HSBC HOLDINGS PLC Form 6-K May 11, 2011

#### 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 the month of May

HSBC Holdings plc

42nd Floor, 8 Canada Square, London E14 5HQ, England

(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 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-...........).

|                               | UNITED STATES EXCHANGE ( Washington |   |
|-------------------------------|-------------------------------------|---|
|                               | FORM                                | I 10-Q  |
| (Mark One)                    |                                     |   |
| T                             | -                                   | EPORT PURSUANT TO SECTION 13 OR 15(d) OF<br>ES EXCHANGE ACT OF 1934 |
|                               | For the quarterly period            | ended March 31, 2011  |
| £                             | OF<br>TRANSITION D                  |   |
| L                             |                                     | EPORT PURSUANT TO SECTION 13 OR 15(d) OF<br>ES EXCHANGE ACT OF 1934 |
| For the                       | transition period from              | to  |
|                               | Commission file                     | number 1-8198   |
|                               |                                     |   |
|                               | HSBC FINANCE                        | CORPORATION   |
|                               | (Exact name of registrant           | as specified in its charter)  |
| Delaware                      |                                     | 86-1052062  |
| (State of Incorpor            |                                     | (I.R.S. Employer Identification No.)                                |
| 26525 North Riverwoods Boulev |                                     | 60045   |
| (Address of principal exe     | cutive offices)                     | (Zip Code)  |
|                               | (224) 54                            | 44-2000   |
|                               | Registrant's telephone nu           | mber, including area code   |

Indicate by check mark whether the registrant (1) has filed all reports required to be filed by Section 13 or 15(d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the registrant was required to file such reports), and (2) has been subject to such filing requirements for the past 90 days. Yes T No £

Indicate by check mark whether the registrant has submitted electronically and posted on its corporate Web site, if any, every Interactive Data File required to be submitted and posted pursuant to Rule 405 of Regulation S-T during the preceding 12 months (or for such shorter period that the registrant was required to submit and post such files). Yes £ No £

Indicate by check mark whether the registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer, or a smaller reporting company. See the definitions of "large accelerated filer," "accelerated filer" and "smaller reporting company" in Rule 12b-2 of the Exchange Act. (Check one):

Large accelerated filer £

Accelerated filer £

Non-accelerated filer T

Smaller

reporting company £

(Do not check if a smaller reporting company)

Indicate by check mark whether the registrant is a shell company (as defined in Rule 12b-2 of the Exchange Act). Yes £ No T

As of April 30, 2011, there were 66 shares of the registrant's common stock outstanding, all of which are owned by HSBC Investments (North America) Inc.

#### **HSBC FINANCE CORPORATION**

FORM 10-Q

#### TABLE OF CONTENTS

Part/Item No.

Part I.

Item 1. Financial Statements (Unaudited):

Consolidated Statement of Income (Loss)

Consolidated Balance Sheet

Consolidated Statement of Changes in Shareholders' Equity

Consolidated Statement of Cash Flows Notes to Consolidated Financial Statements

Item 2. Management's Discussion and Analysis of Financial

Condition and Results of Operations:

Forward-Looking Statements

Executive Overview Basis of Reporting Receivables Review Real Estate Owned Results of Operations

Segment Results - IFRS Basis

Credit Quality

Liquidity and Capital Resources

Fair Value

Risk Management

Reconciliations to U.S. GAAP Financial Measures

Item 3. Quantitative and Qualitative Disclosures about Market Risk

Item 4. Controls and Procedures

Part II

Item 1. Legal Proceedings

Item 6. Exhibits

Index Signature

# Part I. FINANCIAL INFORMATION

# Item 1. Financial Statements

# CONSOLIDATED STATEMENT OF INCOME (LOSS) (UNAUDITED)

Three Months Ended March 31, 2010 (in millions)

| Finance and other interest income                                    | \$1,596 | \$1,945 |
|--|---------|---------|
| Interest expense on debt held by:                                    |         |         |
| HSBC affiliates  | 38      | 39      |
| Non-affiliates   | 636     | 779     |
| Interest expense   | 674     | 818     |
| Net interest income  | 922     | 1,127   |
| Provision for credit losses  | 782     | 1,864   |
| Net interest income (loss) after provision for credit losses         | 140     | (737)   |
| Other revenues:  |         |         |
| Insurance revenue  | 60      | 68      |
| Investment income  | 25      | 27      |
| Derivative related income (expense)                                  | 34      | (102)   |
| Gain (loss) on debt designated at fair value and related derivatives | (29)    | 133     |
| Fee income   | 46      | 77      |
| Enhancement services revenue   | 104     | 103     |
| Gain on receivable sales to HSBC affiliates                          | 113     | 116     |
| Servicing and other fees from HSBC affiliates                        | 159     | 174     |
| Other income   | 13      | 5       |
| Total other revenues   | 525     | 601     |
| Operating expenses:  |         |         |
| Salaries and employee benefits                                       | 129     | 165     |
| Occupancy and equipment expenses, net                                | 24      | 28      |
| Other marketing expenses   | 85      | 55      |
| Real estate owned expenses   | 106     | 39      |
| Other servicing and administrative expenses                          | 167     | 218     |
| Support services from HSBC affiliates                                | 291     | 276     |
| Amortization of intangibles  | 34      | 39      |
| Policyholders' benefits  | 41      | 42      |
| Total operating expenses   | 877     | 862     |
| Loss from continuing operations before income tax                    | (212)   | (998)   |
| Income tax benefit   | 193     | 352     |
| Loss from continuing operations                                      | (19)    | (646)   |
| Discontinued Operations (Note 2):                                    |         |         |
| Income (loss) from discontinued operations before income tax         | (4)     | 66      |
| Income tax benefit (expense)   | 2       | (23)    |
| Income (loss) from discontinued operations                           | (2)     | 43      |
| Net loss   | \$(21)  | \$(603) |
|  |         |         |

The accompanying notes are an integral part of the consolidated financial statements.

# CONSOLIDATED BALANCE SHEET (UNAUDITED)

|   | March 31, December 31, |          |  |
|---|------------------------|----------|--|
|   | 2011 2010              |          |  |
|   | (in mill               | ions,    |  |
|   | except sha             | re data) |  |
| Assets  |                        |          |  |
| Cash  | \$169                  | \$175    |  |
| Interest bearing deposits with banks                            | 1,013                  | 1,016    |  |
| Securities purchased under agreements to resell                 | 5,170                  | 4,311    |  |
| Securities available-for-sale                                   | 3,399                  | 3,371    |  |
| Receivables, net (including \$6.1 billion and \$6.3 billion at  |                        |          |  |
| March 31, 2011 and December 31, 2010, respectively,             |                        |          |  |
| collateralizing long-term debt)                                 | 58,689                 | 61,333   |  |
| Receivables held for sale                                       | 5                      | 4        |  |
| Intangible assets, net  | 571                    | 605      |  |
| Properties and equipment, net                                   | 194                    | 202      |  |
| Real estate owned   | 847                    | 962      |  |
| Derivative financial assets                                     | 4                      | 75       |  |
| Deferred income taxes, net                                      | 2,349                  | 2,491    |  |
| Other assets  | 2,190                  | 1,791    |  |
| Assets of discontinued operations                               | 12                     | 196      |  |
| Total assets  | \$74,612               | \$76,532 |  |
| Liabilities   |                        |          |  |
| Debt:   |                        |          |  |
| Due to affiliates (including \$448 million and \$436 million at |                        |          |  |
| March 31, 2011 and December 31, 2010, respectively,             |                        |          |  |
| carried at fair value)  | \$8,279                | \$8,255  |  |
| Commercial paper  | 3,750                  | 3,156    |  |
| Long-term debt (including \$19.0 billion and \$20.8 billion at  |                        |          |  |
| March 31, 2011 and December 31, 2010 carried at fair value      |                        |          |  |
| and \$3.9 billion and \$4.1 billion at March 31, 2011 and       |                        |          |  |
| December 31, 2010, respectively, collateralized by              |                        |          |  |
| receivables)  | 52,035                 | 54,616   |  |
| Total debt  | 64,064                 | 66,027   |  |
| Insurance policy and claim reserves                             | 999                    | 982      |  |
| Derivative related liabilities                                  | 15                     | 2        |  |
| Liability for postretirement benefits                           | 263                    | 265      |  |
| Other liabilities   | 1,537                  | 1,519    |  |
| Liabilities of discontinued operations                          | 10                     | 17       |  |
| Total liabilities   | 66,888                 | 68,812   |  |
| Shareholders' equity  | •                      |          |  |
| Redeemable preferred stock:                                     |                        |          |  |
| •   | 575                    | 575      |  |

Series B (1,501,100 shares authorized, \$0.01 par value, 575,000 shares issued) Series C (1,000 shares authorized, \$0.01 par value, 1,000 shares issued) 1,000 1,000 Common shareholder's equity: Common stock, \$0.01 par value, 100 shares authorized, 65 shares issued at March 31, 2011 and December 31, 2010 Additional paid-in capital 23,321 23,321 Accumulated deficit (16,740)(16,685)Accumulated other comprehensive loss (491)(432)Total common shareholder's equity 6,149 6,145 7,724 Total shareholders' equity 7,720 Total liabilities and shareholders' equity \$74,612 \$76,532

The accompanying notes are an integral part of the consolidated financial statements.

# CONSOLIDATED STATEMENT OF CHANGES IN SHAREHOLDERS' EQUITY (UNAUDITED)

| Three Months Ended March 31,                              | 2011<br>(in mil | 2010<br>lions) |
|---|-----------------|----------------|
| Preferred stock   |                 |                |
| Balance at beginning and end of period                    | \$ 1,575        | \$ 575         |
| Common shareholder's equity                               |                 |                |
| Additional paid-in capital                                |                 |                |
| Balance at beginning of period                            | 23,321          | 23,119         |
| Employee benefit plans, including transfers and other     | -               | 1              |
| Balance at end of period                                  | 23,321          | 23,120         |
| Accumulated deficit                                       |                 |                |
| Balance at beginning of period                            | (16,685)        | (14,732)       |
| Net loss  | (21)            | (603)          |
| Dividends:  |                 |                |
| Preferred stock   | (34)            | (9)            |
| Balance at end of period                                  | (16,740)        | (15,344)       |
| Accumulated other comprehensive loss                      |                 |                |
| Balance at beginning of period                            | (491)           | (583)          |
| Net change in unrealized gains (losses), net of tax, on:  |                 |                |
| Derivatives designated as cash flow hedges                | 65              | (7)            |
| Securities available-for-sale, not other-than-temporarily |                 |                |
| impaired  | (11)            | 11             |
| Other-than-temporarily impaired debt securities           |                 |                |
| available-for-sale(1)                                     | -               | 1              |
| Postretirement benefit plan adjustment, net of tax        | -               | 1              |
| Foreign currency translation adjustments                  | 5               | (4)            |
| Other comprehensive income, net of tax                    | 59              | 2              |
| Balance at end of period                                  | (432)           | (581)          |
| Total common shareholder's equity at end of period        | \$ 6,149        | \$ 7,195       |
| Comprehensive income (loss)                               |                 |                |
| Net loss  | \$ (21)         | \$ (603)       |
| Other comprehensive income                                | 59              | 2              |
|   |                 |                |

\$ 38 \$ (601)

(1) During both the three months ended March 31, 2011 and 2010, other-than-temporary impairment ("OTTI") losses on available-for-sale securities totaling less than \$1 million were recognized in other revenues. There were no losses in either period in the non-credit component of such impaired securities reflected in accumulated other comprehensive income.

The accompanying notes are an integral part of the consolidated financial statements.

### CONSOLIDATED STATEMENT OF CASH FLOWS (UNAUDITED)

| Three Months Ended March 31,  | 2011    | 2010     |
|---|---------|----------|
|   | (in mil | llions)  |
| Cash flows from operating activities  |         |          |
| Net loss  |         | \$ (603) |
| Income (loss) from discontinued operations  | (2)     |          |
| Loss from continuing operations   | (19)    | (646)    |
| Adjustments to reconcile net loss to net cash provided by (used in) operating activities: |         |          |
| Provision for credit losses   | 782     | 1,864    |
| Gain on receivable sales to HSBC affiliates   | (113)   | (116)    |
| Loss on sale of real estate owned, including lower of cost or market                      |         |          |
| adjustments   | 62      | 10       |
| Insurance policy and claim reserves   | (1)     | (12)     |
| Depreciation and amortization   | 42      | 44       |
| Mark-to-market on debt designated at fair value and related                               |         |          |
| derivatives   | 194     | 78       |
| Originations of loans held for sale   | (7,906) | (7,834)  |
| Sales and collections on loans held for sale  | 8,018   | 7,950    |
| Foreign exchange and derivative movements on long-term debt and                           |         |          |
| net change in non-FVO related derivative assets and liabilities                           | 319     | (844)    |
| Net change in other assets  | (248)   | 1,446    |
| Net change in other liabilities   | 17      | (90)     |
| Other, net  | 108     | 167      |
| Cash provided by (used in) operating activities-continuing                                |         |          |
| operations  | 1,255   | 2,017    |
| Cash provided by (used in) operating activities-discontinued                              |         |          |
| operations  | 175     | 240      |
| Net cash provided by (used in) operating activities                                       | 1,430   | 2,257    |
| Cash flows from investing activities  |         |          |
| Securities:   |         |          |
| Purchased   | (213)   | (304)    |
| Matured   | 87      | 136      |
| Sold  | 110     | 74       |
| Net change in short-term securities available-for-sale                                    | (25)    | 111      |
| Net change in securities purchased under agreements to resell                             | (859)   | (2,336)  |
| Net change in interest bearing deposits with banks  | 3       | 7        |
|   |         |          |

| Receivables:   |         |         |
|--|---------|---------|
| Net (originations) collections                                   | 1,355   | 1,643   |
| Purchases and related premiums                                   | (11)    | (11)    |
| Proceeds from sales of real estate owned                         | 500     | 293     |
| Properties and equipment:  |         |         |
| Purchases  | (1)     | (5)     |
| Cash provided by (used in) investing activities-continuing       |         |         |
| operations   | 946     | (392)   |
| Cash provided by (used in) investing activities-discontinued     |         |         |
| operations   | -       | 1,069   |
| Net cash provided by (used in) investing activities              | 946     | 677     |
| Cash flows from financing activities                             |         |         |
| Debt:  |         |         |
| Net change in commercial paper                                   | 594     | (591)   |
| Net change in due to affiliates                                  | 12      | (20)    |
| Long-term debt issued  | 162     | 119     |
| Long-term debt retired   | (3,106) | (2,359) |
| Insurance:   |         |         |
| Policyholders' benefits paid                                     | (24)    | (19)    |
| Cash received from policyholders                                 | 14      | 15      |
| Shareholder's dividends  | (34)    | (9)     |
| Net cash provided by (used in) financing activities-continuing   |         |         |
| operations   | (2,382) | (2,864) |
| Net cash provided by (used in) financing activities-discontinued |         |         |
| operations   | -       | (192)   |
| Net cash provided by (used in) financing activities              | (2,382) | (3,056) |
| Net change in cash   | (6)     | (122)   |
| Cash at beginning of period(1)                                   | 175     | 311     |
| Cash at end of period  | \$ 169  | \$ 189  |
| Supplemental Noncash Investing and Capital Activities:           |         |         |
| Fair value of properties added to real estate owned              | \$ 448  | \$ 372  |

(1) Cash at beginning of period includes \$22 million for discontinued operations as of January 1, 2010.

The accompanying notes are an integral part of the consolidated financial statements.

### NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

Note

- 1 Organization and Basis of Presentation
- 2 Discontinued Operations
- 3 Strategic Initiatives
- 4 Securities
- 5 Receivables
- 6 Credit Loss Reserves
- 7 Intangible Assets

- 8 Derivative Financial Instruments
- 9 Fair Value Option Derivative
- 10 Income Taxes
- 11 Pension and Other Postretirement Benefits
- 12 Related Party Transactions
- 13 Business Segments
- 14 Variable Interest Entities
- 15 Fair Value Measurements
- 16 Litigation and Regulatory Matters
- 17 New Accounting Pronouncements

#### 1. Organization and Basis of Presentation

HSBC Finance Corporation is an indirect wholly owned subsidiary of HSBC North America Holdings Inc. ("HSBC North America"), which is an indirect wholly owned subsidiary of HSBC Holdings plc ("HSBC"). The accompanying unaudited interim consolidated financial statements of HSBC Finance Corporation and its subsidiaries have been prepared in accordance with accounting principles generally accepted in the United States of America ("U.S. GAAP") for interim financial information and with the instructions to Form 10-Q and Article 10 of Regulation S-X. Accordingly, they do not include all of the information and footnotes required by generally accepted accounting principles for complete financial statements. In the opinion of management, all normal and recurring adjustments considered necessary for a fair presentation of financial position, results of operations and cash flows for the interim periods have been made. HSBC Finance Corporation and its subsidiaries may also be referred to in this Form 10-Q as "we," "us" or "our." These unaudited interim consolidated financial statements should be read in conjunction with our Annual Report on Form 10-K for the year ended December 31, 2010 (the "2010 Form 10-K"). Certain reclassifications have been made to prior period amounts to conform to the current period presentation.

The consolidated financial statements have been prepared on the basis that we will continue as a going concern. Such assertion contemplates the significant losses recognized in recent years and the challenges we anticipate with respect to a near-term return to profitability under prevailing and forecasted economic conditions. HSBC continues to be fully committed and has the capacity to continue to provide the necessary capital and liquidity to fund our operations.

The preparation of financial statements in conformity with U.S. GAAP requires management to make estimates and assumptions that affect the amounts reported in the financial statements and accompanying notes. Actual results could differ from those estimates. Unless otherwise noted, information included in these notes to the consolidated financial statements relates to continuing operations for all periods presented. See Note 2, "Discontinued Operations," for further details. Interim results should not be considered indicative of results in future periods.

#### 2. Discontinued Operations

Taxpayer Financial Services During the third quarter of 2010, the Internal Revenue Service ("IRS") announced it would stop providing information regarding certain unpaid obligations of a taxpayer (the "Debt Indicator"), which has historically served as a significant part of our underwriting process in our Taxpayer Financial Services ("TFS") business. We determined that, without use of the Debt Indicator, we could no longer offer the product that has historically accounted for the substantial majority of our TFS loan production and that we might not be able to offer the remaining products available under the program in a safe and sound manner. As a result, in December 2010, it was determined that we would not offer any tax refund anticipation loans or related products for the 2011 tax season and we exited the TFS business. As a result of this decision, our TFS business is reported in discontinued operations. During the fourth quarter of 2010 we recorded closure costs of \$25 million which primarily reflect severance costs and the write off of certain pre-paid assets which are included as a component of loss from discontinued operations. At March 31, 2011 and December 31, 2010, the liability associated with these closure costs totaled \$4 million and \$5 million, respectively.

The following summarizes the operating results of our TFS business for the periods presented:

| Three Months Ended March 31,                                 | 20112 | 2010 |
|--|-------|------|
|  | (iı   | n    |
|  | milli | ons) |
| Net interest income and other revenues(1)                    | \$1   | \$84 |
| Income (loss) from discontinued operations before income tax | (2)   | 56   |

(1) Interest expense, which is included as a component of net interest income, was allocated to discontinued operations in accordance with our existing internal transfer pricing policy. This policy uses match funding based on the expected lives of the assets and liabilities of the business at the time of origination, subject to periodic review, as demonstrated by the expected cash flows and re-pricing characteristics of the underlying assets.

The following summarizes the assets and liabilities of our TFS business at March 31, 2011 and December 31, 2010 which are reported as Assets of discontinued operations and Liabilities of discontinued operations in our consolidated balance sheet.

|  | March 31, December 31, |               |  |  |
|--|------------------------|---------------|--|--|
|  | 2011                   | 2010          |  |  |
|  | (in mi                 | (in millions) |  |  |
| Deferred income tax, net               | \$1                    | \$3           |  |  |
| Other assets                           | 4                      | 55            |  |  |
| Assets of discontinued operations      | \$5                    | \$58          |  |  |
| Other liabilities                      | \$4                    | \$10          |  |  |
| Liabilities of discontinued operations | \$4                    | \$10          |  |  |

Auto Finance In March 2010, we sold our auto finance receivable servicing operations as well as auto finance receivables with a carrying value of \$927 million, of which \$379 million was purchased at estimated fair value from HSBC Bank USA immediately prior to the sale, to Santander Consumer USA Inc. ("SC USA") for \$930 million in cash. Under the terms of the agreement, our auto finance servicing facilities in San Diego, California and Lewisville, Texas were assigned to SC USA at the time of close and the majority of the employees from those locations were offered the opportunity to transfer to SC USA. SC USA then serviced the remainder of our auto finance receivable portfolio. As the receivables sold were previously classified as held for sale and written down to fair value, we recorded a gain of \$5 million (\$3 million after-tax) during the first quarter of 2010 which primarily related to the sale of the auto servicing platform and reversal of certain accruals related to leases assumed by SC USA.

In August 2010, we sold the remainder of our auto finance receivable portfolio with an outstanding principal balance of \$2.6 billion at the time of sale and other related assets to SC USA. The aggregate sales price for the auto finance receivables and other related assets was \$2.5 billion which included the transfer of \$431 million of indebtedness secured by auto finance receivables, resulting in net cash proceeds of \$2.1 billion. We recorded a net loss as a result of this transaction of \$43 million (\$28 million after-tax) during the third quarter of 2010. This net loss is included as a component of loss from discontinued operations. Severance costs recorded as a result of this transaction were less than \$1 million and are included as a component of loss from discontinued operations. As a result of this transaction, our Auto Finance business is reported as discontinued operations.

The following summarizes the operating results of our Auto Finance business for the periods presented:

| Three Months Ended March 31,                                 | 2011 2010 |
|--|-----------|
|  | (in       |
|  | millions) |
| Net interest income and other revenues(1)                    | \$- \$104 |
| Income (loss) from discontinued operations before income tax | (2) 10    |

(1) Interest expense, which is included as a component of net interest income, was allocated to discontinued operations in accordance with our existing internal transfer pricing policy. This policy uses match funding based on the expected lives of the assets and liabilities of the business at the time of origination, subject to periodic review, as demonstrated by the expected cash flows and re-pricing characteristics of the underlying assets.

The following summarizes the assets and liabilities of our Auto Finance business at March 31, 2011 and December 31, 2010 which are reported as Assets of discontinued operations and Liabilities of discontinued operations in our consolidated balance sheet. Other assets of discontinued operations at December 31, 2010 reflect current income taxes receivable on our Auto Finance business for the 2010 tax year.

|  | March 31, December 31, |       |  |
|--|------------------------|-------|--|
|  | 2011 2010              |       |  |
|  | (in millions)          |       |  |
| Deferred income tax, net               | \$2                    | \$4   |  |
| Other assets                           | 5                      | 134   |  |
| Assets of discontinued operations      | \$7                    | \$138 |  |
| Other liabilities                      | \$6                    | \$7   |  |
| Liabilities of discontinued operations | \$6                    | \$7   |  |

#### 3. Strategic Initiatives

As discussed in prior filings, in prior years we performed several comprehensive evaluations of the strategies and opportunities of our operations. As a result of these various evaluations, we discontinued all new customer account originations except in our credit card business. There were no new significant strategic initiatives during the three months ended March 31, 2011 or the year ended December 31, 2010 related to our continuing operations. While there were a number of strategic actions undertaken in mid-2007, 2008 and 2009 for our continuing operations as a result of our evaluations, at December 31, 2010, there was no remaining restructuring liability for these strategic actions. See Note 3, "Strategic Initiatives," in our 2010 Form 10-K for further discussion of those actions. Summarized below are the strategic actions undertaken in 2009 for our continuing operations as well as information regarding the remaining restructuring liability related to these actions.

2009 Strategic Initiatives During 2009, we undertook a number of actions including the following:

> Throughout 2009, we decided to exit certain lease arrangements and consolidate a variety of locations across the United States. The process of closing and consolidating these facilities, which began during the second quarter of 2009, was completed during the fourth quarter of 2010. As a result, we have exited certain facilities and/or significantly reduced our occupancy space in the following locations: Bridgewater, New Jersey; Minnetonka, Minnesota; Wood Dale, Illinois; Elmhurst, Illinois; Sioux Falls, South Dakota and Tampa, Florida. Additionally, we have consolidated our operations in Virginia Beach, Virginia into our Chesapeake, Virginia facility and consolidated certain servicing functions previously performed in Brandon, Florida to facilities in Buffalo, New York and Elmhurst, Illinois.

> In late February 2009, we decided to discontinue new customer account originations for all products by our Consumer Lending business and close all branch offices.

The following summarizes the changes in the restructure liability during the three months ended March 31, 2011 and 2010, respectively, relating to actions implemented during 2009:

|   | One-Time    |             |          |       |
|---|-------------|-------------|----------|-------|
|   | Termination | Lease       |          |       |
|   | and         | Termination |          |       |
|   | Other       | and         | Other(3) | Total |
|   | Employee    | Associated  |          |       |
|   | Benefits(1) | Costs(2)    |          |       |
|   |             | (in million | ns)      |       |
| Three Months Ended March 31, 2011:              |             |             |          |       |
| Restructuring liability at beginning of period  | \$4         | \$6         | \$-      | \$10  |
| Restructuring costs recorded during the         |             |             |          |       |
| period  | -           | -           | -        | -     |
| Restructuring costs paid during the period      | -           | (2)         | -        | (2)   |
| Adjustments to the restructure liability during |             |             |          |       |
| the period                                      | -           | -           | -        | -     |
| Restructure liability at end of period          | \$4         | \$4         | \$-      | \$8   |
| Three Months Ended March 31, 2010:              |             |             |          |       |
| Restructuring liability at beginning of period  | \$10        | \$12        | \$2      | \$24  |
| Restructuring costs recorded during the         |             |             |          |       |
| period  | 1           | -           | -        | 1     |
| Restructuring costs paid during the period      | (3)         | (5)         | -        | (8)   |
| Adjustments to the restructure liability during |             |             |          |       |
| the period                                      | -           | 1           | -        | 1     |
| Restructure liability at end of period          | \$8         | \$8         | \$2      | \$18  |

- (1) One-time termination and other employee benefits are included as a component of salaries and employee benefits in the consolidated statement of income (loss).
- (2) Lease termination and associated costs are included as a component of occupancy and equipment expenses in the consolidated statement of income (loss).
- (3) The other expenses are included as a component of Other servicing and administrative expenses in the consolidated statement of income (loss).

#### 4. Securities

Securities consisted of the following available-for-sale investments:

Non-Credit Loss

|  |           | Component  | Gross        | Gross             |         |
|--|-----------|------------|--------------|-------------------|---------|
|  | Amortized | of OTTI U  | Jnrealized U | <b>Jnrealized</b> | Fair    |
| March 31, 2011                           | Cost      | Securities | Gains        | Losses            | Value   |
|  |           | (in        | millions)    |                   |         |
| U.S. Treasury                            | \$376     | \$-        | \$6          | \$-               | \$382   |
| U.S. government sponsored                |           |            |              |                   |         |
| enterprises(1)                           | 232       | -          | 4            | (1)               | 235     |
| U.S. government agency issued or         |           |            |              |                   |         |
| guaranteed                               | 9         | -          | -            | -                 | 9       |
| Obligations of U.S. states and political |           |            |              |                   |         |
| subdivisions                             | 32        | -          | 1            | -                 | 33      |
| Asset-backed securities(2)               | 60        | (7)        | 2            | -                 | 55      |
| U.S. corporate debt securities(3)        | 1,696     | -          | 83           | (7)               | 1,772   |
| Foreign debt securities(4)               | 481       | -          | 17           | (2)               | 496     |
| Equity securities                        | 9         | -          | -            | -                 | 9       |
| Money market funds                       | 377       | -          | -            | -                 | 377     |
| Subtotal                                 | 3,272     | (7)        | 113          | (10)              | 3,368   |
| Accrued investment income                | 31        | -          | -            | -                 | 31      |
| Total securities available-for-sale      | \$3,303   | \$(7)      | \$113        | \$(10)            | \$3,399 |

Non-Credit Loss

|  |           | Component  | Gross        | Gross      |         |
|--|-----------|------------|--------------|------------|---------|
|  |           |            |              |            | ъ.      |
|  | Amortized | of OTTI U  | Jnrealized ( | Inrealized | Fair    |
| December 31, 2010                        | Cost      | Securities | Gains        | Losses     | Value   |
|  |           | (in        |              |            |         |
| U.S. Treasury                            | \$341     | \$-        | \$8          | \$-        | \$349   |
| U.S. government sponsored                |           |            |              |            |         |
| enterprises(1)                           | 282       | -          | 4            | (1)        | 285     |
| U.S. government agency issued or         |           |            |              |            |         |
| guaranteed                               | 10        | -          | 1            | -          | 11      |
| Obligations of U.S. states and political |           |            |              |            |         |
| subdivisions                             | 29        | -          | 1            | -          | 30      |
| Asset-backed securities(2)               | 65        | (7)        | 2            | -          | 60      |
| U.S. corporate debt securities(3)        | 1,714     | -          | 94           | (6)        | 1,802   |
| Foreign debt securities(4)               | 424       | -          | 19           | (1)        | 442     |
| Equity securities                        | 9         | -          | -            | -          | 9       |
| Money market funds                       | 353       | -          | -            | -          | 353     |
| Subtotal                                 | 3,227     | (7)        | 129          | (8)        | 3,341   |
| Accrued investment income                | 30        | -          | -            | -          | 30      |
| Total securities available-for-sale      | \$3,257   | \$(7)      | \$129        | \$(8)      | \$3,371 |

- (1) Includes \$27 million and \$33 million of mortgage-backed securities issued by the Federal National Mortgage Association and the Federal Home Loan Mortgage Corporation as of March 31, 2011 and December 31, 2010, respectively.
- (2) Includes \$27 and \$31 million of residential mortgage-backed securities at March 31, 2011 and December 31, 2010, respectively.

- (3) At March 31, 2011 and December 31, 2010, the majority of our U.S. corporate debt securities represent investments in the financial services, consumer products, healthcare and industrials sectors.
- (4) There were no foreign debt securities issued by the governments of Portugal, Ireland, Italy, Greece or Spain at March 31, 2011 or December 31, 2010.

Less Than One Year

A summary of gross unrealized losses and related fair values as of March 31, 2011 and December 31, 2010, classified as to the length of time the losses have existed follows:

Greater Than One Year

|  |  | Gross                                 | Aggregate  |                                     | Gross                           | Aggregate                                    |  |  |
|--|--|---------------------------------------|--|-------------------------------------|---------------------------------|--|--|--|
|  | Number 1   | Unrealized                            | Fair Value   | Number                              | Unrealized                      | Fair Value                                   |  |  |
| March 31, 2011   | of   | Losses                                | of   | of                                  | Losses                          | of   |  |  |
|  | Securities                                       |                                       |  |                                     |                                 |  |  |  |
|  | (dollars are in millions)                        |                                       |  |                                     |                                 |  |  |  |
| U.S. Treasury  | 1  | \$-                                   | \$20   | -                                   | \$-                             | \$-  |  |  |
| U.S. government  |  |                                       |  |                                     |                                 |  |  |  |
| sponsored enterprises  | 9  | (1)                                   | 89   | -                                   | -                               | _  |  |  |
| U.S. government agency   |  |                                       |  |                                     |                                 |  |  |  |
| issued or guaranteed   | -  | -                                     | -  | -                                   | -                               | -  |  |  |
| Obligations of U.S. states   | S  |                                       |  |                                     |                                 |  |  |  |
| and political subdivisions   | s 7  | -                                     | 9  | -                                   | -                               | -  |  |  |
| Asset-backed securities  | -  | -                                     | -  | 6                                   | (7)                             | 15   |  |  |
| U.S. corporate debt  |  |                                       |  |                                     |                                 |  |  |  |
| securities   | 142  | (6)                                   | 296  | 5                                   | (1)                             | 18   |  |  |
| Foreign debt securities  | 51   | (2)                                   | 116  | -                                   | -                               | -  |  |  |
| <b>Equity Securities</b>   | 1  | -                                     | 4  | -                                   | -                               | -  |  |  |
|  | 211  | \$(9)                                 | \$534  | 11                                  | \$(8)                           | \$33   |  |  |
|  |  |                                       |  |                                     |                                 |  |  |  |
|  |  |                                       |  |                                     | Greater Than One Year           |  |  |  |
|  | Less   | Than One                              |  | Great                               |                                 |  |  |  |
|  |  | Gross                                 | Aggregate  |                                     | Gross                           | Aggregate                                    |  |  |
|  | Number 1   | Gross<br>Unrealized                   | Aggregate<br>Fair Value  | Number                              | Gross<br>Unrealized             | Aggregate<br>Fair Value                      |  |  |
| December 31, 2010  | Number V   | Gross<br>Unrealized<br>Losses         | Aggregate<br>Fair Value<br>of  | Number of                           | Gross<br>Unrealized<br>Losses   | Aggregate<br>Fair Value<br>of                |  |  |
| December 31, 2010  | Number 1   | Gross<br>Unrealized<br>Losses         | Aggregate<br>Fair Value<br>of<br>Investments                         | Number of Securities                | Gross<br>Unrealized<br>Losses   | Aggregate<br>Fair Value                      |  |  |
|  | Number 1<br>of<br>Securities                     | Gross<br>Unrealized<br>Losses         | Aggregate<br>Fair Value<br>of<br>Investments<br>(dollars are         | Number of Securities in millions    | Gross<br>Unrealized<br>Losses   | Aggregate<br>Fair Value<br>of<br>Investments |  |  |
| U.S. Treasury  | Number V   | Gross<br>Unrealized<br>Losses         | Aggregate<br>Fair Value<br>of<br>Investments                         | Number of Securities in millions    | Gross<br>Unrealized<br>Losses   | Aggregate<br>Fair Value<br>of                |  |  |
| U.S. Treasury U.S. government  | Number of Securities                             | Gross<br>Unrealized<br>Losses         | Aggregate<br>Fair Value<br>of<br>Investments<br>(dollars are<br>\$25 | Number of Securities in millions    | Gross<br>Unrealized<br>Losses   | Aggregate<br>Fair Value<br>of<br>Investments |  |  |
| U.S. Treasury U.S. government sponsored enterprises  | Number 1<br>of<br>Securities                     | Gross<br>Unrealized<br>Losses         | Aggregate<br>Fair Value<br>of<br>Investments<br>(dollars are         | Number of Securities in millions    | Gross<br>Unrealized<br>Losses   | Aggregate<br>Fair Value<br>of<br>Investments |  |  |
| U.S. Treasury U.S. government sponsored enterprises U.S. government agency   | Number of Securities                             | Gross<br>Unrealized<br>Losses         | Aggregate<br>Fair Value<br>of<br>Investments<br>(dollars are<br>\$25 | Number of Securities in millions    | Gross<br>Unrealized<br>Losses   | Aggregate<br>Fair Value<br>of<br>Investments |  |  |
| U.S. Treasury U.S. government sponsored enterprises U.S. government agency issued or guaranteed  | Number of Securities  1 13                       | Gross<br>Unrealized<br>Losses         | Aggregate<br>Fair Value<br>of<br>Investments<br>(dollars are<br>\$25 | Number of Securities in millions    | Gross<br>Unrealized<br>Losses   | Aggregate<br>Fair Value<br>of<br>Investments |  |  |
| U.S. Treasury U.S. government sponsored enterprises U.S. government agency issued or guaranteed Obligations of U.S. states   | Number of Securities  1  13                      | Gross<br>Unrealized<br>Losses         | Aggregate Fair Value of Investments (dollars are \$25                | Number of of Securities in millions | Gross<br>Unrealized<br>Losses   | Aggregate<br>Fair Value<br>of<br>Investments |  |  |
| U.S. Treasury U.S. government sponsored enterprises U.S. government agency issued or guaranteed Obligations of U.S. states and political subdivisions  | Number of Securities  1  13                      | Gross<br>Unrealized<br>Losses         | Aggregate<br>Fair Value<br>of<br>Investments<br>(dollars are<br>\$25 | Number of Securities in millions    | Gross Unrealized Losses  s) \$- | Aggregate Fair Value of Investments \$-      |  |  |
| U.S. Treasury U.S. government sponsored enterprises U.S. government agency issued or guaranteed Obligations of U.S. states and political subdivisions Asset-backed securities  | Number of Securities  1  13                      | Gross<br>Unrealized<br>Losses         | Aggregate Fair Value of Investments (dollars are \$25                | Number of of Securities in millions | Gross<br>Unrealized<br>Losses   | Aggregate<br>Fair Value<br>of<br>Investments |  |  |
| U.S. Treasury U.S. government sponsored enterprises U.S. government agency issued or guaranteed Obligations of U.S. states and political subdivisions Asset-backed securities U.S. corporate debt                                    | Number of Securities  1  13  -  3  4             | Gross Unrealized Losses \$- (1)       | Aggregate Fair Value of Investments (dollars are \$25  139           | Number of Securities in millions 8  | Gross Unrealized Losses  \$ (7) | Aggregate Fair Value of Investments \$ 18    |  |  |
| U.S. Treasury U.S. government sponsored enterprises U.S. government agency issued or guaranteed Obligations of U.S. states and political subdivisions Asset-backed securities U.S. corporate debt securities                         | Number of Securities  1  13  -  3  4  -  100     | Gross Unrealized Losses \$- (1) - (5) | Aggregate Fair Value of Investments (dollars are \$25  139  5        | Number of Securities in millions    | Gross Unrealized Losses  s) \$- | Aggregate Fair Value of Investments \$-      |  |  |
| U.S. Treasury U.S. government sponsored enterprises U.S. government agency issued or guaranteed Obligations of U.S. states and political subdivisions Asset-backed securities U.S. corporate debt securities Foreign debt securities | Number of Securities  1  13  -  8  4  -  100  24 | Gross Unrealized Losses \$- (1)       | Aggregate Fair Value of Investments (dollars are \$25  139  209 56   | Number of Securities in millions    | Gross Unrealized Losses  \$ (7) | Aggregate Fair Value of Investments \$ 18    |  |  |
| U.S. Treasury U.S. government sponsored enterprises U.S. government agency issued or guaranteed Obligations of U.S. states and political subdivisions Asset-backed securities U.S. corporate debt securities                         | Number of Securities  1  13  -  3  4  -  100     | Gross Unrealized Losses \$- (1) - (5) | Aggregate Fair Value of Investments (dollars are \$25  139  5        | Number of Securities in millions    | Gross Unrealized Losses  \$ (7) | Aggregate Fair Value of Investments \$ 18    |  |  |

Gross unrealized losses increased slightly during the first quarter of 2011 primarily due to the impact of higher interest rates. We have reviewed our securities for which there is an unrealized loss in accordance with our accounting policies for other-than-temporary impairment ("OTTI"). As a result of our reviews, OTTI of less than \$1 million was recognized in earnings on certain debt securities during the three months ended March 31, 2011 and 2010. In addition, we recognized a recovery in accumulated other comprehensive income relating to the non-credit component of other-than-temporary impairment previously recognized in accumulated other comprehensive income totaling less than \$1 million and \$1 million during the three months ended March 31, 2011 and 2010, respectively.

We do not consider any other securities to be other-than-temporarily impaired because we expect to recover the entire amortized cost basis of the securities and we neither intend to nor expect to be required to sell the securities prior to recovery, even if that equates to holding securities until their individual maturities. However, additional other-than-temporary impairments may occur in future periods if the credit quality of the securities deteriorates.

On-Going Assessment for Other-Than-Temporary Impairment On a quarterly basis, we perform an assessment to determine whether there have been any events or economic circumstances to indicate that a security with an unrealized loss has suffered other-than-temporary impairment. A debt security is considered impaired if the fair value is less than its amortized cost basis at the reporting date. If impaired, we then assess whether the unrealized loss is other-than-temporary.

An unrealized loss is generally deemed to be other-than-temporary and a credit loss is deemed to exist if the present value of the expected future cash flows is less than the amortized cost basis of the debt security. As a result, the credit loss component of an other-than-temporary impairment write-down for debt securities is recorded in earnings while the remaining portion of the impairment loss is recognized net of tax in other comprehensive income (loss) provided we do not intend to sell the underlying debt security and it is more-likely-than-not that we would not have to sell the debt security prior to recovery.

For all our debt securities, as of the reporting date we do not have the intention to sell these securities and believe we will not be required to sell these securities for contractual, regulatory or liquidity reasons.

We consider the following factors in determining whether a credit loss exists and the period over which the debt security is expected to recover:

- The length of time and the extent to which the fair value has been less than the amortized cost basis;
- The level of credit enhancement provided by the structure which includes, but is not limited to, credit subordination positions, overcollateralization, protective triggers and financial guarantees provided by monoline wraps;
- Changes in the near term prospects of the issuer or underlying collateral of a security, such as changes in default rates, loss severities given default and significant changes in prepayment assumptions;
- The level of excess cash flows generated from the underlying collateral supporting the principal and interest payments of the debt securities; and
- Any adverse change to the credit conditions of the issuer or the security such as credit downgrades by the rating agencies.

At March 31, 2011, approximately 93 percent of our corporate debt securities are rated A- or better and approximately 62 percent of our asset-backed securities, which totaled \$55 million are rated "AAA." At December 31, 2010,

approximately 92 percent of our corporate debt securities were rated A- or better and approximately 66 percent of our asset-backed securities, which totaled \$60 million were rated "AAA." Although OTTI of less than \$1 million was recorded in earnings during the three months ended March 31, 2011 and 2010, without a sustained economic recovery, additional other-than-temporary impairments may occur in future periods.

Proceeds from the sale, call or redemption of available-for-sale investments totaled \$110 million and \$74 million during the three months ended March 31, 2011 and 2010, respectively. We realized gross gains of \$3 million during both the three months ended March 31, 2011 and 2010. We realized gross losses of less than \$1 million during both the three months ended March 31, 2011 and 2010.

Contractual maturities of and yields on investments in debt securities for those with set maturities were as follows:

| March 31, 2011                         | Within<br>1 Year | 5 Years | but   | After 10 Years millions) | Total |
|--|------------------|---------|-------|--------------------------|-------|
| U.S. Treasury:                         |                  |         |       |                          |       |
| Amortized cost                         | \$151            | \$224   | \$1   | \$-                      | \$376 |
| Fair value                             | 151              | 230     | 1     | -                        | 382   |
| Yield(1)                               | .86%             | 2.21%   | 4.96% | -                        | 1.67% |
| U.S. government sponsored enterprises: |                  |         |       |                          |       |
| Amortized cost                         | \$64             | \$113   | \$30  | \$25                     | \$232 |
| Fair value                             | 64               | 113     | 32    | 26                       | 235   |
| Yield(1)                               | .27%             | 1.31%   | 4.69% | 4.75%                    | 1.83% |
| U.S. government agency issued or       |                  |         |       |                          |       |
| guaranteed:                            |                  |         |       |                          |       |
| Amortized cost                         | \$-              |         |       |                          |       |