

## American Express Company

## Consolidated Statements of Income

(Millions, except percentages and per share amounts)

|   | Q2'23   | Q1'23   | Q4'22   | Q3'22   | Q2'22   | YOY %<br>change | FY'23    | FY'22    | YOY %<br>change |
|---|---------|---------|---------|---------|---------|-----------------|----------|----------|-----------------|
| <b>Non-interest revenues</b>  |         |         |         |         |         |                 |          |          |                 |
| Discount revenue  | \$8,481 | \$7,947 | \$8,183 | \$7,848 | \$7,873 | 8               | \$16,428 | \$14,708 | 12              |
| Net card fees   | 1,789   | 1,713   | 1,625   | 1,541   | 1,481   | 21              | 3,502    | 2,904    | 21              |
| Service fees and other revenue  | 1,232   | 1,218   | 1,181   | 1,169   | 1,265   | (3)             | 2,450    | 2,171    | 13              |
| Processed revenue   | 447     | 420     | 429     | 420     | 416     | 7               | 867      | 788      | 10              |
| Total non-interest revenues   | 11,949  | 11,298  | 11,418  | 10,978  | 11,035  | 8               | 23,247   | 20,571   | 13              |
| <b>Interest income</b>  |         |         |         |         |         |                 |          |          |                 |
| Interest on loans   | 4,213   | 3,939   | 3,623   | 3,164   | 2,707   | 56              | 8,152    | 5,180    | 57              |
| Interest and dividends on investment securities                           | 34      | 30      | 34      | 27      | 22      | 55              | 64       | 35       | 83              |
| Deposits with banks and other   | 528     | 447     | 308     | 183     | 70      | #               | 975      | 104      | #               |
| Total interest income   | 4,775   | 4,416   | 3,965   | 3,374   | 2,799   | 71              | 9,191    | 5,319    | 73              |
| <b>Interest expense</b>   |         |         |         |         |         |                 |          |          |                 |
| Deposits  | 1,196   | 994     | 778     | 440     | 187     | #               | 2,190    | 309      | #               |
| Long-term debt and other  | 474     | 439     | 429     | 356     | 252     | 88              | 913      | 451      | #               |
| Total interest expense  | 1,670   | 1,433   | 1,207   | 796     | 439     | #               | 3,103    | 760      | #               |
| Net interest income   | 3,105   | 2,983   | 2,758   | 2,578   | 2,360   | 32              | 6,088    | 4,559    | 34              |
| Total revenues net of interest expense                                    | 15,054  | 14,281  | 14,176  | 13,556  | 13,395  | 12              | 29,335   | 25,130   | 17              |
| <b>Provisions for credit losses</b>                                       |         |         |         |         |         |                 |          |          |                 |
| Card Member receivables   | 230     | 222     | 244     | 165     | 138     | 67              | 452      | 218      | #               |
| Card Member loans   | 923     | 786     | 757     | 596     | 272     | #               | 1,709    | 161      | #               |
| Other   | 45      | 47      | 26      | 17      | —       | —               | 92       | (2)      | #               |
| Total provisions for credit losses  | 1,198   | 1,055   | 1,027   | 778     | 410     | #               | 2,253    | 377      | #               |
| Total revenues net of interest expense after provisions for credit losses | 13,856  | 13,226  | 13,149  | 12,778  | 12,985  | 7               | 27,082   | 24,753   | 9               |
| <b>Expenses</b>   |         |         |         |         |         |                 |          |          |                 |
| Card Member rewards   | 3,956   | 3,766   | 3,729   | 3,571   | 3,591   | 10              | 7,722    | 6,702    | 15              |
| Business development  | 1,388   | 1,393   | 1,302   | 1,194   | 1,404   | (1)             | 2,781    | 2,447    | 14              |
| Card Member services  | 949     | 983     | 881     | 774     | 678     | 40              | 1,932    | 1,304    | 48              |
| Marketing   | 1,408   | 1,341   | 1,274   | 1,458   | 1,502   | (6)             | 2,749    | 2,726    | 1               |
| Salaries and employee benefits  | 1,875   | 2,014   | 2,034   | 1,748   | 1,816   | 3               | 3,889    | 3,470    | 12              |
| Professional services   | 467     | 440     | 601     | 500     | 501     | (7)             | 907      | 973      | (7)             |
| Data processing and equipment   | 677     | 660     | 732     | 651     | 623     | 9               | 1,337    | 1,223    | 9               |
| Other, net  | 402     | 462     | 725     | 423     | 327     | 23              | 864      | 653      | 32              |
| Total expenses  | 11,122  | 11,059  | 11,278  | 10,319  | 10,442  | 7               | 22,181   | 19,498   | 14              |
| Pretax income   | 2,734   | 2,167   | 1,871   | 2,459   | 2,543   | 8               | 4,901    | 5,255    | (7)             |
| Income tax provision  | 560     | 351     | 299     | 580     | 579     | (3)             | 911      | 1,192    | (24)            |
| Net income  | \$2,174 | \$1,816 | \$1,572 | \$1,879 | \$1,964 | 11              | \$3,990  | \$4,063  | (2)             |
| Net income attributable to common shareholders (A)                        | \$2,142 | \$1,788 | \$1,546 | \$1,851 | \$1,934 | 11              | \$3,930  | \$4,003  | (2)             |
| Effective tax rate  | 20.5 %  | 16.2 %  | 16.0 %  | 23.6 %  | 22.8 %  |                 | 18.6 %   | 22.7 %   |                 |
| <b>Earnings Per Common Share</b>  |         |         |         |         |         |                 |          |          |                 |
| <b>Basic</b>  |         |         |         |         |         |                 |          |          |                 |
| Net income attributable to common shareholders                            | \$ 2.89 | \$ 2.41 | \$ 2.08 | \$ 2.47 | \$ 2.57 | 12              | \$ 5.30  | \$ 5.30  | —               |
| Average common shares outstanding   | 740     | 743     | 745     | 748     | 752     | (2)             | 741      | 755      | (2)             |
| <b>Diluted</b>  |         |         |         |         |         |                 |          |          |                 |
| Net income attributable to common shareholders                            | \$ 2.89 | \$ 2.40 | \$ 2.07 | \$ 2.47 | \$ 2.57 | 12              | \$ 5.29  | \$ 5.30  | —               |
| Average common shares outstanding   | 741     | 744     | 746     | 749     | 753     | (2)             | 742      | 756      | (2)             |
| Cash dividends declared per common share                                  | \$ 0.60 | \$ 0.60 | \$ 0.52 | \$ 0.52 | \$ 0.52 | 15              | \$ 1.20  | \$ 1.04  | 15              |

# - Denotes a variance of 100 percent or more.

See Appendix III for footnote references

## Consolidated Balance Sheets and Related Statistical Information

(Billions, except percentages, per share amounts and where indicated)

|   | Q2'23           | Q1'23           | Q4'22           | Q3'22           | Q2'22           | YOY %<br>change |
|---|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| <b>Assets</b>                                     |                 |                 |                 |                 |                 |                 |
| Cash & cash equivalents                           | \$ 43           | \$ 41           | \$ 34           | \$ 31           | \$ 26           | 65              |
| Card Member receivables, less reserves            | 58              | 57              | 57              | 55              | 56              | 4               |
| Card Member loans, less reserves                  | 110             | 105             | 104             | 96              | 92              | 20              |
| Investment securities                             | 4               | 4               | 5               | 5               | 4               | —               |
| Other (B)   | 30              | 29              | 28              | 28              | 27              | 11              |
| <b>Total assets</b>                               | <b>\$ 245</b>   | <b>\$ 236</b>   | <b>\$ 228</b>   | <b>\$ 215</b>   | <b>\$ 205</b>   | <b>20</b>       |
| <b>Liabilities and Shareholders' Equity</b>       |                 |                 |                 |                 |                 |                 |
| Customer deposits                                 | \$ 123          | \$ 121          | \$ 110          | \$ 103          | \$ 96           | 28              |
| Short-term borrowings                             | 2               | 2               | 1               | 2               | 2               | —               |
| Long-term debt                                    | 47              | 41              | 43              | 42              | 40              | 18              |
| Other (B)   | 46              | 46              | 49              | 44              | 44              | 5               |
| <b>Total liabilities</b>                          | <b>218</b>      | <b>210</b>      | <b>203</b>      | <b>191</b>      | <b>182</b>      | <b>20</b>       |
| <b>Shareholders' Equity</b>                       | <b>27</b>       | <b>26</b>       | <b>25</b>       | <b>24</b>       | <b>23</b>       | <b>17</b>       |
| <b>Total liabilities and shareholders' equity</b> | <b>\$ 245</b>   | <b>\$ 236</b>   | <b>\$ 228</b>   | <b>\$ 215</b>   | <b>\$ 205</b>   | <b>20</b>       |
| <b>Return on average equity (C)</b>               |                 |                 |                 |                 |                 |                 |
|   | 33.0 %          | 28.7 %          | 32.3 %          | 31.9 %          | 34.4 %          |                 |
| <b>Return on average common equity (C)</b>        | <b>34.6 %</b>   | <b>30.1 %</b>   | <b>34.1 %</b>   | <b>33.6 %</b>   | <b>36.5 %</b>   |                 |
| <b>Book value per common share (dollars)</b>      | <b>\$ 34.11</b> | <b>\$ 32.84</b> | <b>\$ 31.12</b> | <b>\$ 29.92</b> | <b>\$ 28.82</b> | <b>18</b>       |

|   | Q2'23    | Q1'23    | Q4'22    | Q3'22    | Q2'22    |
|---|----------|----------|----------|----------|----------|
| <b>Shares Outstanding (in millions)</b>                         |          |          |          |          |          |
| Beginning of period   | 743      | 743      | 747      | 751      | 755      |
| Repurchase of common shares                                     | (7)      | (1)      | (4)      | (4)      | (4)      |
| Net impact of employee benefit plans and others                 | —        | 1        | —        | —        | —        |
| End of period   | 736      | 743      | 743      | 747      | 751      |
| <b>Risk-Based Capital Ratios - Basel III (\$ in billions)</b>   |          |          |          |          |          |
| Common Equity Tier 1/Risk Weighted Assets (RWA)                 | 10.6 %   | 10.6 %   | 10.3 %   | 10.6 %   | 10.3 %   |
| Tier 1  | 11.4 %   | 11.4 %   | 11.1 %   | 11.5 %   | 11.2 %   |
| Total   | 13.1 %   | 13.1 %   | 12.8 %   | 13.3 %   | 13.0 %   |
| Common Equity Tier 1  | \$ 21.8  | \$ 21.1  | \$ 20.0  | \$ 19.3  | \$ 18.5  |
| Tier 1 Capital  | \$ 23.4  | \$ 22.7  | \$ 21.6  | \$ 20.9  | \$ 20.2  |
| Tier 2 Capital  | \$ 3.4   | \$ 3.3   | \$ 3.3   | \$ 3.2   | \$ 3.2   |
| Total Capital   | \$ 26.8  | \$ 26.0  | \$ 24.9  | \$ 24.1  | \$ 23.4  |
| RWA   | \$ 205.3 | \$ 198.7 | \$ 194.4 | \$ 181.7 | \$ 179.2 |
| Tier 1 Leverage   | 9.9 %    | 10.0 %   | 9.9 %    | 10.1 %   | 10.3 %   |
| Average Total Assets to calculate the Tier 1 Leverage Ratio (D) | \$ 237.0 | \$ 226.1 | \$ 218.6 | \$ 207.6 | \$ 195.8 |

## Selected Card Related Statistical Information

(Billions, except percentages and where indicated)

|  | Q2'23    | Q1'23    | Q4'22    | Q3'22    | Q2'22    | YOY %<br>change | FY'23    | FY'22    | YOY %<br>change |
|--|----------|----------|----------|----------|----------|-----------------|----------|----------|-----------------|
| Network volumes (E)                                      | \$ 426.6 | \$ 398.9 | \$ 413.3 | \$ 394.4 | \$ 394.8 | 8               | \$ 825.5 | \$ 745.1 | 11              |
| Billed business (E)                                      | \$ 368.1 | \$ 345.5 | \$ 357.4 | \$ 339.0 | \$ 340.9 | 8               | \$ 713.6 | \$ 641.9 | 11              |
| Processed volumes (E)                                    | \$ 58.5  | \$ 53.4  | \$ 55.9  | \$ 55.4  | \$ 53.9  | 9               | \$ 111.9 | \$ 103.2 | 8               |
| Card Member loans  | \$ 114.6 | \$ 109.1 | \$ 108.0 | \$ 99.0  | \$ 95.4  | 20              | \$ 114.6 | \$ 95.4  | 20              |
| Cards-in-force (millions) (F)                            | 137.9    | 135.7    | 133.3    | 131.4    | 127.5    | 8               | 137.9    | 127.5    | 8               |
| Proprietary cards-in-force                               | 79.3     | 78.0     | 76.7     | 75.6     | 74.2     | 7               | 79.3     | 74.2     | 7               |
| Basic cards-in-force (millions) (F)                      | 116.0    | 113.7    | 111.5    | 109.9    | 106.1    | 9               | 116.0    | 106.1    | 9               |
| Proprietary basic cards-in-force                         | 61.0     | 60.1     | 59.1     | 58.2     | 56.9     | 7               | 61.0     | 56.9     | 7               |
| Average proprietary basic Card Member spending (dollars) | \$ 6,075 | \$ 5,792 | \$ 6,087 | \$ 5,886 | \$ 6,052 | —               | \$11,869 | \$11,512 | 3               |
| Average fee per card (dollars) (G)                       | \$ 91    | \$ 88    | \$ 85    | \$ 82    | \$ 81    | 12              | \$ 90    | \$ 80    | 13              |

## Network Volumes Related Growth

|   | YOY % change |       |       |       |       |                 |       |       |       |       |          |                 |
|---|--------------|-------|-------|-------|-------|-----------------|-------|-------|-------|-------|----------|-----------------|
|   | Reported     |       |       |       |       | FX-Adjusted (H) |       |       |       |       | Reported | FX-Adjusted (H) |
|   | Q2'23        | Q1'23 | Q4'22 | Q3'22 | Q2'22 | Q2'23           | Q1'23 | Q4'22 | Q3'22 | Q2'22 | FY'23    | FY'23           |
| Network volumes (E)   | 8%           | 14%   | 12%   | 19%   | 25%   | 9%              | 16%   | 16%   | 23%   | 28%   | 11%      | 12%             |
| Billed business (E)   | 8            | 15    | 13    | 21    | 27    | 8               | 16    | 15    | 24    | 30    | 11       | 12              |
| U.S. Consumer Services  | 10           | 16    | 15    | 22    | 27    | n/a             | n/a   | n/a   | n/a   | n/a   | 13       | n/a             |
| Commercial Services   | 2            | 10    | 11    | 20    | 27    | 2               | 10    | 11    | 20    | 27    | 6        | 6               |
| International Card Services   | 15           | 21    | 14    | 21    | 29    | 17              | 29    | 26    | 37    | 43    | 18       | 23              |
| Processed volumes (E)   | 9            | 8     | 8     | 10    | 12    | 13              | 15    | 17    | 19    | 19    | 8        | 14              |
|   |              |       |       |       |       |                 |       |       |       |       |          |                 |
| <u>Merchant industry billed business</u>                              |              |       |       |       |       |                 |       |       |       |       |          |                 |
| Goods & Services (G&S) spend (73% of Q2'23 worldwide billed business) | 6            | 8     | 7     | 13    | 15    | 6               | 9     | 10    | 16    | 18    | 7        | 8               |
| T&E spend (27% of Q2'23 worldwide billed business)                    | 14           | 37    | 34    | 52    | 80    | 14              | 39    | 38    | 57    | 84    | 24       | 25              |
| Airline spend (7% of Q2'23 worldwide billed business)                 | 12           | 57    | 62    | 110   | 142   | 12              | 60    | 67    | 118   | 148   | 31       | 33              |

## Selected Credit Related Statistical Information

## Card Member Loans and Card Member Receivables

(Billions, except percentages and where indicated)

|  | Q2'23   | Q1'23   | Q4'22   | Q3'22   | Q2'22   | YOY %<br>change | FY'23   | FY'22   | YOY %<br>change |
|--|---------|---------|---------|---------|---------|-----------------|---------|---------|-----------------|
| <b>Card Member loans and receivables</b>                     |         |         |         |         |         |                 |         |         |                 |
| Net write-off rate (principal, interest and fees) (J)        | 2.0 %   | 1.7 %   | 1.3 %   | 1.0 %   | 0.9 %   |                 | 1.9 %   | 0.9 %   |                 |
| Net write-off rate (principal only) (J)(L)                   | 1.8 %   | 1.6 %   | 1.2 %   | 0.9 %   | 0.8 %   |                 | 1.7 %   | 0.8 %   |                 |
| 30+ days past due as a % of total (L)                        | 1.2 %   | 1.2 %   | 1.1 %   | 0.9 %   | 0.7 %   |                 | 1.2 %   | 0.7 %   |                 |
| <b>Card Member loans</b>                                     |         |         |         |         |         |                 |         |         |                 |
| Total Card Member loans                                      | \$114.6 | \$109.1 | \$108.0 | \$ 99.0 | \$ 95.4 | 20              | \$114.6 | \$ 95.4 | 20              |
| Credit loss reserves (millions)                              |         |         |         |         |         |                 |         |         |                 |
| Beginning balance  | \$4,053 | \$3,747 | \$3,319 | \$2,997 | \$2,981 | 36              | \$3,747 | \$3,305 | 13              |
| Provisions - principal, interest and fees                    | 923     | 786     | 757     | 596     | 272     | #               | 1,709   | 161     | #               |
| Net write-offs - principal less recoveries                   | (490)   | (397)   | (277)   | (203)   | (192)   | #               | (887)   | (357)   | #               |
| Net write-offs - interest and fees less recoveries           | (107)   | (89)    | (68)    | (56)    | (55)    | 95              | (196)   | (105)   | 87              |
| Other (I)  | 11      | 6       | 16      | (15)    | (9)     | #               | 17      | (7)     | #               |
| Ending balance   | \$4,390 | \$4,053 | \$3,747 | \$3,319 | \$2,997 | 46              | \$4,390 | \$2,997 | 46              |
| % of loans   | 3.8 %   | 3.7 %   | 3.5 %   | 3.4 %   | 3.1 %   |                 | 3.8 %   | 3.1 %   |                 |
| % of past due  | 336 %   | 330 %   | 348 %   | 393 %   | 441 %   |                 | 336 %   | 441 %   |                 |
| Average loans  | \$112.4 | \$107.7 | \$103.9 | \$ 97.7 | \$ 92.4 | 22              | \$110.2 | \$ 89.7 | 23              |
| Net write-off rate (principal, interest and fees) (J) (L)    | 2.1 %   | 1.8 %   | 1.3 %   | 1.1 %   | 1.1 %   |                 | 2.0 %   | 1.0 %   |                 |
| Net write-off rate (principal only) (J) (L)                  | 1.7 %   | 1.5 %   | 1.1 %   | 0.8 %   | 0.8 %   |                 | 1.6 %   | 0.8 %   |                 |
| 30+ days past due as a % of total (L)                        | 1.1 %   | 1.1 %   | 1.0 %   | 0.9 %   | 0.7 %   |                 | 1.1 %   | 0.7 %   |                 |
| Net interest income divided by average Card Member loans (K) |         |         |         |         |         |                 |         |         |                 |
|  | 11.1 %  | 11.2 %  | 10.5 %  | 10.5 %  | 10.2 %  |                 | 11.1 %  | 10.2 %  |                 |
| Net interest yield on average Card Member loans (K)          |         |         |         |         |         |                 |         |         |                 |
|  | 11.2 %  | 11.3 %  | 10.8 %  | 10.8 %  | 10.4 %  |                 | 11.2 %  | 10.5 %  |                 |
| <b>Card Member receivables</b>                               |         |         |         |         |         |                 |         |         |                 |
| Total Card Member receivables                                | \$ 58.2 | \$ 57.5 | \$ 57.6 | \$ 55.3 | \$ 56.0 | 4               | \$ 58.2 | \$ 56.0 | 4               |
| Credit loss reserves (millions)                              |         |         |         |         |         |                 |         |         |                 |
| Beginning balance  | \$ 223  | \$ 229  | \$ 159  | \$ 119  | \$ 76   | #               | \$ 229  | \$ 64   | #               |
| Provisions - principal and fees                              | 230     | 222     | 244     | 165     | 138     | 67              | 452     | 218     | #               |
| Net write-offs - principal and fees less recoveries          | (243)   | (230)   | (178)   | (122)   | (95)    | #               | (473)   | (162)   | #               |
| Other (I)  | —       | 2       | 4       | (3)     | —       | —               | 2       | (1)     | #               |
| Ending balance   | \$ 210  | \$ 223  | \$ 229  | \$ 159  | \$ 119  | 76              | \$ 210  | \$ 119  | 76              |
| % of receivables   | 0.4 %   | 0.4 %   | 0.4 %   | 0.3 %   | 0.2 %   |                 | 0.4 %   | 0.2 %   |                 |
| Net write-off rate (principal and fees) (J)                  | 1.7 %   | 1.6 %   | 1.3 %   | 0.9 %   | 0.7 %   |                 | 1.6 %   | 0.6 %   |                 |
| Net write-off rate (principal only) (J)(L)                   | 1.9 %   | 1.9 %   | 1.4 %   | 1.0 %   | 0.8 %   |                 | 1.9 %   | 0.7 %   |                 |
| 30+ days past due as a % of total (L)                        | 1.2 %   | 1.4 %   | 1.3 %   | 1.1 %   | 0.8 %   |                 | 1.2 %   | 0.8 %   |                 |

# - Denotes a variance of 100 percent or more.

## Selected Credit Related Statistical Information

## Other Loans and Other Receivables

(Billions, except percentages and where indicated)

|  | Q2'23  | Q1'23  | Q4'22  | Q3'22  | Q2'22  | YOY %<br>change | FY'23  | FY'22  | YOY %<br>change |
|--|--------|--------|--------|--------|--------|-----------------|--------|--------|-----------------|
| <b>Other loans (B)</b>                 |        |        |        |        |        |                 |        |        |                 |
| Total other loans                      | \$ 6.3 | \$ 5.9 | \$ 5.4 | \$ 4.8 | \$ 4.0 | 58              | \$ 6.3 | \$ 4.0 | 58              |
| <b>Credit loss reserves (millions)</b> |        |        |        |        |        |                 |        |        |                 |
| Beginning balance                      | \$ 83  | \$ 59  | \$ 46  | \$ 38  | \$ 48  | 73              | \$ 59  | \$ 52  | 13              |
| Provisions                             | 43     | 40     | 23     | 14     | (6)    | #               | 83     | (8)    | #               |
| Net write-offs                         | (28)   | (16)   | (10)   | (6)    | (4)    | #               | (44)   | (6)    | #               |
| Other (I)                              | —      | —      | —      | —      | —      | —               | —      | —      | —               |
| Ending balance                         | \$ 98  | \$ 83  | \$ 59  | \$ 46  | \$ 38  | #               | \$ 98  | \$ 38  | #               |
| % of other loans                       | 1.6 %  | 1.4 %  | 1.1 %  | 1.0 %  | 1.0 %  |                 | 1.6 %  | 1.0 %  |                 |
| <b>Other receivables (B)</b>           |        |        |        |        |        |                 |        |        |                 |
| Total other receivables                | \$ 3.1 | \$ 3.0 | \$ 3.1 | \$ 3.0 | \$ 3.0 | 3               | \$ 3.1 | \$ 3.0 | 3               |
| <b>Credit loss reserves (millions)</b> |        |        |        |        |        |                 |        |        |                 |
| Beginning balance                      | \$ 25  | \$ 22  | \$ 22  | \$ 23  | \$ 22  | 14              | \$ 22  | \$ 25  | (12)            |
| Provisions                             | 2      | 7      | 3      | 3      | 6      | (67)            | 9      | 6      | 50              |
| Net write-offs                         | (3)    | (3)    | (2)    | (4)    | (6)    | (50)            | (6)    | (9)    | (33)            |
| Other (I)                              | —      | (1)    | (1)    | —      | 1      | #               | (1)    | 1      | #               |
| Ending balance                         | \$ 24  | \$ 25  | \$ 22  | \$ 22  | \$ 23  | 4               | \$ 24  | \$ 23  | 4               |
| % of other receivables                 | 0.8 %  | 0.8 %  | 0.7 %  | 0.7 %  | 0.8 %  |                 | 0.8 %  | 0.8 %  |                 |

# - Denotes a variance of 100 percent or more.

## Selected Income Statement Information by Segment

(Millions)

|   | U.S. Consumer<br>Services<br>(USCS) | Commercial<br>Services<br>(CS) | International<br>Card<br>Services<br>(ICS) | Global<br>Merchant and<br>Network<br>Services<br>(GMNS) | Corporate<br>and Other | Consolidated |
|---|-------------------------------------|--------------------------------|--|---|------------------------|--------------|
| <b>Q2'23</b>  |                                     |                                |  |   |                        |              |
| Non-interest revenues   | \$ 4,643                            | \$ 3,301                       | \$ 2,349                                   | \$ 1,675  | \$ (19)                | \$ 11,949    |
| Interest income   | 2,934                               | 792                            | 497  | 14  | 538                    | 4,775        |
| Interest expense  | 647                                 | 364                            | 261  | (174)   | 572                    | 1,670        |
| Total revenues net of interest expense                                    | 6,930                               | 3,729                          | 2,585                                      | 1,863   | (53)                   | 15,054       |
| Total provisions for credit losses  | 659                                 | 339                            | 198  | 1   | 1                      | 1,198        |
| Total revenues net of interest expense after provisions for credit losses | 6,271                               | 3,390                          | 2,387                                      | 1,862   | (54)                   | 13,856       |
| Total expenses  | 5,021                               | 2,677                          | 2,134                                      | 899   | 391                    | 11,122       |
| Pretax income (loss)  | \$ 1,250                            | \$ 713                         | \$ 253                                     | \$ 963  | \$ (445)               | \$ 2,734     |
| <b>Q2'22</b>  |                                     |                                |  |   |                        |              |
| Non-interest revenues   | \$ 4,154                            | \$ 3,122                       | \$ 2,140                                   | \$ 1,568  | \$ 51                  | \$ 11,035    |
| Interest income   | 1,893                               | 468                            | 347  | 5   | 86                     | 2,799        |
| Interest expense  | 136                                 | 121                            | 144  | (61)  | 99                     | 439          |
| Total revenues net of interest expense                                    | 5,911                               | 3,469                          | 2,343                                      | 1,634   | 38                     | 13,395       |
| Total provisions for credit losses  | 192                                 | 97                             | 116  | 2   | 3                      | 410          |
| Total revenues net of interest expense after provisions for credit losses | 5,719                               | 3,372                          | 2,227                                      | 1,632   | 35                     | 12,985       |
| Total expenses  | 4,446                               | 2,594                          | 2,044                                      | 830   | 528                    | 10,442       |
| Pretax income (loss)  | \$ 1,273                            | \$ 778                         | \$ 183                                     | \$ 802  | \$ (493)               | \$ 2,543     |
| <b>YOY % change</b>   |                                     |                                |  |   |                        |              |
| Non-interest revenues   | 12                                  | 6                              | 10   | 7   | #                      | 8            |
| Interest income   | 55                                  | 69                             | 43   | #   | #                      | 71           |
| Interest expense  | #                                   | #                              | 81   | #   | #                      | #            |
| Total revenues net of interest expense                                    | 17                                  | 7                              | 10   | 14  | #                      | 12           |
| Total provisions for credit losses  | #                                   | #                              | 71   | (50)  | (67)                   | #            |
| Total revenues net of interest expense after provisions for credit losses | 10                                  | 1                              | 7  | 14  | #                      | 7            |
| Total expenses  | 13                                  | 3                              | 4  | 8   | (26)                   | 7            |
| Pretax income (loss)  | (2)                                 | (8)                            | 38   | 20  | 10                     | 8            |

# - Denotes a variance of 100 percent or more.



## Selected Income Statement and Statistical Information

(Millions, except percentages)

|   | Q2'23   | Q1'23   | Q4'22   | Q3'22   | Q2'22   | YOY %<br>change | FY'23   | FY'22   | YOY %<br>change |
|---|---------|---------|---------|---------|---------|-----------------|---------|---------|-----------------|
| Non-interest revenues   | \$4,643 | \$4,359 | \$4,416 | \$4,233 | \$4,154 | 12              | \$9,002 | \$7,791 | 16              |
| Interest income   | 2,934   | 2,775   | 2,577   | 2,251   | 1,893   | 55              | 5,709   | 3,629   | 57              |
| Interest expense  | 647     | 551     | 470     | 274     | 136     | #               | 1,198   | 239     | #               |
| Net interest income   | 2,287   | 2,224   | 2,107   | 1,977   | 1,757   | 30              | 4,511   | 3,390   | 33              |
| Total revenues net of interest expense                                    | 6,930   | 6,583   | 6,523   | 6,210   | 5,911   | 17              | 13,513  | 11,181  | 21              |
| Total provisions for credit losses  | 659     | 584     | 542     | 403     | 192     | #               | 1,243   | 76      | #               |
| Total revenues net of interest expense after provisions for credit losses | 6,271   | 5,999   | 5,981   | 5,807   | 5,719   | 10              | 12,270  | 11,105  | 10              |
| Total expenses  | 5,021   | 4,869   | 4,695   | 4,498   | 4,446   | 13              | 9,890   | 8,300   | 19              |
| Pretax segment income   | \$1,250 | \$1,130 | \$1,286 | \$1,309 | \$1,273 | (2)             | \$2,380 | \$2,805 | (15)            |

(Billions, except percentages and where indicated)

|  |         |         |         |         |         |    |          |         |    |
|--|---------|---------|---------|---------|---------|----|----------|---------|----|
| Billed business (E)                                      | \$155.4 | \$142.3 | \$148.9 | \$140.3 | \$141.1 | 10 | \$297.6  | \$263.7 | 13 |
| Proprietary cards-in-force (millions) (F)                | 43.2    | 42.4    | 41.7    | 41.2    | 40.3    | 7  | 43.2     | 40.3    | 7  |
| Proprietary basic cards-in-force (millions) (F)          | 30.2    | 29.7    | 29.2    | 28.9    | 28.3    | 7  | 30.2     | 28.3    | 7  |
| Average proprietary basic Card Member spending (dollars) | \$5,181 | \$4,822 | \$5,116 | \$4,908 | \$5,028 | 3  | \$10,005 | \$9,480 | 6  |
| Segment assets   | \$ 94.9 | \$ 90.6 | \$ 94.4 | \$ 84.8 | \$ 82.4 | 15 | \$ 94.9  | \$ 82.4 | 15 |

Card Member loans

|  |         |         |         |         |         |    |         |         |    |
|--|---------|---------|---------|---------|---------|----|---------|---------|----|
| Total loans  | \$ 75.6 | \$ 72.0 | \$ 72.7 | \$ 66.3 | \$ 63.7 | 19 | \$ 75.6 | \$ 63.7 | 19 |
| Average loans  | \$ 74.2 | \$ 71.6 | \$ 69.4 | \$ 65.3 | \$ 61.6 | 20 | \$ 73.1 | \$ 60.0 | 22 |
| Net write-off rate (principal, interest and fees) (J)        | 2.1 %   | 1.9 %   | 1.3 %   | 1.1 %   | 1.1 %   |    | 2.0 %   | 1.1 %   |    |
| Net write-off rate (principal only) (J)                      | 1.7 %   | 1.5 %   | 1.1 %   | 0.8 %   | 0.8 %   |    | 1.6 %   | 0.8 %   |    |
| 30+ days past due as a % of total                            | 1.1 %   | 1.1 %   | 1.0 %   | 0.9 %   | 0.7 %   |    | 1.1 %   | 0.7 %   |    |
| Net interest income divided by average Card Member loans (K) | 12.4 %  | 12.6 %  | 12.0 %  | 12.0 %  | 11.4 %  |    | 12.4 %  | 11.4 %  |    |
| Net interest yield on average Card Member loans (K)          | 12.1 %  | 12.3 %  | 11.9 %  | 11.9 %  | 11.3 %  |    | 12.2 %  | 11.3 %  |    |

Card Member receivables

|   |         |         |         |         |         |     |         |         |     |
|---|---------|---------|---------|---------|---------|-----|---------|---------|-----|
| Total receivables                           | \$ 13.7 | \$ 13.3 | \$ 14.3 | \$ 13.2 | \$ 13.8 | (1) | \$ 13.7 | \$ 13.8 | (1) |
| Net write-off rate (principal and fees) (J) | 1.3 %   | 1.3 %   | 1.0 %   | 0.6 %   | 0.5 %   |     | 1.3 %   | 0.4 %   |     |
| Net write-off rate (principal only) (J)     | 1.2 %   | 1.2 %   | 0.9 %   | 0.6 %   | 0.5 %   |     | 1.2 %   | 0.4 %   |     |
| 30+ days past due as a % of total           | 0.8 %   | 1.0 %   | 0.9 %   | 0.9 %   | 0.6 %   |     | 0.8 %   | 0.6 %   |     |

# - Denotes a variance of 100 percent or more.

## Commercial Services

(Preliminary)

## Selected Income Statement and Statistical Information

(Millions, except percentages)

|   | Q2'23   | Q1'23   | Q4'22   | Q3'22   | Q2'22   | YOY %<br>change | FY'23   | FY'22   | YOY %<br>change |
|---|---------|---------|---------|---------|---------|-----------------|---------|---------|-----------------|
| Non-interest revenues   | \$3,301 | \$3,107 | \$3,210 | \$3,145 | \$3,122 | 6               | \$6,408 | \$5,841 | 10              |
| Interest income   | 792     | 706     | 635     | 552     | 468     | 69              | 1,498   | 883     | 70              |
| Interest expense  | 364     | 321     | 288     | 201     | 121     | #               | 685     | 208     | #               |
| Net interest income   | 428     | 385     | 347     | 351     | 347     | 23              | 813     | 675     | 20              |
| Total revenues net of interest expense                                    | 3,729   | 3,492   | 3,557   | 3,496   | 3,469   | 7               | 7,221   | 6,516   | 11              |
| Total provisions for credit losses  | 339     | 283     | 271     | 196     | 97      | #               | 622     | 98      | #               |
| Total revenues net of interest expense after provisions for credit losses | 3,390   | 3,209   | 3,286   | 3,300   | 3,372   | 1               | 6,599   | 6,418   | 3               |
| Total expenses  | 2,677   | 2,579   | 2,739   | 2,526   | 2,594   | 3               | 5,256   | 4,859   | 8               |
| Pretax segment income (loss)  | \$ 713  | \$ 630  | \$ 547  | \$ 774  | \$ 778  | (8)             | \$1,343 | \$1,559 | (14)            |

(Billions, except percentages and where indicated)

|  |         |         |         |         |         |     |          |          |     |
|--|---------|---------|---------|---------|---------|-----|----------|----------|-----|
| Billed business (E)                                      | \$130.2 | \$125.0 | \$130.5 | \$127.6 | \$127.9 | 2   | \$255.2  | \$241.5  | 6   |
| Proprietary cards-in-force (millions) (F)                | 15.4    | 15.2    | 14.9    | 14.6    | 14.2    | 8   | 15.4     | 14.2     | 8   |
| Average proprietary basic Card Member spending (dollars) | \$8,490 | \$8,283 | \$8,816 | \$8,848 | \$9,146 | (7) | \$16,775 | \$17,526 | (4) |
| Segment assets   | \$ 54.3 | \$ 53.8 | \$ 51.4 | \$ 51.3 | \$ 49.4 | 10  | \$ 54.3  | \$ 49.4  | 10  |

Card Member loans

|   |         |         |         |         |         |    |         |         |    |
|---|---------|---------|---------|---------|---------|----|---------|---------|----|
| Total loans   | \$ 23.8 | \$ 23.1 | \$ 21.4 | \$ 20.7 | \$ 19.4 | 23 | \$ 23.8 | \$ 19.4 | 23 |
| Average loans   | \$ 23.5 | \$ 22.1 | \$ 21.2 | \$ 20.1 | \$ 18.8 | 25 | \$ 22.8 | \$ 17.9 | 27 |
| Net write-off rate (principal, interest and fees) (J) | 1.9 %   | 1.4 %   | 1.1 %   | 0.8 %   | 0.8 %   |    | 1.7 %   | 0.7 %   |    |
| Net write-off rate (principal only) (J)               | 1.6 %   | 1.2 %   | 0.9 %   | 0.7 %   | 0.6 %   |    | 1.4 %   | 0.6 %   |    |
| 30+ days past due as a % of total                     | 1.2 %   | 1.1 %   | 0.9 %   | 0.7 %   | 0.6 %   |    | 1.2 %   | 0.6 %   |    |

|  |       |       |       |       |       |  |       |       |  |
|--|-------|-------|-------|-------|-------|--|-------|-------|--|
| Net interest income divided by average Card Member loans (K) | 7.3 % | 7.1 % | 6.5 % | 6.9 % | 7.4 % |  | 7.2 % | 7.6 % |  |
| Net interest yield on average Card Member loans (K)          | 9.6 % | 9.4 % | 8.9 % | 8.9 % | 8.8 % |  | 9.5 % | 8.9 % |  |

Card Member receivables

|  |         |         |         |         |         |   |         |         |   |
|--|---------|---------|---------|---------|---------|---|---------|---------|---|
| Total receivables  | \$ 27.2 | \$ 27.5 | \$ 26.9 | \$ 27.6 | \$ 27.1 | — | \$ 27.2 | \$ 27.1 | — |
| Net write-off rate (principal and fees) (J)              | 1.5 %   | 1.5 %   | 1.1 %   | 0.7 %   | 0.6 %   |   | 1.5 %   | 0.5 %   |   |
| Net write-off rate (principal only) - small business (J) | 2.1 %   | 2.1 %   | 1.5 %   | 0.9 %   | 0.7 %   |   | 2.1 %   | 0.6 %   |   |
| 30+ days past due as a % of total - small business       | 1.7 %   | 1.8 %   | 1.6 %   | 1.4 %   | 0.9 %   |   | 1.7 %   | 0.9 %   |   |
| 90+ days past billing as a % of total - corporate        | 0.5 %   | 0.5 %   | 0.6 %   | 0.6 %   | 0.4 %   |   | 0.5 %   | 0.4 %   |   |

# - Denotes a variance of 100 percent or more.

See Appendix III for footnote references

## International Card Services

(Preliminary)

## Selected Income Statement and Statistical Information

(Millions, except percentages)

|   | Q2'23   | Q1'23   | Q4'22   | Q3'22   | Q2'22   | YOY %<br>change | FY'23   | FY'22   | YOY %<br>change |
|---|---------|---------|---------|---------|---------|-----------------|---------|---------|-----------------|
| Non-interest revenues   | \$2,349 | \$2,267 | \$2,197 | \$2,066 | \$2,140 | 10              | \$4,616 | \$3,999 | 15              |
| Interest income   | 497     | 467     | 418     | 364     | 347     | 43              | 964     | 671     | 44              |
| Interest expense  | 261     | 224     | 209     | 178     | 144     | 81              | 485     | 267     | 82              |
| Net interest income   | 236     | 243     | 209     | 186     | 203     | 16              | 479     | 404     | 19              |
| Total revenues net of interest expense                                    | 2,585   | 2,510   | 2,406   | 2,252   | 2,343   | 10              | 5,095   | 4,403   | 16              |
| Total provisions for credit losses  | 198     | 181     | 210     | 176     | 116     | 71              | 379     | 198     | 91              |
| Total revenues net of interest expense after provisions for credit losses | 2,387   | 2,329   | 2,196   | 2,076   | 2,227   | 7               | 4,716   | 4,205   | 12              |
| Total expenses  | 2,134   | 2,140   | 2,211   | 1,910   | 2,044   | 4               | 4,274   | 3,778   | 13              |
| Pretax segment income   | \$ 253  | \$ 189  | \$ (15) | \$ 166  | \$ 183  | 38              | \$ 442  | \$ 427  | 4               |

(Billions, except percentages and where indicated)

|  |         |         |         |         |         |    |          |         |    |
|--|---------|---------|---------|---------|---------|----|----------|---------|----|
| Billed business (E)                                      | \$ 81.8 | \$ 76.9 | \$ 77.1 | \$ 70.2 | \$ 71.0 | 15 | \$158.7  | \$134.2 | 18 |
| Proprietary cards-in-force (millions) (F)                | 20.7    | 20.4    | 20.1    | 19.8    | 19.6    | 6  | 20.7     | 19.6    | 6  |
| Proprietary basic cards-in-force (millions) (F)          | 15.4    | 15.2    | 14.9    | 14.7    | 14.4    | 7  | 15.4     | 14.4    | 7  |
| Average proprietary basic Card Member spending (dollars) | \$5,360 | \$5,110 | \$5,207 | \$4,824 | \$4,967 | 8  | \$10,473 | \$9,476 | 11 |
| Segment assets   | \$ 38.2 | \$ 36.3 | \$ 36.9 | \$ 32.9 | \$ 33.7 | 13 | \$ 38.2  | \$ 33.7 | 13 |

Card Member loans - consumer and small business

|  |         |         |         |         |         |    |         |         |    |
|--|---------|---------|---------|---------|---------|----|---------|---------|----|
| Total loans  | \$ 15.2 | \$ 14.0 | \$ 13.8 | \$ 12.0 | \$ 12.3 | 24 | \$ 15.2 | \$ 12.3 | 24 |
| Average loans  | \$ 14.7 | \$ 13.9 | \$ 13.2 | \$ 12.3 | \$ 12.0 | 23 | \$ 14.4 | \$ 11.8 | 22 |
| Net write-off rate (principal, interest and fees) (J)        | 2.8 %   | 2.1 %   | 1.7 %   | 1.4 %   | 1.3 %   |    | 2.5 %   | 1.3 %   |    |
| Net write-off rate (principal only) (J)                      | 2.4 %   | 1.8 %   | 1.4 %   | 1.2 %   | 1.1 %   |    | 2.1 %   | 1.0 %   |    |
| 30+ days past due as a % of total                            | 1.3 %   | 1.4 %   | 1.2 %   | 1.0 %   | 0.9 %   |    | 1.3 %   | 0.9 %   |    |
| Net interest income divided by average Card Member loans (K) | 6.4 %   | 7.0 %   | 6.3 %   | 6.0 %   | 6.7 %   |    | 6.7 %   | 6.9 %   |    |
| Net interest yield on average Card Member loans (K)          | 9.0 %   | 9.2 %   | 8.4 %   | 8.0 %   | 8.6 %   |    | 9.1 %   | 8.7 %   |    |

Card Member receivables

|   |         |         |         |         |         |    |         |         |    |
|---|---------|---------|---------|---------|---------|----|---------|---------|----|
| Total receivables   | \$ 17.3 | \$ 16.7 | \$ 16.4 | \$ 14.5 | \$ 15.1 | 15 | \$ 17.3 | \$ 15.1 | 15 |
| Net write-off rate (principal and fees) (J)                           | 2.3 %   | 2.1 %   | 1.7 %   | 1.4 %   | 1.1 %   |    | 2.2 %   | 1.0 %   |    |
| Net write-off rate (principal only) - consumer and small business (J) | 2.5 %   | 2.4 %   | 1.9 %   | 1.6 %   | 1.2 %   |    | 2.4 %   | 1.1 %   |    |
| 30+ days past due as a % of total - consumer and small business       | 1.2 %   | 1.3 %   | 1.3 %   | 1.2 %   | 1.0 %   |    | 1.2 %   | 1.0 %   |    |
| 90+ days past billing as a % of total - corporate                     | 0.5 %   | 0.4 %   | 0.5 %   | 0.5 %   | 0.5 %   |    | 0.5 %   | 0.5 %   |    |

See Appendix III for footnote references

## Global Merchant and Network Services

(Preliminary)

## Selected Income Statement and Statistical Information

(Millions, except percentages)

|   | Q2'23    | Q1'23    | Q4'22    | Q3'22    | Q2'22    | YOY %<br>change | FY'23    | FY'22    | YOY %<br>change |
|---|----------|----------|----------|----------|----------|-----------------|----------|----------|-----------------|
| Non-interest revenues   | \$ 1,675 | \$ 1,596 | \$ 1,621 | \$ 1,562 | \$ 1,568 | 7               | \$ 3,271 | \$ 2,940 | 11              |
| Interest income   | 14       | 14       | 10       | 6        | 5        | #               | 28       | 7        | #               |
| Interest expense  | (174)    | (131)    | (127)    | (97)     | (61)     | #               | (305)    | (105)    | #               |
| Net interest income   | 188      | 145      | 137      | 103      | 66       | #               | 333      | 112      | #               |
| Total revenues net of interest expense                                    | 1,863    | 1,741    | 1,758    | 1,665    | 1,634    | 14              | 3,604    | 3,052    | 18              |
| Total provisions for credit losses  | 1        | 6        | 1        | 3        | 2        | (50)            | 7        | 3        | #               |
| Total revenues net of interest expense after provisions for credit losses | 1,862    | 1,735    | 1,757    | 1,662    | 1,632    | 14              | 3,597    | 3,049    | 18              |
| Total expenses  | 899      | 850      | 1,066    | 870      | 830      | 8               | 1,749    | 1,578    | 11              |
| Pretax segment income   | \$ 963   | \$ 885   | \$ 691   | \$ 792   | \$ 802   | 20              | \$ 1,848 | \$ 1,471 | 26              |

(Billions)

|                           |          |          |          |          |          |   |          |          |    |
|---------------------------|----------|----------|----------|----------|----------|---|----------|----------|----|
| Total network volumes (E) | \$ 426.6 | \$ 398.9 | \$ 413.3 | \$ 394.4 | \$ 394.8 | 8 | \$ 825.5 | \$ 745.1 | 11 |
| Segment assets            | \$ 17.0  | \$ 17.1  | \$ 20.0  | \$ 15.4  | \$ 16.0  | 6 | \$ 17.0  | \$ 16.0  | 6  |

# - Denotes a variance of 100 percent or more.

See Appendix III for footnote references

## Appendix I

## Components of Return on Average Equity (ROE) and Return on Average Common Equity (ROCE)

(Millions, except percentages)

|  | Q2'23     | Q1'23     | Q4'22     | Q3'22     | Q2'22     |
|--|-----------|-----------|-----------|-----------|-----------|
| <b>ROE</b>   |           |           |           |           |           |
| Annualized Net income                                      | \$ 8,696  | \$ 7,264  | \$ 7,514  | \$ 7,516  | \$ 7,856  |
| Average shareholders' equity                               | \$ 26,347 | \$ 25,352 | \$ 23,289 | \$ 23,587 | \$ 22,809 |
| Return on average equity (C)                               | 33.0 %    | 28.7 %    | 32.3 %    | 31.9 %    | 34.4 %    |
| <b>Reconciliation of ROCE</b>                              |           |           |           |           |           |
| Annualized Net income                                      | \$ 8,696  | \$ 7,264  | \$ 7,514  | \$ 7,516  | \$ 7,856  |
| Preferred share dividends and equity related adjustments   | 58        | 57        | 57        | 58        | 58        |
| Earnings allocated to participating share awards and other | 69        | 55        | 57        | 57        | 60        |
| Net income attributable to common shareholders             | \$ 8,569  | \$ 7,152  | \$ 7,400  | \$ 7,401  | \$ 7,738  |
| Average shareholders' equity                               | \$ 26,347 | \$ 25,352 | \$ 23,289 | \$ 23,587 | \$ 22,809 |
| Average preferred shares                                   | 1,584     | 1,584     | 1,584     | 1,584     | 1,584     |
| Average common shareholders' equity                        | \$ 24,763 | \$ 23,768 | \$ 21,705 | \$ 22,003 | \$ 21,225 |
| Return on average common equity (C)                        | 34.6 %    | 30.1 %    | 34.1 %    | 33.6 %    | 36.5 %    |

## Appendix II

## Net Interest Yield on Average Card Member Loans

(Millions, except percentages and where indicated)

|   | Q2'23    | Q1'23    | Q4'22    | Q3'22    | Q2'22    | FY'23    | FY'22    |
|---|----------|----------|----------|----------|----------|----------|----------|
| <b>Consolidated</b>   |          |          |          |          |          |          |          |
| Net interest income   | \$ 3,105 | \$ 2,983 | \$ 2,758 | \$ 2,578 | \$ 2,360 | \$6,088  | \$4,559  |
| <i>Exclude:</i>   |          |          |          |          |          |          |          |
| Interest expense not attributable to our Card Member loan portfolio (M) | 728      | 624      | 525      | 374      | 211      | 1,352    | 369      |
| Interest income not attributable to our Card Member loan portfolio (N)  | (703)    | (602)    | (451)    | (300)    | (167)    | (1,305)  | (272)    |
| Adjusted net interest income (K)  | \$3,130  | \$3,005  | \$2,832  | \$2,652  | \$2,404  | \$6,135  | \$4,656  |
| Average Card Member loans (billions)                                    | \$ 112.4 | \$ 107.7 | \$ 103.9 | \$ 97.7  | \$ 92.4  | \$ 110.2 | \$ 89.7  |
| Net interest income divided by average Card Member loans (K)            | 11.1%    | 11.2%    | 10.5%    | 10.5%    | 10.2%    | 11.1%    | 10.2%    |
| Net interest yield on average Card Member loans (K)                     | 11.2%    | 11.3%    | 10.8%    | 10.8%    | 10.4%    | 11.2%    | 10.5%    |
| <b>U.S. Consumer Services</b>   |          |          |          |          |          |          |          |
| Net interest income   | \$ 2,287 | \$ 2,224 | \$ 2,107 | \$ 1,977 | \$ 1,757 | \$ 4,511 | \$ 3,390 |
| <i>Exclude:</i>   |          |          |          |          |          |          |          |
| Interest expense not attributable to our Card Member loan portfolio (M) | 44       | 36       | 45       | 34       | 26       | 80       | 60       |
| Interest income not attributable to our Card Member loan portfolio (N)  | (91)     | (82)     | (73)     | (61)     | (52)     | (173)    | (94)     |
| Adjusted net interest income (K)  | \$ 2,240 | \$ 2,178 | \$ 2,079 | \$ 1,950 | \$ 1,731 | \$ 4,418 | \$ 3,356 |
| Average Card Member loans (billions)                                    | \$ 74.2  | \$ 71.6  | \$ 69.4  | \$ 65.3  | \$ 61.6  | \$ 73.1  | \$ 59.9  |
| Net interest income divided by average Card Member loans (K)            | 12.4%    | 12.6%    | 12.0%    | 12.0%    | 11.4%    | 12.4%    | 11.4%    |
| Net interest yield on average Card Member loans (K)                     | 12.1%    | 12.3%    | 11.9%    | 11.9%    | 11.3%    | 12.2%    | 11.3%    |
| <b>Commercial Services</b>  |          |          |          |          |          |          |          |
| Net interest income   | \$ 428   | \$ 385   | \$ 347   | \$ 351   | \$ 347   | \$ 813   | \$ 675   |
| <i>Exclude:</i>   |          |          |          |          |          |          |          |
| Interest expense not attributable to our Card Member loan portfolio (M) | 178      | 162      | 158      | 124      | 85       | 340      | 148      |
| Interest income not attributable to our Card Member loan portfolio (N)  | (46)     | (38)     | (32)     | (24)     | (18)     | (84)     | (34)     |
| Adjusted net interest income (K)  | \$ 560   | \$ 509   | \$ 473   | \$ 451   | \$ 414   | \$ 1,069 | \$ 789   |
| Average Card Member loans (billions)                                    | \$ 23.5  | \$ 22.1  | \$ 21.2  | \$ 20.1  | \$ 18.8  | \$ 22.8  | \$ 17.9  |
| Net interest income divided by average Card Member loans (K)            | 7.3%     | 7.1%     | 6.5%     | 6.9%     | 7.4%     | 7.2%     | 7.6%     |
| Net interest yield on average Card Member loans (K)                     | 9.6%     | 9.4%     | 8.9%     | 8.9%     | 8.8%     | 9.5%     | 8.9%     |
| <b>International Card Services</b>                                      |          |          |          |          |          |          |          |
| Net interest income   | \$ 236   | \$ 243   | \$ 209   | \$ 186   | \$ 203   | \$ 479   | \$ 404   |
| <i>Exclude:</i>   |          |          |          |          |          |          |          |
| Interest expense not attributable to our Card Member loan portfolio (M) | 110      | 88       | 82       | 72       | 61       | 198      | 115      |
| Interest income not attributable to our Card Member loan portfolio (N)  | (16)     | (13)     | (11)     | (7)      | (5)      | (29)     | (8)      |
| Adjusted net interest income (K)  | \$ 330   | \$ 318   | \$ 280   | \$ 251   | \$ 259   | \$ 648   | \$ 511   |
| Average Card Member loans (billions)                                    | \$ 14.7  | \$ 14.0  | \$ 13.3  | \$ 12.4  | \$ 12.1  | \$ 14.4  | \$ 11.8  |
| Net interest income divided by average Card Member loans (K)            | 6.4%     | 7.0%     | 6.3%     | 6.0%     | 6.7%     | 6.7%     | 6.9%     |
| Net interest yield on average Card Member loans (K)                     | 9.0%     | 9.2%     | 8.4%     | 8.0%     | 8.6%     | 9.1%     | 8.7%     |

See Appendix III for footnote references

All Information in the preceding tables is presented on a basis prepared in conformity with accounting principles generally accepted in the United States of America (GAAP), unless otherwise indicated. Certain reclassifications of prior period amounts have been made to conform to the current period presentation.

- (A) Represents net income, less (i) earnings allocated to participating share awards of \$17 million, \$14 million, \$12 million, \$14 million and \$15 million in Q2'23, Q1'23, Q4'22, Q3'22 and Q2'22, respectively; and (ii) dividends on preferred shares of \$15 million, \$14 million, \$14 million, \$14 million and \$15 million in Q2'23, Q1'23, Q4'22, Q3'22 and Q2'22, respectively.
- (B) Within assets, "other" includes the following items as presented in our Consolidated Balance Sheets: Other loans, less reserves for credit losses (including merchant financing loans), Premises and equipment and Other assets (including Other receivables); and within liabilities, "other" includes the following items: Accounts payable and Other liabilities.
- (C) Return on Average Equity (ROE) is calculated by dividing annualized net income for the period by average shareholders' equity for the period. Return on Average Common Equity (ROCE) is calculated by dividing annualized net income attributable to common shareholders for the period by average common shareholders' equity for the period.
- (D) Presented for the purpose of calculating the Tier 1 Leverage Ratio.
- (E) Network volumes represent our total volumes. Billed business represents transaction volumes from payment products issued by American Express. Processed volumes represent transaction volumes from cards issued by network partners and those associated with alternative payment solutions.
- (F) Cards-in-force represent the number of cards that are issued and outstanding by American Express (proprietary cards-in-force) and cards issued and outstanding under network partnership agreements with banks and other institutions. Basic cards-in-force excludes supplemental cards issued on consumer accounts. Cards-in-force is useful in understanding the size of our Card Member base.
- (G) Average fee per card is computed on an annualized basis based on proprietary net card fees divided by average proprietary total cards-in-force.
- (H) FX-adjusted information assumes a constant exchange rate between the periods being compared for purposes of conversion into U.S. dollars (e.g., assumes the foreign exchange rates used to determine results for the current period apply to the corresponding prior year period against which such results are being compared).
- (I) Other includes foreign currency impact on balance sheet re-measurement and translation.
- (J) Our practice is to include uncollectible interest and/or fees as part of our total provision for credit losses and we therefore present a net write-off rate including principal, interest and/or fees. We also present a net write-off rate based on principal losses only to be consistent with industry convention.
- (K) Net interest income divided by average Card Member loans, computed on an annualized basis, includes elements of total interest income and total interest expense that are not attributable to the Card Member loan portfolio, and thus is not representative of net interest yield on average Card Member loans. Net interest yield on average Card Member loans, a non-GAAP measure, is computed by dividing adjusted net interest income (also a non-GAAP measure) by average Card Member loans, computed on an annualized basis. Adjusted net interest income represents net interest income attributable to our Card Member loans (which includes, on a GAAP basis, interest that is deemed uncollectible), excluding the impact of interest expense and interest income not attributable to our Card Member loans. Reserves and net write-offs related to uncollectible interest are recorded through provisions for credit losses, and thus not included in the net interest yield calculation. We believe that net interest yield on average Card Member loans is useful to investors because it provides a measure of profitability of our Card Member loan portfolio. See Appendix II for calculations of net interest income divided by average Card Member loans and net interest yield on average Card Member loans.
- (L) Net write-off rate for principal losses only and 30+ days past due metrics represent consumer and small business, and are not available for corporate due to system constraints.
- (M) Primarily represents interest expense attributable to maintaining our corporate liquidity pool and funding Card Member receivables.
- (N) Primarily represents interest income attributable to Other loans, interest-bearing deposits and the fixed income investment portfolios.