


**Financial Supplement**

**Second Quarter 2023**

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The information in this Financial Supplement is preliminary and based on company data available at the time of the earnings presentation. It speaks only as of the particular date or dates included in the accompanying pages. The Company does not undertake an obligation to, and disclaims any duty to, update any of the information provided. Any forward-looking statements in this Financial Supplement are subject to the forward-looking statements language contained in the Company's reports filed with the SEC pursuant to the Securities Exchange Act of 1934, which can be found on the SEC's website (www.sec.gov) or on the Company's website (www.citizensbank.com). The Company's future financial performance is subject to the risks and uncertainties described in its SEC filings.

## CONSOLIDATED FINANCIAL HIGHLIGHTS
## (dollars in millions, except per share data)

| | QUARTERLY TRENDS | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2Q23 Change | | | | | | 2023 Change | |
| | 2Q23 | 1Q23 | 4Q22 | 3Q22 | 2Q22 | 1Q23 | | 2Q22 | | 2023 | 2022 | 2022 | |
| | | | | | | $/bps | % | $/bps | % | | | $/bps | % |
| **SELECTED OPERATING DATA** | | | | | | | | | | | | | |
| Total revenue | $2,094 | $2,128 | $2,200 | $2,177 | $1,999 | ($34) | (2%) | $95 | 5% | $4,222 | $3,644 | $578 | 16% |
| Noninterest expense | 1,306 | 1,296 | 1,240 | 1,241 | 1,305 | 10 | 1 | 1 | — | 2,602 | 2,411 | 191 | 8 |
| Profit before provision (benefit) for credit losses | 788 | 832 | 960 | 936 | 694 | (44) | (5) | 94 | 14 | 1,620 | 1,233 | 387 | 31 |
| Provision (benefit) for credit losses | 176 | 168 | 132 | 123 | 216 | 8 | 5 | (40) | (19) | 344 | 219 | 125 | 57 |
| **NET INCOME** | 478 | 511 | 653 | 636 | 364 | (33) | (6) | 114 | 31 | 989 | 784 | 205 | 26 |
| Net income, Underlying[1] | 531 | 560 | 685 | 669 | 595 | (29) | (5) | (64) | (11) | 1,091 | 1,071 | 20 | 2 |
| Net income available to common stockholders | 444 | 488 | 621 | 611 | 332 | (44) | (9) | 112 | 34 | 932 | 728 | 204 | 28 |
| Net income available to common stockholders, Underlying[1] | 497 | 537 | 653 | 644 | 563 | (40) | (7) | (66) | (12) | 1,034 | 1,015 | 19 | 2 |
| **PER COMMON SHARE DATA** | | | | | | | | | | | | | |
| Basic earnings | $0.93 | $1.00 | $1.26 | $1.23 | $0.68 | ($0.07) | (7%) | $0.25 | 37% | $1.93 | $1.59 | $0.34 | 21% |
| Diluted earnings | 0.92 | 1.00 | 1.25 | 1.23 | 0.67 | (0.08) | (8) | 0.25 | 37 | 1.92 | 1.58 | 0.34 | 22 |
| Basic earnings, Underlying[1] | 1.04 | 1.10 | 1.32 | 1.30 | 1.14 | (0.06) | (5) | (0.10) | (9) | 2.14 | 2.22 | (0.08) | (4) |
| Diluted earnings, Underlying[1] | 1.04 | 1.10 | 1.32 | 1.30 | 1.14 | (0.06) | (5) | (0.10) | (9) | 2.14 | 2.21 | (0.07) | (3) |
| Cash dividends declared and paid per common share | 0.42 | 0.42 | 0.42 | 0.42 | 0.39 | — | — | 0.03 | 8 | 0.84 | 0.78 | 0.06 | 8 |
| Book value per common share | 45.44 | 45.84 | 44.03 | 42.62 | 45.02 | (0.40) | (1) | 0.42 | 1 | 45.44 | 45.02 | 0.42 | 1 |
| Tangible book value per common share | 28.72 | 29.44 | 27.88 | 26.62 | 29.14 | (0.72) | (2) | (0.42) | (1) | 28.72 | 29.14 | (0.42) | (1) |
| Dividend payout ratio | 45 % | 42 % | 33 % | 34 % | 57 % | 300 bps | | (1,200) bps | | 44 % | 49% | (500) bps | |
| Dividend payout ratio, Underlying[1] | 40 | 38 | 32 | 32 | 34 | 200 bps | | 600 bps | | 39 | 35 | 400 bps | |
| **COMMON SHARES OUTSTANDING** | | | | | | | | | | | | | |
| Average: Basic | 479,470,543 | 485,444,313 | 493,293,981 | 495,651,083 | 491,497,026 | (5,973,770) | (1%) | (12,026,483) | (2%) | 482,440,926 | 457,140,258 | 25,300,668 | 6% |
| Diluted | 480,975,281 | 487,712,146 | 495,478,398 | 497,477,501 | 493,296,114 | (6,736,865) | (1) | (12,320,833) | (2) | 484,252,103 | 459,167,747 | 25,084,356 | 5 |
| Common shares at period-end | 474,682,759 | 483,982,264 | 492,282,158 | 495,843,793 | 495,650,259 | (9,299,505) | (2) | (20,967,500) | (4) | 474,682,759 | 495,650,259 | (20,967,500) | (4) |

[1] These are non-GAAP financial measures. For further information on these measures, refer to "Non-GAAP Financial Measures and Reconciliations."

## CONSOLIDATED FINANCIAL HIGHLIGHTS, CONTINUED
## (dollars in millions, except per share data)

| | QUARTERLY TRENDS | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2Q23 Change | | | | | | 2023 Change | |
| | 2Q23 | 1Q23 | 4Q22 | 3Q22 | 2Q22 | 1Q23 | | 2Q22 | | 2023 | 2022 | 2022 | |
| | | | | | | $/bps | % | $/bps | % | | | $/bps | % |
| **FINANCIAL RATIOS** | | | | | | | | | | | | | |
| Net interest margin | 3.16 % | 3.29 % | 3.29 % | 3.24 % | 3.04 % | (13) bps | | 12 bps | | 3.23 % | 2.91 % | 32 bps | |
| Net interest margin, FTE[1] | 3.17 | 3.30 | 3.30 | 3.25 | 3.04 | (13) | | 13 | | 3.23 | 2.91 | 32 | |
| Return on average common equity | 8.00 | 9.11 | 11.56 | 10.91 | 5.95 | (111) | | 205 | | 8.54 | 6.77 | 177 | |
| Return on average common equity, Underlying[2] | 8.97 | 10.01 | 12.15 | 11.52 | 10.06 | (104) | | (109) | | 9.48 | 9.43 | 5 | |
| Return on average tangible common equity | 12.42 | 14.38 | 18.46 | 16.96 | 9.13 | (196) | | 329 | | 13.37 | 10.22 | 315 | |
| Return on average tangible common equity, Underlying[2] | 13.93 | 15.80 | 19.40 | 17.91 | 15.45 | (187) | | (152) | | 14.84 | 14.25 | 59 | |
| Return on average total assets | 0.86 | 0.93 | 1.15 | 1.12 | 0.66 | (7) | | 20 | | 0.90 | 0.77 | 13 | |
| Return on average total assets, Underlying[2] | 0.96 | 1.02 | 1.21 | 1.18 | 1.08 | (6) | | (12) | | 0.99 | 1.05 | (6) | |
| Return on average total tangible assets | 0.89 | 0.97 | 1.19 | 1.16 | 0.69 | (8) | | 20 | | 0.93 | 0.80 | 13 | |
| Return on average total tangible assets, Underlying[2] | 0.99 | 1.06 | 1.25 | 1.22 | 1.12 | (7) | | (13) | | 1.03 | 1.09 | (6) | |
| Effective income tax rate | 22.09 | 22.97 | 21.16 | 21.80 | 23.77 | (88) | | (168) | | 22.55 | 22.68 | (13) | |
| Effective income tax rate, Underlying[2] | 22.51 | 23.25 | 21.37 | 22.00 | 23.69 | (74) | | (118) | | 22.89 | 22.82 | 7 | |
| Efficiency ratio | 62.34 | 60.90 | 56.36 | 57.02 | 65.27 | 144 | | (293) | | 61.62 | 66.16 | (454) | |
| Efficiency ratio, Underlying[2] | 58.86 | 57.84 | 54.42 | 54.90 | 58.16 | 102 | | 70 | | 58.34 | 60.90 | (256) | |
| Noninterest income as a % of total revenue | 24.14 | 22.81 | 22.92 | 23.54 | 24.72 | 133 | | (58) | | 23.47 | 27.22 | (375) | |
| Noninterest income as a % of total revenue, Underlying[2] | 24.14 | 22.81 | 22.92 | 23.54 | 25.88 | 133 | | (174) | | 23.47 | 27.84 | (437) | |
| **CAPITAL RATIOS - PERIOD-END (PRELIMINARY)** | | | | | | | | | | | | | |
| CET1 capital ratio | 10.3 % | 10.0 % | 10.0 % | 9.8 % | 9.6 % | | | | | | | | |
| Tier 1 capital ratio | 11.4 | 11.1 | 11.1 | 10.9 | 10.6 | | | | | | | | |
| Total capital ratio | 13.3 | 12.9 | 12.8 | 12.6 | 12.3 | | | | | | | | |
| Tier 1 leverage ratio | 9.4 | 9.4 | 9.3 | 9.2 | 9.3 | | | | | | | | |
| Tangible common equity ratio | 6.3 | 6.6 | 6.3 | 6.1 | 6.6 | | | | | | | | |
| **SELECTED BALANCE SHEET DATA** | | | | | | | | | | | | | |
| Loan-to-deposit ratio (period-end balances) | 85.17 % | 89.83 % | 86.69 % | 87.44 % | 87.28 % | (466) bps | | (211) bps | | 85.17 % | 87.28 % | (211) bps | |
| Loan-to-deposit ratio (average balances) | 88.73 | 89.76 | 87.74 | 88.32 | 87.24 | (103) bps | | 149 bps | | 89.24 | 85.40 | 384 bps | |
| Full-time equivalent colleagues (period-end) | 18,468 | 18,547 | 18,889 | 19,235 | 19,583 | (79) | — | (1,115) | (6) | 18,468 | 19,583 | (1,115) | (6) |

[1]Net interest margin is presented on a fully taxable-equivalent ("FTE") basis using the federal statutory tax rate of 21%. The FTE impact is predominantly attributable to commercial loans for the periods presented.

[2]These are non-GAAP financial measures. For further information on these measures, refer to "Non-GAAP Financial Measures and Reconciliations."

## CONSOLIDATED STATEMENTS OF OPERATIONS (unaudited)
## (dollars in millions)

| | QUARTERLY TRENDS | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2Q23 Change | | | | | | 2023 Change | |
| | 2Q23 | 1Q23 | 4Q22 | 3Q22 | 2Q22 | 1Q23 | | 2Q22 | | 2023 | 2022 | 2022 | |
| | | | | | | $ | % | $ | % | | | $ | % |
| **INTEREST INCOME** | | | | | | | | | | | | | |
| Interest and fees on loans and leases | $2,132 | $2,047 | $1,893 | $1,657 | $1,370 | $85 | 4% | $762 | 56% | $4,179 | $2,418 | $1,761 | 73% |
| Interest and fees on loans held for sale | 20 | 15 | 16 | 18 | 17 | 5 | 33 | 3 | 18 | 35 | 33 | 2 | 6 |
| Interest and fees on other loans held for sale | 12 | 5 | 10 | 15 | 25 | 7 | 140 | (13) | (52) | 17 | 32 | (15) | (47) |
| Investment securities | 267 | 266 | 258 | 243 | 201 | 1 | — | 66 | 33 | 533 | 339 | 194 | 57 |
| Interest-bearing deposits in banks | 100 | 69 | 75 | 36 | 13 | 31 | 45 | 87 | NM | 169 | 17 | 152 | NM |
| **Total interest income** | **2,531** | **2,402** | **2,252** | **1,969** | **1,626** | 129 | 5 | 905 | 56 | **4,933** | **2,839** | 2,094 | 74 |
| **INTEREST EXPENSE** | | | | | | | | | | | | | |
| Deposits | 723 | 550 | 396 | 176 | 54 | 173 | 31 | 669 | NM | 1,273 | 79 | 1,194 | NM |
| Short-term borrowed funds | 22 | 6 | 2 | 11 | 10 | 16 | NM | 12 | 120 | 28 | 10 | 18 | 180 |
| Long-term borrowed funds | 198 | 203 | 159 | 117 | 57 | (5) | (2) | 141 | 247 | 401 | 98 | 303 | NM |
| **Total interest expense** | **943** | **759** | **557** | **304** | **121** | 184 | 24 | 822 | NM | **1,702** | **187** | 1,515 | NM |
| **Net interest income** | **1,588** | **1,643** | **1,695** | **1,665** | **1,505** | (55) | (3) | 83 | 6 | **3,231** | **2,652** | 579 | 22 |
| **NONINTEREST INCOME** | | | | | | | | | | | | | |
| Service charges and fees | 101 | 100 | 105 | 109 | 108 | 1 | 1 | (7) | (6) | 201 | 206 | (5) | (2) |
| Capital markets fees | 82 | 83 | 98 | 89 | 88 | (1) | (1) | (6) | (7) | 165 | 181 | (16) | (9) |
| Card fees | 80 | 72 | 71 | 71 | 71 | 8 | 11 | 9 | 13 | 152 | 131 | 21 | 16 |
| Mortgage banking fees | 59 | 57 | 54 | 66 | 72 | 2 | 4 | (13) | (18) | 116 | 141 | (25) | (18) |
| Trust and investment services fees | 65 | 63 | 61 | 61 | 66 | 2 | 3 | (1) | (2) | 128 | 127 | 1 | 1 |
| Foreign exchange and derivative products | 44 | 48 | 35 | 42 | 60 | (4) | (8) | (16) | (27) | 92 | 111 | (19) | (17) |
| Letter of credit and loan fees | 43 | 40 | 41 | 40 | 40 | 3 | 8 | 3 | 8 | 83 | 78 | 5 | 6 |
| Securities gains, net | 9 | 5 | 4 | — | 1 | 4 | 80 | 8 | NM | 14 | 5 | 9 | 180 |
| Other income | 23 | 17 | 36 | 34 | (12) | 6 | 35 | 35 | NM | 40 | 12 | 28 | 233 |
| **Total noninterest income** | **506** | **485** | **505** | **512** | **494** | 21 | 4 | 12 | 2 | **991** | **992** | (1) | — |
| **TOTAL REVENUE** | **2,094** | **2,128** | **2,200** | **2,177** | **1,999** | (34) | (2) | 95 | 5 | **4,222** | **3,644** | 578 | 16 |
| Provision (benefit) for credit losses | 176 | 168 | 132 | 123 | 216 | 8 | 5 | (40) | (19) | 344 | 219 | 125 | 57 |
| **NONINTEREST EXPENSE** | | | | | | | | | | | | | |
| Salaries and employee benefits | 615 | 658 | 633 | 639 | 683 | (43) | (7) | (68) | (10) | 1,273 | 1,277 | (4) | — |
| Outside services | 177 | 176 | 170 | 172 | 189 | 1 | 1 | (12) | (6) | 353 | 358 | (5) | (1) |
| Equipment and software | 181 | 169 | 170 | 159 | 169 | 12 | 7 | 12 | 7 | 350 | 319 | 31 | 10 |
| Occupancy | 136 | 124 | 110 | 106 | 111 | 12 | 10 | 25 | 23 | 260 | 194 | 66 | 34 |
| Other operating expense | 197 | 169 | 157 | 165 | 153 | 28 | 17 | 44 | 29 | 366 | 263 | 103 | 39 |
| **Total noninterest expense** | **1,306** | **1,296** | **1,240** | **1,241** | **1,305** | 10 | 1 | 1 | — | **2,602** | **2,411** | 191 | 8 |
| **Income before income tax expense** | **612** | **664** | **828** | **813** | **478** | (52) | (8) | 134 | 28 | **1,276** | **1,014** | 262 | 26 |
| Income tax expense | 134 | 153 | 175 | 177 | 114 | (19) | (12) | 20 | 18 | 287 | 230 | 57 | 25 |
| **Net income** | **$478** | **$511** | **$653** | **$636** | **$364** | ($33) | (6%) | $114 | 31% | **$989** | **$784** | $205 | 26% |
| **Net income, Underlying[1]** | **$531** | **$560** | **$685** | **$669** | **$595** | ($29) | (5%) | ($64) | (11%) | **$1,091** | **$1,071** | $20 | 2% |
| **Net income available to common stockholders** | **$444** | **$488** | **$621** | **$611** | **$332** | ($44) | (9%) | $112 | 34% | **$932** | **$728** | $204 | 28% |
| **Net income available to common stockholders, Underlying[1]** | **$497** | **$537** | **$653** | **$644** | **$563** | ($40) | (7%) | ($66) | (12%) | **$1,034** | **$1,015** | $19 | 2% |

[1] These are non-GAAP financial measures. For further information on these measures, refer to "Non-GAAP Financial Measures and Reconciliations."

## CONSOLIDATED BALANCE SHEETS (unaudited)
## (dollars in millions, except par value)

| PERIOD-END BALANCES | AS OF | | | | | JUNE 30, 2023 CHANGE | | | |
|---|---|---|---|---|---|---|---|---|---|
| | June 30, 2023 | Mar 31, 2023 | Dec 31, 2022 | Sept 30, 2022 | June 30, 2022 | March 31, 2023 | | June 30, 2022 | |
| | | | | | | $ | % | $ | % |
| **ASSETS** | | | | | | | | | |
| Cash and due from banks | $1,689 | $1,283 | $1,489 | $1,235 | $1,456 | $406 | 32% | $233 | 16% |
| Interest-bearing cash and due from banks | 9,878 | 6,691 | 9,058 | 6,925 | 5,058 | 3,187 | 48 | 4,820 | 95 |
| Interest-bearing deposits in banks | 284 | 320 | 303 | 261 | 469 | (36) | (11) | (185) | (39) |
| Debt securities available for sale, at fair value | 24,755 | 23,845 | 24,007 | 23,478 | 24,961 | 910 | 4 | (206) | (1) |
| Debt securities held to maturity | 9,520 | 9,677 | 9,834 | 10,071 | 9,567 | (157) | (2) | (47) | — |
| Loans held for sale, at fair value | 1,225 | 855 | 774 | 1,048 | 1,377 | 370 | 43 | (152) | (11) |
| Other loans held for sale | 196 | 1,000 | 208 | 914 | 2,078 | (804) | (80) | (1,882) | (91) |
| Loans and leases | 151,320 | 154,688 | 156,662 | 156,140 | 156,172 | (3,368) | (2) | (4,852) | (3) |
| Less: Allowance for loan and lease losses | (2,044) | (2,017) | (1,983) | (1,980) | (1,964) | (27) | 1 | (80) | 4 |
| Net loans and leases | 149,276 | 152,671 | 154,679 | 154,160 | 154,208 | (3,395) | (2) | (4,932) | (3) |
| Derivative assets | 719 | 569 | 842 | 1,352 | 1,669 | 150 | 26 | (950) | (57) |
| Premises and equipment | 876 | 866 | 844 | 827 | 885 | 10 | 1 | (9) | (1) |
| Bank-owned life insurance | 3,263 | 3,244 | 3,236 | 3,222 | 3,207 | 19 | 1 | 56 | 2 |
| Goodwill | 8,188 | 8,177 | 8,173 | 8,160 | 8,081 | 11 | — | 107 | 1 |
| Other intangible assets | 175 | 185 | 197 | 199 | 211 | (10) | (5) | (36) | (17) |
| Other assets | 13,022 | 12,873 | 13,089 | 12,832 | 13,485 | 149 | 1 | (463) | (3) |
| **TOTAL ASSETS** | **$223,066** | **$222,256** | **$226,733** | **$224,684** | **$226,712** | $810 | —% | ($3,646) | (2%) |
| **LIABILITIES AND STOCKHOLDERS' EQUITY** | | | | | | | | | |
| **LIABILITIES** | | | | | | | | | |
| Deposits: | | | | | | | | | |
| Noninterest-bearing | $40,286 | $44,326 | $49,283 | $51,888 | $54,169 | ($4,040) | (9%) | ($13,883) | (26%) |
| Interest-bearing | 137,381 | 127,868 | 131,441 | 126,678 | 124,756 | 9,513 | 7 | 12,625 | 10 |
| Total deposits | 177,667 | 172,194 | 180,724 | 178,566 | 178,925 | 5,473 | 3 | (1,258) | (1) |
| Short-term borrowed funds | 1,099 | 1,018 | 3 | 263 | 3,763 | 81 | 8 | (2,664) | (71) |
| Derivative liabilities | 2,270 | 1,704 | 1,909 | 2,227 | 1,004 | 566 | 33 | 1,266 | 126 |
| Long-term borrowed funds: | | | | | | | | | |
| FHLB advances | 5,029 | 11,779 | 8,519 | 9,519 | 8,269 | (6,750) | (57) | (3,240) | (39) |
| Senior debt | 5,258 | 5,263 | 5,555 | 4,954 | 4,176 | (5) | — | 1,082 | 26 |
| Subordinated debt and other debt | 3,813 | 1,813 | 1,813 | 1,813 | 1,995 | 2,000 | 110 | 1,818 | 91 |
| Total long-term borrowed funds | 14,100 | 18,855 | 15,887 | 16,286 | 14,440 | (4,755) | (25) | (340) | (2) |
| Other liabilities | 4,345 | 4,284 | 4,520 | 4,196 | 4,252 | 61 | 1 | 93 | 2 |
| **TOTAL LIABILITIES** | **199,481** | **198,055** | **203,043** | **201,538** | **202,384** | 1,426 | 1 | (2,903) | (1) |
| **STOCKHOLDERS' EQUITY** | | | | | | | | | |
| Preferred stock: | | | | | | | | | |
| $25.00 par value, 100,000,000 shares authorized for each of the periods presented | 2,014 | 2,014 | 2,014 | 2,014 | 2,014 | — | — | — | — |
| Common stock: | | | | | | | | | |
| $0.01 par value, 1,000,000,000 shares authorized for each of the periods presented | 6 | 6 | 6 | 6 | 6 | — | — | — | — |
| Additional paid-in capital | 22,207 | 22,183 | 22,142 | 22,121 | 22,100 | 24 | — | 107 | — |
| Retained earnings | 9,655 | 9,416 | 9,159 | 8,748 | 8,346 | 239 | 3 | 1,309 | 16 |
| Treasury stock, at cost | (5,734) | (5,475) | (5,071) | (4,920) | (4,920) | (259) | (5) | (814) | (17) |
| Accumulated other comprehensive income (loss) | (4,563) | (3,943) | (4,560) | (4,823) | (3,218) | (620) | (16) | (1,345) | (42) |
| **TOTAL STOCKHOLDERS' EQUITY** | **23,585** | **24,201** | **23,690** | **23,146** | **24,328** | (616) | (3) | (743) | (3) |
| **TOTAL LIABILITIES AND STOCKHOLDERS' EQUITY** | **$223,066** | **$222,256** | **$226,733** | **$224,684** | **$226,712** | $810 | —% | ($3,646) | (2%) |
| Memo: Total tangible common equity | $13,630 | $14,247 | $13,728 | $13,197 | $14,444 | ($617) | (4%) | ($814) | (6%) |

## LOANS AND DEPOSITS
## (dollars in millions)

### PERIOD-END BALANCES

| | AS OF | | | | | JUNE 30, 2023 CHANGE | | | |
|---|---|---|---|---|---|---|---|---|---|
| | June 30, 2023 | Mar 31, 2023 | Dec 31, 2022 | Sept 30, 2022 | June 30, 2022 | Mar 31, 2023 | | June 30, 2022 | |
| | | | | | | $ | % | $ | % |
| **LOANS AND LEASES** | | | | | | | | | |
| Commercial and industrial | $48,038 | $50,450 | $51,836 | $50,989 | $51,801 | ($2,412) | (5%) | ($3,763) | (7%) |
| Commercial real estate | 28,947 | 28,999 | 28,865 | 28,681 | 28,070 | (52) | — | 877 | 3 |
| Leases | 1,294 | 1,417 | 1,479 | 1,444 | 1,574 | (123) | (9) | (280) | (18) |
| Total commercial | 78,279 | 80,866 | 82,180 | 81,114 | 81,445 | (2,587) | (3) | (3,166) | (4) |
| Residential mortgages | 30,769 | 30,362 | 29,921 | 29,548 | 29,088 | 407 | 1 | 1,681 | 6 |
| Home equity | 14,487 | 14,135 | 14,043 | 13,684 | 13,122 | 352 | 2 | 1,365 | 10 |
| Automobile | 10,428 | 11,535 | 12,292 | 13,155 | 13,868 | (1,107) | (10) | (3,440) | (25) |
| Education | 12,246 | 12,634 | 12,808 | 13,094 | 13,141 | (388) | (3) | (895) | (7) |
| Other retail | 5,111 | 5,156 | 5,418 | 5,545 | 5,508 | (45) | (1) | (397) | (7) |
| Total retail | 73,041 | 73,822 | 74,482 | 75,026 | 74,727 | (781) | (1) | (1,686) | (2) |
| **Total loans and leases** | $151,320 | $154,688 | $156,662 | $156,140 | $156,172 | ($3,368) | (2%) | ($4,852) | (3%) |
| Loans held for sale, at fair value | 1,225 | 855 | 774 | 1,048 | 1,377 | 370 | 43 | (152) | (11) |
| Other loans held for sale | 196 | 1,000 | 208 | 914 | 2,078 | (804) | (80) | (1,882) | (91) |
| **Loans and leases and loans held for sale** | $152,741 | $156,543 | $157,644 | $158,102 | $159,627 | ($3,802) | (2%) | ($6,886) | (4%) |
| | | | | | | | | | |
| **DEPOSITS** | | | | | | | | | |
| Demand | $40,286 | $44,326 | $49,283 | $51,888 | $54,169 | ($4,040) | (9%) | ($13,883) | (26%) |
| Money market | 52,542 | 48,905 | 49,905 | 49,081 | 48,063 | 3,637 | 7 | 4,479 | 9 |
| Checking with interest | 35,028 | 34,496 | 39,721 | 38,040 | 39,611 | 532 | 2 | (4,583) | (12) |
| Savings | 29,824 | 29,789 | 29,805 | 29,882 | 27,959 | 35 | — | 1,865 | 7 |
| Term | 19,987 | 14,678 | 12,010 | 9,675 | 9,123 | 5,309 | 36 | 10,864 | 119 |
| **Total deposits** | $177,667 | $172,194 | $180,724 | $178,566 | $178,925 | $5,473 | 3% | ($1,258) | (1%) |

## AVERAGE BALANCE SHEETS, ANNUALIZED YIELDS AND RATES
## (dollars in millions)

| | QUARTERLY TRENDS | | | | | | | | | 2Q23 Change | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2Q23 | | | 1Q23 | | | 2Q22 | | | 1Q23 | | | 2Q22 | | |
| | Average Balances | Interest | Rate | Average Balances | Interest | Rate | Average Balances | Interest | Rate | Average Balances | Interest | Rate | Average Balances | Interest | Rate |
| **INTEREST-EARNING ASSETS** | | | | | | | | | | | | | | | |
| Interest-bearing cash and due from banks and deposits in banks | $7,768 | $100 | 5.10% | $5,899 | $69 | 4.65% | $4,630 | $13 | 1.06% | $1,869 | $31 | 45 bps | $3,138 | $87 | 404 bps |
| Taxable investment securities | 38,000 | 267 | 2.81 | 38,953 | 266 | 2.74 | 35,900 | 201 | 2.25 | (953) | 1 | 7 | 2,100 | 66 | 56 |
| Non-taxable investment securities | 2 | – | 2.68 | 2 | – | 2.68 | 3 | – | 2.62 | – | – | – | (1) | – | 6 |
| Total investment securities | 38,002 | 267 | 2.81 | 38,955 | 266 | 2.74 | 35,903 | 201 | 2.25 | (953) | 1 | 7 | 2,099 | 66 | 56 |
| Commercial and industrial | 49,770 | 765 | 6.09 | 51,993 | 735 | 5.66 | 50,517 | 418 | 3.28 | (2,223) | 30 | 43 | (747) | 347 | 281 |
| Commercial real estate | 29,115 | 445 | 6.05 | 28,892 | 416 | 5.75 | 27,592 | 243 | 3.48 | 223 | 29 | 30 | 1,523 | 202 | 257 |
| Leases | 1,352 | 12 | 3.69 | 1,436 | 12 | 3.33 | 1,575 | 10 | 2.61 | (84) | – | 36 | (223) | 2 | 108 |
| Total commercial | 80,237 | 1,222 | 6.03 | 82,321 | 1,163 | 5.65 | 79,684 | 671 | 3.33 | (2,084) | 59 | 38 | 553 | 551 | 270 |
| Residential mortgages | 30,566 | 259 | 3.38 | 30,075 | 250 | 3.33 | 28,486 | 221 | 3.10 | 491 | 9 | 5 | 2,080 | 38 | 28 |
| Home equity | 14,340 | 264 | 7.38 | 14,073 | 240 | 6.92 | 12,811 | 105 | 3.27 | 267 | 24 | 46 | 1,529 | 159 | 411 |
| Automobile | 10,997 | 113 | 4.14 | 11,937 | 119 | 4.04 | 14,172 | 127 | 3.60 | (940) | (6) | 10 | (3,175) | (14) | 54 |
| Education | 12,430 | 155 | 5.00 | 12,796 | 154 | 4.88 | 13,144 | 137 | 4.18 | (366) | 1 | 12 | (714) | 18 | 82 |
| Other retail | 5,155 | 119 | 9.30 | 5,290 | 121 | 9.25 | 5,557 | 109 | 7.87 | (135) | (2) | 5 | (402) | 10 | 143 |
| Total retail | 73,488 | 910 | 4.96 | 74,171 | 884 | 4.81 | 74,170 | 699 | 3.77 | (683) | 26 | 15 | (682) | 211 | 119 |
| Total loans and leases | 153,725 | 2,132 | 5.52 | 156,492 | 2,047 | 5.25 | 153,854 | 1,370 | 3.55 | (2,767) | 85 | 27 | (129) | 762 | 197 |
| Loans held for sale, at fair value | 1,381 | 20 | 5.74 | 1,009 | 15 | 5.87 | 1,937 | 17 | 3.60 | 372 | 5 | (13) | (556) | 3 | 214 |
| Other loans held for sale | 622 | 12 | 7.90 | 197 | 5 | 9.98 | 2,353 | 25 | 4.21 | 425 | 7 | (208) | (1,731) | (13) | 369 |
| **Total interest-earning assets** | 201,498 | 2,531 | 5.00 | 202,552 | 2,402 | 4.76 | 198,677 | 1,626 | 3.26 | (1,054) | 129 | 24 | 2,821 | 905 | 174 |
| Noninterest-earning assets | 20,875 | | | 20,159 | | | 22,290 | | | 716 | | | (1,415) | | |
| **TOTAL ASSETS** | $222,373 | | | $222,711 | | | $220,967 | | | ($338) | | | $1,406 | | |
| **INTEREST-BEARING LIABILITIES** | | | | | | | | | | | | | | | |
| Checking with interest | $34,586 | 110 | 1.28 | $35,974 | 97 | 1.09 | $38,747 | 15 | 0.16 | ($1,388) | 13 | 19 | ($4,161) | $95 | 112 |
| Money market | 49,665 | 348 | 2.81 | 49,942 | 287 | 2.33 | 48,795 | 23 | 0.19 | (277) | 61 | 48 | 870 | 325 | 262 |
| Regular savings | 29,640 | 108 | 1.46 | 29,460 | 79 | 1.09 | 27,661 | 9 | 0.14 | 180 | 29 | 37 | 1,979 | 99 | 132 |
| Term | 17,180 | 157 | 3.68 | 12,839 | 87 | 2.72 | 6,970 | 7 | 0.31 | 4,341 | 70 | 96 | 10,210 | 150 | 337 |
| Total interest-bearing deposits | 131,071 | 723 | 2.21 | 128,215 | 550 | 1.74 | 122,173 | 54 | 0.18 | 2,856 | 173 | 47 | 8,898 | 669 | 203 |
| Short-term borrowed funds | 1,446 | 22 | 5.82 | 542 | 6 | 4.97 | 3,995 | 10 | 0.98 | 904 | 16 | 85 | (2,549) | 12 | 484 |
| FHLB advances | 9,674 | 123 | 5.01 | 10,362 | 121 | 4.68 | 4,437 | 12 | 1.04 | (688) | 2 | 33 | 5,237 | 111 | 397 |
| Senior debt | 5,264 | 57 | 4.27 | 5,606 | 61 | 4.39 | 4,022 | 26 | 2.66 | (342) | (4) | (12) | 1,242 | 31 | 161 |
| Subordinated debt and other debt | 1,857 | 18 | 4.37 | 1,812 | 21 | 4.37 | 1,763 | 19 | 4.39 | 45 | (3) | – | 94 | (1) | (2) |
| Total long-term borrowed funds | 16,795 | 198 | 4.70 | 17,780 | 203 | 4.55 | 10,222 | 57 | 2.26 | (985) | (5) | 15 | 6,573 | 141 | 244 |
| Total borrowed funds | 18,241 | 220 | 4.80 | 18,322 | 209 | 4.57 | 14,217 | 67 | 1.90 | (81) | 11 | 23 | 4,024 | 153 | 290 |
| **Total interest-bearing liabilities** | 149,312 | 943 | 2.53 | 146,537 | 759 | 2.09 | 136,390 | 121 | 0.36 | 2,775 | 184 | 44 | 12,922 | 822 | 217 |
| Demand deposits | 42,178 | | | 46,135 | | | 54,189 | | | (3,957) | | | (12,011) | | |
| Other noninterest-bearing liabilities | 6,580 | | | 6,323 | | | 5,991 | | | 257 | | | 589 | | |
| **TOTAL LIABILITIES** | 198,070 | | | 198,995 | | | 196,570 | | | (925) | | | 1,500 | | |
| **STOCKHOLDERS' EQUITY** | 24,303 | | | 23,716 | | | 24,397 | | | 587 | | | (94) | | |
| **TOTAL LIABILITIES AND STOCKHOLDERS' EQUITY** | $222,373 | | | $222,711 | | | $220,967 | | | ($338) | | | $1,406 | | |
| **INTEREST RATE SPREAD** | | | 2.47 % | | | 2.67 % | | | 2.90 % | | | (20) | | | (43) |
| **NET INTEREST MARGIN AND NET INTEREST INCOME** | | $1,588 | **3.16 %** | | $1,643 | **3.29 %** | | $1,505 | **3.04 %** | | ($55) | (13) | | $83 | 12 |
| **NET INTEREST MARGIN AND NET INTEREST INCOME, FTE[1]** | | $1,593 | **3.17 %** | | $1,647 | **3.30 %** | | $1,507 | **3.04 %** | | ($54) | (13) | | $86 | 13 |
| Memo: Total deposits (interest-bearing and demand) | $173,249 | $723 | 1.68 % | $174,350 | $550 | 1.28 % | $176,362 | $54 | 0.12 % | ($1,101) | $173 | 40 bps | ($3,113) | $669 | 156 bps |

[1]Net interest income and net interest margin is presented on a fully taxable-equivalent ("FTE") basis using the federal statutory tax rate of 21%. The FTE impact is predominantly attributable to commercial loans for the periods presented.

## AVERAGE BALANCE SHEETS, ANNUALIZED YIELDS AND RATES
## (dollars in millions)

| | FOR THE SIX MONTHS ENDED JUNE 30, | | | | | | 2023 Change | | |
|---|---|---|---|---|---|---|---|---|---|
| | 2023 | | | 2022 | | | 2022 | | |
| | Average Balances | Interest | Rate | Average Balances | Interest | Rate | Average Balances | Interest | Rate |
| **INTEREST-EARNING ASSETS** | | | | | | | | | |
| Interest-bearing cash and due from banks and deposits in banks | $6,839 | $169 | 4.91% | $6,333 | $17 | 0.52% | $506 | $152 | 439 bps |
| Taxable investment securities | 38,474 | 533 | 2.77 | 32,591 | 339 | 2.08 | 5,883 | 194 | 69 |
| Non-taxable investment securities | 2 | — | 2.68 | 2 | — | 2.61 | — | — | 7 |
| Total investment securities | 38,476 | 533 | 2.77 | 32,593 | 339 | 2.08 | 5,883 | 194 | 69 |
| Commercial and industrial | 50,876 | 1,500 | 5.87 | 47,747 | 746 | 3.11 | 3,129 | 754 | 276 |
| Commercial real estate | 29,004 | 861 | 5.90 | 20,867 | 333 | 3.17 | 8,137 | 528 | 273 |
| Leases | 1,393 | 24 | 3.50 | 1,568 | 21 | 2.71 | (175) | 3 | 79 |
| Total commercial | 81,273 | 2,385 | 5.84 | 70,182 | 1,100 | 3.12 | 11,091 | 1,285 | 272 |
| Residential mortgages | 30,322 | 509 | 3.35 | 25,987 | 390 | 3.00 | 4,335 | 119 | 35 |
| Home equity | 14,207 | 504 | 7.16 | 12,469 | 195 | 3.15 | 1,738 | 309 | 401 |
| Automobile | 11,465 | 232 | 4.09 | 14,352 | 254 | 3.58 | (2,887) | (22) | 51 |
| Education | 12,612 | 309 | 4.94 | 13,091 | 268 | 4.13 | (479) | 41 | 81 |
| Other retail | 5,222 | 240 | 9.27 | 5,492 | 211 | 7.75 | (270) | 29 | 152 |
| Total retail | 73,828 | 1,794 | 4.89 | 71,391 | 1,318 | 3.71 | 2,437 | 476 | 118 |
| Total loans and leases | 155,101 | 4,179 | 5.39 | 141,573 | 2,418 | 3.42 | 13,528 | 1,761 | 197 |
| Loans held for sale, at fair value | 1,196 | 35 | 5.79 | 2,150 | 33 | 3.11 | (954) | 2 | 268 |
| Other loans held for sale | 410 | 17 | 8.40 | 1,409 | 32 | 4.48 | (999) | (15) | 392 |
| **Total interest-earning assets** | 202,022 | 4,933 | 4.88 | 184,058 | 2,839 | 3.09 | 17,964 | 2,094 | 179 |
| Noninterest-earning assets | 20,519 | | | 20,674 | | | (155) | | |
| **TOTAL ASSETS** | $222,541 | | | $204,732 | | | $17,809 | | |
| **INTEREST-BEARING LIABILITIES** | | | | | | | | | |
| Checking with interest | $35,276 | 207 | 1.18 | $34,605 | 20 | 0.12 | $671 | 187 | 106 |
| Money market | 49,803 | 635 | 2.57 | 48,012 | 35 | 0.15 | 1,791 | 600 | 242 |
| Regular savings | 29,551 | 187 | 1.28 | 25,758 | 14 | 0.11 | 3,793 | 173 | 117 |
| Term | 15,021 | 244 | 3.27 | 5,976 | 10 | 0.30 | 9,045 | 234 | 297 |
| Total interest-bearing deposits | 129,651 | 1,273 | 1.98 | 114,351 | 79 | 0.14 | 15,300 | 1,194 | 184 |
| Short-term borrowed funds | 997 | 28 | 5.59 | 2,023 | 10 | 1.00 | (1,026) | 18 | 459 |
| FHLB advances | 10,016 | 244 | 4.84 | 2,240 | 12 | 1.04 | 7,776 | 232 | 380 |
| Senior debt | 5,434 | 118 | 4.33 | 4,240 | 50 | 2.37 | 1,194 | 68 | 196 |
| Subordinated debt and other debt | 1,834 | 39 | 4.37 | 1,675 | 36 | 4.30 | 159 | 3 | 7 |
| Total long-term borrowed funds | 17,284 | 401 | 4.63 | 8,155 | 98 | 2.40 | 9,129 | 303 | 223 |
| Total borrowed funds | 18,281 | 429 | 4.68 | 10,178 | 108 | 2.13 | 8,103 | 321 | 255 |
| **Total interest-bearing liabilities** | 147,932 | 1,702 | 2.31 | 124,529 | 187 | 0.30 | 23,403 | 1,515 | 201 |
| Demand deposits | 44,145 | | | 51,430 | | | (7,285) | | |
| Other noninterest-bearing liabilities | 6,453 | | | 5,073 | | | 1,380 | | |
| **TOTAL LIABILITIES** | 198,530 | | | 181,032 | | | 17,498 | | |
| **STOCKHOLDERS' EQUITY** | 24,011 | | | 23,700 | | | 311 | | |
| **TOTAL LIABILITIES AND STOCKHOLDERS' EQUITY** | $222,541 | | | $204,732 | | | $17,809 | | |
| **INTEREST RATE SPREAD** | | | 2.57 % | | | 2.79 % | | | (22) |
| **NET INTEREST MARGIN AND NET INTEREST INCOME** | | $3,231 | **3.23 %** | | $2,652 | **2.91 %** | | $579 | **32** |
| **NET INTEREST MARGIN AND NET INTEREST INCOME, FTE[1]** | | $3,240 | **3.23 %** | | $2,656 | **2.91 %** | | $584 | **32** |
| Memo: Total deposits (interest-bearing and demand) | $173,796 | $1,273 | 1.48 % | $165,781 | $79 | 0.10 % | $8,015 | $1,194 | 138 bps |

[1]Net interest income and net interest margin is presented on a fully taxable-equivalent ("FTE") basis using the federal statutory tax rate of 21%. The FTE impact is predominantly attributable to commercial loans for the periods presented.

## MORTGAGE BANKING FEES SUMMARY
## (dollars in millions)

| | QUARTERLY TRENDS | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2Q23 Change | | | | | | 2023 Change | |
| | 2Q23 | 1Q23 | 4Q22 | 3Q22 | 2Q22 | 1Q23 | | 2Q22 | | 2023 | 2022 | 2022 | |
| | | | | | | $/bps | % | $/bps | % | | | $/bps | % |
| **MORTGAGE BANKING FEES** | | | | | | | | | | | | | |
| Production revenue | $23 | $18 | $12 | $19 | $22 | $5 | 28% | $1 | 5% | $41 | $53 | ($12) | (23%) |
| Mortgage servicing revenue | 34 | 37 | 40 | 40 | 39 | (3) | (8) | (5) | (13) | 71 | 67 | 4 | 6 |
| MSR valuation changes, net of hedge impact | 2 | 2 | 2 | 7 | 11 | — | — | (9) | (82) | 4 | 21 | (17) | (81) |
| Total mortgage banking fees | $59 | $57 | $54 | $66 | $72 | $2 | 4% | ($13) | (18%) | $116 | $141 | ($25) | (18%) |
| | | | | | | | | | | | | | |
| Pull-through adjusted locks | $2,870 | $2,078 | $1,665 | $2,979 | $3,833 | $792 | 38% | ($963) | (25%) | $4,948 | $8,769 | ($3,821) | (44%) |
| | | | | | | | | | | | | | |
| Production revenue as a percentage of Pull-through adjusted locks | 0.79 % | 0.90 % | 0.72 % | 0.64 % | 0.57 % | (11) bps | | 22 bps | | 0.84% | 0.60% | 24 bps | |
| | | | | | | | | | | | | | |
| **RESIDENTIAL REAL ESTATE ORIGINATIONS** | | | | | | | | | | | | | |
| Retail | $1,260 | $1,011 | $1,103 | $1,799 | $2,774 | $249 | 25% | ($1,514) | (55%) | $2,271 | $6,049 | ($3,778) | (62%) |
| Third Party | 2,350 | 1,333 | 1,652 | 2,642 | 3,624 | 1,017 | 76 | (1,274) | (35) | 3,683 | 7,725 | (4,042) | (52) |
| Total | $3,610 | $2,344 | $2,755 | $4,441 | $6,398 | $1,266 | 54% | (2,788) | (44%) | $5,954 | $13,774 | ($7,820) | (57%) |
| | | | | | | | | | | | | | |
| Originated for sale | $2,874 | $1,651 | $2,044 | $3,212 | $4,296 | $1,223 | 74% | ($1,422) | (33%) | $4,525 | $9,817 | ($5,292) | (54%) |
| Originated for investment | 736 | 693 | 711 | 1,229 | 2,102 | 43 | 6 | (1,366) | (65) | 1,429 | 3,957 | (2,528) | (64) |
| Total | $3,610 | $2,344 | $2,755 | $4,441 | $6,398 | $1,266 | 54% | ($2,788) | (44%) | $5,954 | $13,774 | ($7,820) | (57%) |
| | | | | | | | | | | | | | |
| **MORTGAGE SERVICING INFORMATION (UPB)** | | | | | | | | | | | | | |
| Loans serviced for others | $96,591 | $96,346 | $96,698 | $96,415 | $95,489 | $245 | —% | $1,102 | 1% | $96,591 | $95,489 | $1,102 | 1% |
| Owned loans serviced | 31,636 | 30,827 | 30,135 | 30,081 | 29,893 | 809 | 3 | 1,743 | 6 | 31,636 | 29,893 | 1,743 | 6 |
| Total | $128,227 | $127,173 | $126,833 | $126,496 | $125,382 | $1,054 | 1% | $2,845 | 2% | $128,227 | $125,382 | $2,845 | 2% |
| | | | | | | | | | | | | | |
| **MSR at fair value** | $1,524 | $1,496 | $1,530 | $1,524 | $1,411 | $28 | 2% | $113 | 8% | $1,524 | $1,411 | $113 | 8% |

## SEGMENT FINANCIAL HIGHLIGHTS - CONSUMER BANKING
## (dollars in millions)

| CONSUMER BANKING | QUARTERLY TRENDS | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2Q23 Change | | | | | | 2023 Change | |
| | 2Q23 | 1Q23 | 4Q22 | 3Q22 | 2Q22 | 1Q23 | | 2Q22 | | 2023 | 2022 | 2022 | |
| | | | | | | $/bps | % | $/bps | % | | | $/bps | % |
| Net interest income | $1,104 | $1,096 | $1,106 | $1,085 | $995 | $8 | 1% | $109 | 11% | $2,200 | $1,852 | $348 | 19% |
| Noninterest income | 268 | 256 | 256 | 270 | 280 | 12 | 5 | (12) | (4) | 524 | 537 | (13) | (2) |
| Total revenue | 1,372 | 1,352 | 1,362 | 1,355 | 1,275 | 20 | 1 | 97 | 8 | 2,724 | 2,389 | 335 | 14 |
| Noninterest expense | 908 | 889 | 863 | 863 | 881 | 19 | 2 | 27 | 3 | 1,797 | 1,665 | 132 | 8 |
| Profit before provision (benefit) for credit losses | 464 | 463 | 499 | 492 | 394 | 1 | — | 70 | 18 | 927 | 724 | 203 | 28 |
| Net charge-offs | 82 | 83 | 76 | 62 | 39 | (1) | (1) | 43 | 110 | 165 | 88 | 77 | 88 |
| Income before income tax expense | 382 | 380 | 423 | 430 | 355 | 2 | 1 | 27 | 8 | 762 | 636 | 126 | 20 |
| Income tax expense | 100 | 99 | 108 | 111 | 90 | 1 | 1 | 10 | 11 | 199 | 162 | 37 | 23 |
| Net income | $282 | $281 | $315 | $319 | $265 | $1 | —% | $17 | 6% | $563 | $474 | $89 | 19% |
| **AVERAGE BALANCES** | | | | | | | | | | | | | |
| Total assets | $87,040 | $87,558 | $88,440 | $89,560 | $88,881 | ($518) | (1%) | ($1,841) | (2%) | $87,298 | $83,247 | $4,051 | 5% |
| Total loans and leases[1] | 80,684 | 81,190 | 82,302 | 83,373 | 83,248 | (506) | (1) | (2,564) | (3) | 80,935 | 78,268 | 2,667 | 3 |
| Deposits | 115,846 | 115,578 | 117,164 | 117,448 | 118,482 | 268 | — | (2,636) | (2) | 115,713 | 111,610 | 4,103 | 4 |
| Interest-earning assets | 81,328 | 81,871 | 83,021 | 84,122 | 84,026 | (543) | (1) | (2,698) | (3) | 81,598 | 79,067 | 2,531 | 3 |
| **KEY METRICS** | | | | | | | | | | | | | |
| Net interest margin | 5.44 % | 5.44 % | 5.28 % | 5.12 % | 4.75 % | — bps | | 69 bps | | 5.44 % | 4.72 % | 72 bps | |
| Efficiency ratio | 66.14 | 65.81 | 63.38 | 63.76 | 69.06 | 33 bps | | (292) bps | | 65.97 | 69.67 | (370) bps | |
| Loan-to-deposit ratio (period-end balances) | 66.91 | 69.40 | 68.55 | 67.38 | 69.04 | (249) bps | | (213) bps | | 66.91 | 69.04 | (213) bps | |
| Loan-to-deposit ratio (average balances) | 68.87 | 69.77 | 69.38 | 69.63 | 68.60 | (90) bps | | 27 bps | | 69.31 | 68.34 | 97 bps | |
| Return on average total tangible assets | 1.31 | 1.31 | 1.42 | 1.43 | 1.20 | — bps | | 11 bps | | 1.31 | 1.15 | 16 bps | |

[1]Includes loans held for sale.

## SEGMENT FINANCIAL HIGHLIGHTS - COMMERCIAL BANKING
## (dollars in millions)

| COMMERCIAL BANKING | QUARTERLY TRENDS | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2Q23 Change | | | | | | 2023 Change | |
| | 2Q23 | 1Q23 | 4Q22 | 3Q22 | 2Q22 | 1Q23 | | 2Q22 | | 2023 | 2022 | 2022 | |
| | | | | | | $/bps | % | $/bps | % | | | $/bps | % |
| Net interest income | $584 | $597 | $594 | $559 | $534 | ($13) | (2%) | $50 | 9% | $1,181 | $950 | $231 | 24% |
| Noninterest income | 207 | 201 | 198 | 213 | 221 | 6 | 3 | (14) | (6) | 408 | 434 | (26) | (6) |
| Total revenue | 791 | 798 | 792 | 772 | 755 | (7) | (1) | 36 | 5 | 1,589 | 1,384 | 205 | 15 |
| Noninterest expense | 315 | 331 | 318 | 325 | 308 | (16) | (5) | 7 | 2 | 646 | 580 | 66 | 11 |
| Profit before provision (benefit) for credit losses | 476 | 467 | 474 | 447 | 447 | 9 | 2 | 29 | 6 | 943 | 804 | 139 | 17 |
| Net charge-offs | 71 | 47 | 12 | 12 | 10 | 24 | 51 | 61 | NM | 118 | 22 | 96 | NM |
| Income before income tax expense | 405 | 420 | 462 | 435 | 437 | (15) | (4) | (32) | (7) | 825 | 782 | 43 | 5 |
| Income tax expense | 100 | 101 | 104 | 101 | 96 | (1) | (1) | 4 | 4 | 201 | 170 | 31 | 18 |
| Net income | $305 | $319 | $358 | $334 | $341 | ($14) | (4%) | ($36) | (11%) | $624 | $612 | $12 | 2% |
| **AVERAGE BALANCES** | | | | | | | | | | | | | |
| Total assets | $77,546 | $78,891 | $79,591 | $80,067 | $78,638 | ($1,345) | (2%) | ($1,092) | (1%) | $78,215 | $69,927 | $8,288 | 12% |
| Total loans and leases[1] | 74,295 | 75,734 | 75,773 | 75,767 | 74,172 | (1,439) | (2) | 123 | — | 75,010 | 66,134 | 8,876 | 13 |
| Deposits | 45,494 | 48,966 | 52,303 | 51,095 | 51,575 | (3,472) | (7) | (6,081) | (12) | 47,220 | 48,067 | (847) | (2) |
| Interest-earning assets | 74,687 | 76,130 | 76,097 | 76,025 | 74,422 | (1,443) | (2) | 265 | — | 75,405 | 66,412 | 8,993 | 14 |
| **KEY METRICS** | | | | | | | | | | | | | |
| Net interest margin | 3.13 % | 3.18 % | 3.10 % | 2.91 % | 2.88 % | (5) bps | | 25 bps | | 3.16 % | 2.89 % | 27 bps | |
| Efficiency ratio | 39.76 | 41.47 | 40.18 | 42.04 | 40.78 | (171) bps | | (102) bps | | 40.62 | 41.93 | (131) bps | |
| Loan-to-deposit ratio (period-end balances) | 150.41 | 162.54 | 141.44 | 142.25 | 142.31 | (1,213) bps | | 810 bps | | 150.41 | 142.31 | 810 bps | |
| Loan-to-deposit ratio (average balances) | 160.89 | 153.33 | 143.49 | 145.57 | 139.31 | 756 bps | | 2,158 bps | | 156.99 | 134.33 | 2,266 bps | |
| Return on average total tangible assets | 1.59 | 1.66 | 1.80 | 1.68 | 1.75 | (7) bps | | (16) bps | | 1.62 | 1.78 | (16) bps | |

[1]Includes loans held for sale.

## SEGMENT FINANCIAL HIGHLIGHTS - OTHER
## (dollars in millions)

| OTHER[1] | QUARTERLY TRENDS | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2Q23 Change | | | | | | 2023 Change | |
| | 2Q23 | 1Q23 | 4Q22 | 3Q22 | 2Q22 | 1Q23 | | 2Q22 | | 2023 | 2022 | 2022 | |
| | | | | | | $ | % | $ | % | | | $ | % |
| Net interest income | ($100) | ($50) | ($5) | $21 | ($24) | ($50) | (100%) | ($76) | NM | ($150) | ($150) | $— | —% |
| Noninterest income | 31 | 28 | 51 | 29 | (7) | 3 | 11 | 38 | NM | 59 | 21 | 38 | 181 |
| Total revenue | (69) | (22) | 46 | 50 | (31) | (47) | (214) | (38) | (123) | (91) | (129) | 38 | 29 |
| Noninterest expense | 83 | 76 | 59 | 53 | 116 | 7 | 9 | (33) | (28) | 159 | 166 | (7) | (4) |
| Loss before provision (benefit) for credit losses | (152) | (98) | (13) | (3) | (147) | (54) | (55) | (5) | (3) | (250) | (295) | 45 | 15 |
| Provision (benefit) for credit losses | 23 | 38 | 44 | 49 | 167 | (15) | (39) | (144) | (86) | 61 | 109 | (48) | (44) |
| Loss before income tax benefit | (175) | (136) | (57) | (52) | (314) | (39) | (29) | 139 | 44 | (311) | (404) | 93 | 23 |
| Income tax benefit | (66) | (47) | (37) | (35) | (72) | (19) | (40) | 6 | 8 | (113) | (102) | (11) | (11) |
| Net loss | ($109) | ($89) | ($20) | ($17) | ($242) | ($20) | (22%) | $133 | 55 | ($198) | ($302) | $104 | 34 |
| **AVERAGE BALANCES** | | | | | | | | | | | | | |
| Total assets | $57,787 | $56,262 | $56,939 | $55,846 | $53,448 | $1,525 | 3% | $4,339 | 8% | $57,028 | $51,558 | $5,470 | 11% |
| Total loans and leases[2] | 748 | 773 | 760 | 724 | 724 | (25) | (3) | 24 | 3 | 762 | 729 | 33 | 5 |
| Deposits | 11,909 | 9,806 | 9,577 | 9,075 | 6,305 | 2,103 | 21 | 5,604 | 89 | 10,863 | 6,104 | 4,759 | 78 |
| Interest-earning assets | 45,482 | 44,550 | 45,405 | 43,428 | 40,228 | 932 | 2 | 5,254 | 13 | 45,018 | 38,579 | 6,439 | 17 |

[1]Includes assets, liabilities, capital, revenues, provision for credit losses, expenses and income tax expense not attributed to our Consumer or Commercial Banking segments as well as treasury and community development.

[2]Includes loans held for sale.

## CREDIT-RELATED INFORMATION
## (dollars in millions)

| | AS OF | | | | | JUNE 30, 2023 CHANGE | | | |
|---|---|---|---|---|---|---|---|---|---|
| | June 30, 2023 | Mar 31, 2023 | Dec 31, 2022 | Sept 30, 2022 | June 30, 2022 | Mar 31, 2023 | | June 30, 2022 | |
| | | | | | | $/bps/% | % | $/bps/% | % |
| **NONACCRUAL LOANS AND LEASES** | | | | | | | | | |
| Commercial and industrial | $280 | $297 | $249 | $234 | $202 | ($17) | (6%) | $78 | 39% |
| Commercial real estate | 352 | 140 | 103 | 37 | 37 | 212 | 151 | 315 | NM |
| Leases | 3 | — | — | — | — | 3 | 100 | 3 | 100 |
| Total commercial | 635 | 437 | 352 | 271 | 239 | 198 | 45 | 396 | 166 |
| Residential mortgages[1] | 201 | 216 | 234 | 236 | 253 | (15) | (7) | (52) | (21) |
| Home equity | 251 | 240 | 241 | 235 | 240 | 11 | 5 | 11 | 5 |
| Automobile | 51 | 50 | 56 | 52 | 50 | 1 | 2 | 1 | 2 |
| Education | 22 | 23 | 33 | 33 | 31 | (1) | (4) | (9) | (29) |
| Other retail | 31 | 30 | 28 | 25 | 26 | 1 | 3 | 5 | 19 |
| Total retail | 556 | 559 | 592 | 581 | 600 | (3) | (1) | (44) | (7) |
| **Nonaccrual loans and leases** | 1,191 | 996 | 944 | 852 | 839 | 195 | 20 | 352 | 42 |
| Repossessed assets | 11 | 14 | 16 | 16 | 15 | (3) | (21) | (4) | (27) |
| **Nonaccrual loans and leases and repossessed assets** | $1,202 | $1,010 | $960 | $868 | $854 | $192 | 19% | $348 | 41% |
| **NONACCRUAL LOANS AND LEASES BY PRODUCT**[2] | | | | | | | | | |
| Commercial | $635 | $437 | $352 | $271 | $239 | $198 | 45% | $396 | 166% |
| Retail | 567 | 573 | 608 | 597 | 615 | (6) | (1) | (48) | (8) |
| Total nonaccrual loans and leases | $1,202 | $1,010 | $960 | $868 | $854 | $192 | 19% | $348 | 41% |
| **ASSET QUALITY RATIOS** | | | | | | | | | |
| Allowance for loan and lease losses to loans and leases | 1.35% | 1.30% | 1.27% | 1.27% | 1.26% | 5 bps | | 9 bps | |
| Allowance for credit losses to loans and leases | 1.52 | 1.47 | 1.43 | 1.41 | 1.37 | 5 | | 15 | |
| Allowance for loan and lease losses to nonaccrual loans and leases | 172 | 203 | 210 | 232 | 234 | (31%) | | (62%) | |
| Allowance for credit losses to nonaccrual loans and leases | 193 | 229 | 237 | 258 | 256 | (36%) | | (63%) | |
| Nonaccrual loans and leases to loans and leases | 0.79 | 0.64 | 0.60 | 0.55 | 0.54 | 15 bps | | 25 bps | |

[1]Loans fully or partially guaranteed by the FHA, VA and USDA are classified as accruing.

[2]Nonaccrual loans and leases by product includes repossessed assets.

## CREDIT-RELATED INFORMATION, CONTINUED
## (dollars in millions)

| | AS OF | | | | | JUNE 30, 2023 CHANGE | | | |
|---|---|---|---|---|---|---|---|---|---|
| | June 30, 2023 | Mar 31, 2023 | Dec 31, 2022 | Sept 30, 2022 | June 30, 2022 | Mar 31, 2023 | | June 30, 2022 | |
| | | | | | | $/bps | % | $/bps | % |
| **LOANS AND LEASES 90 DAYS OR MORE PAST DUE AND ACCRUING** | | | | | | | | | |
| Commercial and industrial | $2 | $21 | $21 | $13 | $39 | ($19) | (90%) | ($37) | (95%) |
| Commercial real estate | — | 63 | 1 | 2 | 33 | (63) | (100) | (33) | (100) |
| Leases | — | — | — | — | — | — | — | — | — |
| Total commercial | 2 | 84 | 22 | 15 | 72 | (82) | (98) | (70) | (97) |
| Residential mortgages[1] | 257 | 314 | 319 | 425 | 623 | (57) | (18) | (366) | (59) |
| Home equity | — | — | — | — | — | — | — | — | — |
| Automobile | — | — | — | — | — | — | — | — | — |
| Education | 3 | 3 | 4 | 4 | 3 | — | — | — | — |
| Other retail | 20 | 23 | 22 | 18 | 14 | (3) | (13) | 6 | 43 |
| Total retail | 280 | 340 | 345 | 447 | 640 | (60) | (18) | (360) | (56) |
| **Total loans and leases** | $282 | $424 | $367 | $462 | $712 | ($142) | (33%) | ($430) | (60%) |

[1] 90+ days past due and accruing includes $256 million, $309 million, $316 million, $425 million, and $623 million of loans fully or partially guaranteed by the FHA, VA, and USDA for June 30, 2023, March 31, 2023, December 31, 2022, September 30, 2022 and June 30, 2022, respectively.

## CREDIT-RELATED INFORMATION, CONTINUED
## (dollars in millions)

| | QUARTERLY TRENDS | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2Q23 Change | | | | | | 2023 Change | |
| | 2Q23 | 1Q23 | 4Q22 | 3Q22 | 2Q22 | 1Q23 | | 2Q22 | | 2023 | 2022 | 2022 | |
| | | | | | | $ | % | $ | % | | | $ | % |
| **CHARGE-OFFS, RECOVERIES AND RELATED RATIOS** | | | | | | | | | | | | | |
| **GROSS CHARGE-OFFS** | | | | | | | | | | | | | |
| Commercial and industrial | $17 | $55 | $21 | $20 | $13 | ($38) | (69%) | $4 | 31 | $72 | $27 | $45 | 167% |
| Commercial real estate | 62 | 4 | — | 2 | — | 58 | NM | 62 | 100 | 66 | — | 66 | 100 |
| Leases | — | — | — | — | — | — | — | — | — | — | — | — | — |
| Total commercial | 79 | 59 | 21 | 22 | 13 | 20 | 34 | 66 | NM | 138 | 27 | 111 | NM |
| Residential mortgages | 1 | 1 | 1 | 1 | 1 | — | — | — | — | 2 | 3 | (1) | (33) |
| Home equity | 3 | 2 | 2 | 3 | 2 | 1 | 50 | 1 | 50 | 5 | 4 | 1 | 25 |
| Automobile | 24 | 30 | 27 | 24 | 21 | (6) | (20) | 3 | 14 | 54 | 42 | 12 | 29 |
| Education | 26 | 23 | 24 | 18 | 16 | 3 | 13 | 10 | 63 | 49 | 36 | 13 | 36 |
| Other retail | 56 | 56 | 51 | 48 | 38 | — | — | 18 | 47 | 112 | 80 | 32 | 40 |
| Total retail | 110 | 112 | 105 | 94 | 78 | (2) | (2) | 32 | 41 | 222 | 165 | 57 | 35 |
| **Total gross charge-offs** | $189 | $171 | $126 | $116 | $91 | $18 | 11% | $98 | 108% | $360 | $192 | $168 | 88% |
| **GROSS RECOVERIES** | | | | | | | | | | | | | |
| Commercial and industrial | $2 | $3 | $5 | $6 | $3 | ($1) | (33%) | ($1) | (33%) | $5 | $6 | ($1) | (17%) |
| Commercial real estate | — | 1 | — | 1 | — | (1) | (100) | — | — | 1 | — | 1 | 100 |
| Leases | 1 | 3 | — | — | — | (2) | (67) | 1 | 100 | 4 | — | 4 | 100 |
| Total commercial | 3 | 7 | 5 | 7 | 3 | (4) | (57) | — | — | 10 | 6 | 4 | 67 |
| Residential mortgages | 1 | — | 1 | 1 | 2 | 1 | 100 | (1) | (50) | 1 | 4 | (3) | (75) |
| Home equity | 6 | 5 | 6 | 9 | 11 | 1 | 20 | (5) | (45) | 11 | 22 | (11) | (50) |
| Automobile | 16 | 15 | 14 | 13 | 15 | 1 | 7 | 1 | 7 | 31 | 30 | 1 | 3 |
| Education | 4 | 5 | 5 | 5 | 5 | (1) | (20) | (1) | (20) | 9 | 9 | — | — |
| Other retail | 7 | 6 | 7 | 7 | 6 | 1 | 17 | 1 | 17 | 13 | 13 | — | — |
| Total retail | 34 | 31 | 33 | 35 | 39 | 3 | 10 | (5) | (13) | 65 | 78 | (13) | (17) |
| **Total gross recoveries** | $37 | $38 | $38 | $42 | $42 | ($1) | (3%) | ($5) | (12%) | $75 | $84 | ($9) | (11%) |
| **NET CHARGE-OFFS (RECOVERIES)** | | | | | | | | | | | | | |
| Commercial and industrial | $15 | $52 | $16 | $14 | $10 | ($37) | (71%) | $5 | 50 | $67 | $21 | $46 | 219 |
| Commercial real estate | 62 | 3 | — | 1 | — | 59 | NM | 62 | 100 | 65 | — | 65 | 100 |
| Leases | (1) | (3) | — | — | — | 2 | 67 | (1) | (100) | (4) | — | (4) | — |
| Total commercial | 76 | 52 | 16 | 15 | 10 | 24 | 46 | 66 | NM | 128 | 21 | 107 | NM |
| Residential mortgages | — | 1 | — | — | (1) | (1) | (100) | 1 | 100 | 1 | (1) | 2 | NM |
| Home equity | (3) | (3) | (4) | (6) | (9) | — | — | 6 | 67 | (6) | (18) | 12 | 67 |
| Automobile | 8 | 15 | 13 | 11 | 6 | (7) | (47) | 2 | 33 | 23 | 12 | 11 | 92 |
| Education | 22 | 18 | 19 | 13 | 11 | 4 | 22 | 11 | 100 | 40 | 27 | 13 | 48 |
| Other retail | 49 | 50 | 44 | 41 | 32 | (1) | (2) | 17 | 53 | 99 | 67 | 32 | 48 |
| Total retail | 76 | 81 | 72 | 59 | 39 | (5) | (6) | 37 | 95 | 157 | 87 | 70 | 80 |
| **Total net charge-offs** | $152 | $133 | $88 | $74 | $49 | $19 | 14% | $103 | 210% | $285 | $108 | $177 | 164% |

## CREDIT-RELATED INFORMATION, CONTINUED
## (dollars in millions)

| | QUARTERLY TRENDS | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2Q23 Change | | | | | | 2023 Change | |
| | 2Q23 | 1Q23 | 4Q22 | 3Q22 | 2Q22 | 1Q23 | | 2Q22 | | 2023 | 2022 | 2022 | |
| | | | | | | $/bps | % | $/bps | % | | | $/bps | % |
| **ANNUALIZED NET CHARGE-OFF (RECOVERY) RATES** | | | | | | | | | | | | | |
| Commercial and industrial | 0.12% | 0.40% | 0.12% | 0.11% | 0.08% | (28) bps | | 4 bps | | 0.26% | 0.09% | 17 bps | |
| Commercial real estate | 0.86 | 0.05 | — | 0.01 | — | 81 | | 86 | | 0.46 | — | 46 | |
| Leases | (0.22) | (0.85) | (0.06) | (0.11) | (0.05) | 63 | | (17) | | (0.54) | 0.03 | (57) | |
| Total commercial | 0.38 | 0.26 | 0.07 | 0.07 | 0.05 | 12 | | 33 | | 0.32 | 0.06 | 26 | |
| Residential mortgages | — | 0.01 | — | 0.01 | (0.01) | (1) | | 1 | | — | (0.01) | 1 | |
| Home equity | (0.08) | (0.07) | (0.12) | (0.17) | (0.27) | (1) | | 19 | | (0.08) | (0.30) | 22 | |
| Automobile | 0.30 | 0.51 | 0.42 | 0.31 | 0.16 | (21) | | 14 | | 0.41 | 0.17 | 24 | |
| Education | 0.68 | 0.57 | 0.59 | 0.38 | 0.34 | 11 | | 34 | | 0.63 | 0.41 | 22 | |
| Other retail | 3.84 | 3.81 | 3.21 | 3.02 | 2.25 | 3 | | 159 | | 3.83 | 2.43 | 140 | |
| Total retail | 0.41 | 0.44 | 0.39 | 0.32 | 0.21 | (3) | | 20 | | 0.43 | 0.24 | 19 | |
| **Total loans and leases** | **0.40 %** | **0.34 %** | **0.22 %** | **0.19 %** | **0.13 %** | 6 bps | | 27 bps | | **0.37 %** | **0.15 %** | 22 bps | |
| **Memo: Average loans** | | | | | | | | | | | | | |
| Commercial and industrial | $49,770 | $51,993 | $52,311 | $52,130 | $50,517 | ($2,223) | (4%) | ($747) | (1%) | $50,876 | $47,747 | $3,129 | 7% |
| Commercial real estate | 29,115 | 28,892 | 28,735 | 28,388 | 27,592 | 223 | 1 | 1,523 | 6 | 29,004 | 20,867 | 8,137 | 39 |
| Leases | 1,352 | 1,436 | 1,422 | 1,529 | 1,575 | (84) | (6) | (223) | (14) | 1,393 | 1,568 | (175) | (11) |
| Total commercial | 80,237 | 82,321 | 82,468 | 82,047 | 79,684 | (2,084) | (3) | 553 | 1 | 81,273 | 70,182 | 11,091 | 16 |
| Residential mortgages | 30,566 | 30,075 | 29,677 | 29,327 | 28,486 | 491 | 2 | 2,080 | 7 | 30,322 | 25,987 | 4,335 | 17 |
| Home equity | 14,340 | 14,073 | 13,869 | 13,400 | 12,811 | 267 | 2 | 1,529 | 12 | 14,207 | 12,469 | 1,738 | 14 |
| Automobile | 10,997 | 11,937 | 12,692 | 13,540 | 14,172 | (940) | (8) | (3,175) | (22) | 11,465 | 14,352 | (2,887) | (20) |
| Education | 12,430 | 12,796 | 12,929 | 13,081 | 13,144 | (366) | (3) | (714) | (5) | 12,612 | 13,091 | (479) | (4) |
| Other retail | 5,155 | 5,290 | 5,464 | 5,484 | 5,557 | (135) | (3) | (402) | (7) | 5,222 | 5,492 | (270) | (5) |
| Total retail | 73,488 | 74,171 | 74,631 | 74,832 | 74,170 | (683) | (1) | (682) | (1) | 73,828 | 71,391 | 2,437 | 3 |
| **Total loans and leases** | **$153,725** | **$156,492** | **$157,099** | **$156,879** | **$153,854** | ($2,767) | (2%) | ($129) | —% | **$155,101** | **$141,573** | $13,528 | 10% |

## CREDIT-RELATED INFORMATION, CONTINUED
## (dollars in millions)

| | QUARTERLY TRENDS | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2Q23 Change | | | | | | 2023 Change | |
| | 2Q23 | 1Q23 | 4Q22 | 3Q22 | 2Q22 | 1Q23 | | 2Q22 | | 2023 | 2022 | 2022 | |
| | | | | | | $ | % | $ | % | | | $ | % |
| **SUMMARY OF CHANGES IN THE COMPONENTS OF THE ALLOWANCE FOR CREDIT LOSSES** | | | | | | | | | | | | | |
| **Allowance for loan and lease losses - beginning** | $2,017 | $1,983 | $1,980 | $1,964 | $1,720 | $34 | 2% | $297 | 17% | $1,983 | $1,758 | $225 | 13% |
| Allowance on PCD loans and leases at acquisition: | | | | | | | | | | | | | |
| Commercial | — | — | — | — | 99 | — | — | (99) | (100) | — | 99 | (99) | (100) |
| Retail | — | — | — | — | 2 | — | — | (2) | (100) | — | 2 | (2) | (100) |
| Total Allowance on PCD loans and leases at acquisition | — | — | — | — | 101 | — | — | (101) | (100) | — | 101 | (101) | (100) |
| Charge-offs: | | | | | | | | | | | | | |
| Commercial | 79 | 59 | 21 | 22 | 13 | 20 | 34 | 66 | NM | 138 | 27 | 111 | NM |
| Retail | 110 | 112 | 105 | 94 | 78 | (2) | (2) | 32 | 41 | 222 | 165 | 57 | 35 |
| Total charge-offs | 189 | 171 | 126 | 116 | 91 | 18 | 11 | 98 | 108 | 360 | 192 | 168 | 88 |
| Recoveries: | | | | | | | | | | | | | |
| Commercial | 3 | 7 | 5 | 7 | 3 | (4) | (57) | — | — | 10 | 6 | 4 | 67 |
| Retail | 34 | 31 | 33 | 35 | 39 | 3 | 10 | (5) | (13) | 65 | 78 | (13) | (17) |
| Total recoveries | 37 | 38 | 38 | 42 | 42 | (1) | (3) | (5) | (12) | 75 | 84 | (9) | (11) |
| Net charge-offs | 152 | 133 | 88 | 74 | 49 | 19 | 14 | 103 | 210 | 285 | 108 | 177 | 164 |
| Provision (benefit) for loan and lease losses: | | | | | | | | | | | | | |
| Commercial | 122 | 103 | 46 | 58 | 120 | 19 | 18 | 2 | 2 | 225 | 88 | 137 | 156 |
| Retail | 57 | 64 | 45 | 32 | 72 | (7) | (11) | (15) | (21) | 121 | 125 | (4) | (3) |
| Total provision (benefit) for loan and lease losses | 179 | 167 | 91 | 90 | 192 | 12 | 7 | (13) | (7) | 346 | 213 | 133 | 62 |
| **Allowance for loan and lease losses - ending** | $2,044 | $2,017 | $1,983 | $1,980 | $1,964 | $27 | 1% | $80 | 4% | $2,044 | $1,964 | $80 | 4% |
| | | | | | | | | | | | | | |
| **Allowance for unfunded lending commitments - beginning** | $258 | $257 | $216 | $183 | $158 | $1 | —% | $100 | 63% | $257 | $176 | $81 | 46% |
| Allowance on PCD unfunded lending commitments at acquisition | — | — | — | — | 1 | — | —% | (1) | (100) | — | 1 | (1) | (100) |
| Provision (benefit) for unfunded lending commitments | (3) | 1 | 41 | 33 | 24 | (4) | NM | (27) | NM | (2) | 6 | (8) | NM |
| **Allowance for unfunded lending commitments - ending** | $255 | $258 | $257 | $216 | $183 | ($3) | (1%) | $72 | 39 | $255 | $183 | $72 | 39 |
| **Total allowance for credit losses - ending** | $2,299 | $2,275 | $2,240 | $2,196 | $2,147 | $24 | 1% | $152 | 7% | $2,299 | $2,147 | $152 | 7% |
| | | | | | | | | | | | | | |
| **Memo: Total allowance for credit losses by product** | | | | | | | | | | | | | |
| Commercial | $1,370 | $1,326 | $1,267 | $1,202 | $1,153 | $44 | 3% | $217 | 19% | $1,370 | $1,153 | $217 | 19% |
| Retail | 929 | 949 | 973 | 994 | 994 | (20) | (2) | (65) | (7) | 929 | 994 | (65) | (7) |
| Total allowance for credit losses | $2,299 | $2,275 | $2,240 | $2,196 | $2,147 | $24 | 1% | $152 | 7% | $2,299 | $2,147 | $152 | 7% |

## CAPITAL AND RATIOS
## (dollars in millions)

| | AS OF | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | JUNE 30, 2023 CHANGE | | | | | | 2023 Change | |
| | June 30, 2023 | Mar 31, 2023 | Dec 31, 2022 | Sept 30, 2022 | June 30, 2022 | Mar 31, 2023 | | June 30, 2022 | | 2023 | 2022 | 2022 | |
| | | | | | | $ | % | $ | % | | | $ | % |
| **CAPITAL RATIOS AND COMPONENTS (PRELIMINARY)** | | | | | | | | | | | | | |
| CET1 capital | $18,381 | $18,370 | $18,574 | $18,304 | $17,946 | $11 | —% | $435 | 2% | | | | |
| Tier 1 capital | 20,395 | 20,384 | 20,588 | 20,318 | 19,960 | 11 | — | 435 | 2 | | | | |
| Total capital | 23,748 | 23,720 | 23,755 | 23,516 | 23,184 | 28 | — | 564 | 2 | | | | |
| Risk-weighted assets | 179,034 | 183,246 | 185,224 | 187,201 | 187,727 | (4,212) | (2) | (8,693) | (5) | | | | |
| Adjusted average assets[1] | 217,264 | 217,998 | 220,779 | 220,076 | 215,727 | (734) | — | 1,537 | 1 | | | | |
| CET1 capital ratio | 10.3 % | 10.0 % | 10.0 % | 9.8 % | 9.6 % | | | | | | | | |
| Tier 1 capital ratio | 11.4 | 11.1 | 11.1 | 10.9 | 10.6 | | | | | | | | |
| Total capital ratio | 13.3 | 12.9 | 12.8 | 12.6 | 12.3 | | | | | | | | |
| Tier 1 leverage ratio | 9.4 | 9.4 | 9.3 | 9.2 | 9.3 | | | | | | | | |
| **TANGIBLE COMMON EQUITY (PERIOD-END)** | | | | | | | | | | | | | |
| Common stockholders' equity | $21,571 | $22,187 | $21,676 | $21,132 | $22,314 | ($616) | (3%) | ($743) | (3%) | $21,571 | $22,314 | ($743) | (3%) |
| Less: Goodwill | 8,188 | 8,177 | 8,173 | 8,160 | 8,081 | 11 | — | 107 | 1 | 8,188 | 8,081 | 107 | 1 |
| Less: Other intangible assets | 175 | 185 | 197 | 199 | 211 | (10) | (5) | (36) | (17) | 175 | 211 | (36) | (17) |
| Add: Deferred tax liabilities[2] | 422 | 422 | 422 | 424 | 422 | — | — | — | — | 422 | 422 | — | — |
| Total tangible common equity | $13,630 | $14,247 | $13,728 | $13,197 | $14,444 | ($617) | (4%) | ($814) | (6%) | $13,630 | $14,444 | ($814) | (6%) |
| **TANGIBLE COMMON EQUITY (AVERAGE)** | | | | | | | | | | | | | |
| Common stockholders' equity | $22,289 | $21,702 | $21,276 | $22,246 | $22,383 | $587 | 3% | ($94) | —% | $21,997 | $21,686 | $311 | 1% |
| Less: Goodwill | 8,182 | 8,177 | 8,171 | 8,131 | 8,015 | 5 | — | 167 | 2 | 8,179 | 7,588 | 591 | 8 |
| Less: Other intangible assets | 181 | 192 | 199 | 228 | 213 | (11) | (6) | (32) | (15) | 186 | 147 | 39 | 27 |
| Add: Deferred tax liabilities[2] | 422 | 422 | 424 | 424 | 416 | — | — | 6 | 1 | 421 | 400 | 21 | 5 |
| Total tangible common equity | $14,348 | $13,755 | $13,330 | $14,311 | $14,571 | $593 | 4% | ($223) | (2%) | $14,053 | $14,351 | ($298) | (2%) |
| **INTANGIBLE ASSETS (PERIOD-END)** | | | | | | | | | | | | | |
| Goodwill | $8,188 | $8,177 | $8,173 | $8,160 | $8,081 | $11 | —% | $107 | 1% | $8,188 | $8,081 | $107 | 1% |
| Other intangible assets | 175 | 185 | 197 | 199 | 211 | (10) | (5) | (36) | (17) | 175 | 211 | (36) | (17) |
| Total intangible assets | $8,363 | $8,362 | $8,370 | $8,359 | $8,292 | $1 | —% | $71 | 1% | $8,363 | $8,292 | $71 | 1% |

[1]Adjusted average assets include quarterly average assets, less deductions for disallowed goodwill and other intangible assets, net of deferred taxes, and the accumulated other comprehensive income impact related to the adoption of post-retirement benefit plan guidance under GAAP.
[2]Deferred tax liabilities relate to tax-deductible goodwill and other intangible assets.

**NON-GAAP FINANCIAL MEASURES AND RECONCILIATIONS**
**(dollars in millions, except per share data)**

Non-GAAP Financial Measures

This document contains non-GAAP financial measures denoted as Underlying. Underlying results for any given reporting period exclude certain items that may occur in that period which management does not consider indicative of the Company's on-going financial performance. We believe these non-GAAP financial measures provide useful information to investors because they are used by our management to evaluate our operating performance and make day-to-day operating decisions. In addition, we believe our Underlying results in any given reporting period reflect our on-going financial performance in that period and, accordingly, are useful to consider in addition to our GAAP financial results. The following tables present reconciliations of our non-GAAP measures to the most directly comparable GAAP financial measures.

Other companies may use similarly titled non-GAAP financial measures that are calculated differently from the way we calculate such measures. Accordingly, our non-GAAP financial measures may not be comparable to similar measures used by such companies. We caution investors not to place undue reliance on such non-GAAP financial measures, but to consider them with the most directly comparable GAAP measures. Non-GAAP financial measures have limitations as analytical tools and should not be considered in isolation or as a substitute for our results reported under GAAP.

## NON-GAAP FINANCIAL MEASURES AND RECONCILIATIONS, CONTINUED
## (dollars in millions, except per share data)

| | | QUARTERLY TRENDS | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | 2Q23 Change | | | | | | 2023 Change | |
| | | 2Q23 | 1Q23 | 4Q22 | 3Q22 | 2Q22 | 1Q23 | | 2Q22 | | 2023 | 2022 | 2022 | |
| | | | | | | | $ | % | $ | % | | | $ | % |
| **Noninterest income, Underlying:** | | | | | | | | | | | | | | |
| Noninterest income (GAAP) | A | $506 | $485 | $505 | $512 | $494 | $21 | 4% | $12 | 2% | $991 | $992 | ($1) | —% |
| Less: Notable items | | — | — | — | — | (31) | — | — | 31 | 100 | — | (31) | 31 | 100 |
| Noninterest income, Underlying (non-GAAP) | B | $506 | $485 | $505 | $512 | $525 | $21 | 4% | ($19) | (4%) | $991 | $1,023 | ($32) | (3%) |
| **Total revenue, Underlying:** | | | | | | | | | | | | | | |
| Total revenue (GAAP) | C | $2,094 | $2,128 | $2,200 | $2,177 | $1,999 | ($34) | (2%) | $95 | 5% | $4,222 | $3,644 | $578 | 16% |
| Less: Notable items | | — | — | — | — | (31) | — | — | 31 | 100 | — | (31) | 31 | 100 |
| Total revenue, Underlying (non-GAAP) | D | $2,094 | $2,128 | $2,200 | $2,177 | $2,030 | ($34) | (2%) | $64 | 3% | $4,222 | $3,675 | $547 | 15% |
| **Noninterest expense, Underlying:** | | | | | | | | | | | | | | |
| Noninterest expense (GAAP) | E | $1,306 | $1,296 | $1,240 | $1,241 | $1,305 | $10 | 1% | $1 | —% | $2,602 | $2,411 | $191 | 8% |
| Less: Notable items | | 73 | 66 | 43 | 46 | 125 | 7 | 11 | (52) | (42) | 139 | 173 | (34) | (20) |
| Noninterest expense, Underlying (non-GAAP) | F | $1,233 | $1,230 | $1,197 | $1,195 | $1,180 | $3 | —% | $53 | 4% | $2,463 | $2,238 | $225 | 10% |
| **Pre-provision profit:** | | | | | | | | | | | | | | |
| Total revenue (GAAP) | C | $2,094 | $2,128 | $2,200 | $2,177 | $1,999 | ($34) | (2%) | $95 | 5% | $4,222 | $3,644 | $578 | 16% |
| Less: Noninterest expense (GAAP) | E | 1,306 | 1,296 | 1,240 | 1,241 | 1,305 | 10 | 1 | 1 | — | 2,602 | 2,411 | 191 | 8 |
| Pre-provision profit (GAAP) | | $788 | $832 | $960 | $936 | $694 | ($44) | (5%) | $94 | 14% | $1,620 | $1,233 | $387 | 31% |
| **Pre-provision profit, Underlying:** | | | | | | | | | | | | | | |
| Total revenue, Underlying (non-GAAP) | D | $2,094 | $2,128 | $2,200 | $2,177 | $2,030 | ($34) | (2%) | $64 | 3% | $4,222 | $3,675 | $547 | 15% |
| Less: Noninterest expense, Underlying (non-GAAP) | F | 1,233 | 1,230 | 1,197 | 1,195 | 1,180 | 3 | — | 53 | 4 | 2,463 | 2,238 | 225 | 10 |
| Pre-provision profit, Underlying (non-GAAP) | | $861 | $898 | $1,003 | $982 | $850 | ($37) | (4%) | $11 | 1% | $1,759 | $1,437 | $322 | 22% |
| **Provision (benefit) for credit losses, Underlying:** | | | | | | | | | | | | | | |
| Provision (benefit) for credit losses (GAAP) | | $176 | $168 | $132 | $123 | $216 | $8 | 5% | ($40) | (19%) | $344 | $219 | $125 | 57% |
| Less: Notable items | | — | — | — | — | 145 | — | — | (145) | (100) | — | 169 | (169) | (100) |
| Provision (benefit) for credit losses, Underlying (non-GAAP) | | $176 | $168 | $132 | $123 | $71 | $8 | 5% | $105 | 148% | $344 | $50 | $294 | NM |
| **Income before income tax expense, Underlying:** | | | | | | | | | | | | | | |
| Income before income tax expense (GAAP) | G | $612 | $664 | $828 | $813 | $478 | ($52) | (8%) | $134 | 28% | $1,276 | $1,014 | $262 | 26% |
| Less: Expense before income tax benefit related to notable items | | (73) | (66) | (43) | (46) | (301) | (7) | (11) | 228 | 76 | (139) | (373) | 234 | 63 |
| Income before income tax expense, Underlying (non-GAAP) | H | $685 | $730 | $871 | $859 | $779 | ($45) | (6%) | ($94) | (12%) | $1,415 | $1,387 | $28 | 2% |
| **Income tax expense, Underlying:** | | | | | | | | | | | | | | |
| Income tax expense (GAAP) | I | $134 | $153 | $175 | $177 | $114 | ($19) | (12%) | $20 | 18% | $287 | $230 | $57 | 25% |
| Less: Income tax benefit related to notable items | | (20) | (17) | (11) | (13) | (70) | (3) | (18) | 50 | 71 | (37) | (86) | 49 | 57 |
| Income tax expense, Underlying (non-GAAP) | J | $154 | $170 | $186 | $190 | $184 | ($16) | (9%) | ($30) | (16%) | $324 | $316 | $8 | 3% |
| **Net income, Underlying:** | | | | | | | | | | | | | | |
| Net income (GAAP) | K | $478 | $511 | $653 | $636 | $364 | ($33) | (6%) | $114 | 31% | $989 | $784 | $205 | 26% |
| Add: Notable items, net of income tax benefit | | 53 | 49 | 32 | 33 | 231 | 4 | 8 | (178) | (77) | 102 | 287 | (185) | (64) |
| Net income, Underlying (non-GAAP) | L | $531 | $560 | $685 | $669 | $595 | ($29) | (5%) | ($64) | (11%) | $1,091 | $1,071 | $20 | 2% |
| **Net income available to common stockholders, Underlying:** | | | | | | | | | | | | | | |
| Net income available to common stockholders (GAAP) | M | $444 | $488 | $621 | $611 | $332 | ($44) | (9%) | $112 | 34% | $932 | $728 | $204 | 28% |
| Add: Notable items, net of income tax benefit | | 53 | 49 | 32 | 33 | 231 | 4 | 8 | (178) | (77) | 102 | 287 | (185) | (64) |
| Net income available to common stockholders, Underlying (non-GAAP) | N | $497 | $537 | $653 | $644 | $563 | ($40) | (7%) | ($66) | (12%) | $1,034 | $1,015 | $19 | 2% |

**NON-GAAP FINANCIAL MEASURES AND RECONCILIATIONS, CONTINUED**
**(dollars in millions, except per share data)**

| | | QUARTERLY TRENDS | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | 2Q23 Change | | | | | | 2023 Change | |
| | | 2Q23 | 1Q23 | 4Q22 | 3Q22 | 2Q22 | 1Q23 | | 2Q22 | | 2023 | 2022 | 2022 | |
| | | | | | | | $/bps | % | $/bps | % | | | $/bps | % |
| **Operating leverage:** | | | | | | | | | | | | | | |
| Total revenue (GAAP) | C | $2,094 | $2,128 | $2,200 | $2,177 | $1,999 | ($34) | (1.55%) | $95 | 4.77% | $4,222 | $3,644 | $578 | 15.88% |
| Less: Noninterest expense (GAAP) | E | 1,306 | 1,296 | 1,240 | 1,241 | 1,305 | 10 | 0.77 | 1 | 0.06 | 2,602 | 2,411 | 191 | 7.93 |
| Operating leverage | | | | | | | | (2.32%) | | 4.71% | | | | 7.95% |
| **Operating leverage, Underlying:** | | | | | | | | | | | | | | |
| Total revenue, Underlying (non-GAAP) | D | $2,094 | $2,128 | $2,200 | $2,177 | $2,030 | ($34) | (1.55%) | $64 | 3.16% | $4,222 | $3,675 | $547 | 14.90% |
| Less: Noninterest expense, Underlying (non-GAAP) | F | 1,233 | 1,230 | 1,197 | 1,195 | 1,180 | 3 | 0.18 | 53 | 4.39 | 2,463 | 2,238 | 225 | 10.08 |
| Operating leverage, Underlying (non-GAAP) | | | | | | | | (1.73%) | | (1.23%) | | | | 4.82% |
| **Efficiency ratio and efficiency ratio, Underlying:** | | | | | | | | | | | | | | |
| Efficiency ratio | E/C | 62.34% | 60.90% | 56.36% | 57.02% | 65.27% | 144 bps | | (293) bps | | 61.62 % | 66.16 % | (454) bps | |
| Efficiency ratio, Underlying (non-GAAP) | F/D | 58.86 | 57.84 | 54.42 | 54.90 | 58.16 | 102 bps | | 70 bps | | 58.34 | 60.90 | (256) bps | |
| **Noninterest income as a % of total revenue, Underlying:** | | | | | | | | | | | | | | |
| Noninterest income as a % of total revenue | A/C | 24.14 % | 22.81% | 22.92% | 23.54% | 24.72% | 133 bps | | (58) bps | | 23.47 % | 27.22 % | (375) bps | |
| Noninterest income as a % of total revenue, Underlying | B/D | 24.14 | 22.81 | 22.92 | 23.54 | 25.88 | 133 bps | | (174) bps | | 23.47 | 27.84 | (437) bps | |
| **Effective income tax rate and effective income tax rate, Underlying:** | | | | | | | | | | | | | | |
| Effective income tax rate | I/G | 22.09% | 22.97% | 21.16% | 21.80% | 23.77% | (88) bps | | (168) bps | | 22.55 % | 22.68 % | (13) bps | |
| Effective income tax rate, Underlying (non-GAAP) | J/H | 22.51 | 23.25 | 21.37 | 22.00 | 23.69 | (74) bps | | (118) bps | | 22.89 | 22.82 | 7 bps | |
| **Return on average common equity and return on average common equity, Underlying:** | | | | | | | | | | | | | | |
| Average common equity (GAAP) | O | $22,289 | $21,702 | $21,276 | $22,246 | $22,383 | $587 | 3% | ($94) | —% | $21,997 | $21,686 | $311 | 1% |
| Return on average common equity | M/O | 8.00% | 9.11% | 11.56% | 10.91% | 5.95% | (111) bps | | 205 bps | | 8.54 % | 6.77 % | 177 bps | |
| Return on average common equity, Underlying (non-GAAP) | N/O | 8.97 | 10.01 | 12.15 | 11.52 | 10.06 | (104) bps | | (109) bps | | 9.48 | 9.43 | 5 bps | |
| **Return on average tangible common equity and return on average tangible common equity, Underlying:** | | | | | | | | | | | | | | |
| Average common equity (GAAP) | O | $22,289 | $21,702 | $21,276 | $22,246 | $22,383 | $587 | 3% | ($94) | —% | $21,997 | $21,686 | $311 | 1% |
| Less: Average goodwill (GAAP) | | 8,182 | 8,177 | 8,171 | 8,131 | 8,015 | 5 | — | 167 | 2 | 8,179 | 7,588 | 591 | 8 |
| Less: Average other intangibles (GAAP) | | 181 | 192 | 199 | 228 | 213 | (11) | (6) | (32) | (15) | 186 | 147 | 39 | 27 |
| Add: Average deferred tax liabilities related to goodwill and other intangible assets (GAAP) | | 422 | 422 | 424 | 424 | 416 | — | — | 6 | 1 | 421 | 400 | 21 | 5 |
| Average tangible common equity | P | $14,348 | $13,755 | $13,330 | $14,311 | $14,571 | $593 | 4% | ($223) | (2%) | $14,053 | $14,351 | ($298) | (2%) |
| Return on average tangible common equity | M/P | 12.42% | 14.38% | 18.46% | 16.96% | 9.13% | (196) bps | | 329 bps | | 13.37 % | 10.22 % | 315 bps | |
| Return on average tangible common equity, Underlying (non-GAAP) | N/P | 13.93 | 15.80 | 19.40 | 17.91 | 15.45 | (187) bps | | (152) bps | | 14.84 | 14.25 | 59 bps | |
| **Return on average total assets and return on average total assets, Underlying:** | | | | | | | | | | | | | | |
| Average total assets (GAAP) | Q | $222,373 | $222,711 | $224,970 | $225,473 | $220,967 | ($338) | —% | $1,406 | 1% | $222,541 | $204,732 | $17,809 | 9% |
| Return on average total assets | K/Q | 0.86% | 0.93% | 1.15% | 1.12% | 0.66% | (7) bps | | 20 bps | | 0.90 % | 0.77 % | 13 bps | |
| Return on average total assets, Underlying (non-GAAP) | L/Q | 0.96 | 1.02 | 1.21 | 1.18 | 1.08 | (6) bps | | (12) bps | | 0.99 | 1.05 | (6) bps | |

## NON-GAAP FINANCIAL MEASURES AND RECONCILIATIONS, CONTINUED
## (dollars in millions, except per share data)

| | | QUARTERLY TRENDS | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | 2Q23 Change | | | | | | 2023 Change | |
| | | 2Q23 | 1Q23 | 4Q22 | 3Q22 | 2Q22 | 1Q23 | | 2Q22 | | 2023 | 2022 | 2022 | |
| | | | | | | | $/bps | % | $/bps | % | | | $/bps | % |
| **Return on average total tangible assets and return on average total tangible assets, Underlying:** | | | | | | | | | | | | | | |
| Average total assets (GAAP) | Q | $222,373 | $222,711 | $224,970 | $225,473 | $220,967 | ($338) | —% | $1,406 | 1% | $222,541 | $204,732 | $17,809 | 9% |
| Less: Average goodwill (GAAP) | | 8,182 | 8,177 | 8,171 | 8,131 | 8,015 | 5 | — | 167 | 2 | 8,179 | 7,588 | 591 | 8 |
| Less: Average other intangibles (GAAP) | | 181 | 192 | 199 | 228 | 213 | (11) | (6) | (32) | (15) | 186 | 147 | 39 | 27 |
| Add: Average deferred tax liabilities related to goodwill and other intangible assets (GAAP) | | 422 | 422 | 424 | 424 | 416 | — | — | 6 | 1 | 421 | 400 | 21 | 5 |
| Average tangible assets | R | $214,432 | $214,764 | $217,024 | $217,538 | $213,155 | ($332) | —% | $1,277 | 1% | $214,597 | $197,397 | $17,200 | 9% |
| Return on average total tangible assets | K/R | 0.89 % | 0.97% | 1.19% | 1.16% | 0.69% | (8) bps | | 20 bps | | 0.93 % | 0.80 % | 13 bps | |
| Return on average total tangible assets, Underlying (non-GAAP) | L/R | 0.99 | 1.06 | 1.25 | 1.22 | 1.12 | (7) bps | | (13) bps | | 1.03 | 1.09 | (6) bps | |
| **Tangible book value per common share:** | | | | | | | | | | | | | | |
| Common shares - at period-end (GAAP) | S | 474,682,759 | 483,982,264 | 492,282,158 | 495,843,793 | 495,650,259 | (9,299,505) | (2%) | (20,967,500) | (4%) | 474,682,759 | 495,650,259 | (20,967,500) | (4%) |
| Common stockholders' equity (GAAP) | | $21,571 | $22,187 | $21,676 | $21,132 | $22,314 | ($616) | (3) | ($743) | (3) | $21,571 | $22,314 | ($743) | (3) |
| Less: Goodwill (GAAP) | | 8,188 | 8,177 | 8,173 | 8,160 | 8,081 | 11 | — | 107 | 1 | 8,188 | 8,081 | 107 | 1 |
| Less: Other intangible assets (GAAP) | | 175 | 185 | 197 | 199 | 211 | (10) | (5) | (36) | (17) | 175 | 211 | (36) | (17) |
| Add: Deferred tax liabilities related to goodwill and other intangible assets (GAAP) | | 422 | 422 | 422 | 424 | 422 | — | — | — | — | 422 | 422 | — | — |
| Tangible common equity | T | $13,630 | $14,247 | $13,728 | $13,197 | $14,444 | ($617) | (4%) | ($814) | (6%) | $13,630 | $14,444 | ($814) | (6%) |
| Tangible book value per common share | T/S | $28.72 | $29.44 | $27.88 | $26.62 | $29.14 | ($0.72) | (2%) | ($0.42) | (1%) | $28.72 | $29.14 | ($0.42) | (1%) |
| **Net income per average common share - basic and diluted and net income per average common share - basic and diluted, Underlying:** | | | | | | | | | | | | | | |
| Average common shares outstanding - basic (GAAP) | U | 479,470,543 | 485,444,313 | 493,293,981 | 495,651,083 | 491,497,026 | (5,973,770) | (1%) | (12,026,483) | (2%) | 482,440,926 | 457,140,258 | 25,300,668 | 6% |
| Average common shares outstanding - diluted (GAAP) | V | 480,975,281 | 487,712,146 | 495,478,398 | 497,477,501 | 493,296,114 | (6,736,865) | (1) | (12,320,833) | (2) | 484,252,103 | 459,167,747 | 25,084,356 | 5 |
| Net income per average common share - basic (GAAP) | M/U | $0.93 | $1.00 | $1.26 | $1.23 | $0.68 | ($0.07) | (7) | $0.25 | 37 | $1.93 | $1.59 | $0.34 | 21 |
| Net income per average common share - diluted (GAAP) | M/V | 0.92 | 1.00 | 1.25 | 1.23 | 0.67 | (0.08) | (8) | 0.25 | 37 | 1.92 | 1.58 | 0.34 | 22 |
| Net income per average common share - basic, Underlying (non-GAAP) | N/U | 1.04 | 1.10 | 1.32 | 1.30 | 1.14 | (0.06) | (5) | (0.10) | (9) | 2.14 | 2.22 | (0.08) | (4) |
| Net income per average common share - diluted, Underlying (non-GAAP) | N/V | 1.04 | 1.10 | 1.32 | 1.30 | 1.14 | (0.06) | (5) | (0.10) | (9) | 2.14 | 2.21 | (0.07) | (3) |
| **Dividend payout ratio and dividend payout ratio, Underlying:** | | | | | | | | | | | | | | |
| Cash dividends declared and paid per common share | W | $0.42 | $0.42 | $0.42 | $0.42 | $0.39 | $— | —% | $0.03 | 8% | $0.84 | $0.78 | $0.06 | 8% |
| Dividend payout ratio | W/(M/U) | 45 % | 42 % | 33 % | 34 % | 57 % | 300 bps | | (1,200) bps | | 44 % | 49 % | (500) bps | |
| Dividend payout ratio, Underlying (non-GAAP) | W/(N/U) | 40 | 38 | 32 | 32 | 34 | 200 bps | | 600 bps | | 39 | 35 | 400 bps | |

**NON-GAAP FINANCIAL MEASURES AND RECONCILIATIONS, CONTINUED**

**(dollars in millions, except per share data)**

| | QUARTERLY TRENDS | | | | | | | | | FOR THE SIX MONTHS ENDED JUNE 30, | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 2Q23 Change | | | | | | 2023 Change | |
| | 2Q23 | 1Q23 | 4Q22 | 3Q22 | 2Q22 | 1Q23 | | 2Q22 | | 2023 | 2022 | 2022 | |
| | | | | | | $ | % | $ | % | | | $/bps | % |
| **Other income, Underlying:** | | | | | | | | | | | | | |
| Other income (GAAP) | $23 | $17 | $36 | $34 | ($12) | $6 | 35% | $35 | NM | $40 | $12 | $28 | 233% |
| Less: Notable items | — | — | — | — | (31) | — | — | 31 | 100 | — | (31) | 31 | 100 |
| Other income, Underlying (non-GAAP) | $23 | $17 | $36 | $34 | $19 | $6 | 35 | $4 | 21% | $40 | $43 | ($3) | (7%) |
| **Salaries and employee benefits, Underlying:** | | | | | | | | | | | | | |
| Salaries and employee benefits (GAAP) | $615 | $658 | $633 | $639 | $683 | ($43) | (7%) | ($68) | (10%) | $1,273 | $1,277 | ($4) | —% |
| Less: Notable items | 14 | 16 | 15 | 17 | 72 | (2) | (13) | (58) | (81) | 30 | 78 | (48) | (62) |
| Salaries and employee benefits, Underlying (non-GAAP) | $601 | $642 | $618 | $622 | $611 | ($41) | (6%) | ($10) | (2%) | $1,243 | $1,199 | $44 | 4% |
| **Equipment and software, Underlying:** | | | | | | | | | | | | | |
| Equipment and software (GAAP) | $181 | $169 | $170 | $159 | $169 | $12 | 7% | $12 | 7% | $350 | $319 | $31 | 10% |
| Less: Notable items | 4 | 4 | 2 | — | 6 | — | — | (2) | (33) | 8 | 8 | — | — |
| Equipment and software, Underlying (non-GAAP) | $177 | $165 | $168 | $159 | $163 | $12 | 7% | $14 | 9% | $342 | $311 | $31 | 10% |
| **Outside services, Underlying:** | | | | | | | | | | | | | |
| Outside services (GAAP) | $177 | $176 | $170 | $172 | $189 | $1 | 1% | ($12) | (6%) | $353 | $358 | ($5) | (1%) |
| Less: Notable items | 21 | 27 | 17 | 20 | 41 | (6) | (22) | (20) | (49) | 48 | 76 | (28) | (37) |
| Outside services, Underlying (non-GAAP) | $156 | $149 | $153 | $152 | $148 | $7 | 5% | $8 | 5% | $305 | $282 | $23 | 8% |
| **Occupancy, Underlying:** | | | | | | | | | | | | | |
| Occupancy (GAAP) | $136 | $124 | $110 | $106 | $111 | $12 | 10% | $25 | 23% | $260 | $194 | $66 | 34% |
| Less: Notable items | 30 | 18 | 2 | 2 | 1 | 12 | 67 | 29 | NM | 48 | 1 | 47 | NM |
| Occupancy, Underlying (non-GAAP) | $106 | $106 | $108 | $104 | $110 | $— | —% | ($4) | (4%) | $212 | $193 | $19 | 10% |
| **Other operating expense, Underlying:** | | | | | | | | | | | | | |
| Other operating expense (GAAP) | $197 | $169 | $157 | $165 | $153 | $28 | 17% | $44 | 29% | $366 | $263 | $103 | 39% |
| Less: Notable items | 4 | 1 | 7 | 7 | 5 | 3 | NM | (1) | (20) | 5 | 10 | (5) | (50) |
| Other operating expense, Underlying (non-GAAP) | $193 | $168 | $150 | $158 | $148 | $25 | 15% | $45 | 30% | $361 | $253 | $108 | 43% |

## NON-GAAP FINANCIAL MEASURES AND RECONCILIATIONS - SEGMENTS
## (dollars in millions)

| | | SECOND QUARTER 2023 | | | | FIRST QUARTER 2023 | | | | FOURTH QUARTER 2022 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Consumer Banking | Commercial Banking | Other | Consolidated | Consumer Banking | Commercial Banking | Other | Consolidated | Consumer Banking | Commercial Banking | Other | Consolidated |
| **Net income (loss) available to common stockholders:** | | | | | | | | | | | | | |
| Net income (loss) | A | $282 | $305 | ($109) | $478 | $281 | $319 | ($89) | $511 | $315 | $358 | ($20) | $653 |
| Less: Preferred stock dividends | | — | — | 34 | 34 | — | — | 23 | 23 | — | — | 32 | 32 |
| Net income (loss) available to common stockholders | B | $282 | $305 | ($143) | $444 | $281 | $319 | ($112) | $488 | $315 | $358 | ($52) | $621 |
| **Return on average total tangible assets:** | | | | | | | | | | | | | |
| Average total assets (GAAP) | | $87,040 | $77,546 | $57,787 | $222,373 | $87,558 | $78,891 | $56,262 | $222,711 | $88,440 | $79,591 | $56,939 | $224,970 |
| Less: Average goodwill (GAAP) | | 540 | 766 | 6,876 | 8,182 | 538 | 763 | 6,876 | 8,177 | 491 | 804 | 6,876 | 8,171 |
| Average other intangibles (GAAP) | | 109 | 41 | 31 | 181 | 115 | 43 | 34 | 192 | 121 | 46 | 32 | 199 |
| Add: Average deferred tax liabilities related to goodwill and other intangible assets (GAAP) | | 23 | 11 | 388 | 422 | 23 | 12 | 387 | 422 | 7 | 4 | 413 | 424 |
| Average tangible assets | C | $86,414 | $76,750 | $51,268 | $214,432 | $86,928 | $78,097 | $49,739 | $214,764 | $87,835 | $78,745 | $50,444 | $217,024 |
| Return on average total tangible assets | A/C | 1.31 % | 1.59 % | NM | 0.89 % | 1.31 % | 1.66 % | NM | 0.97 % | 1.42 % | 1.80 % | NM | 1.19 % |
| **Efficiency ratio:** | | | | | | | | | | | | | |
| Noninterest expense (GAAP) | D | $908 | $315 | $83 | $1,306 | $889 | $331 | $76 | $1,296 | $863 | $318 | $59 | $1,240 |
| Net interest income (GAAP) | | 1,104 | 584 | (100) | 1,588 | 1,096 | 597 | (50) | 1,643 | 1,106 | 594 | (5) | 1,695 |
| Noninterest income (GAAP) | | 268 | 207 | 31 | 506 | 256 | 201 | 28 | 485 | 256 | 198 | 51 | 505 |
| Total revenue (GAAP) | E | $1,372 | $791 | ($69) | $2,094 | $1,352 | $798 | ($22) | $2,128 | $1,362 | $792 | $46 | $2,200 |
| Efficiency ratio | D/E | 66.14 % | 39.76 % | NM | 62.34 % | 65.81 % | 41.47 % | NM | 60.90 % | 63.38 % | 40.18 % | NM | 56.36 % |

| | | THIRD QUARTER 2022 | | | | SECOND QUARTER 2022 | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | Consumer Banking | Commercial Banking | Other | Consolidated | Consumer Banking | Commercial Banking | Other | Consolidated |
| **Net income (loss) available to common stockholders:** | | | | | | | | | |
| Net income (loss) | A | $319 | $334 | ($17) | $636 | $265 | $341 | ($242) | $364 |
| Less: Preferred stock dividends | | — | — | 25 | 25 | — | — | 32 | 32 |
| Net income (loss) available to common stockholders | B | $319 | $334 | ($42) | $611 | $265 | $341 | ($274) | $332 |
| **Return on average total tangible assets:** | | | | | | | | | |
| Average total assets (GAAP) | | $89,560 | $80,067 | $55,846 | $225,473 | $88,881 | $78,638 | $53,448 | $220,967 |
| Less: Average goodwill (GAAP) | | 454 | 801 | 6,876 | 8,131 | 445 | 731 | 6,839 | 8,015 |
| Average other intangibles (GAAP) | | 106 | 38 | 84 | 228 | 74 | 16 | 123 | 213 |
| Add: Average deferred tax liabilities related to goodwill and other intangible assets (GAAP) | | 6 | 3 | 415 | 424 | 6 | 1 | 409 | 416 |
| Average tangible assets | C | $89,006 | $79,231 | $49,301 | $217,538 | $88,368 | $77,892 | $46,895 | $213,155 |
| Return on average total tangible assets | A/C | 1.43 % | 1.68 % | NM | 1.16 % | 1.20 % | 1.75 % | NM | 0.69 % |
| **Efficiency ratio:** | | | | | | | | | |
| Noninterest expense (GAAP) | D | $863 | $325 | $53 | $1,241 | $881 | $308 | $116 | $1,305 |
| Net interest income (GAAP) | | 1,085 | 559 | 21 | 1,665 | 995 | 534 | (24) | 1,505 |
| Noninterest income (GAAP) | | 270 | 213 | 29 | 512 | 280 | 221 | (7) | 494 |
| Total revenue (GAAP) | E | $1,355 | $772 | $50 | $2,177 | $1,275 | $755 | ($31) | $1,999 |
| Efficiency ratio | D/E | 63.76 % | 42.04 % | NM | 57.02 % | 69.06 % | 40.78 % | NM | 65.27 % |

## NON-GAAP FINANCIAL MEASURES AND RECONCILIATIONS - SEGMENTS (CONTINUED)
## (dollars in millions)

| | | FOR THE SIX MONTHS ENDED JUNE 30, | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | 2023 | | | | 2022 | | | |
| | | Consumer Banking | Commercial Banking | Other | Consolidated | Consumer Banking | Commercial Banking | Other | Consolidated |
| **Net income (loss) available to common stockholders:** | | | | | | | | | |
| Net income (loss) | A | $563 | $624 | ($198) | $989 | $474 | $612 | ($302) | $784 |
| Less: Preferred stock dividends | | — | — | 57 | 57 | — | — | 56 | 56 |
| Net income (loss) available to common stockholders | B | $563 | $624 | ($255) | $932 | $474 | $612 | ($358) | $728 |
| **Return on average total tangible assets:** | | | | | | | | | |
| Average total assets (GAAP) | | $87,298 | $78,215 | $57,028 | $222,541 | $83,247 | $69,927 | $51,558 | $204,732 |
| Less: Average goodwill (GAAP) | | 539 | 764 | 6,876 | 8,179 | 303 | 427 | 6,858 | 7,588 |
| Average other intangibles (GAAP) | | 112 | 42 | 32 | 186 | 62 | 17 | 68 | 147 |
| Add: Average deferred tax liabilities related to goodwill and other intangible assets (GAAP) | | 23 | 12 | 386 | 421 | 5 | 1 | 394 | 400 |
| Average tangible assets | C | $86,670 | $77,421 | $50,506 | $214,597 | $82,887 | $69,484 | $45,026 | $197,397 |
| Return on average total tangible assets | A/C | 1.31 % | 1.62 % | NM | 0.93 % | 1.15 % | 1.78 % | NM | 0.80 % |
| **Efficiency ratio:** | | | | | | | | | |
| Noninterest expense (GAAP) | D | $1,797 | $646 | $159 | $2,602 | $1,665 | $580 | $166 | $2,411 |
| Net interest income (GAAP) | | 2,200 | 1,181 | (150) | 3,231 | 1,852 | 950 | (150) | 2,652 |
| Noninterest income (GAAP) | | 524 | 408 | 59 | 991 | 537 | 434 | 21 | 992 |
| Total revenue (GAAP) | E | $2,724 | $1,589 | ($91) | $4,222 | $2,389 | $1,384 | ($129) | $3,644 |
| Efficiency ratio | D/E | 65.97 % | 40.62 % | NM | 61.62 % | 69.67 % | 41.93 % | NM | 66.16 % |