	(650)	(776)
Net interest income	6,500	6,605	2,167	2,177	2,187
Fees and commissions receivable	2,519	2,838	843	810	880
Fees and commissions payable	(592)	(558)	(200)	(180)	(195)
Income from trading activities	384	1,045	401	(55)	170
(Loss)/gain on redemption of own debt	(127)	-	3	(130)	-
Other operating income	690	509	96	378	141
Non-interest income	2,874	3,834	1,143	823	996
Total income	9,374	10,439	3,310	3,000	3,183
Staff costs	(3,982)	(4,449)	(1,287)	(1,372)	(1,562)
Premises and equipment	(1,006)	(1,380)	(354)	(328)	(635)
Other administrative expenses	(3,234)	(3,096)	(1,095)	(1,564)	(730)
Depreciation and amortisation	(529)	(994)	(175)	(176)	(282)
Write down of other intangible assets	(89)	(673)	-	(69)	(67)
Operating expenses	(8,840)	(10,592)	(2,911)	(3,509)	(3,276)
Profit/(loss) before impairment (losses)/releases	534	(153)	399	(509)	(93)
Impairment (losses)/releases	(553)	400	(144)	(186)	79
Operating (loss)/profit before tax	(19)	247	255	(695)	(14)
Tax (charge)/credit	(922)	(284)	(582)	(260)	3
Loss from continuing operations	(941)	(37)	(327)	(955)	(11)
Profit from discontinued operations, net of tax	-	1,451	-	-	1,093
(Loss)/profit for the period	(941)	1,414	(327)	(955)	1,082
Attributable to:					
Non-controlling interests	37	389	7	8	45
Preference share and other dividends	343	264	135	114	97
Dividend access share	1,193	-	-	-	-
Ordinary shareholders	(2,514)	761	(469)	(1,077)	940
(Loss)/earnings per ordinary share (EPS) ⁽¹⁾					
Basic EPS from continuing and discontinued operations	(21.5p)	6.6p	(3.9p)	(9.3p)	8.1p
Basic EPS from continuing operations	(21.5p)	(3.2p)	(3.9p)	(9.3p)	(1.0p)

*Restated - refer to page 31 for further details

Note:

(1) There was no dilutive impact in any period.

Selected statutory financial statements

Condensed consolidated statement of comprehensive income for the period ended 30 September 2016

(unaudited)

	Nine months ended		Quarter ended		
	30 September 2016	30 September 2015*	30 September 2016	30 June 2016	30 September 2015*
	£m	£m	£m	£m	£m
(Loss)/profit for the period	(941)	1,414	(327)	(955)	1,082
Items that do not qualify for reclassification					
(Loss)/gain on remeasurement of retirement benefit schemes	(1,047)	20	(52)	(466)	3
Tax	285	(4)	12	130	(1)
	(762)	16	(40)	(336)	2
Items that do qualify for reclassification					
Available-for-sale financial assets	(162)	(95)	(67)	(87)	(50)
Cash flow hedges	1,515	(302)	(66)	635	408
Currency translation	1,276	(1,177)	205	489	(604)
Tax	(297)	106	63	(122)	(38)
	2,332	(1,468)	135	915	(284)
Other comprehensive income/(loss) after tax	1,570	(1,452)	95	579	(282)
Total comprehensive income/(loss) for the period	629	(38)	(232)	(376)	800
Total comprehensive income/(loss) is attributable to:					
Non-controlling interests	157	357	32	53	58
Preference shareholders	192	223	79	57	80
Paid-in equity holders	151	41	56	57	17
Dividend access share	1,193	-	-	-	-
Ordinary shareholders	(1,064)	(659)	(399)	(543)	645
	629	(38)	(232)	(376)	800

*Restated - refer to page 31 for further details

Selected statutory financial statements

Condensed consolidated balance sheet as at 30 September 2016 (unaudited)

	30 September 2016 £m	30 June 2016 £m	31 December 2015 £m
Assets			
Cash and balances at central banks	69,254	65,307	79,404
Net loans and advances to banks	19,741	21,763	18,361
Reverse repurchase agreements and stock borrowing	12,251	14,458	12,285
Loans and advances to banks	31,992	36,221	30,646
Net loans and advances to customers	326,736	326,503	306,334
Reverse repurchase agreements and stock borrowing	33,704	31,320	27,558
Loans and advances to customers	360,440	357,823	333,892
Debt securities	79,784	84,058	82,097
Equity shares	728	749	1,361
Settlement balances	10,298	13,405	4,116
Derivatives	283,049	326,023	262,514
Intangible assets	6,506	6,525	6,537
Property, plant and equipment	4,490	4,589	4,482
Deferred tax	1,684	2,217	2,631
Prepayments, accrued income and other assets	4,140	4,311	4,242
Assets of disposal groups	13	396	3,486
Total assets	852,378	901,624	815,408
Liabilities			
Bank deposits	32,172	31,377	28,030
Repurchase agreements and stock lending	6,557	11,611	10,266
Deposits by banks	38,729	42,988	38,296
Customer deposits	358,844	355,719	343,186
Repurchase agreements and stock lending	29,851	29,270	27,112
Customer accounts	388,695	384,989	370,298
Debt securities in issue	28,357	27,148	31,150
Settlement balances	10,719	11,262	3,390
Short positions	19,882	21,793	20,809
Derivatives	275,364	322,390	254,705
Provisions, accruals and other liabilities	15,954	15,627	15,115
Retirement benefit liabilities	526	511	3,789
Deferred tax	647	824	882
Subordinated liabilities	19,162	20,113	19,847
Liabilities of disposal groups	15	252	2,980
Total liabilities	798,050	847,897	761,261
Equity			
Non-controlling interests	853	820	716
Owners' equity*			
Called up share capital	11,792	11,756	11,625
Reserves	41,683	41,151	41,806
Total equity	54,328	53,727	54,147
Total liabilities and equity	852,378	901,624	815,408
*Owners' equity attributable to:			
Ordinary shareholders	46,328	47,066	47,480
Other equity owners	7,147	5,841	5,951
	53,475	52,907	53,431

Selected statutory financial statements

Condensed consolidated statement of changes in equity for the period ended 30 September 2016 (unaudited)

	Share capital and statutory reserves	Paid-in equity	Retained earnings	Other reserves*	Total owners' equity	Non controlling interests	Total equity
	£m	£m	£m	£m	£m	£m	£m
At 1 January 2016	41,485	2,646	(4,020)	13,320	53,431	716	54,147
(Loss)/profit attributable to ordinary shareholders and other equity owners			(978)		(978)	37	(941)
Other comprehensive income							
- amount recognised in equity			(1,047)	3,748	2,701	120	2,821
- amount transferred from equity to profit or loss				(1,198)	(1,198)		(1,198)
- recycled to profit or loss on disposal of businesses (1)				(41)	(41)		(41)
- tax			285	(297)	(12)		(12)
Dividend access share dividend			(1,193)		(1,193)		(1,193)
Preference share and other dividends paid			(343)		(343)		(343)
Shares and securities issued during the period (2)	405	2,046	(10)		2,441		2,441
Redemption of preference shares (3)			(1,160)		(1,160)		(1,160)
Redemption of paid-in equity (4)		(110)	(21)		(131)		(131)
Share-based payments - gross			(13)		(13)		(13)
Movement in own shares held	(29)				(29)		(29)
Equity withdrawn						(20)	(20)
At 30 September 2016	41,861	4,582	(8,500)	15,532	53,475	853	54,328

30 September
2016

Total equity is attributable to:

	£m
Non-controlling interests	853
Preference shareholders	2,565
Paid-in equity holders	4,582
Ordinary shareholders	46,328
	54,328

*Other reserves consist of:

Merger reserve	10,881
Available-for-sale reserve	188
Cash flow hedging reserve	1,565
Foreign exchange reserve	2,898
	15,532

Notes:

- (1) No tax impact.
- (2) AT1 capital notes totalling £2.0 billion issued in August 2016.
- (3) In September 2016, non-cumulative US dollar preference shares were redeemed at their original issue price of US\$1.5 billion. The nominal value of £0.3 million was transferred from share capital to capital redemption reserve and ordinary owners' equity was reduced by £0.4 billion in respect of the movement in exchange rates since issue.
- (4) Paid-in equity reclassified to liabilities as a result of the call of RBS Capital Trust C in May 2016 (redeemed in July 2016).

1. Basis of preparation

The consolidated financial statements should be read in conjunction with RBS's 2015 Annual Report and Accounts which were prepared in accordance with International Financial Reporting Standards (IFRS) issued by the International Accounting Standards Board (IASB) and interpretations issued by the IFRS Interpretations Committee of the IASB as adopted by the European Union (EU) (together IFRS).

Accounting policies

RBS's principal accounting policies are set out on pages 267 to 280 of the 2015 Annual Report and Accounts. Amendments to IFRSs effective for 2016 have not had a material effect on RBS's Q3 2016 results.

Pensions

In Q4 2015, RBS changed its accounting policy for the recognition of surpluses in its defined benefit pension schemes: in particular, the policy for determining whether or not it has an unconditional right to a refund of surpluses in its employee pension funds. Where RBS has a right to a refund, this is not deemed unconditional if pension fund trustees can unilaterally enhance benefits for plan members. The amended policy was applied retrospectively and prior periods restated. For further details, refer to pages 267 to 268 of RBS's 2015 Annual Report and Accounts.

Critical accounting policies and key sources of estimation uncertainty

The judgements and assumptions that are considered to be the most important to the portrayal of RBS's financial condition are those relating to pensions, goodwill, provisions for liabilities, deferred tax, loan impairment provisions and fair value of financial instruments. These critical accounting policies and judgements are described on pages 276 to 279 of RBS's 2015 Annual Report and Accounts.

Going concern

Having reviewed RBS's forecasts, projections and other relevant evidence, the directors have a reasonable expectation that RBS will continue in operational existence for the foreseeable future. Accordingly, the results for the period ended 30 September 2016 have been prepared on a going concern basis.

2. Pensions

In June 2016, the triennial funding valuation of the Main Scheme of The Royal Bank of Scotland Group Pension Fund was agreed which showed that at 31 December 2015 the value of liabilities exceeded the value of assets. In March 2016, to mitigate this anticipated deficit, RBS made a cash payment of £4.2 billion. The next triennial valuation is due to occur at the end of 2018 with agreement on any additional contributions by the end of March 2020.

As at 30 September 2016, the Main Scheme had an unrecognised surplus under IAS19 valuation principles. The surplus is unrecognised because the trustee's power to enhance member benefits could consume that surplus meaning that RBS does not control its ability to realise an asset. The existence of the asset, albeit unrecognised, limits RBS's exposure to changes in actuarial assumptions and investment performance.

3. Provisions for liabilities and charges

	Regulatory and legal actions						Total £m
	Payment protection insurance £m	Interest rate hedging products £m	Other customer redress (1) £m	Foreign exchange investigations £m	Litigation and other regulatory £m	Property and other £m	
At 1 January 2016	996	149	672	306	3,985	1,258	7,366
Transfer from accruals and other liabilities	-	-	-	-	-	19	19
Transfer	-	-	21	(35)	85	(71)	-
Currency translation and other movements	-	-	-	10	126	28	164
Charge to income statement	-	-	11	-	34	79	124
Releases to income statement	-	-	(8)	-	(1)	(19)	(28)
Provisions utilised	(85)	(41)	(63)	-	(24)	(69)	(282)
At 31 March 2016	911	108	633	281	4,205	1,225	7,363
Transfer from accruals and other liabilities	-	-	35	-	5	14	54
Transfer	50	-	(50)	-	-	-	-
Currency translation and other movements	-	-	8	23	336	20	387
Charge to income statement	400	-	117	-	779	233	1,529
Releases to income statement	-	-	(5)	-	(12)	(95)	(112)
Provisions utilised	(114)	(30)	(50)	-	(141)	(146)	(481)
At 30 June 2016	1,247	78	688	304	5,172	1,251	8,740
Transfer from accruals and other liabilities	-	-	-	-	17	-	17
Currency translation and other movements	-	-	-	5	94	19	118
Charge to income statement	-	-	16	-	469	191	676
Releases to income statement	-	-	(12)	-	(48)	(8)	(68)
Provisions utilised	(102)	(10)	(69)	-	(105)	(176)	(462)
At 30 September 2016	1,145	68	623	309	5,599	1,277	9,021

Note:

(1) Closing provision predominantly relates to investment advice, packaged accounts (including costs) and tracker mortgages.

There are uncertainties as to the eventual cost of redress in relation to certain of the provisions contained in the table above. Assumptions relating to these are inherently uncertain and the ultimate financial impact may be different from the amount provided. RBS will continue to monitor the position closely and refresh the underlying assumptions.

4. Litigation, investigations and reviews

RBS's 2016 interim results issued on 5 August 2016 included comprehensive disclosures about RBS's litigation, investigations and reviews in Note 15. Set out below are the material developments in these matters since the 2016 interim results were published. RBS generally does not disclose information about the establishment or existence of a provision for a particular matter where disclosure of the information can be expected to prejudice seriously RBS's position in the matter.

Litigation

Other securitisation and securities related litigation in the US

On 27 September 2016, RBS Securities Inc. (RBSSI) settled the two mortgage-backed securities (MBS) litigations that the National Credit Union Administration Board has been litigating on behalf of US Central Federal Credit Union and Western Corporate Federal Credit Union. The settlement amount of US\$1.1 billion was substantially covered by provisions existing at 30 June 2016.

4. Litigation, investigations and reviews (continued)

RBS continues to litigate various other MBS-related civil claims identified in its 2016 interim results, including those of the Federal Housing Finance Agency, and to respond to investigations by the civil and criminal divisions of the U.S. Department of Justice and various other members of the RMBS Working Group of the Financial Fraud Enforcement Task Force (including several state attorneys general). MBS litigation and investigations may require provisions in future periods that in aggregate could be materially in excess of existing provisions.

London Interbank Offered Rate (LIBOR)

As previously disclosed, certain members of the Group have been named as defendants in a number of class actions and individual claims filed in the US with respect to the setting of LIBOR and certain other benchmark interest rates. On 16 August 2016, a class action complaint was filed in the United States District Court for the Southern District of New York against certain Group companies (including RBSG plc and The Royal Bank of Scotland N.V.) and a number of other financial institutions. The complaint alleges that the defendants conspired to manipulate the Australian Bank Bill Swap Reference Rate (BBSW) and asserts claims under the U.S. antitrust laws, the Commodity Exchange Act, RICO (Racketeer Influenced and Corrupt Organizations Act), and the common law. RBS anticipates making a motion to dismiss the complaint.

FX antitrust litigation

On 26 September 2016, a class action complaint was filed in the United States District Court for the Southern District of New York asserting claims on behalf of “indirect purchasers” of FX instruments. The complaint defines “indirect purchasers” as persons who were indirectly affected by FX instruments that others entered into directly with defendant banks or on exchanges. It is alleged that certain RBS companies and other defendant banks caused damages to the “indirect purchasers” by conspiring to restrain trade in the FX spot market. The complaint seeks damages and other relief under federal, California, and New York antitrust laws. RBS anticipates making a motion to dismiss the complaint.

Investigations and reviews

Connecticut Department of Banking

As previously disclosed, in June 2016, RBSSI, a U.S. broker-dealer, reached an agreement in principle to resolve investigations by the office of the Attorney General of Connecticut on behalf of the Connecticut Department of Banking, concerning RBSSI's underwriting and issuance of mortgage-backed securities and the potential consequences to RBSSI of The Royal Bank of Scotland plc's (RBS plc's) May 2015 FX-related guilty plea. The agreement became final on 3 October 2016 through the publication by the Department of Banking of two agreed consent orders without RBSSI admitting or denying the Department of Banking's allegations. As required by the RMBS consent order, in addition to making certain undertakings, RBSSI has paid US\$120 million to the State of Connecticut to resolve the investigation. The amount was covered by a provision that had previously been established. Pursuant to the FX consent order, RBSSI agreed, among other things, to certify to the Department of Banking its compliance with various obligations undertaken in connection with RBS plc's FX-related guilty plea and FX-related resolutions with the Commodity Futures Trading Commission and Board of Governors of the Federal Reserve System.

FCA review of RBS's treatment of SMEs

The FCA published an update on 4 October 2016 confirming that it had received the final Skilled Person's report and that there were a number of steps for the FCA to complete before being in a position to share its final findings. RBS has been given the opportunity to review that report.

4. Litigation, investigations and reviews (continued)

UK retail banking

On 9 August 2016, the Competition & Markets Authority (CMA) published its final report on retail banking. The CMA concluded that there are a number of competition concerns in the provision of personal current accounts (PCAs), business current accounts and SME lending, particularly around low levels of customers searching and switching, resulting in banks not being put under enough competitive pressure, and new products and new banks not attracting customers quickly enough.

The final report set out remedies to address these concerns. These include remedies to make it easier for customers to compare products, ensure customers benefit from technological advantages around open banking, improve the current account switching service and provide PCA overdraft customers with greater control over their charges, along with additional measures targeted at SME customers.

The CMA has also been reviewing the undertakings given by certain banks following the Competition Commission's 2002 investigation into SME banking (SME Undertakings). On 9 August 2016, the CMA announced its final decision, which is that the SME Undertakings should be revoked, with the exception of the prohibition on the ability of certain named banks, including RBS, to bundle (i.e. sell together) business current accounts and SME lending.

At this stage there remains uncertainty around the financial impact of the proposed remedies and it is not practicable to estimate the potential impact on RBS, which may be material.

FCA wholesale sector competition review

On 18 October 2016, the FCA published its final report following its market study into investment and corporate banking. It found that whilst many clients feel well served by primary capital market services there were some areas where improvements could be made to encourage competition, particularly for smaller clients. It set out a package of remedies, including prohibiting the use of restrictive contractual clauses and ending league table misrepresentation by asking league table providers to review their recognition criteria. The FCA is to undertake further consultation with regards to the prohibition on restrictive contractual clauses. Subject to this consultation, the FCA expects to publish the final rules regarding these restrictive contractual clauses in early 2017.

Enforcement proceedings and investigations in relation to Coutts & Co Ltd

As previously disclosed, the Swiss Financial Market Supervisory Authority (FINMA) is taking enforcement proceedings against Coutts & Co Ltd (Coutts), a member of RBS incorporated in Switzerland, with regard to certain client accounts held with Coutts relating to allegations in connection with the Malaysian sovereign wealth fund 1MDB. The proceedings are at an advanced stage. Coutts is also cooperating with investigations, one of which is at an advanced stage and may conclude in the near term, and enquiries from authorities in other jurisdictions in relation to the same subject matter. The outcomes of such proceedings, investigations and enquiries are uncertain but may include financial penalties and/or regulatory sanctions.

5. Post balance sheet events

Other than matters disclosed, there have been no further significant events between 30 September 2016 and the date of approval of this announcement.

Appendix 1

Parent company information

Appendix 1 Parent company information

Balance sheet at 30 September 2016

	30 September 2016 £m	31 December 2015 £m
Assets		
Investments in Group undertakings	44,712	52,129
Loans to subsidiaries	28,782	22,416
Debt securities	418	1,119
Derivatives	576	217
Prepayments, accrued income and other assets	4	3
Total assets	74,492	75,884
Liabilities		
Deposits from subsidiaries	935	907
Debt securities in issue	8,210	5,049
Derivatives	99	65
Provisions, accruals and other liabilities	1,057	183
Subordinated liabilities	10,394	9,366
Total liabilities	20,695	15,570
Owners' equity	53,797	60,314
Total liabilities and equity	74,492	75,884
Owners' equity		
Called-up share capital	11,792	11,625
Paid-in equity	4,478	2,438
Share premium account	25,663	25,425
Cash flow hedging reserve	118	32
Capital redemption reserve	4,542	4,542
Retained earnings	7,204	16,252
	53,797	60,314

Investments in Group undertakings

Investments in Group undertakings are carried at cost less impairment. Movements during the period were as follows:

	2016 £m
At 1 January	52,129
Currency translation and other adjustments	29
Redemption of preference shares issued by RBS plc	(1,446)
Impairment of investment in RBS plc	(6,000)
At 30 September	44,712

In Q3 2016 RBS reviewed the value of RBSG plc's (the parent company's) investments in subsidiaries and in light of the deterioration in the economic outlook reduced the carrying value of the investments by £6.0 billion to £44.7 billion.

Distributable reserves

Owners' equity includes £7.2 billion of distributable reserves at 30 September 2016 (31 December 2015 - £16.3 billion). The decrease in the period includes a £6.0 billion impairment to the carrying value of investments in subsidiaries in Q3 as described above, the redemption in Q3 of preference shares issued to third parties (£1.2 billion), the Dividend Access Share payment in Q1 (£1.2 billion) and other dividends paid (£0.3 billion).

Appendix 2

Segmental income statement reconciliations

Appendix 2 Segmental income statement reconciliations

	PBB		CPB						Central items & other	Total RBS
	UK PBB	Ulster Bank Rol	Commercial Banking	Private Banking	RBS International	CIB	Capital Resolution	Williams & Glyn	£m	£m
	£m	£m	£m	£m	£m	£m	£m	£m		
Nine months ended 30 September 2016										
Income statement										
Total income - statutory	3,951	439	2,548	496	278	1,289	(69)	620	(178)	9,374
Own credit adjustments	-	(3)	-	-	-	(82)	(142)	-	(67)	(294)
Loss on redemption of own debt	-	-	-	-	-	-	-	-	127	127
Strategic disposals	-	-	-	-	-	-	81	-	(245)	(164)
Total income - adjusted	3,951	436	2,548	496	278	1,207	(130)	620	(363)	9,043
Operating expenses - statutory	(2,784)	(443)	(1,458)	(390)	(110)	(1,110)	(915)	(353)	(1,277)	(8,840)
Restructuring costs - direct	50	32	13	1	1	16	35	57	894	1,099
- indirect	86	4	49	22	2	50	35	-	(248)	-
Litigation and conduct costs	420	95	16	2	(1)	62	257	-	889	1,740
Operating expenses - adjusted	(2,228)	(312)	(1,380)	(365)	(108)	(982)	(588)	(296)	258	(6,001)
Impairment (losses)/releases	(67)	66	(123)	(5)	(11)	-	(383)	(31)	1	(553)
Operating profit/(loss) - adjusted	1,656	190	1,045	126	159	225	(1,101)	293	(104)	2,489
Additional information										
Return on equity (1)	17.0%	3.1%	8.5%	7.0%	15.4%	1.6%	nm	nm	nm	(8.5%)
Return on equity - adjusted (1,2)	26.4%	9.5%	9.4%	8.9%	15.6%	2.4%	nm	nm	nm	(0.6%)
Cost income ratio	70%	101%	57%	79%	40%	86%	nm	57%	nm	94%
Cost income ratio - adjusted (2)	56%	72%	54%	74%	39%	81%	nm	48%	71%	66%
Nine months ended 30 September 2015*										
Income statement										
Total income - statutory	3,946	434	2,457	486	272	1,341	801	625	77	10,439
Own credit adjustments	-	-	-	-	-	(186)	(180)	-	(58)	(424)
Strategic disposals	-	-	-	-	-	-	14	-	121	135
Total income - adjusted	3,946	434	2,457	486	272	1,155	635	625	140	10,150
Operating expenses - statutory	(2,606)	(322)	(1,291)	(439)	(120)	(1,938)	(2,955)	(252)	(669)	(10,592)
Restructuring costs - direct	7	19	12	-	-	44	359	-	1,876	2,317
- indirect	73	2	3	78	5	418	844	-	(1,423)	-
Litigation and conduct costs	365	(9)	59	2	-	373	607	-	47	1,444
Operating expenses - adjusted	(2,161)	(310)	(1,217)	(359)	(115)	(1,103)	(1,145)	(252)	(169)	(6,831)
Impairment (losses)/releases	(20)	131	(42)	(1)	-	5	369	5	(47)	400
Operating profit/(loss) - adjusted	1,765	255	1,198	126	157	57	(141)	378	(76)	3,719
Additional information										
Return on equity (1)	20.8%	13.1%	12.3%	2.0%	18.2%	(10.1%)	nm	nm	nm	2.4%
Return on equity - adjusted (1,2)	28.3%	13.8%	13.2%	7.9%	18.8%	(0.5%)	nm	nm	nm	12.4%
Cost income ratio	66%	74%	53%	90%	44%	145%	nm	40%	nm	101%
Cost income ratio - adjusted (2)	55%	71%	50%	74%	42%	95%	nm	40%	nm	67%

*Restated - refer to page 31 of the main document for further details.

For the notes to this table refer to page 3.

Appendix 2 Segmental income statement reconciliations

	PBB		CPB						Central items & other	Total RBS
	UK PBB	Ulster Bank Rol	Commercial Banking	Private Banking	RBS International	CIB	Capital Resolution	Williams & Glyn	£m	£m
	£m	£m	£m	£m	£m	£m	£m	£m		
Quarter ended 30 September 2016										
Income statement										
Total income - statutory	1,336	146	849	165	93	471	103	209	(62)	3,310
Own credit adjustments	-	-	-	-	-	55	42	-	59	156
Gain on redemption of own debt	-	-	-	-	-	-	-	-	(3)	(3)
Strategic disposals	-	-	-	-	-	-	30	-	1	31
Total income - adjusted	1,336	146	849	165	93	526	175	209	(5)	3,494
Operating expenses - statutory	(742)	(131)	(474)	(112)	(39)	(381)	(437)	(111)	(484)	(2,911)
Restructuring costs - direct	(1)	8	12	-	-	6	23	12	409	469
- indirect	26	3	9	3	-	27	10	-	(78)	-
Litigation and conduct costs	(1)	3	6	-	(1)	6	231	-	181	425
Operating expenses - adjusted	(718)	(117)	(447)	(109)	(40)	(342)	(173)	(99)	28	(2,017)
Impairment (losses)/releases	(27)	39	(20)	(3)	-	-	(120)	(14)	1	(144)
Operating profit/(loss) - adjusted	591	68	382	53	53	184	(118)	96	24	1,333
Additional information										
Return on equity (1)	27.1%	7.8%	9.5%	11.1%	15.4%	3.1%	nm	nm	nm	(4.8%)
Return on equity - adjusted (1,2)	28.3%	9.9%	10.4%	11.8%	15.1%	8.0%	nm	nm	nm	4.6%
Cost income ratio	56%	90%	56%	68%	42%	81%	nm	53%	nm	88%
Cost income ratio - adjusted (2)	54%	80%	53%	66%	43%	65%	99%	47%	nm	58%
Quarter ended 30 June 2016										
Income statement										
Total income - statutory	1,340	135	846	166	95	477	(325)	206	60	3,000
Own credit adjustments	-	-	-	-	-	(73)	(76)	-	(45)	(194)
Loss on redemption of own debt	-	-	-	-	-	-	-	-	130	130
Strategic disposals	-	-	-	-	-	-	45	-	(246)	(201)
Total income - adjusted	1,340	135	846	166	95	404	(356)	206	(101)	2,735
Operating expenses - statutory	(1,292)	(202)	(546)	(125)	(35)	(368)	(220)	(124)	(597)	(3,509)
Restructuring costs - direct	38	18	-	-	1	10	5	25	295	392
- indirect	51	1	41	4	1	11	16	-	(125)	-
Litigation and conduct costs	421	92	8	2	-	38	16	-	707	1,284
Operating expenses - adjusted	(782)	(91)	(497)	(119)	(33)	(309)	(183)	(99)	280	(1,833)
Impairment (loss)/releases	(24)	14	(89)	-	(9)	-	(67)	(11)	-	(186)
Operating profit/(loss) - adjusted	534	58	260	47	53	95	(606)	96	179	716
Additional information										
Return on equity (1)	(0.4%)	(8.2%)	4.9%	8.6%	15.0%	4.3%	nm	nm	nm	(11.0%)
Return on equity - adjusted (1,2)	24.2%	9.0%	6.6%	9.9%	15.7%	3.5%	nm	nm	nm	3.2%
Cost income ratio	96%	150%	65%	75%	37%	77%	nm	60%	nm	117%
Cost income ratio - adjusted (2)	58%	67%	59%	72%	35%	76%	nm	48%	nm	67%

For the notes to this table refer to page 3.

Appendix 2 Segmental income statement reconciliations

	PBB		CPB			CIB	Capital Resolution	Williams & Glyn	Central items & other	Total RBS
	UK PBB	Ulster Bank Rol	Commercial Banking	Private Banking	RBS International					
Quarter ended 30 September 2015*	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Income statement										
Total income - statutory	1,313	164	800	160	87	406	89	211	(47)	3,183
Own credit adjustments	-	-	-	-	-	(78)	(38)	-	(20)	(136)
Total income - adjusted	1,313	164	800	160	87	328	51	211	(67)	3,047
Operating expenses - statutory	(762)	(115)	(408)	(118)	(38)	(515)	(937)	(91)	(292)	(3,276)
Restructuring costs - direct	5	3	1	(2)	-	3	190	-	647	847
- indirect	23	2	(2)	1	2	148	300	-	(474)	-
Litigation and conduct costs	-	-	-	-	-	6	101	-	22	129
Operating expenses - adjusted	(734)	(110)	(409)	(119)	(36)	(358)	(346)	(91)	(97)	(2,300)
Impairment (losses)/releases	(2)	54	(16)	(4)	1	-	50	(5)	1	79
Operating profit/(loss) - adjusted	577	108	375	37	52	(30)	(245)	115	(163)	826
Additional information										
Return on equity (1)	27.2%	16.7%	12.3%	7.4%	18.0%	(6.4%)	nm	nm	nm	9.0%
Return on equity - adjusted (1,2)	28.7%	17.5%	12.3%	7.1%	18.8%	(2.7%)	nm	nm	nm	16.3%
Cost income ratio	58%	70%	51%	74%	44%	127%	nm	43%	nm	103%
Cost income ratio - adjusted (2)	56%	67%	51%	74%	41%	109%	nm	43%	nm	75%

*Restated - refer to page 31 of the main document for further details.

Notes:

- (1) RBS's CET 1 target is 13% but for the purposes of computing segmental return on equity (ROE), to better reflect the differential drivers of capital usage, segmental operating profit after tax and adjusted for preference dividends is divided by notional equity allocated at different rates of 11% (Commercial Banking and Ulster Bank Rol), 12% (RBS International) and 15% for all other segments, of the monthly average of segmental risk-weighted assets incorporating the effect capital deductions (RWAs). RBS Return on equity is calculated using profit for the period attributable to ordinary shareholders.
- (2) Excluding own credit adjustments, (loss)/gain on redemption of own debt, strategic disposals, restructuring costs and litigation and conduct costs.