ROYAL BANK OF SCOTLAND GROUP PLC
Form 6-K
May 02, 2014

FORM 6-K
SECURITIES AND EXCHANGE COMMISSION
Washington D.C. 20549

Report of Foreign Private Issuer

Pursuant to Rule 13a-16 or 15d-16
of the Securities Exchange Act of 1934

For May 02, 2014

Commission File Number: 001-10306

The Royal Bank of Scotland Group plc

RBS, Gogarburn, PO Box 1000
Edinburgh EH12 1HQ

(Address of principal executive offices)

Indicate by check mark whether the registrant files or will file annual reports under cover of Form 20-F or Form 40-F.

Form 20-F X Form 40-F ___

Indicate by check mark if the registrant is submitting the Form 6-K in paper as permitted by Regulation S-T Rule 101(b)(1):_________

Indicate by check mark if the registrant is submitting the Form 6-K in paper as permitted by Regulation S-T Rule 101(b)(7):_________

Indicate by check mark whether the registrant by furnishing the information contained in this Form is also thereby furnishing the information to the Commission pursuant to Rule 12g3-2(b) under the Securities Exchange Act of 1934.

Yes ___ No X

If "Yes" is marked, indicate below the file number assigned to the registrant in connection with Rule 12g3-2(b): 82-________

The following information was issued as a Company announcement in London, England and is furnished pursuant to General Instruction B to the General Instructions to Form 6-K:

Interim Management Statement

Q1 2014

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Forward-looking statements

Certain sections in this document contain ‘forward-looking statements’ as that term is defined in the United States Private Securities Litigation Reform Act of 1995, such as statements that include the words ‘expect’, ‘estimate’, ‘project’, ‘anticipate’, ‘believe’, ‘should’, ‘intend’, ‘plan’, ‘could’, ‘probability’, ‘risk’, ‘Value-at-Risk (VaR)’, ‘target’, ‘goal’, ‘obje 'endeavour', 'outlook', 'optimistic', 'prospects' and similar expressions or variations on such expressions.

In particular, this document includes forward-looking statements relating, but not limited to: the Group's restructuring and new strategic plans, divestments, capitalisation, portfolios, net interest margin, capital ratios, liquidity, risk-weighted assets (RWAs), return on equity (ROE), profitability, cost:income ratios, leverage and loan:deposit ratios, funding and risk profile; discretionary coupon and dividend payments; implementation of legislation of ring-fencing and bail-in measures; sustainability targets; litigation, regulatory and governmental investigations; the Group's future financial performance; the level and extent of future impairments and write-downs; and the Group's exposure to political risks, including the referendum on Scottish independence, credit rating risk and to various types of market risks, such as interest rate risk, foreign exchange rate risk and commodity and equity price risk. These statements are based on current plans, estimates and projections, and are subject to inherent risks, uncertainties and other factors which could cause actual results to differ materially from the future results expressed or implied by such forward-looking statements. For example, certain market risk disclosures are dependent on choices about key model characteristics and assumptions and are subject to various limitations. By their nature, certain of the market risk disclosures are only estimates and, as a result, actual future gains and losses could differ materially from those that have been estimated.

Other factors that could cause actual results to differ materially from those estimated by the forward-looking statements contained in this document include, but are not limited to: global economic and financial market conditions and other geopolitical risks, and their impact on the financial industry in general and on the Group in particular; the ability to implement strategic plans on a timely basis, or at all, including the simplification of the Group's structure, the divestment of Citizens Financial Group and the exiting of assets in RBS Capital Resolution as well as the disposal of certain other assets and businesses as announced or required as part of the State Aid restructuring plan; the achievement of capital and costs reduction targets; ineffective management of capital or changes to capital adequacy or liquidity requirements; organisational restructuring in response to legislation and regulation in the United Kingdom (UK), the European Union (EU) and the United States (US); the implementation of key legislation and regulation including the UK Financial Services (Banking Reform Act) 2013 and the proposed EU Recovery and Resolution Directive; the ability to access sufficient sources of capital, liquidity and funding when required; deteriorations in borrower and counterparty credit quality; litigation, government and regulatory investigations including investigations relating to the setting of LIBOR and other interest rates and foreign exchange trading and rate setting activities; costs or exposures borne by the Group arising out of the origination or sale of mortgages or mortgage-backed securities in the US; the extent of future write-downs and impairment charges caused by depressed asset valuations; the value and effectiveness of any credit protection purchased by the Group; unanticipated turbulence in interest rates, yield curves, foreign currency exchange rates, credit spreads, bond prices, commodity prices, equity prices and basis, volatility and correlation risks; changes in the credit ratings of the Group; changes to the valuation of financial instruments recorded at fair value; competition and consolidation in the banking sector; the ability of the Group to attract or retain senior management or other key employees; regulatory or legal changes (including those requiring any restructuring of the Group's operations) in the UK, the US and other countries in which the Group operates or a change in UK Government policy; changes to regulatory requirements relating to capital and liquidity; changes to the monetary and interest rate policies of central banks and other governmental and regulatory bodies; changes in UK and foreign laws, regulations, accounting standards and taxes, including changes in regulatory capital regulations and liquidity requirements; impairments of goodwill; pension fund shortfalls; general operational risks; HM Treasury exercising influence over the operations of the Group; reputational risk; the conversion of the B Shares in accordance with their terms; limitations on, or additional requirements imposed on, the Group's activities as a result of HM Treasury's investment in the Group; and the success of the Group in managing the risks involved in the foregoing.

The forward-looking statements contained in this document speak only as of the date of this announcement, and the Group does not undertake to update any forward-looking statement to reflect events or circumstances after the date hereof or to reflect the occurrence of unanticipated events.

The information, statements and opinions contained in this document do not constitute a public offer under any applicable legislation or an offer to sell or solicitation of any offer to buy any securities or financial instruments or any advice or recommendation with respect to such securities or other financial instruments.

Highlights

RBS reports a pre-tax profit of £1,642 million for Q1 2014, up from £826 million in Q1 2013
Operating profit(1) for the quarter was £1,501 million, up from £747 million in Q1 2013:

- Operating profit in the retail and commercial banking businesses(2) was up 36% to £1,373 million, driven by good cost control and improving impairment trends, particularly in UK Corporate and Ulster Bank.

- Markets operating profit was up 14% to £318 million, with costs down 15%.

- RBS Capital Resolution (RCR) reduced RWA equivalents(3) by £14 billion during Q1 2014 to £51 billion, with lower than expected operating losses of £114 million.

RBS has made good progress towards the implementation of its new three segment business structure and will be reporting on this basis from Q2 2014 onwards.

With a Common Equity Tier 1 ratio of 9.4%(4) at 31 March 2014, RBS remains on track to achieve its capital targets.

"Just over two months ago, I set out our plan for making RBS the most trusted bank in the UK. Today's results show that in steady state, RBS will be a bank that does a great job for customers while delivering good returns for our shareholders. But we still have a lot of work to do and plenty of issues from the past to reckon with. Everyone at RBS is focused squarely on doing everything we can to earn the trust of our customers and in the process change the banking sector for the benefit of the UK."

Ross McEwan, Chief Executive

Key points

Q1 2014 operating performance

- Income was down 2% compared with Q1 2013 at £5,053 million, with deposit repricing and a modest revival in lending volumes during the quarter leading to improvements in UK Retail and UK Corporate. Markets income was seasonally stronger than in Q4 2013 but lower than in Q1 2013, reflecting its smaller balance sheet and reduced risk levels.

- Expenses were 6% lower than in Q1 2013 at £3,190 million, with Markets down 15% and other banking businesses down 3%. Incremental cost savings have been delivered principally from tactical cost control initiatives. The benefits from strategic cost reduction initiatives will feed through in later quarters.

- Impairments were down £671 million from Q1 2013, with significant improvements in Ulster Bank, down 80% and UK Corporate, down 66%. Impairments in RCR totalled £108 million in Q1 2014 whereas Non-Core totalled £433 million in Q1 2013. The quarter benefited from no meaningful single name impairments.

- Risk elements in lending decreased by £2.0 billion to £37.4 billion, as a percentage of loans represented 9.0% (31 December 2013 - 9.4%).

Operating profit totalled £1,501 million, up from £747 million in Q1 2013, driven by stronger business performance in UK Retail and UK Corporate, together with the turnaround at Ulster Bank, which reported its first quarterly operating profit since 2009.

Q1 2014 benefited from c.£200 million of Treasury AFS gains and a £191 million profit on the sale of the remaining stake in DLG.

Profit attributable to shareholders was £1,195 million, compared with £393 million in Q1 2013 and a loss of £8,702 million in Q4 2013.

Tangible net asset value per ordinary and B share was 376p at 31 March 2014, compared with 363p at 31 December 2013.

Highlights

Balance sheet

Funded assets were £130 billion lower than in Q1 2013 at £746 billion, principally driven by the reshaping of the Markets balance sheet. Compared with Q4 2013, funded assets were up £7 billion, reflecting a limited pick-up in client driven trading activity in Markets and stronger lending volumes, particularly in UK mortgages.

Gross new mortgage lending in Q1 2014 was £4.4 billion in UK Retail, a market share of 9.5%, including more than 4,700 approvals assisting young people and families to buy their first home through the Government's Help to Buy scheme. Net new lending of £1.2 billion took the UK Retail mortgage portfolio to more than £100 billion for the first time.

Modest growth resumed in the UK Corporate loan book. SMEs drew down £2.4 billion of new term lending in Q1 2014, up 23% from Q1 2013, with net term lending to trading SMEs turning positive.

Total net lending flows reported within the scope of the Funding for Lending Scheme (FLS) were plus £63 million in Q1 2014. The FLS no longer includes household lending flows.

RWAs on an end-point CRR basis, were down £73 billion from Q1 2013, with approximately a third of the reduction in Markets, principally reflecting the strategic repositioning of this business.

The Common Equity Tier 1 (CET1) ratio was 9.4%(4) at 31 March 2014, compared with 8.6% at the end of 2013. RBS remains well on track to achieve its target CET1 ratio of 11% by the end of 2015 and 12% or above by the end of 2016.

RCR reduced RWA equivalents by £14 billion during Q1 2014 to £51 billion, with operating losses lower than expected at £114 million.

Building the number one bank for trust and service in the UK

RBS has made good progress towards developing detailed implementation plans for its new structure, built around three businesses: Personal & Business Banking, Commercial & Private Banking, and Corporate & Institutional Banking.

Each business is focused on delivering the customer commitments announced on 27 February 2014. In March, RBS stopped offering deals to new customers that are not available to existing customers, including 0% credit card balance transfers and teaser rates on savings accounts.

After placing 325 business specialists in branches in 2013, a further 40 experienced relationship managers have been allocated to serve our commercial customers, with a central focus on lending.

By the end of March 2014, pro-active 'Statements of Appetite' had been sent to more than 270,000 SME customers, offering in excess of £10 billion of new or additional funding.

Notes:

(1) Operating profit before tax, own credit adjustments, Payment Protection Insurance costs, Interest Rate Hedging Products redress and related costs, regulatory and legal actions, integration and restructuring costs, gain/(loss) on redemption of own debt, write-down of goodwill and other intangible assets, amortisation of purchased intangible assets, strategic disposals, bank levy and RFS Holdings minority interest ('operating profit'). Statutory operating profit before tax was £1,642 million for the quarter ended 31 March 2014.

(2) Retail and commercial banking businesses comprise the UK Retail, UK Corporate, Wealth, International Banking, Ulster Bank and US Retail & Commercial divisions.

(3) RWA equivalent (RWAe) is an internal metric that measures the equity capital employed in divisions. RWAe converts both performing and non-performing exposures into a consistent capital measure, being the sum of the regulatory RWAs and the regulatory capital deductions, the latter converted to RWAe by applying a multiplier. The Group applies a CET1 ratio of 10%, consistent with that used for divisional return on equity measure; this results in a CRR RWAe conversion multiplier of 10.

(4) The disclosed Common Equity Tier 1 (CET1) ratio as at 31 March 2014 is calculated using capital which is not the actual regulatory capital, as it does not allow for the initial Dividend Access Share ('DAS') dividend which the PRA regards as foreseeable under Article 26 of the Capital Requirements Regulation. As set out on page 72, the Group will put a resolution to the independent shareholders at the Annual General Meeting on 25 June 2014 to approve the DAS Agreement; the initial dividend can only be paid if such approval is obtained. Adjusting for this contemplated dividend would reduce the disclosed CET1 ratio by 8 basis points; this remains at 9.4%.

Building the number one bank for trust and service in the UK (continued)

Lending procedures have been changed to speed up the entire process and enable us to meet our commitment to make all but the most complex loan decisions within five days by the end of 2014. We also launched a new online loan application facility for smaller business customers in February 2014, which will be extended to larger SMEs over the course of 2014.

On 17 April 2014, Clifford Chance published its report into allegations concerning the Global Restructuring Group's treatment of SMEs. The report concluded that there was no evidence to support the principal allegation. Nevertheless, further steps have been taken to rebuild our customers' trust, including not charging default interest for the first 90 days when an SME customer defaults; improving transparency around fees charged to customers in our restructuring unit; and the wind-down of the West Register property unit.

Ulster Bank has maintained its investment in structures to support customers in financial difficulty, which has resulted in reductions in the number of mortgage customers more than 90 days in arrears in each of the last twelve months - a trend not seen elsewhere in the Irish market to date.

To improve the resilience of our IT systems, on 21 March 2014 we moved our existing single batch scheduler for NatWest, Ulster Bank Northern Ireland and Ulster Bank Republic of Ireland onto three dedicated and separate versions (RBS already runs in a separate scheduler environment). Separating the batch schedulers means that, if a problem occurs with transactions on one of these brands, it will not impact the activity taking place to support the other two, avoiding a repeat of the 2012 system outage. This forms part of a wider programme that will help us become a simpler organisation, including investment of around £750 million over a three-year period to improve the safety, security and resilience of our IT systems.

Delivering our capital plan

Plans for the divestment of Citizens Financial Group and Williams & Glyn continue to make progress.

In February 2014 RBS completed the sale of its remaining interest in Direct Line Insurance Group, raising gross proceeds of £1,113 million. A gain of £191 million was booked in Q1 2014.

On 9 April 2014 RBS announced that it had reached agreement with HM Treasury (HMT) to provide for the future retirement of the Dividend Access Share (DAS). If the independent shareholders of RBS approve the DAS Retirement Agreement, RBS will pay HMT an initial dividend of £320 million in 2014, with a further £1.18 billion (subject to interest if not paid before 1 January 2016) payable at the Board's discretion, after which the DAS will lose its enhanced dividend rights and become a single B share.

Performance measures(1)

	Measure	2013	Q1 2014	Medium term	Long term
Efficiency	Cost:income ratio(2)	73%	66%	~55%	~50%
Returns	Return on tangible equity(3)	Negative	12.2%	~9-11%	~12%+
Capital strength(4)	Common Equity Tier 1 ratio	8.6%	9.4%*	≥12%	≥12%
	Leverage ratio	3.5%	3.7%	3.5-4%	≥4%

* Refer to footnote 4 on page 2 for further information.

Notes:
(1) This table contains forecasts with significant contingencies. Please refer to 'Forward-looking Statements'.
(2) Including bank levy, integration and restructuring charges and, from 2015, the EU resolution fund charge.
(3) Calculated with tangible equity limited to a CET1 ratio of 12%.
(4) End-point CRR basis.

Highlights

Outlook

The improvement in economic confidence has continued and modest asset growth is resuming in some segments. We expect a modest increase in the net interest margin for the remainder of the year. Markets income, in line with industry trends, is expected to be lower in the remaining quarters of the year than in Q1 2014.

RBS remains on track to deliver its target of £1 billion cost reductions in 2014. Incremental savings in the first quarter have been primarily tactical in nature, while the benefits of more strategic restructuring of the cost base will feed through later in the year. Restructuring costs are likely to be considerably higher for the remainder of the year than the rate implied by the first quarter.

While credit trends have been particularly favourable in the first quarter, for the remainder of the year impairment losses on UK and Irish portfolios, excluding RCR, are expected to continue to show some improvement over 2013.

RCR has made a good start benefiting from favourable market conditions in the first quarter. This is likely to result in RCR exceeding the 2014 target for reduction in funded assets and RWA equivalents; the overall operating loss for RCR, however, is expected to be in line with previous guidance.

The bank is making steady progress towards achieving its target CET1 ratio of 11% by the end of 2015 and 12% or above by the end of 2016. Subject to independent shareholder approval, the Group intends to pay the initial DAS dividend of £320 million to HMT in 2014; this payment was already included in the Group's capital plans.

The ongoing conduct and regulatory investigations and litigation continue to create challenges and uncertainties for RBS, as for other banks. The timing and amounts of any further settlements or redress remain uncertain.

Contacts

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Analysts and investors conference call

The Royal Bank of Scotland Group will be hosting a conference call for analysts and investors, also available via live webcast and audio call. The details are as follows:

Date:	Friday 2 May 2014
Time:	9.00 am UK time
Webcast:	www.rbs.com/results
Dial in details:	International – +44 (0) 1452 568 172
	UK Free Call – 0800 694 8082
	US Toll Free – 1 866 966 8024

Slides

Background slides are available on www.rbs.com/results

Financial supplement

A financial supplement containing income statement and balance sheet information for the last nine quarters is available on www.rbs.com/results

Presentation of information

The financial information on pages 7 to 52 prepared using the Group's accounting policies, shows the underlying performance of the Group on a managed basis which excludes certain one-off and other items. Information is provided in this form to give a better understanding of the results of the Group's operations. Group operating profit/(loss) on this basis excludes:

- own credit adjustments;
- Payment Protection Insurance (PPI) costs;
- Interest Rate Hedging Products (IRHP) redress and related costs;
- regulatory and legal actions;
- integration and restructuring costs;
- gain/(loss) on redemption of own debt;
- write-down of goodwill and other intangible assets;
- amortisation of purchased intangible assets;
- strategic disposals;
- bank levy; and
- RFS Holdings minority interest (RFS MI).

Statutory results

The condensed consolidated income statement, condensed consolidated statement of comprehensive income, condensed consolidated balance sheet, condensed consolidated statement of changes in equity and related notes presented on pages 53 to 75 inclusive are on a statutory basis. Reconciliations between the managed basis and statutory basis are included in Appendix 1.

Revisions

Revised allocation of Business Services costs

In the first quarter of 2014, the Group reclassified certain costs between direct and indirect expenses for all divisions. Comparatives have been restated accordingly; the revision did not affect total expenses or operating profit.

Non-Core

Non-Core was dissolved on 31 December 2013.

RBS Capital Resolution

RBS Capital Resolution (RCR) was established on 1 January 2014 by the transfer of capital intensive and higher risk assets from existing divisions. No business lines moved to RCR and prior period segmental reporting has not been restated. The results of RCR have been reported separately for the first time in Q1 2014.

Summary consolidated income statement

for the quarter ended 31 March 2014

	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
	£m	£m	£m
Net interest income	2,698	2,767	2,672
Non-interest income	2,355	1,173	2,489
Total income (1)	5,053	3,940	5,161
Operating expenses (2)	(3,190)	(3,247)	(3,381)
Operating profit before impairment losses (3)	1,863	693	1,780
Impairment losses	(362)	(5,112)	(1,033)
Operating profit/(loss) (3)	1,501	(4,419)	747
Own credit adjustments	139	-	249
Payment Protection Insurance costs	-	(465)	-
Interest Rate Hedging Products redress and related costs	-	(500)	(50)
Regulatory and legal actions	-	(1,910)	-
Integration and restructuring costs	(129)	(180)	(122)
Gain/(loss) on redemption of own debt	20	(29)	(51)
Write-down of goodwill	-	(1,059)	-
Other items	111	(421)	53
Operating profit/(loss) before tax	1,642	(8,983)	826
Tax (charge)/credit	(362)	377	(350)
Profit/(loss) from continuing operations	1,280	(8,606)	476
Profit from discontinued operations, net of tax	9	15	129
Profit/(loss) for the period	1,289	(8,591)	605
Non-controlling interests	(19)	3	(131)
Other owners' dividends	(75)	(114)	(81)
Profit/(loss) attributable to ordinary and B shareholders	1,195	(8,702)	393

Notes:

(1) Excluding own credit adjustments, gain/(loss) on redemption of own debt, strategic disposals and RFS Holdings minority interest.

(2) Excluding PPI costs, IRHP redress and related costs, regulatory and legal actions, integration and restructuring costs, amortisation of purchased intangible assets, bank levy, write down of goodwill and other intangible assets and RFS Holdings minority interest.

(3) Operating profit before tax, own credit adjustments, PPI costs, IRHP redress and related costs, regulatory and legal actions, integration and restructuring costs, gain/(loss) on redemption of own debt, write down of goodwill and other intangible assets, amortisation of purchased intangible assets, strategic disposals, bank levy and RFS

Holdings minority interest.

Analysis of results is set out on pages 9 to 16.

Summary consolidated balance sheet
at 31 March 2014

	31 March 2014 £m	31 December 2013 £m
Cash and balances at central banks	69,647	82,659
Net loans and advances to banks (1,2)	28,302	27,555
Net loans and advances to customers (1,2)	390,780	390,825
Reverse repurchase agreements and stock borrowing	78,213	76,413
Debt securities and equity shares	130,498	122,410
Settlement balances	16,900	5,591
Intangible assets	12,428	12,368
Other assets (3)	19,708	22,018
Funded assets	746,476	739,839
Derivatives	277,294	288,039
Total assets	1,023,770	1,027,878
Bank deposits (2,4)	35,371	35,329
Customer deposits (2,4)	401,276	414,396
Repurchase agreements and stock lending	88,776	85,134
Debt securities in issue	61,755	67,819
Settlement balances	17,175	5,313
Short positions	37,850	28,022
Subordinated liabilities	24,139	24,012
Other liabilities (3)	21,986	23,112
Liabilities excluding derivatives	688,328	683,137
Derivatives	274,506	285,526
Total liabilities	962,834	968,663
Non-controlling interests	612	473
Owners' equity	60,324	58,742
Total liabilities and equity	1,023,770	1,027,878
Memo: Tangible equity (5)	42,604	41,082

Notes:
(1) Excludes reverse repurchase agreements and stock borrowing.
(2) Excludes disposal groups.

(3) Includes disposal groups.
(4) Excludes repurchase agreements and stock lending.
(5) Tangible equity is equity attributable to ordinary and B shareholders less intangible assets.

Key points

31 March 2014 compared with 31 December 2013

· Funded assets increased by £6.6 billion to £746 billion as client driven trading activity returned from seasonal lows in Markets.

· Net loans and advances to customers remained stable at £391 billion, with underlying lending growth across the retail and commercial banking businesses offset primarily by disposals and run-off of RCR loans.

· Customer deposits decreased by £13 billion to £401 billion, mainly in International Banking and UK Corporate, driven by deposit repricing and changes in the Group's funding strategy.

Analysis of results

	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
Net interest income	£m	£m	£m
Net interest income (1)	2,684	2,745	2,687
Average interest-earning assets (1)	512,244	523,946	560,563
Net interest margin			
- Group	2.12%	2.08%	1.94%
- RCR	(0.08%)	n/a	n/a
- Non-Core	n/a	(0.36%)	(0.25%)

Note:
(1) For further analysis and details refer to pages 56 and 57.

Key points

Q1 2014 compared with Q4 2013

· Group net interest margin (NIM) increased by 4 basis points in the quarter to 2.12% due to repricing initiatives together with lower interest-earning assets.

·

Net interest income fell by £61 million reflecting the lower day count. Excluding this impact, performance was stable.

Q1 2014 compared with Q1 2013

· Group NIM increased by 18 basis points, driven by repricing initiatives across a number of divisions.

· Net interest income was flat with improved margins being offset by the reduced asset base.

Analysis of results

	Quarter ended		
	31 March	31 December	31 March
	2014	2013	2013
Non-interest income	£m	£m	£m
Net fees and commissions	1,055	1,126	1,106
Income from trading activities	856	162	1,016
Other operating income	444	(115)	367
Total non-interest income	2,355	1,173	2,489

Key points

Q1 2014 compared with Q4 2013

· Non-interest income increased by £1,182 million, or 101%, to £2,355 million. Income from trading activities increased by £694 million to £856 million driven by a limited pick-up in client driven trading activity in Rates and favourable market movements in Asset backed products within Markets.

· Other operating income increased to £444 million as a result of gains on sales of available-for-sale securities of £213 million compared with £108 million in Q4 2013, and the non-repeat of the fair value adjustments of £333 million in Q4 2013 recognised in connection with the creation of RCR.

Q1 2014 compared with Q1 2013

· Non-interest income declined by £134 million primarily driven by de-risking in Markets. In US Retail & Commercial, fee income was affected by slower mortgage refinancing activity and lower deposit fees. This was partly offset by increased non-interest income in UK Retail and UK Corporate.

Analysis of results

	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
Operating expenses	£m	£m	£m
Staff expenses	1,647	1,539	1,821
Premises and equipment	594	614	553
Other	687	785	678
Administrative expenses	2,928	2,938	3,052
Depreciation and amortisation	262	309	329
Operating expenses	3,190	3,247	3,381
Staff costs as a % of total income	33%	39%	35%
Cost:income ratio	63%	82%	66%

Key points

Q1 2014 compared with Q4 2013

· Operating expenses decreased by £57 million, 2%, to £3,190 million. The fall was consistent across most divisions, with notable declines in UK Retail (£74 million, 10%), UK Corporate (£36 million, 6%) and US Retail & Commercial (£31 million, 6%). The increase in Markets expenses (£84 million, 15%) was driven by higher staff costs, while Ulster Bank (£6 million, 4%) included the impact of the newly introduced Irish bank levy of £4 million.

· Staff expenses were up by 7%, at £1,647 million, principally reflecting seasonal phasing of variable compensation accruals in Markets.

Q1 2014 compared with Q1 2013

· Operating expenses were down by £191 million, or 6%, mostly reflecting tactical cost reduction initiatives in the retail & commercial banking businesses together with the re-sizing of Markets.

· Staff expenses declined by £174 million, or 10%, driven by headcount reductions and lower variable compensation. Headcount was reduced by 6,300, of which 38% was in UK Retail and 21% in Markets.

Analysis of results

	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
Impairment losses	£m	£m	£m

Loans	360	5,131	1,036
Securities	2	(19)	(3)
Total impairment losses	362	5,112	1,033
Loan impairment losses			
- individually assessed	155	4,867	646
- collectively assessed	127	443	441
- latent	78	(173)	(51)
Customer loans	360	5,137	1,036
Bank loans	-	(6)	-
Loan impairment losses	360	5,131	1,036
Group excluding RCR/Non-Core	254	1,924	599
RCR	106	n/a	n/a
Non-Core	n/a	3,207	437
Group (1)	360	5,131	1,036
Customer loan impairment charge as a % of gross loans and advances (2)			
Group	0.3%	4.9%	0.9%
RCR	1.2%	n/a	n/a
Non-Core	n/a	35.3%	3.3%

Notes:
(1) Includes £4,290 million pertaining to the creation of RCR and related strategy in Q4 2013.
(2) Customer loan impairment charge as a percentage of gross customer loans and advances excludes reverse repurchase agreements and includes disposals groups.

Key points

Q1 2014 compared with Q4 2013
· Loan impairment losses totalled £360 million. Excluding the increased provisions recognised in Q4 2013 in association with the creation of RCR, impairments declined by £481 million, or 57%, driven by significant improvements in UK Corporate and Ulster Bank.

· UK Corporate saw fewer significant individual cases, while Ulster Bank credit metrics continued to improve.

· Loan impairment losses in RCR totalled £106 million, due to favourable market conditions and no significant individual losses.

Q1 2014 compared with Q1 2013
· Loan impairment losses declined by £676 million, or 65%, reflecting improving trends across the whole book.

· Ulster Bank showed significant improvements in mortgage arrears while UK Corporate and International Banking saw a reduction in the number of large single name impairments.

Analysis of results

	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
One-off and other items	£m	£m	£m
Payment Protection Insurance costs	-	(465)	-
Interest Rate Hedging Products redress and related costs	-	(500)	(50)
Regulatory and legal actions	-	(1,910)	-
Integration and restructuring costs	(129)	(180)	(122)
Gain/(loss) on redemption of own debt	20	(29)	(51)
Write-down of goodwill	-	(1,059)	-
Other items			
- Amortisation of purchased intangible assets	(7)	(35)	(41)
- Strategic disposals**	191	168	(6)
- Bank levy	-	(200)	-
- Write-down of other intangible assets	(82)	(344)	-
- RFS Holdings minority interest	9	(10)	100
	2	(4,564)	(170)
Own credit adjustments*	139	-	249
One-off and other items	141	(4,564)	79
* Own credit adjustments impact:			
Income from trading activities	95	15	99
Other operating income	44	(15)	150
Own credit adjustments	139	-	249
** Strategic disposals			
Gain/(loss) on sale and provision for loss on disposal of investments in:			
- Direct Line Insurance Group	191	-	-
- WorldPay	-	159	-
- Other	-	9	(6)
	191	168	(6)

Key points

Q1 2014 compared with Q4 2013

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A gain of £191 million was recorded on the disposal of the Group's remaining interest in Direct Line Insurance Group. Q4 2013 included a gain of £159 million on the disposal of the Group's remaining interest in WorldPay.

- No significant additional provisions for conduct-related matters were recorded during the quarter. Q4 2013 included £2,875 million of additional provisions for such matters.

- Own credit adjustment represented a credit of £139 million as credit spreads widened modestly, compared with no movement in the prior quarter.

- Q4 2013 included the write-down of goodwill of £1,059 million related to International Banking following an impairment review.

- Lower integration and restructuring costs were driven by a reduction in Markets downsizing costs, offset by initial expenses related to the refreshed strategic plan.

Analysis of results

Capital and leverage ratios

	31 March 2014		31 December 2013		
	Current basis (transitional PRA basis)	Estimated end-point (CRR basis)	Transitional PRA basis	Estimated end-point (CRR basis)	Basel 2.5 basis
Capital (1)	£bn	£bn	£bn	£bn	£bn
Common Equity Tier 1 capital (2)	39.1	39.1	36.8	36.8	42.2
Tier 1	46.4	39.1	44.3	36.8	50.6
Total	59.9	47.3	58.2	45.5	63.7
RWAs by risk					
Credit risk					
- non-counterparty	295.2	295.2	317.9	317.9	291.1
- counterparty	41.3	41.3	39.1	39.1	22.3
Market risk	41.0	41.0	30.3	30.3	30.3
Operational risk	36.8	36.8	41.8	41.8	41.8
	414.3	414.3	429.1	429.1	385.5
Risk asset ratios	%	%	%	%	%
Common Equity Tier 1 capital (2)*	9.4	9.4	8.6	8.6	10.9
Tier 1	11.2	9.4	10.3	8.6	13.1
Total	14.5	11.4	13.6	10.6	16.5

	31 March	31 December

Leverage ratios (3)	2014 %	2013 %
CRR basis	3.7	3.5
Basel III basis	3.6	3.4
Basel Committee on Banking Supervision (BCBS) basis	3.6	3.4

* Refer to footnote 4 on page 2 for further information.

Notes:
(1) Capital based on Capital Requirements Directive extant at 31 March 2014 (transitional PRA basis), end-point Capital Requirements Regulation (CRR) basis and 31 December 2013 on Basel 2.5 basis.
(2) Core Tier 1 before 1 January 2014.
(3) Refer to pages 7 and 8 of Appendix 2 for basis of preparation.

Key points

31 March 2014 compared with 31 December 2013
· The Group's Common Equity Tier 1 ratio, on an end-point CRR basis improved to 9.4%* from 8.6%, principally driven by retained earnings and continuing reduction in RWAs.

· RWAs declined from £429 billion to £414 billion, primarily reflecting risk reduction in Markets, and disposal and run-off activity in RCR. The total reduction in RCR was £14 billion RWA equivalent, including the effects of capital deductions.

Analysis of results

Balance sheet	31 March 2014	31 December 2013
Funded balance sheet (1)	£746bn	£740bn
Total assets	£1,024bn	£1,028bn
Net loans and advances to customers (2)	£392bn	£393bn
Customer deposits (3)	£404bn	£418bn
Loan:deposit ratio - Group excluding RCR/Non-Core (4)	93%	89%
Loan:deposit ratio - Group (4)	97%	94%
Tangible net asset value per ordinary and B share (5)	376p	363p
Tier 1 leverage (6)	15.8x	16.4x
Tangible equity leverage ratio (7)	5.8%	5.6%

Notes:
(1) Funded balance sheet represents total assets less derivatives.
(2) Excludes reverse repurchase agreements and stock borrowing, and includes disposal groups.

(3) Excludes repurchase agreements and stock lending, and includes disposal groups.
(4) Net of provisions, including disposal groups and excluding repurchase agreements. Excluding disposal groups, the loan:deposit ratios for Group at 31 March 2014 was 97% (31 December 2013 - 94% and 31 March 2013 - 99%).
(5) Tangible net asset value per ordinary and B share represents total tangible equity divided by the number of ordinary shares in issue and the effect of convertible B shares.
(6) Funded tangible assets divided by total Tier 1 capital.
(7) Tangible equity leverage ratio represents tangible equity attributable to ordinary and B shareholders divided by funded tangible assets.

Key points

31 March 2014 compared with 31 December 2013

· Funded assets were up £6.6 billion, driven by a limited pick up in client driven trading activity in Markets and increased loan balances in the retail and commercial banking businesses.

· Net loans and advances to customers remained stable at £392 billion. Adjusting for transfers to RCR and from Non-Core, underlying loan growth improved, driven by strong mortgage lending in UK Retail and increased volumes in International Banking and US Retail & Commercial, with UK Corporate returning to modest net loan growth. This was offset primarily by disposals and run-off of RCR loans.

· Customer deposits fell by £14 billion, or 3%, to £404 billion, as the Group managed down its surplus liquidity. The customer funding surplus declined to £12 billion, while the loan:deposit ratio increased by 3 percentage points to 97%.

· Tangible net asset value per ordinary and B share increased from 363p to 376p, principally driven by retained earnings.

Analysis of results

Funding and liquidity metrics	31 March 2014	31 December 2013
Deposits (1)	£440bn	£453bn
Deposits as a percentage of funded balance sheet	59%	61%
Short-term wholesale funding (2)	£31bn	£32bn
Wholesale funding (2)	£102bn	£108bn
Short-term wholesale funding as a percentage of funded balance sheet	4%	4%
Short-term wholesale funding as a percentage of total wholesale funding	30%	30%
Liquidity portfolio	£131bn	£146bn
Liquidity portfolio as a percentage of funded balance sheet	18%	20%
Liquidity portfolio as a percentage of short-term wholesale funding	423%	456%

Notes:

(1) Customer and bank deposits excluding repurchase agreements and stock lending and includes disposal groups.
(2) Excludes derivative collateral.

Key points

31 March 2014 compared with 31 December 2013

- The bank remains highly liquid with short-term wholesale funding covered 4.2 times by its liquidity portfolio as at 31 March 2014 compared with 4.5 times as at 31 December 2013.

- The liquidity portfolio decreased by £15 billion, mainly driven by a targeted decrease in volatile financial institution deposits.

Divisional performance

The results of each division on a managed basis are set out below. The results are stated before movements in own credit adjustments, Payment Protection Insurance costs, Interest Rate Hedging Products redress and related costs, regulatory and legal actions, integration and restructuring costs, gain/(loss) on redemption of own debt, write-down of goodwill and other intangible assets, amortisation of purchased intangible assets, strategic disposals, bank levy and RFS Holdings minority interest.

	Quarter ended		
	31 March 2014 £m	31 December 2013 £m	31 March 2013 £m
Operating profit before impairment losses by division			
UK Retail	592	545	557
UK Corporate	554	544	543
Wealth	77	70	61
International Banking	120	107	149
Ulster Bank	64	71	76
US Retail & Commercial	217	188	208
Markets	320	73	294
Central items	(75)	(173)	(36)
	1,869	1,425	1,852
RCR	(6)	n/a	n/a
Non-Core	n/a	(732)	(72)
Group operating profit before impairment losses	1,863	693	1,780
Impairment losses/(recoveries) by division			
UK Retail	59	73	80
UK Corporate	63	659	185
Wealth	(1)	21	5
International Banking	10	47	55

Ulster Bank	47	1,067	240
US Retail & Commercial	73	46	19
Markets	2	34	16
Central items	1	1	-
	254	1,948	600
RCR	108	n/a	n/a
Non-Core	n/a	3,164	433
Group impairment losses (1)	362	5,112	1,033

Note:
(1) Includes £4,290 million pertaining to the creation of RCR and related strategy in Q4 2013.

Divisional performance

	Quarter ended		
	31 March 2014 £m	31 December 2013 £m	31 March 2013 £m
Operating profit/(loss) by division			
UK Retail	533	472	477
UK Corporate	491	(115)	358
Wealth	78	49	56
International Banking	110	60	94
Ulster Bank	17	(996)	(164)
US Retail & Commercial	144	142	189
Markets	318	39	278
Central items	(76)	(174)	(36)
	1,615	(523)	1,252
RCR	(114)	n/a	n/a
Non-Core	n/a	(3,896)	(505)
Group operating profit/(loss)	1,501	(4,419)	747

	Quarter ended		
	31 March 2014 %	31 December 2013 %	31 March 2013 %
Net interest margin by division			
UK Retail	3.59	3.60	3.49

UK Corporate	3.13	3.13	3.01
Wealth	3.72	3.70	3.55
International Banking	1.55	1.54	1.74
Ulster Bank	2.36	2.10	1.85
US Retail & Commercial	2.94	2.98	2.93
RCR	(0.08)	n/a	n/a
Non-Core	n/a	(0.36)	(0.25)
Group net interest margin	2.12	2.08	1.94

	31 March 2014 £bn	31 December 2013 £bn
Total funded assets by division		
UK Retail	118.4	117.6
UK Corporate	106.7	105.0
Wealth	21.1	21.0
International Banking	50.9	48.5
Ulster Bank	26.0	28.0
US Retail & Commercial	75.7	71.3
Markets	228.2	212.8
Central items	94.3	106.7
	721.3	710.9
RCR	24.3	n/a
Non-Core	n/a	28.0
	745.6	738.9
RFS Holdings minority interest	0.9	0.9
Group	746.5	739.8

Divisional performance

	31 March 2014	31 December 2013		31 March 2013
	FLB3	FLB3	Basel 2.5	Basel 2.5
	£bn	£bn	£bn	£bn
Risk-weighted assets by division				
UK Retail	43.9	43.9	43.9	44.5
UK Corporate	80.4	82.9	86.1	87.0
Wealth	12.0	12.0	12.0	12.5
International Banking	47.1	50.3	49.0	48.9
Ulster Bank	28.7	30.1	30.7	36.8
US Retail & Commercial	61.3	58.8	56.1	58.9

Markets	87.4	99.9	64.5	88.5
Other (primarily Group Treasury)	8.9	13.1	10.1	10.2
	369.7	391.0	352.4	387.3
RCR	40.5	n/a	n/a	n/a
Non-Core	n/a	34.2	29.2	54.6
Group before RFS Holdings minority interest	410.2	425.2	381.6	441.9
RFS Holdings minority interest	4.1	3.9	3.9	3.9
Group	414.3	429.1	385.5	445.8

Employee numbers by division (full time equivalents rounded to the nearest hundred)	31 March 2014	31 December 2013	31 March 2013
UK Retail	23,000	23,300	25,400
UK Corporate	12,800	13,000	12,900
Wealth	4,500	4,600	4,900
International Banking	4,300	4,400	4,500
Ulster Bank	4,600	4,700	5,000
US Retail & Commercial	18,500	18,800	18,800
Markets	9,100	9,400	10,400
Group Centre	10,100	9,800	9,400
	86,900	88,000	91,300
RCR	1,100	n/a	n/a
Non-Core	n/a	1,400	2,500
	88,000	89,400	93,800
Business Services	28,600	29,000	28,900
Integration and restructuring	100	200	300
Group	116,700	118,600	123,000

UK Retail

	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
	£m	£m	£m
Income statement			
Net interest income	994	1,014	965
Net fees and commissions	241	249	212

Other non-interest income	5	4	14
Non-interest income	246	253	226
Total income	1,240	1,267	1,191
Direct expenses			
- staff	(165)	(166)	(172)
- other	(148)	(199)	(112)
Indirect expenses	(335)	(357)	(350)
	(648)	(722)	(634)
Profit before impairment losses	592	545	557
Impairment losses	(59)	(73)	(80)
Operating profit	533	472	477
Analysis of income by product			
Personal advances	235	247	223
Personal deposits	142	116	103
Mortgages	638	665	628
Cards	198	206	209
Other	27	33	28
Total income	1,240	1,267	1,191
Analysis of impairments by sector			
Mortgages	1	(13)	10
Personal	38	61	35
Cards	20	25	35
Total impairment losses	59	73	80
Loan impairment charge as % of gross customer loans and advances by sector			
Mortgages	-	(0.1%)	-
Personal	1.9%	3.0%	1.6%
Cards	1.5%	1.7%	2.5%
Total	0.2%	0.3%	0.3%

UK Retail

Key metrics

	Quarter ended		
	31 March	31 December	31 March

	2014	2013	2013
Performance ratios			
Return on equity (1)	26.2%	25.5%	25.5%
Net interest margin	3.59%	3.60%	3.49%
Cost:income ratio	52%	57%	53%

	31 March 2014 £bn	31 December 2013 £bn	Change	31 March 2013 £bn	Change
Capital and balance sheet					
Loans and advances to customers (gross)					
- mortgages	100.5	99.3	1%	99.1	1%
- personal	7.8	8.1	(4%)	8.6	(9%)
- cards	5.5	5.8	(5%)	5.5	-
	113.8	113.2	1%	113.2	1%
Loan impairment provisions	(1.9)	(2.1)	(10%)	(2.6)	(27%)
Net loans and advances to customers	111.9	111.1	1%	110.6	1%
Risk elements in lending	3.3	3.6	(8%)	4.4	(25%)
Provision coverage (2)	58%	59%	(100bp)	58%	-
Customer deposits					
- Current accounts	33.8	32.6	4%	31.1	9%
- Savings	81.0	82.3	(2%)	79.0	3%
Total customer deposits	114.8	114.9	-	110.1	4%
Assets under management (excluding deposits)	5.5	5.8	(5%)	6.2	(11%)
Loan:deposit ratio	98%	97%	100bp	100%	(200bp)
Risk-weighted assets (3)					
- Credit risk (non-counterparty)	36.2	36.1	-	36.7	(1%)
- Operational risk	7.7	7.8	(1%)	7.8	(1%)
Total risk-weighted assets	43.9	43.9	-	44.5	(1%)

Notes:

(1) Divisional return on equity is based on divisional operating profit after tax divided by average notional equity (based on 10% of the monthly average of divisional RWAs, adjusted for capital deductions).

(2) Provision coverage represents loan impairment provisions as a percentage of risk elements in lending.

(3) Divisional RWAs are based on a long-term conservative average secured mortgage probability of default methodology rather than the current lower point in time basis required for regulatory reporting.

UK Retail

Key points

Q1 2014 compared with Q4 2013

· Operating profit increased by 13%, £61 million, driven by lower costs and impairments, with income trends remaining subdued.

· Loans and advances to customers increased due to a £1.2 billion rise in mortgage balances, partly offset by a seasonal decline in credit card balances and personal lending and the write-off of some older defaulted unsecured debt. This also reduced the level of loan impairment provisions required.

· Customer deposit balances were flat. However, the mix between fixed rate bonds and instant access accounts changed due to customers retaining cash in easy access accounts while market rates are low.

· Net interest income was 2% lower mainly due to fewer days in the quarter, an impact of £22 million. Net interest margin remained flat with improvement in savings margin in line with market pricing conditions offset by a small decline in mortgage margins as new business rates remain competitive and fixed rate funding costs increased.

· Non-interest income decreased by £7 million, or 3%, due to lower net packaged account income and seasonal impacts on transactional card income.

· Direct costs decreased by 14% due to:

Direct staff costs declined due to headcount reduction of 300.
Direct other costs decreased due to a lower FSCS levy charge of £19 million (Q4 2013 - £40 million) and a lower conduct related provision of £15 million (Q4 2013 - £50 million).

· Indirect costs decreased by 6% due to lower technology spend and corporate recharges from central efficiencies.

· Impairments were 19% lower, driven by a lower level of defaults and improvements in underlying asset quality.

· Risk elements in lending declined by £0.3 billion, 8%, as the quality of the book continued to improve and some older defaulted unsecured debt was written off. Provision coverage remains strong at 58%.

Q1 2014 compared with Q1 2013

· Operating profit increased by £56 million, 12%, reflecting higher income combined with lower impairment losses partially offset by a slight increase in costs.

· Net interest income increased by 3%, driven by improved savings margins due to pricing changes in line with the market and improved deposit mix towards instant access and away from fixed rate bonds. Income from higher mortgage balances was offset by lower income from unsecured lending.

· Non-interest income increased by 9% due to higher current account-related fee income.

- Costs were 2% higher. Staff costs were lower driven by a 9% reduction in headcount. Other costs increased due to a £23 million charge for conduct and compensation and increased marketing spend of £8 million. Indirect costs were lower with continued efficiency measures and lower corporate recharges.

- Impairments were £21 million lower due to improved asset quality and lower default volumes.

UK Corporate

	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
	£m	£m	£m
Income statement			
Net interest income	706	728	706
Net fees and commissions	312	326	321
Other non-interest income	85	75	57
Non-interest income	397	401	378
Total income	1,103	1,129	1,084
Direct expenses			
- staff	(221)	(217)	(217)
- other	(93)	(134)	(103)
Indirect expenses	(235)	(234)	(221)
	(549)	(585)	(541)
Profit before impairment losses	554	544	543
Impairment losses	(63)	(659)	(185)
Operating profit	491	(115)	358
Analysis of income by business			
Corporate and commercial lending	602	639	622
Asset and invoice finance	180	168	164
Corporate deposits	114	106	73
Other	207	216	225
Total income	1,103	1,129	1,084

Analysis of impairments by sector			
Financial institutions	3	4	2
Hotels and restaurants	5	16	18
Housebuilding and construction	10	12	12
Manufacturing	10	20	8
Private sector education, health, social work, recreational and community services	(3)	33	25
Property	5	236	69
Wholesale and retail trade, repairs	20	15	32
Asset and invoice finance	2	21	1
Shipping	(3)	310	8
Other	14	(8)	10
Total impairment losses	63	659	185
Of which RCR related (1)	-	410	-

Note:
(1) Attributable to the creation of RCR and related strategy in Q4 2013.

UK Corporate

	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
Loan impairment charge as % of gross customer loans and advances by sector			
Financial institutions	0.2%	0.3%	0.2%
Hotels and restaurants	0.4%	1.4%	1.3%
Housebuilding and construction	1.2%	1.7%	1.5%
Manufacturing	0.9%	1.9%	0.7%
Private sector education, health, social work, recreational and community services	(0.2%)	1.6%	1.1%
Property	0.1%	4.3%	1.1%
Wholesale and retail trade, repairs	1.0%	0.7%	1.5%
Asset and invoice finance	0.1%	0.7%	-
Shipping	(0.2%)	19.1%	0.4%
Other	0.2%	(0.1%)	0.1%
Total	0.2%	2.6%	0.7%

Key metrics

	Quarter ended		
	31 March	31 December	31 March

	2014	2013	2013
Performance ratios			
Return on equity (1)	14.9%	(3.4%)	10.7%
Net interest margin	3.13%	3.13%	3.01%
Cost:income ratio	50%	52%	50%

Note:
(1) Divisional return on equity is based on divisional operating profit after tax divided by average notional equity (based on 10% of the monthly average of divisional RWAs, adjusted for capital deductions).

UK Corporate

	31 March 2014 £bn	31 December 2013 £bn	Change	31 March 2013 £bn	Change
Capital and balance sheet					
Loans and advances to customers (gross)					
- financial institutions	5.8	5.5	5%	5.1	14%
- hotels and restaurants	4.8	4.7	2%	5.6	(14%)
- housebuilding and construction	3.3	2.9	14%	3.1	6%
- manufacturing	4.3	4.2	2%	4.7	(9%)
- private sector education, health, social work, recreational and community services	7.9	8.5	(7%)	8.8	(10%)
- property	21.3	22.0	(3%)	24.4	(13%)
- wholesale and retail trade, repairs	8.0	8.2	(2%)	8.6	(7%)
- asset and invoice finance	13.6	11.7	16%	11.4	19%
- shipping	6.2	6.5	(5%)	7.7	(19%)
- other	28.0	28.3	(1%)	27.4	2%
	103.2	102.5	1%	106.8	(3%)
Loan impairment provisions	(2.3)	(2.8)	(18%)	(2.4)	(4%)
Net loans and advances to customers	100.9	99.7	1%	104.4	(3%)
Total third party assets	106.7	105.0	2%	109.9	(3%)
Risk elements in lending	4.6	6.2	(26%)	5.3	(13%)
Provision coverage (1)	49%	46%.	300bp	45%	400bp
Customer deposits	121.2	124.7	(3%)	123.9	(2%)
Loan:deposit ratio	83%	80%.	300bp	84%	(100bp)
Risk-weighted assets					
- Credit risk (non-counterparty)	72.0	77.7	(7%)	78.6	(8%)

- Operational risk	8.4	8.4	-	8.4	-
	80.4	86.1(2)	(7%)	87.0	(8%)

Notes:
(1) Provision coverage represents loan impairment provisions as a percentage of risk elements in lending.
(2) On an FLB3 basis risk-weighted assets were £82.9 billion at 31 December 2013.

Key points

Q1 2014 compared with Q4 2013
- Operating profit was £491 million for the quarter, delivering a return on equity of 14.9%. Q4 2013 included £422 million of charges relating to the creation of RCR. Excluding these, underlying operating profit improved by £184 million, primarily from lower impairments and expenses partially offset by reduced income.

- Net interest income was down 3% due to fewer days in the quarter (£15 million), along with a decline in asset margin from the transfer of loans relating to the establishment of RCR. This was partially offset by increased income from deposit repricing.

- Non-interest income was down 1%, primarily from lower Markets revenue share and transaction services income.

- Total expenses were 6% lower as a result of reduced customer remediation costs, down £27 million, and the initial impacts of cost saving initiatives.

- Impairments declined by £596 million. Excluding the increased losses incurred in Q4 2013 (£410 million) relating to the creation of RCR, underlying impairments were £186 million lower, with fewer significant individual cases in the mid-to-large corporate business.

UK Corporate

Key points (continued)

Q1 2014 compared with Q4 2013 (continued)
- Loans and advances increased by 1%, driven by improved lending activity, particularly in relation to large corporate clients. Deposit volumes declined by 3% reflecting seasonal outflows and the rebalancing of the Bank's liquidity position. Consequently, the loan:deposit ratio moved to 83% from 80%.

- Risk-weighted assets on an FLB3 basis were £2.5 billion lower reflecting the net of the transfers to RCR and from Non-Core.

Q1 2014 compared with Q1 2013
- Operating profit increased 37%, primarily reflecting lower impairment charges.

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Net interest income was flat as repricing of both deposits and assets was offset by lower asset volumes, reduced yields on current accounts and the transfers relating to the establishment of RCR and the cessation of Non-Core.

· Non-interest income increased by 5% due to lower derivative close-out charges and higher equity gains. These were partially offset by lower Markets revenue share and lending fees.

· Total expenses increased by 1% as higher indirect costs were partially offset by lower customer remediation costs.

· Impairments were down £122 million, primarily from improved trends in the SME business and fewer individual cases in the mid-to-large corporate business.

· The loan:deposit ratio declined 100 basis points as the deposit base contracted during Q1 2014 whilst asset volumes declined 3% as repayments outpaced new lending growth during 2013.

Wealth

	Quarter ended		
	31 March 2014 £m	31 December 2013 £m	31 March 2013 £m
Income statement			
Net interest income	171	174	169
Net fees and commissions	87	85	89
Other non-interest income	16	18	15
Non-interest income	103	103	104
Total income	274	277	273
Direct expenses			
- staff	(94)	(79)	(103)
- other	(30)	(43)	(23)
Indirect expenses	(73)	(85)	(86)
	(197)	(207)	(212)
Profit before impairment losses	77	70	61
Impairment recoveries/(losses)	1	(21)	(5)
Operating profit	78	49	56

Analysis of income			
Private banking	229	225	224
Investments	45	52	49
Total income	274	277	273

Key metrics	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
Performance ratios			
Return on equity (1)	16.9%	10.9%	12.1%
Net interest margin	3.72%	3.70%	3.55%
Cost:income ratio	72%	75%	78%

Note:

(1) Divisional return on equity is based on divisional operating profit after tax divided by average notional equity (based on 10% of the monthly average of divisional RWAs, adjusted for capital deductions).

Wealth

	31 March 2014 £bn	31 December 2013 £bn	Change	31 March 2013 £bn	Change
Capital and balance sheet					
Loans and advances to customers (gross)					
- mortgages	8.7	8.7	-	8.8	(1%)
- personal	5.6	5.6	-	5.7	(2%)
- other	2.5	2.5	-	2.7	(7%)
	16.8	16.8	-	17.2	(2%)
Loan impairment provisions	(0.1)	(0.1)	-	(0.1)	-
Net loans and advances to customers	16.7	16.7	-	17.1	(2%)
Risk elements in lending	0.3	0.3	-	0.3	-
Provision coverage (1)	45%	43%	200bp	43%	200bp
Assets under management (excluding deposits)	28.5	29.7	(4%)	30.8	(7%)
Customer deposits	36.6	37.2	(2%)	39.6	(8%)
Loan:deposit ratio (excluding repos)	45%	45%	-	43%	200bp

Risk-weighted assets					
- Credit risk					
- non-counterparty	10.1	10.0	1%	10.4	(3%)
- Market risk	-	0.1	(100%)	0.2	(100%)
- Operational risk	1.9	1.9	-	1.9	-
	12.0	12.0	-	12.5	(4%)

Note:
(1) Provision coverage represents loan impairment provisions as a percentage of risk elements in lending.

Key points

Q1 2014 compared with Q4 2013

· Operating profit was £29 million higher, driven by lower expenses and impairment losses.

· Income was £3 million, 1%, lower, reflecting the impact of fewer days in the quarter.

· Expenses were 5% lower at £197 million, primarily due to the non-recurrence of a one-off UK tax treaty charge in the International business in Q4 2013 and savings from the streamlining of the business's property footprint.

· Impairments decreased by £22 million, reflecting the non-recurrence of a single specific impairment in Q4 2013.

· Client assets and liabilities were 2% lower, with the decrease in assets under management mainly driven by low margin custody asset outflows and negative market movements. Deposits were £0.6 billion lower following cyclical outflows for tax payments and repricing action in the UK. Lending remained broadly flat.

Q1 2014 compared with Q1 2013

· Operating profit increased by £22 million, as a result of lower expenses and impairments.

· Net interest income increased by £2 million, primarily driven by higher deposit spreads. Non-interest income fell by £1 million as a result of lower transaction and investment volumes in the International business.

· Expenses decreased by £15 million, 7%, reflecting savings from the streamlining of the business's property footprint, reduced headcount and the continued tight management of discretionary costs.

· Impairments were £6 million lower.

International Banking

	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
	£m	£m	£m
Income statement			
Net interest income	180	173	197
Non-interest income	248	271	285
Total income	428	444	482
Direct expenses			
- staff	(109)	(114)	(125)
- other	(35)	(57)	(38)
Indirect expenses	(164)	(166)	(170)
	(308)	(337)	(333)
Profit before impairment losses	120	107	149
Impairment losses	(10)	(47)	(55)
Operating profit	110	60	94
Analysis of income by product			
Cash management	173	185	187
Trade finance	76	77	70
Loan portfolio	179	182	224
Ongoing businesses	428	444	481
Run-off businesses	-	-	1
Total income	428	444	482
Analysis of impairments by sector			
Manufacturing and infrastructure	-	20	40
Property and construction	-	-	(14)
Transport and storage	-	23	24
Telecommunications, media and technology	(1)	-	-
Banks and financial institutions	-	(15)	-
Other	11	19	5
Total impairment losses	10	47	55
Of which RCR related (1)	-	52	-
Loan impairment charge as % of gross customer loans and advances	0.1%	0.5%	0.5%

Note:
(1) Pertaining to the creation of RCR and related strategy in Q4 2013.

International Banking

Key metrics

	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
Performance ratios			
Return on equity (1)	6.5%	3.4%	5.2%
Net interest margin	1.55%	1.54%	1.74%
Cost:income ratio	72%	76%	69%

	31 March 2014 £bn	31 December 2013 £bn	Change	31 March 2013 £bn	Change
Capital and balance sheet					
Loans and advances to customers (gross) (2)					
- manufacturing and infrastructure	15.1	13.6	11%	16.9	(11%)
- property and construction	2.4	2.4	-	2.5	(4%)
- transport and storage	2.9	3.3	(12%)	2.8	4%
- telecommunications, media and technology	2.7	2.8	(4%)	2.6	4%
- banks and financial institutions	6.9	6.5	6%	7.9	(13%)
- other	8.6	7.4	16%	9.8	(12%)
	38.6	36.0	7%	42.5	(9%)
Loan impairment provisions	(0.1)	(0.3)	(67%)	(0.4)	(75%)
Net loans and advances to customers	38.5	35.7	8%	42.1	(9%)
Loans and advances to banks	7.9	8.0	(1%)	5.8	36%
Securities	2.2	2.4	(8%)	2.5	(12%)
Cash and eligible bills	0.2	0.3	(33%)	0.4	(50%)
Other	2.1	2.1	-	3.6	(42%)
Total third party assets (excluding derivatives mark-to-market)	50.9	48.5	5%	54.4	(6%)
Risk elements in lending	-	0.5	(100%)	0.6	(100%)
Provision coverage (3)	-	69%	(6,900bp)	59%	(5,900bp)
Customer deposits	33.7	39.3	(14%)	47.0	(28%)
Bank deposits	5.1	6.5	(22%)	4.7	9%
Loan:deposit ratio	114%	91%	2,300bp	90%	2,400bp

Risk-weighted assets					
- Credit risk (non-counterparty)	43.0	44.3	(3%)	44.2	(3%)
- Operational risk	4.1	4.7	(13%)	4.7	(13%)
	47.1	49.0(4)	(4%)	48.9	(4%)

Notes:

(1) Divisional return on equity is based on divisional operating profit after tax divided by average notional equity (based on 10% of the monthly average of divisional RWAs, adjusted for capital deductions) for the ongoing businesses.

(2) Excludes disposal groups.

(3) Provision coverage represents loan impairment provisions as a percentage of risk elements in lending.

(4) On an FLB3 basis risk-weighted assets were £50.3 billion at 31 December 2013.

International Banking

Key points

Q1 2014 compared with Q4 2013

· Operating profit was £110 million for the quarter, delivering a return on equity of 6.5%. Q4 2013 included £52 million of impairment charges on assets now transferred to RCR. Excluding these charges, underlying operating profit was slightly down, with lower revenues offset by lower costs and impairments.

· Income was down £16 million as low interest rates and the competitive environment continued to drive down margins in Cash management.

· Impairments were £37 million lower, driven by increased provisions in Q4 2013 relating to the creation of RCR and its related strategy.

· Third party assets were up 5%, driven by £0.9 billion of new business, primarily in Asia and the net of the transfers from Non-Core and to RCR.

· Customer deposits were 14% lower, in line with a change in funding strategy.

· Risk-weighted assets on an FLB3 basis decreased by 6%, primarily driven by the net of the transfers of assets to RCR and from Non-Core.

Q1 2014 compared with Q1 2013

· Operating profit was up £16 million, driven by lower costs and impairments partially offset by lower income.

· Income was £54 million lower:

Loan Portfolio income declined £45 million largely reflecting the reduced balance sheet.

Cash Management income was £14 million lower, as low interest rates and the competitive environment drove down margins.
Trade Finance income was up £6 million, driven by volume growth in Asia and EMEA.

- Expenses decreased by £25 million, primarily driven by lower variable compensation.

- Third party assets were down 6%, reflecting the netting of pooled accounts, partially offset by an increase in Trade and the net of the transfers of assets from Non-Core and to RCR.

- Customer deposits were 28% lower in line with a change in funding strategy.

Ulster Bank

	Quarter ended		
	31 March 2014 £m	31 December 2013 £m	31 March 2013 £m
Income statement			
Net interest income	159	169	154
Net fees and commissions	32	37	34
Other non-interest income	15	1	20
Non-interest income	47	38	54
Total income	206	207	208
Direct expenses			
- staff	(63)	(51)	(57)
- other	(17)	(21)	(15)
Indirect expenses	(62)	(64)	(60)
	(142)	(136)	(132)
Profit before impairment losses	64	71	76
Impairment losses	(47)	(1,067)	(240)
Operating profit/(loss)	17	(996)	(164)
Analysis of income by business			
Corporate	69	69	82
Retail	90	98	89
Other	47	40	37
Total income	206	207	208

Analysis of impairments by sector			
Mortgages	19	24	90
Commercial real estate			
- investment	8	392	46
- development	(3)	115	14
Other corporate	17	534	75
Other lending	6	2	15
Total impairment losses	47	1,067	240
Of which RCR related (1)	-	892	-
Loan impairment charge as % of gross customer loans and advances (excluding reverse repurchase agreements) by sector			
Mortgages	0.4%	0.5%	1.8%
Commercial real estate			
- investment	3.2%	46.1%	5.1%
- development	(3.0%)	65.7%	8.0%
Other corporate	1.3%	30.1%	3.8%
Other lending	2.4%	0.7%	4.6%
Total	0.7%	13.6%	2.9%

Note:
(1) Pertaining to the creation of RCR and related strategy in Q4 2013.

Ulster Bank

Key metrics	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
Performance ratios			
Return on equity (1)	2.5%	(98.1%)	(13.5%)
Net interest margin	2.36%	2.10%	1.85%
Cost:income ratio	69%	66%	63%

	31 March 2014 £bn	31 December 2013 £bn	Change	31 March 2013 £bn	Change
Capital and balance sheet					
Loans and advances to customers (gross)					
Mortgages	18.8	19.0	(1%)	19.7	(5%)
Commercial real estate					

- investment	1.0	3.4	(71%)	3.6	(72%)
- development	0.4	0.7	(43%)	0.7	(43%)
Other corporate	5.4	7.1	(24%)	7.8	(31%)
Other lending	1.0	1.2	(17%)	1.3	(23%)
	26.6	31.4	(15%)	33.1	(20%)
Loan impairment provisions	(3.4)	(5.4)	(37%)	(4.2)	(19%)
Net loans and advances to customers	23.2	26.0	(11%)	28.9	(20%)
Risk elements in lending					
- Mortgages	3.1	3.2	(3%)	3.4	(9%)
- Commercial real estate					
- investment	0.3	2.3	(87%)	1.6	(81%)
- development	0.2	0.5	(60%)	0.4	(50%)
- Other corporate	0.9	2.3	(61%)	2.4	(63%)
- Other lending	0.2	0.2	-	0.2	-
Total risk elements in lending	4.7	8.5	(45%)	8.0	(41%)
Provision coverage (2)	72%	64%	800bp	53%	1,900bp
Customer deposits	21.1	21.7	(3%)	22.7	(7%)
Loan:deposit ratio (excluding repos)	110%	120%	(1,000bp)	127%	(1,700bp)
Risk-weighted assets					
- Credit risk					
- non-counterparty	26.7	28.2	(5%)	34.3	(22%)
- counterparty	0.3	0.3	-	0.6	(50%)
- Market risk	0.2	0.5	(60%)	0.2	-
- Operational risk	1.5	1.7	(12%)	1.7	(12%)
	28.7	30.7	(7%)	36.8	(22%)
Spot exchange rate - €/£	1.210	1.201		1.183	

Notes:

(1) Divisional return on equity is based on divisional operating loss after tax divided by average notional equity (based on 10% of the monthly average of divisional RWAs, adjusted for capital deductions).

(2) Provision coverage represents loan impairment provisions as a percentage of risk elements in lending.

Ulster Bank

Key points

The creation of RCR resulted in additional charges of £911 million in Ulster Bank's results in Q4 2013, and the transfer of £4.4 billion of gross assets to RCR at the start of Q1 2014. This has had a significant impact on the comparison of Q1 2014 financial performance with both Q4 2013 and Q1 2013.

Q1 2014 compared with Q4 2013

Ulster Bank posted an operating profit of £17 million for the quarter, compared with a loss of £996 million in Q4 2013, which included additional charges related to the creation of RCR. The return to profitability for the first time since Q1 2009 marked a key milestone for the bank reflecting improving trading conditions albeit volatility is still a feature of business performance.

Net interest margin increased by 26 basis points in the quarter to 2.36% reflecting the transfer of non-performing assets to RCR coupled with a continued improvement in deposit margins. Net interest income fell by £10 million due to a combination of fewer days in the quarter, the impact of assets transferred to RCR and a lower margin on the tracker mortgage book following a reduction in the European Central Bank refinancing interest rate during Q4 2013. This was partially offset by lower funding costs.

Non-interest income increased by £9 million to £47 million, primarily reflecting the impact of a number of one-off items totalling £10 million which depressed Q4 2013 income, including an increased provision on a counterparty swap exposure related to the creation of RCR.

Total expenses increased by £6 million in Q1 2014 to £142 million principally due to the charge of £4 million in respect of the new bank levy, introduced in the Republic of Ireland. Expenses in Q4 2013 were affected by a number of one-off items, including a pension service cost reduction and an accelerated depreciation charge.

Impairment losses fell significantly in Q1 2014 to 0.7% of gross customer loans and advances, reflecting improved credit metrics particularly within the corporate and SME portfolios. The Q4 2013 results included an increased charge of £892 million relating to the creation of RCR.

Ulster Bank's loan:deposit ratio of 110% in Q1 2014 reflects the impact of the transfer of loan balances to RCR. While Retail and SME deposit balances have remained stable in the quarter, total deposit balances declined by 3% attributable to a reduction in wholesale balances.

Q1 2014 compared with Q1 2013

Operating results improved by £181 million, primarily reflecting a reduction in impairment losses.

Income has remained stable despite a reduction in net loans following the transfer of assets to RCR. Net interest margin increased by 51 basis points to 2.36% driven by deposit repricing actions and the impact of the asset transfer to RCR. Non-interest income decreased by £7 million primarily reflecting mark-to-market movements on tracker mortgage hedging swaps.

Expenses increased by £10 million. Savings arising from a reduction in staff numbers were more than offset by the new bank levy in the Republic of Ireland and a realignment of costs following the creation of RCR.

Ulster Bank

Key points (continued)

Q1 2014 compared with Q1 2013 (continued)

Impairment losses decreased by 80% with significant reductions across the mortgage, SME and corporate portfolios. This improvement not only reflects the transfer of high risk assets to RCR but also reflects the progress made in addressing legacy issues, including the implementation of strategies to help customers normalise their payments.

The loan:deposit ratio of 110% reflects a 20% reduction in loan balances driven by the transfer of assets to RCR coupled with the impact of customer deleveraging. Customer deposits declined by 7% with growth in Retail and SME balances outweighed by a reduction in wholesale balances.

Risk-weighted assets decreased by 22%, reflecting a smaller performing loan book and stabilising credit metrics.

US Retail & Commercial (£ Sterling)

	Quarter ended		
	31 March 2014 £m	31 December 2013 £m	31 March 2013 £m
Income statement			
Net interest income	488	479	471
Net fees and commissions	169	182	190
Other non-interest income	60	58	102
Non-interest income	229	240	292
Total income	717	719	763
Direct expenses			
- staff	(251)	(249)	(286)
- other	(249)	(251)	(248)
Indirect expenses	-	(31)	(21)
	(500)	(531)	(555)
Profit before impairment losses	217	188	208
Impairment losses	(73)	(46)	(19)

Operating profit	144	142	189
Average exchange rate - US$/£	1.655	1.619	1.552
Analysis of income by product			
Mortgages and home equity	112	100	126
Personal lending and cards	98	101	100
Retail deposits	186	187	190
Commercial lending	165	169	168
Commercial deposits	107	100	102
Other	49	62	77
Total income	717	719	763
Analysis of impairments by sector			
Residential mortgages	(5)	-	2
Home equity	19	1	19
SBO home equity	21	-	-
Corporate and commercial	9	25	(24)
Other consumer	29	20	22
Total impairment losses	73	46	19
Loan impairment charge as % of gross customer loans and advances (excluding reverse repurchase agreements) by sector			
Residential mortgages	(0.3%)	-	0.1%
Home equity	0.6%	-	0.6%
SBO home equity	6.5%	-	-
Corporate and commercial	0.1%	0.4%	(0.4%)
Other consumer	1.3%	0.9%	1.0%
Total	0.5%	0.4%	0.1%

US Retail & Commercial (£ Sterling)

Key metrics	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
Performance ratios			
Return on equity (1)	6.1%	6.5%	8.2%
Net interest margin	2.94%	2.98%	2.93%
Cost:income ratio	70%	74%	73%

	31 March 2014 £bn	31 December 2013 £bn	Change	31 March 2013 £bn	Change
Capital and balance sheet					
Loans and advances to customers (gross)					
- residential mortgages	6.2	5.8	7%	6.0	3%
- home equity	12.0	12.1	(1%)	13.8	(13%)
- SBO home equity	1.3	-	-	-	-
- corporate and commercial	24.7	24.1	2%	25.1	(2%)
- other consumer	9.0	8.6	5%	8.9	1%
	53.2	50.6	5%	53.8	(1%)
Loan impairment provisions	(0.5)	(0.3)	67%	(0.3)	67%
Net loans and advances to customers	52.7	50.3	5%	53.5	(1%)
Total third party assets	76.1	71.7	6%	77.0	(1%)
Investment securities	14.9	12.9	16%	11.9	25%
Risk elements in lending					
- retail	1.1	0.9	22%	0.9	22%
- commercial	0.2	0.1	100%	0.4	(50%)
Total risk elements in lending	1.3	1.0	30%	1.3	-
Provision coverage (2)	41%	26%	1,500bp	22%	1,900bp
Customer deposits (excluding repos)	54.9	55.1	-	62.4	(12%)
Bank deposits (excluding repos)	3.4	2.0	70%	1.7	100%
Loan:deposit ratio (excluding repos)	96%	91%	500bp	86%	1,000bp
Risk-weighted assets					
- Credit risk					
- non-counterparty	55.4	50.7	9%	53.1	4%
- counterparty	0.8	0.5	60%	0.8	-
- Operational risk	5.1	4.9	4%	5.0	2%
	61.3	56.1	9%	58.9	4%
Spot exchange rate - US$/£	1.668	1.654		1.517	

Notes:
(1) Divisional return on equity is based on divisional operating profit after tax divided by average notional equity (based on 10% of the monthly average of divisional RWAs, adjusted for capital deductions).
(2) Provision coverage represents loan impairment provisions as a percentage of risk elements in lending.

Key points

Sterling strengthened against the US dollar, with the spot exchange rate at 31 March 2014 increasing 1% compared with 31 December 2013.

Performance is described in full in the US dollar-based financial statements set out on pages 38 to 41.

US Retail & Commercial (US dollar)

	Quarter ended		
	31 March 2014 $m	31 December 2013 $m	31 March 2013 $m
Income statement			
Net interest income	809	781	731
Net fees and commissions	279	298	295
Other non-interest income	99	97	158
Non-interest income	378	395	453
Total income	1,187	1,176	1,184
Direct expenses			
- staff	(416)	(409)	(444)
- other	(412)	(409)	(384)
Indirect expenses	-	(50)	(34)
	(828)	(868)	(862)
Profit before impairment losses	359	308	322
Impairment losses	(121)	(75)	(30)
Operating profit	238	233	292
Analysis of income by product			
Mortgages and home equity	185	164	195
Personal lending and cards	162	165	155
Retail deposits	308	306	295
Commercial lending	273	275	261
Commercial deposits	177	163	158
Other	82	103	120
Total income	1,187	1,176	1,184
Analysis of impairments by sector			
Residential mortgages	(9)	1	3
Home equity	32	2	29
SBO home equity	34	-	-

Corporate and commercial	15	38	(36)
Other consumer	49	33	34
Securities	-	1	-
Total impairment losses	121	75	30
Loan impairment charge as % of gross customer loans and advances (excluding reverse repurchase agreements) by sector			
Residential mortgages	(0.3%)	-	0.1%
Home equity	0.6%	-	0.6%
SBO home equity	6.5%	-	-
Corporate and commercial	0.1%	0.4%	(0.4%)
Other consumer	1.3%	0.9%	1.0%
Total	0.5%	0.4%	0.1%

US Retail & Commercial (US dollar)

Key metrics	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
Performance ratios			
Return on equity (1)	6.1%	6.5%	8.2%
Net interest margin	2.94%	2.98%	2.93%
Cost:income ratio	70%	74%	73%

The legal entity results of RBS Citizens Financial Group under IFRS are set out below.

	Quarter ended		
	31 March 2014 $m	31 December 2013 $m	31 March 2013 $m
Total income	1,187	1,183	1,219
Operating expenses	(828)	(828)	(840)
Impairment losses	(121)	(133)	(90)
Operating profit	238	222	289
Return on equity (1)	6.1%	5.8%	7.5%

	31 March 2014 $bn	31 December 2013 $bn	Change	31 March 2013 $bn	Change
Capital and balance sheet					

Loans and advances to customers (gross)					
- residential mortgages	10.3	9.6	7%	9.1	13%
- home equity	20.0	20.1	-	20.9	(4%)
- SBO home equity	2.1	-	-	-	-
- corporate and commercial	41.2	39.8	4%	38.1	8%
- other consumer	15.2	14.1	8%	13.5	13%
	88.8	83.6	6%	81.6	9%
Loan impairment provisions	(0.9)	(0.4)	125%	(0.4)	125%
Net loans and advances to customers	87.9	83.2	6%	81.2	8%
Total third party assets	126.8	118.7	7%	116.8	9%
Investment securities	24.9	21.3	17%	18.1	38%
Risk elements in lending					
- retail	1.9	1.5	27%	1.4	36%
- commercial	0.3	0.2	50%	0.5	(40%)
Total risk elements in lending	2.2	1.7	29%	1.9	16%
Provision coverage (2)	41%	26%	1,500bp	22%	1,900bp
Customer deposits (excluding repos)	91.6	91.1	1%	94.6	(3%)
Bank deposits (excluding repos)	5.7	3.3	73%	2.6	119%
Loan:deposit ratio (excluding repos)	96%	91%	500bp	86%	1,000bp
Risk-weighted assets					
- Credit risk					
- non-counterparty	92.4	83.8	10%	80.6	15%
- counterparty	1.3	0.8	63%	1.2	8%
- Operational risk	8.5	8.2	4%	7.5	13%
	102.2	92.8	10%	89.3	14%

Notes:

(1) Divisional return on equity is based on divisional operating profit after tax divided by average notional equity (based on 10% of monthly average of divisional RWAs, adjusted for capital deductions).

(2) Provision coverage represents loan impairment provisions as a percentage of risk elements in lending.

US Retail & Commercial (US dollar)

Key points

Q1 2014 results are not directly comparable with prior periods; prior period results exclude Non-Core operations and include Group allocations. In the context of the planned disposal of RBS Citizens Financial Group, central Group costs are no longer allocated to the division.

Q1 2014 compared with Q4 2013

· Operating profit increased by $5 million, or 2%, to $238 million, driven by higher income and lower expenses, partially offset by higher impairments. The Non-Core portfolio is now included on a prospective basis beginning 1 January 2014. On a comparable basis operating profit increased by $16 million, or 7%.

· The operating environment and market conditions remained challenging, with intense competition for loans. The continuation of low short-term rates has limited net interest margin expansion and the rise in long-term rates reduced mortgage refinance volumes.

· Net interest income was up 4% to $809 million due to a larger investment portfolio and loan growth, including the Non-Core loan transfer. Excluding Group allocations in Q4 2013, net interest income was up $46 million, or 6%.

· Higher rates led to investment security purchases resulting in average portfolio growth of $2.5 billion in the quarter.

· Average loans and advances were up 6%, driven by the $3.7 billion Non-Core transfer, higher commercial loans and auto loans and a strategic initiative to purchase residential mortgages.

· Non-interest income was down $17 million, or 4% at $378 million reflecting lower consumer banking fees, primarily lower deposit fees. Commercial banking fee income was up, driven by strong leasing income.

· Total expenses were down $40 million, or 5% at $828 million reflecting the removal of indirect costs in Q1 2014 and incentive reversals for prior year plans partially offset by a seasonal increase in payroll taxes.

· Impairment losses increased $46 million to $121 million for the quarter due to the Non-Core transfer.

US Retail & Commercial (US dollar)

Key points (continued)

Q1 2014 compared with Q1 2013

· Operating profit decreased by $54 million, or 18%, to $238 million, driven by higher impairments partially offset by lower expenses.

· Net interest income was up $78 million, or 11% at $809 million driven by a larger investment portfolio, loan growth including the Non-Core loan transfer, the benefit of interest rate swaps and deposit pricing discipline.

· Higher rates led to investment security purchases resulting in average portfolio growth of $5.1 billion over the year.

· Average loans and advances were up 7%, driven by the Non-Core transfer, commercial loan growth, auto loan growth and a strategic initiative to purchase residential mortgages and to hold more originations on the balance sheet. This was partially offset by home equity run-off.

· Average customer deposits were down 3%, with planned run-off of high priced deposits and lower wholesale deposits partially offset by growth in checking balances. Consumer and small business checking balances both grew by 4% over the year.

· Non-interest income was down $75 million, or 17%, at $378 million, reflecting lower mortgage banking fees as refinancing volumes have slowed, lower securities gains and lower deposit fees due to a change in the posting order of customer transactions. Mortgage origination activity is slowing as market rates have risen, leading to lower applications combined with lower levels of gains on sales of mortgage.

· Total expenses were down $34 million, or 4%, at $828 million largely driven by the removal of indirect costs allocated by Group in Q1 2014.

· Impairment losses increased by $91 million to $121 million for the quarter largely due to the Non-Core transfer.

Markets

	Quarter ended		
	31 March 2014 £m	31 December 2013 £m	31 March 2013 £m
Income statement			
Net interest income from banking activities	48	62	30
Net fees and commissions receivable	35	44	77
Income from trading activities	861	517	916
Other operating income (net of related funding costs)	13	3	17
Non-interest income	909	564	1,010
Total income	957	626	1,040
Direct expenses			
- staff	(305)	(171)	(362)
- other	(153)	(181)	(181)
Indirect expenses	(179)	(201)	(203)
	(637)	(553)	(746)
Profit before impairment losses	320	73	294
Impairment losses (1)	(2)	(34)	(16)

Operating profit	318	39	278
Of which:			
Ongoing businesses (2)	306	92	254
Run-off businesses	12	(53)	24
Analysis of income by product			
Rates	368	189	228
Currencies	213	214	223
Asset backed products	324	204	448
Credit markets	136	143	217
Total income ongoing businesses	1,041	750	1,116
Inter-divisional revenue share	(133)	(132)	(169)
Run-off businesses	49	8	93
Total income	957	626	1,040
Memo - Fixed income and currencies			
Total income ongoing businesses	1,041	750	1,116
Less: primary credit markets	(121)	(128)	(151)
Total fixed income and currencies	920	622	965

Notes:

(1) Includes £18 million in Q4 2013 pertaining to the creation of RCR and related strategy.

(2) The ongoing businesses comprise the Rates, Currencies, Asset backed products and Credit markets areas.

Markets

Key metrics	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
Performance ratios			
Return on equity (1)	9.4%	1.5%	7.9%
Cost:income ratio	67%	88%	72%
Compensation ratio (2)	32%	27%	35%

	31 March 2014 £bn	31 December 2013 £bn	Change	31 March 2013 £bn	Change
Capital and balance sheet					

Loans and advances to customers (gross)	24.9	25.4	(2%)	32.0	(22%)
Loan impairment provisions	(0.1)	(0.2)	(50%)	(0.2)	(50%)
Net loans and advances to customers	24.8	25.2	(2%)	31.8	(22%)
Net loans and advances to banks	12.1	12.5	(3%)	20.1	(40%)
Reverse repos	78.1	76.2	2%	100.8	(23%)
Securities	72.8	69.8	4%	90.7	(20%)
Cash and eligible bills	20.8	20.3	2%	24.3	(14%)
Other	19.6	8.8	123%	20.3	(3%)
Total third party assets (excluding derivatives mark-to-market)	228.2	212.8	7%	288.0	(21%)
Net derivative assets (after netting)	13.1	15.5	(15%)	21.7	(40%)
Provision coverage (3)	80%	85%	(500bp)	76%	400bp
Customer deposits (excluding repos)	19.6	21.5	(9%)	25.7	(24%)
Bank deposits (excluding repos)	24.4	23.8	3%	43.7	(44%)
Risk-weighted assets					
- Credit risk					
- non-counterparty	10.7	10.8	(1%)	12.4	(14%)
- counterparty	34.0	17.5	94%	32.7	4%
- Market risk	35.3	26.4	34%	33.6	5%
- Operational risk	7.4	9.8	(24%)	9.8	(24%)
	87.4	64.5	36%	88.5	(1%)

Notes:
(1) Divisional return on equity is based on divisional operating profit after tax, divided by average notional equity (based on 10% of the monthly average of divisional RWAs, adjusted for capital deductions).
(2) Compensation ratio is based on staff costs as a percentage of total income.
(3) Provision coverage represents loan impairment provisions as a percentage of risk elements in lending.
(4) On an FLB3 basis risk-weighted assets were £99.9 billion at 31 December 2013.

Markets

	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
Income statement (ongoing business)	£m	£m	£m
Total income	909	619	951
Direct expenses	(428)	(327)	(501)
Indirect expenses	(172)	(180)	(200)

Impairment (losses)/recoveries	(3)	(20)	4
Operating profit	306	92	254
Performance ratios (ongoing business)			
Return on equity (1)	10.5%	4.6%	9.4%
Cost:income ratio	66%	82%	74%
Compensation ratio (2)	31%	26%	35%

Balance sheet (ongoing business)	31 March 2014 £bn	31 December 2013 £bn	31 March 2013 £bn
Total third party assets (excluding derivatives mark-to-market)	214.9	198.8	264.7
Risk-weighted assets	73.8	52.1	69.1

Notes:

(1) Divisional return on equity is based on divisional operating profit after tax divided by average notional equity (based on 10% of the monthly average of divisional RWAs, adjusted for capital deductions), for ongoing businesses.

(2) Compensation ratio is based on staff costs as a percentage of total income.

Key points

Q1 2014 compared with Q4 2013

· Operating profit increased by £279 million, driven by higher trading income.

· Rates benefited from a limited pick-up in client driven trading activity, and the gains predominantly associated with continued deleveraging and de-risking of the business.

· Currencies performance remained steady, despite the highly competitive market environment.

· Asset backed products benefited from positive sentiment and favourable market movements.

· Credit markets income declined. Issuer volumes were subdued and the secondary market suffered from cautious investor sentiment.

· Costs increased as a substantial reduction in non-staff costs, driven by the ongoing success of the division’s cost reduction programme, was more than offset by higher staff costs, which reflected increased income.

· The 7% increase in third party assets reflected a pick-up in activity in the first quarter as clients returned to the market.

· Risk-weighted assets increased following the introduction of CRD IV on 1 January 2014. However, excluding this impact, risk-weighted assets fell significantly, driven by a range of mitigation actions. This included £9 billion of risk-weighted assets transferred to RCR.

Markets

Key points (continued)

Q1 2014 compared with Q1 2013

- Operating profit increased by 14% compared with the same period last year. This reflected a significant reduction in costs as headcount was reduced and discretionary expenditure tightly controlled, offset by lower income as the division refocused on core fixed income and currencies product areas.

- Rates increased substantially (up 61%) compared to a weak Q1 2013, and was helped by gains predominantly associated with continued deleveraging and de-risking of the business.

- Currencies income decreased slightly, reflecting a steady performance given low overall volatility and the reduction in client volumes seen throughout 2013.

- Asset backed products benefited from the general credit market rally in Q1 2013, which was not repeated in Q1 2014. This, combined with a reduced deployment of risk-weighted assets, resulted in lower income.

- Lower Credit income primarily reflected the de-risking of the credit trading business that took place in 2013, compared to gains from the credit asset rally in Q1 2013.

- Costs fell by 15%, driven by headcount reductions of 1,300 and a tightly controlled approach to discretionary expenditure.

- The strategic decision to refocus the division on core fixed income and currencies products drove the substantial reduction in third party assets, down from £288 billion to £228 billion.

- Risk-weighted assets were £1.1 billion lower compared with 31 March 2013, despite an increase following the introduction of Basel III on 1 January 2014. The overall reduction reflected the de-risking and strategic refocusing of the Markets business and, in Q1 2014, the creation of RCR.

Central items

	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
	£m	£m	£m

Central items not allocated	(76)	(174)	(36)

Note:
(1) Costs/charges are denoted by brackets.

Funding and operating costs have been allocated to operating divisions based on direct service usage, the requirement for market funding and other appropriate drivers where services span more than one division.

Residual unallocated items relate to volatile corporate items that do not naturally reside within a division.

Key points

Q1 2014 compared with Q4 2013

· Central items not allocated represented a debit of £76 million compared with a debit of £174 million in Q4 2013 principally driven by lower unallocated Treasury and funding costs, including volatile items under IFRS and increased gains on the disposal of available-for-sale securities in Treasury, which were up £89 million to £203 million for Q1 2014 compared with £114 million in Q4 2013.

Q1 2014 compared with Q1 2013

· Central items not allocated represented a debit of £76 million compared with a debit of £36 million in Q1 2013. This was principally driven by a lower share of profit on the Group's stake in Saudi Hollandi, down from £65 million in Q1 2013 to £8 million in Q1 2014, and unallocated Treasury and funding costs which were £31 million lower compared with Q1 2013. The unallocated Treasury costs included increased gains on Treasury available-for-sale securities, which were up £97 million quarter on quarter offset by higher Treasury and funding costs, including volatile items under IFRS.

RCR

In line with its new strategic direction, RBS announced the creation of RBS Capital Resolution ('RCR') with effect from 1 January 2014 to separate and wind down RBS's high capital intensive assets. RCR brings assets under common management and was established with the following principles:

removing risk from the balance sheet in an efficient, expedient and economic manner;
reducing the volatile outcomes in stressed environments; and
accelerating the release of capital through management and exit of the portfolio.

RCR is managed and analysed by four business pillars - Ulster Bank, Real Estate Finance, Corporate and Markets. Real Estate Finance excludes commercial real estate lending in Ulster Bank.

	Quarter ended 31 March 2014 £m
Income statement	

Net interest expense	(5)
Net fees and commissions	14
Income from trading activities (1)	16
Other operating income (1)	48
Non-interest income	78
Total income	73
Direct expenses	
- staff	(38)
- other	(18)
Indirect expenses	(23)
	(79)
Operating loss before impairment losses	(6)
Impairment losses (1)	(108)
Operating loss	(114)
Total income	
Ulster Bank	(13)
Real Estate Finance	83
Corporate	(2)
Markets	5
Total income	73
Impairment losses	
Ulster Bank	(51)
Real Estate Finance	(89)
Corporate	34
Markets	(2)
Total impairment losses	(108)
Loan impairment charge as % of gross customer loans and advances (2)	
Ulster Bank	1.3%
Real Estate Finance	4.1%
Corporate	(1.5%)
Total	1.2%

Notes:

(1) Net disposal gains of £56 million comprised £5 million losses in income from trading activities, £3 million losses in other operating income offset by £64 million gains in impairments.

(2) Includes disposal groups.

RCR

	31 March 2014 £bn
Capital and balance sheet	
Loans and advances to customers (gross) (1)	34.0
Loan impairment provisions	(15.7)
Net loans and advances to customers	18.3
Debt securities	2.2
Total funded assets	24.3
Total third party assets (including derivatives)	38.8
Risk elements in lending	23.0
Provision coverage (2)	68%
Risk-weighted assets	
- Credit risk	
- non-counterparty	29.6
- counterparty	5.7
- Market risk	5.2
	40.5
Gross loans and advances to customers (1)	
Ulster Bank	15.5
Real Estate Finance	8.6
Corporate	9.1
Markets	0.8
	34.0
Funded assets	
Ulster Bank	4.4
Real Estate Finance	7.7
Corporate	8.6
Markets	3.6
	24.3
Risk weighted assets	
Ulster Bank	2.8
Real Estate Finance	11.5
Corporate	14.7
Markets	11.5

	40.5
RWA equivalent (RWAe) (3)	
Ulster Bank	6.7
Real Estate Finance	13.4
Corporate	17.0
Markets	13.8
	50.9

Notes:

(1) Includes disposal groups.

(2) Provision coverage represents loan impairment provisions as a percentage of risk elements in lending.

(3) RWA equivalent (RWAe) is an internal metric that measures the equity capital employed in divisions. RWAe converts both performing and non-performing exposures into a consistent capital measure, being the sum of the regulatory RWAs and the regulatory capital deductions, the latter converted to RWAe by applying a multiplier. The Group applies a CET 1 ratio of 10%, consistent with that used for divisional return on equity measure; this results in an end point CRR RWAe conversion multiplier of 10.

RCR

Funded assets and RWAe

	Non-performing (1)					Performing (1)					Total				
	Funded assets				Capital	Funded assets				Capital deducts	Funded assets				Capital deducts
	Gross	Net	RWAe	RWA	Deducts	Gross	Net	RWAe	RWA	(2)	Gross	Net	RWAe	RWA	(3)
31 March 2014	£bn	£bn	£bn	£bn	£m	£bn	£bn	£bn	£bn	£m	£bn	£bn	£bn	£bn	£m
Ulster Bank	14.6	3.6	6.3	0.1	622	1.1	0.8	0.4	2.7	(235)	15.7	4.4	6.7	2.8	387
Real Estate Finance	5.4	2.9	2.9	0.3	260	4.9	4.8	10.5	11.2	(76)	10.3	7.7	13.4	11.5	184
Corporate	2.9	1.2	2.1	0.1	209	7.5	7.4	14.9	14.6	28	10.4	8.6	17.0	14.7	237
Markets	0.2	0.2	0.3	-	26	3.4	3.4	13.5	11.5	205	3.6	3.6	13.8	11.5	231
Total RCR	23.1	7.9	11.6	0.5	1,117	16.9	16.4	39.3	40.0	(78)	40.0	24.3	50.9	40.5	1,039
1 January 2014															
	14.8	3.7	7.6	0.2	738	1.4	1.1	1.3	3.1	(179)	16.2	4.8	8.9	3.3	559

Ulster Bank															
Real Estate															
Finance	7.2	4.2	6.1	0.3	580	5.8	5.3	12.5	13.2	(75)	13.0	9.5	18.6	13.5	505
Corporate	3.3	1.7	2.9	0.2	269	8.1	8.1	18.2	16.2	208	11.4	9.8	21.1	16.4	477
Markets	0.2	0.1	0.6	-	58	4.7	4.7	15.8	13.5	233	4.9	4.8	16.4	13.5	291
Total RCR	25.5	9.7	17.2	0.7	1,645	20.0	19.2	47.8	46.0	187	45.5	28.9	65.0	46.7	1,832

Notes:

(1) Performing assets are those with an internal asset quality band of AQ1 - 9; and non-performing assets are in AQ10 with a probability of default being 100%.

(2) The negative capital deductions are a result of the latent loss provisions held in respect of the performing portfolio.

(3) £960 million (31 December 2013 - £1,774 million) of capital deductions relates to expected loss less impairment provisions.

RCR

Roll forward for quarter ended 31 March 2014

Funded assets	1 January 2014 £bn	Net run-off £bn	Disposals (a) £bn	Impairments £bn	31 March 2014 £bn
Ulster Bank	4.8	(0.1)	(0.2)	(0.1)	4.4
Real Estate					
Finance	9.5	(1.2)	(0.5)	(0.1)	7.7
Corporate	9.8	(0.7)	(0.5)	-	8.6
Markets	4.8	(0.5)	(0.7)	-	3.6
Total	28.9	(2.5)	(1.9)	(0.2)	24.3

RWAs	1 January 2014 £bn	Net run-off £bn	Disposals (a) £bn	Risk parameters (b) £bn	Other (c) £bn	31 March 2014 £bn
Ulster Bank	3.3	(0.5)	-	-	-	2.8
Real Estate						
Finance	13.5	(1.6)	(0.1)	(0.3)	-	11.5
Corporate	16.4	(0.3)	(0.5)	(0.8)	(0.1)	14.7
Markets	13.5	(0.2)	(0.6)	(1.2)	-	11.5

Total	46.7	(2.6)	(1.2)	(2.3)	(0.1)	40.5

Capital deductions	1 January 2014 £m	Net run-off £m	Disposals (a) £m	Risk parameters (b) £m	Impairments £m	Other (c) £m	31 March 2014 £m
Ulster Bank	559	(2)	(14)	(135)	(17)	(4)	387
Real Estate							
Finance	505	(211)	(59)	31	(78)	(4)	184
Corporate	480	(71)	17	(159)	(27)	(3)	237
Markets	288	-	-	(56)	-	(1)	231
Total	1,832	(284)	(56)	(319)	(122)	(12)	1,039

RWA equivalent	1 January 2014 £bn	Net run-off £bn	Disposals (a) £bn	Risk parameters (b) £bn	Impairments £bn	Other (c) £bn	31 March 2014 £bn
Ulster Bank	8.9	(0.5)	(0.1)	(1.4)	(0.2)	-	6.7
Real Estate							
Finance	18.6	(3.7)	(0.7)	-	(0.8)	-	13.4
Corporate	21.1	(1.0)	(0.3)	(2.4)	(0.3)	(0.1)	17.0
Markets	16.4	(0.2)	(0.6)	(1.7)	-	(0.1)	13.8
Total	65.0	(5.4)	(1.7)	(5.5)	(1.3)	(0.2)	50.9

Notes:
(a) Include all aspects relating to disposal including associated removal of deductions from regulatory capital.
(b) Reflects credit migration, the implementation of methodology changes and lower operational and market risk RWAs.
(c) Includes fair value adjustments, and foreign exchange movements.

RCR

Gross loans and advances to customers and related impairments

	31 March 2014 Gross loans and advances to customers (1)	Impairment provisions	Q1 2014 Impairment losses (2)

	£bn	£bn	£m
By donating division and sector			
Ulster Bank			
Commercial real estate			
- investment	5.4	3.1	47
- development	7.1	6.2	(29)
Other corporate	3.0	2.0	33
Total Ulster Bank	15.5	11.3	51
UK Corporate			
Commercial real estate			
- investment	2.4	0.5	52
- development	0.7	0.3	13
Asset finance	2.5	0.4	2
Other corporate	1.6	0.5	22
Total UK Corporate	7.2	1.7	89
International Banking			
Commercial real estate			
- investment	5.1	1.4	34
- development	0.3	0.1	10
Asset finance	0.1	-	-
Other corporate	5.5	1.2	(47)
Other	0.2	-	(30)
Total International Banking	11.2	2.7	(33)
Other	0.1	-	1
Total	34.0	15.7	108

Notes:
(1) Includes disposal groups.
(2) Impairment losses include £2 million relating to other financial assets; sector analyses above include allocation of latent impairment charges.

RCR

Key points

Funded assets

· RCR funded assets fell to £24 billion, a reduction of £5 billion, or 16%, during the quarter and an overall reduction to date of £23 billion, or 48%, since the perimeter of the division was agreed.

- The reduction in the quarter has been achieved by a mixture of run-off, disposals and impairments and has benefited from a combination of strong liquidity in the market and asset demand.

- The percentage mix of assets across each of the business pillars has remained broadly consistent.

Capital

- RWA equivalent reduction of £14 billion in the quarter to £51 billion reflected disposals, run-off, methodology changes and lower operational and market risk RWAs.

- The operating focus in the quarter was on large capital intensive positions to maximise the capital benefit. Reductions in these positions were achieved in an economic manner consistent with our asset management principles. There was disposal activity across all sectors with notable reductions in each of the RCR business pillars.

Operating performance

- Operating loss for the quarter was £114 million. This benefited from a number of disposal gains and recoveries through good execution and pricing in the market.

- The favourable market conditions have manifested in a higher than anticipated sale prices for assets disposed of in the quarter, resulting in disposal gains of £56 million in the quarter.

- The net effect of the operating loss of £114 million and RWAe reduction of £14 billion(1) has resulted in net CET1 accretion of £1.3 billion in the quarter.

Funding employed

- RCR is funded primarily by Treasury and has no material third party deposits.

- A run off profile of 85% over three years has been assumed for RCR’s asset base with the associated funding cost being calculated from Treasury issuance maturing in line with the run down of the RCR balance sheet.

- The net effect is a funding charge at a spread of c.200 basis points above three month LIBOR.

Note

(1) Capital equivalent: £1.4 billion at an internal CET1 ratio of 10% (see page 48).

Condensed consolidated income statement
for the quarter ended 31 March 2014

	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
	£m	£m	£m
Interest receivable	3,800	3,973	4,279
Interest payable	(1,105)	(1,209)	(1,609)
Net interest income	2,695	2,764	2,670
Fees and commissions receivable	1,291	1,370	1,316
Fees and commissions payable	(236)	(244)	(210)
Income from trading activities	952	177	1,115
Gain/(loss) on redemption of own debt	20	(29)	(51)
Other operating income	691	31	612
Non-interest income	2,718	1,305	2,782
Total income	5,413	4,069	5,452
Staff costs	(1,691)	(1,541)	(1,887)
Premises and equipment	(653)	(700)	(556)
Other administrative expenses	(711)	(3,960)	(763)
Depreciation and amortisation	(272)	(336)	(387)
Write-down of goodwill and other intangible assets	(82)	(1,403)	-
Operating expenses	(3,409)	(7,940)	(3,593)
Profit/(loss) before impairment losses	2,004	(3,871)	1,859
Impairment losses	(362)	(5,112)	(1,033)
Operating profit/(loss) before tax	1,642	(8,983)	826
Tax (charge)/credit	(362)	377	(350)
Profit/(loss) from continuing operations	1,280	(8,606)	476
Profit from discontinued operations, net of tax	9	15	129
Profit/(loss) for the period	1,289	(8,591)	605
Non-controlling interests	(19)	3	(131)
Preference share and other dividends	(75)	(114)	(81)
Profit/(loss) attributable to ordinary and B shareholders	1,195	(8,702)	393
Earnings per ordinary and equivalent B share (Note 8)			
Loss per ordinary and equivalent B share from continuing operations			
- basic and diluted (2)	-	(77.3p)	-
Loss per ordinary and equivalent B share from continuing and discontinued operations			
- basic and diluted (2)	-	(77.3p)	-

Adjusted earnings/(loss) per ordinary and equivalent B share from continuing operations	9.4p	(45.2p)	2.8p

Notes:

(1) In the income statement above, one-off and other items as shown on page 13 are included in the appropriate captions. A reconciliation between the income statement above and the managed view income statement on page 7 is given in Appendix 1 to this announcement.

(2) Earnings per ordinary and equivalent B share for the quarter ending 31 March 2013 has been restated to reflect the terms of the dividend access share (see Note 8).

Condensed consolidated statement of comprehensive income
for the quarter ended 31 March 2014

	Quarter ended		
	31 March 2014 £m	31 December 2013 £m	31 March 2013 £m
Profit/(loss) for the period	1,289	(8,591)	605
Items that do not qualify for reclassification			
Actuarial losses on defined benefit plans	-	446	-
Tax	-	(83)	-
	-	363	-
Items that do qualify for reclassification			
Available-for-sale financial assets	264	(103)	276
Cash flow hedges	295	(667)	(34)
Currency translation	(135)	(328)	1,197
Tax	(88)	203	48
	336	(895)	1,487
Other comprehensive income/(loss) after tax	336	(532)	1,487
Total comprehensive income/(loss) for the period	1,625	(9,123)	2,092
Total comprehensive income/(loss) is attributable to:			
Non-controlling interests	24	16	149
Preference shareholders	65	99	71
Paid-in equity holders	10	15	10
Ordinary and B shareholders	1,526	(9,253)	1,862
	1,625	(9,123)	2,092

Key points

·

The movement in available-for-sale financial assets during the quarter reflects unrealised gains arising on Spanish, UK and US bonds, partially offset by realised gains on high quality UK, Dutch and German sovereign bonds.

· Cash flow hedging gains in the quarter largely result from decreases in Sterling, Euro and US dollar swap rates in the main durations of the underlying portfolio.

· Currency translation losses during the quarter are principally due to the strengthening of Sterling against the US dollar.

Condensed consolidated balance sheet
at 31 March 2014

	31 March 2014 £m	31 December 2013 £m
Assets		
Cash and balances at central banks	69,647	82,659
Net loans and advances to banks	28,302	27,555
Reverse repurchase agreements and stock borrowing	26,470	26,516
Loans and advances to banks	54,772	54,071
Net loans and advances to customers	390,780	390,825
Reverse repurchase agreements and stock borrowing	51,743	49,897
Loans and advances to customers	442,523	440,722
Debt securities	120,737	113,599
Equity shares	9,761	8,811
Settlement balances	16,900	5,591
Derivatives	277,294	288,039
Intangible assets	12,428	12,368
Property, plant and equipment	7,437	7,909
Deferred tax	3,289	3,478
Prepayments, accrued income and other assets	7,077	7,614
Assets of disposal groups	1,905	3,017
Total assets	1,023,770	1,027,878
Liabilities		
Bank deposits	35,371	35,329
Repurchase agreements and stock lending	31,691	28,650
Deposits by banks	67,062	63,979
Customer deposits	401,276	414,396
Repurchase agreements and stock lending	57,085	56,484
Customer accounts	458,361	470,880
Debt securities in issue	61,755	67,819
Settlement balances	17,175	5,313
Short positions	37,850	28,022

Derivatives	274,506	285,526
Accruals, deferred income and other liabilities	15,336	16,017
Retirement benefit liabilities	2,829	3,210
Deferred tax	583	507
Subordinated liabilities	24,139	24,012
Liabilities of disposal groups	3,238	3,378
Total liabilities	962,834	968,663
Equity		
Non-controlling interests	612	473
Owners' equity*		
Called up share capital	6,752	6,714
Reserves	53,572	52,028
Total equity	60,936	59,215
Total liabilities and equity	1,023,770	1,027,878
* Owners' equity attributable to:		
Ordinary and B shareholders	55,032	53,450
Other equity owners	5,292	5,292
	60,324	58,742

Average balance sheet

	Quarter ended	
	31 March 2014 %	31 December 2013 %
Average yields, spreads and margins of the banking business		
Gross yield on interest-earning assets of banking business	3.01	3.01
Cost of interest-bearing liabilities of banking business	(1.21)	(1.22)
Interest spread of banking business	1.80	1.79
Benefit from interest-free funds	0.32	0.29
Net interest margin of banking business	2.12	2.08
Average interest rates		
The Group's base rate	0.50	0.50
London inter-bank three month offered rates		
- Sterling	0.52	0.52
- Eurodollar	0.23	0.24

- Euro	0.30	0.24

Average balance sheet

	Quarter ended 31 March 2014			Quarter ended 31 December 2013		
	Average balance £m	Interest £m	Rate %	Average balance £m	Interest £m	Rate %
Assets						
Loans and advances to banks	72,181	89	0.50	75,338	102	0.54
Loans and advances to customers	383,898	3,518	3.72	389,390	3,656	3.73
Debt securities	56,165	194	1.40	59,218	216	1.45
Interest-earning assets						
- banking business (1,4)	512,244	3,801	3.01	523,946	3,974	3.01
- trading business (3)	177,347			190,320		
Non-interest earning assets	344,476			393,624		
Total assets	1,034,067			1,107,890		
Memo: funded assets	743,399			791,529		
Liabilities						
Deposits by banks	16,768	51	1.23	20,086	85	1.68
Customer accounts	306,189	516	0.68	330,208	562	0.68
Debt securities in issue	45,202	302	2.71	49,374	317	2.55
Subordinated liabilities	23,314	212	3.69	22,992	216	3.73
Internal funding of trading business	(18,262)	36	(0.80)	(24,467)	49	(0.79)
Interest-bearing liabilities						
- banking business (1,2)	373,211	1,117	1.21	398,193	1,229	1.22
- trading business (3)	186,096			199,273		
Non-interest-bearing liabilities						
- demand deposits	80,409			73,883		
- other liabilities	334,403			370,829		
Owners' equity	59,948			65,712		
Total liabilities and owners' equity	1,034,067			1,107,890		

Notes:

(1) Interest receivable has been increased by £1 million (Q4 2013 - £1 million) and interest payable has been increased by £15 million (Q4 2013 - £23 million) to record interest on financial assets and liabilities designated as at fair value through profit or loss. Related

interest-earning assets and interest-bearing liabilities have also been adjusted.

(2) Interest payable has been decreased by £3 million (Q4 2013 - £3 million) to exclude RFS Holdings minority interest. Related interest-bearing liabilities have also been adjusted.

(3) Interest receivable and interest payable on trading assets and liabilities are included in income from trading activities.

(4) Interest income includes amounts (unwind of discount) recognised on impaired loans and receivables. The average balances of such loans are included in average loans and advances to banks and loans and advances to customers.

Condensed consolidated statement of changes in equity
for the quarter ended 31 March 2014

	Quarter ended		
	31 March 2014 £m	31 December 2013 £m	31 March 2013 £m
Called-up share capital			
At beginning of period	6,714	6,697	6,582
Ordinary shares issued	38	17	37
At end of period	6,752	6,714	6,619
Paid-in equity			
At beginning and end of period	979	979	979
Share premium account			
At beginning of period	24,667	24,628	24,361
Ordinary shares issued	93	39	94
At end of period	24,760	24,667	24,455
Merger reserve			
At beginning and end of period	13,222	13,222	13,222
Available-for-sale reserve			
At beginning of period	(308)	(252)	(346)
Unrealised gains	433	1	582
Realised gains	(218)	(122)	(164)
Tax	(5)	65	28
Recycled to profit or loss on disposal of businesses (1)	36	-	(110)
At end of period	(62)	(308)	(10)
Cash flow hedging reserve			
At beginning of period	(84)	447	1,666

Amount recognised in equity	653	(271)	259
Amount transferred from equity to earnings	(358)	(396)	(293)
Tax	(70)	136	3
At end of period	141	(84)	1,635
Foreign exchange reserve			
At beginning of period	3,691	4,018	3,908
Retranslation of net assets	(170)	(417)	1,386
Foreign currency gains/(losses) on hedges of net assets	32	88	(201)
Tax	(2)	2	(18)
Recycled to profit or loss on disposal of businesses	-	-	(3)
At end of period	3,551	3,691	5,072
Capital redemption reserve			
At beginning and end of period	9,131	9,131	9,131
Contingent capital reserve			
At beginning of period	-	(1,208)	(1,208)
Transfer to retained earnings	-	1,208	-
At end of period	-	-	(1,208)

For the notes to this table refer the following page.

Condensed consolidated statement of changes in equity
for the quarter ended 31 March 2014

	Quarter ended		
	31 March 2014 £m	31 December 2013 £m	31 March 2013 £m
Retained earnings			
At beginning of period	867	10,144	10,596
Profit/(loss) attributable to ordinary and B shareholders and other equity owners			
- continuing operations	1,268	(8,592)	366
- discontinued operations	2	4	108
Equity preference dividends paid	(65)	(99)	(71)
Paid-in equity dividends paid, net of tax	(10)	(15)	(10)
Transfer of contingent capital agreement	-	(1,208)	-
Termination of contingent capital agreement	-	320	-
Actuarial losses recognised in retirement benefit schemes			
- gross	-	446	-
- tax	-	(83)	-
Shares released for employee benefits	(36)	(76)	-
Share-based payments			

- gross	(39)	26	(37)
- tax	(1)	-	(3)
At end of period	1,986	867	10,949
Own shares held			
At beginning of period	(137)	(138)	(213)
Disposal of own shares	1	1	2
At end of period	(136)	(137)	(211)
Owners' equity at end of period	60,324	58,742	70,633
Non-controlling interests			
At beginning of period	473	462	1,770
Currency translation adjustments and other movements	3	1	15
Profit/(loss) attributable to non-controlling interests			
- continuing operations	12	(14)	110
- discontinued operations	7	11	21
Dividends paid	-	(5)	-
Movements in available-for-sale securities			
- unrealised (losses)/gains	(1)	(3)	9
- realised losses	3	21	-
- tax	-	-	(1)
- recycled to profit or loss on disposal of businesses (2)	-	-	(5)
Equity withdrawn and disposals	-	-	(1,387)
Equity raised	115	-	-
At end of period	612	473	532
Total equity at end of period	60,936	59,215	71,165
Total comprehensive income/(loss) recognised in the statement of changes in equity is attributable to:			
Non-controlling interests	24	16	149
Preference shareholders	65	99	71
Paid-in equity holders	10	15	10
Ordinary and B shareholders	1,526	(9,253)	1,862
	1,625	(9,123)	2,092

Notes:
(1) Net of tax - £11 million credit (Q1 2013 - £35 million charge).
(2) Net of tax - Q1 2013 £1 million charge.

For an explanation of the movements in the available-for-sale, cash flow hedging and foreign exchange reserves refer to page 54.

Notes

1. Basis of preparation

The Group's condensed consolidated financial statements should be read in conjunction with the 2013 annual accounts which were prepared in accordance with International Financial Reporting Standards issued by the International Accounting Standards Board (IASB) and interpretations issued by the IFRS Interpretations Committee of the IASB as adopted by the European Union (EU) (together IFRS).

From 13 March 2013, DLG was classified as an associated undertaking and at 31 December 2013 the Group's interest in DLG was transferred to disposal groups. The Group disposed of its remaining interest in DLG in February 2014.

Going concern

Having reviewed the Group's forecasts, projections and other relevant evidence, the directors have a reasonable expectation that the Group will continue in operational existence for the foreseeable future. Accordingly, the Interim Management Statement for the quarter ended 31 March 2014 has been prepared on a going concern basis.

2. Accounting policies

There have been no significant changes to the Group's principal accounting policies as set out on pages 377 to 389 of the 2013 Annual Report and Accounts. The adoption of a number of amendments to IFRSs that are effective for 2014 has not had a material effect on the Group's results.

Critical accounting policies and key sources of estimation uncertainty

The reported results of the Group are sensitive to the accounting policies, assumptions and estimates that underlie the preparation of its financial statements. The judgements and assumptions that are considered to be the most important to the portrayal of the Group's financial condition are those relating to pensions; goodwill; provisions for liabilities; deferred tax; loan impairment provisions and fair value of financial instruments. These critical accounting policies and judgments are described on pages 386 to 389 of the Group's 2013 Annual Report and Accounts.

Notes

3. Analysis of income, expenses and impairment losses

	Quarter ended		
	31 March 2014	31 December 2013	31 March 2013
	£m	£m	£m
Loans and advances to customers	3,518	3,656	3,831
Loans and advances to banks	89	102	108
Debt securities	193	215	340
Interest receivable	3,800	3,973	4,279
Customer accounts	516	562	837
Deposits by banks	54	88	116
Debt securities in issue	287	294	353
Subordinated liabilities	212	216	222
Internal funding of trading businesses	36	49	81

Interest payable	1,105	1,209	1,609
Net interest income	2,695	2,764	2,670
Fees and commissions receivable			
- payment services	322	368	333
- credit and debit card fees	255	265	254
- lending (credit facilities)	332	344	353
- brokerage	105	110	109
- investment management	106	131	113
- trade finance	67	74	78
- other	104	78	76
	1,291	1,370	1,316
Fees and commissions payable	(236)	(244)	(210)
Net fees and commissions	1,055	1,126	1,106
Foreign exchange	218	206	195
Interest rate	248	(54)	199
Credit	356	2	552
Own credit adjustments	95	15	99
Other	35	8	70
Income from trading activities	952	177	1,115
Gain/(loss) on redemption of own debt	20	(29)	(51)
Operating lease and other rental income	91	103	138
Own credit adjustments	44	(15)	150
Other changes in the fair value of financial assets and liabilities designated as at fair			
value through profit or loss and related derivatives	20	(91)	12
Changes in fair value of investment properties	(12)	(258)	(9)
Profit on sale of securities	211	91	153
Profit/(loss) on sale of:			
- property, plant and equipment	24	11	18
- subsidiaries and associated undertakings	192	171	(6)
Dividend income	13	46	14
Share of profits less losses of associated undertakings	27	43	177
Other income	81	(70)	(35)