

Addendum to Q4'11 Earnings Slides



Adjusted Diluted EPS Reconciliation

(\$ in Millions, except per share amounts)

	<u>12/31/11</u>	<u>12/31/10</u>	<u>Growth Rate</u>
Net Income Attributable to Common Shareholders	\$ 1,178	\$ 1,050	
After Tax Reengineering Costs	32	74	
Adjusted Net Income Attributable to Common Shareholders	<u>\$ 1,210</u>	<u>\$ 1,124</u>	
Average Diluted Shares Outstanding	1,163	1,194	
Reported Diluted EPS	<u>\$ 1.01</u>	<u>\$ 0.88</u>	15%
Adjusted Diluted EPS*	<u>\$ 1.04</u>	<u>\$ 0.94</u>	11%

*Adjusted Diluted EPS is calculated as Adjusted Net Income Attributable to Common Shareholders divided by Average Diluted Shares Outstanding