

Selected metrics

(in millions, except headcount)	As of or for the three months ended March 31,		
	2021	2020	Change
Selected balance sheet data (period-end)			
Total assets	\$ 487,978	\$ 513,352	(5)%
Loans:			
Consumer & Business Banking	52,654 ^(c)	30,004	75
Home Lending ^(a)	178,776	205,318	(13)
Card	132,493	154,021	(14)
Auto	67,662	61,468	10
Total loans	431,585	450,811	(4)
Deposits	1,037,903	783,398	32
Equity	50,000	52,000	(4)
Selected balance sheet data (average)			
Total assets	\$ 484,524	\$ 525,695	(8)
Loans:			
Consumer & Business Banking	49,868	29,570	69
Home Lending ^(b)	182,247	211,333	(14)
Card	134,884	162,660	(17)
Auto	66,960	60,893	10
Total loans	433,959	464,456	(7)
Deposits	979,686	739,709	32
Equity	50,000	52,000	(4)
Headcount	126,084	124,609	1 %

(a) At March 31, 2021 and 2020, Home Lending loans held-for-sale and loans at fair value were \$13.2 billion and \$10.8 billion, respectively.

(b) Average Home Lending loans held-for sale and loans at fair value were \$12.5 billion and \$15.8 billion for the three months ended March 31, 2021 and 2020, respectively.

(c) At March 31, 2021, included \$23.4 billion of loans in Business Banking under the PPP. Refer to Credit Portfolio on page 47 for a further discussion of the PPP.

Selected metrics

(in millions, except ratio data)	As of or for the three months ended March 31,		
	2021	2020	Change
Credit data and quality statistics			
Nonaccrual loans ^(a)	\$ 5,672 ^(c)	\$ 4,022	41 %
Net charge-offs/(recoveries)			
Consumer & Business Banking	65	74	(12)
Home Lending	(51)	(122)	58
Card	983	1,313	(25)
Auto	26	48	(46)
Total net charge-offs/(recoveries)	\$ 1,023	\$ 1,313	(22)
Net charge-off/(recovery) rate			
Consumer & Business Banking	0.53 % ^(d)	1.01 %	
Home Lending	(0.12)	(0.25)	
Card	2.97	3.25	
Auto	0.16	0.32	
Total net charge-off/(recovery) rate	0.99 %	1.18 %	
30+ day delinquency rate			
Home Lending ^(b)	1.07 % ^(e)	1.48 %	
Card	1.40 ^(e)	1.96	
Auto	0.42 ^(e)	0.89	
90+ day delinquency rate - Card			
	0.80 % ^(e)	1.02 %	
Allowance for loan losses			
Consumer & Business Banking	\$ 1,022	\$ 884	16
Home Lending	1,238	2,137	(42)
Card	14,300	14,950	(4)
Auto	892	732	22
Total allowance for loan losses	\$17,452	\$18,703	(7)%

(a) At March 31, 2021 and 2020, nonaccrual loans excluded mortgage loans 90 or more days past due and insured by U.S. government agencies of \$458 million and \$616 million, respectively. These amounts have been excluded based upon the government guarantee.

(b) At March 31, 2021 and 2020, excluded mortgage loans insured by U.S. government agencies of \$557 million and \$1.0 billion, respectively, that are 30 or more days past due. These amounts have been excluded based upon the government guarantee.

(c) Generally excludes loans that were under payment deferral programs offered in response to the COVID-19 pandemic. Refer to Consumer Credit Portfolio on pages 48-52 for further information on consumer payment assistance activity. The first quarter of 2021 includes loans to customers that have exited COVID-19 payment deferral programs and are 90 or more days past due, predominantly all of which are considered collateral-dependent. Collateral-dependent loans are charged down to the lower of amortized cost or fair value of the underlying collateral less costs to sell.

(d) At March 31, 2021, included \$23.4 billion of loans in Business Banking under the PPP. Given that PPP loans are guaranteed by the SBA, the Firm does not expect to realize material credit losses on these loans. Refer to Credit Portfolio on page 47 for a further discussion of the PPP.

(e) At March 31, 2021, the principal balance of loans in Home Lending, Card and Auto under payment deferral programs offered in response to the COVID-19 pandemic were \$8.1 billion, \$105 million and \$127 million, respectively. Loans that are performing according to their modified terms are generally not considered delinquent. Refer to Consumer Credit Portfolio on pages 48-52 for further information on consumer payment assistance activity.