



2018 Segment Shift Restatement

Non-GAAP

In millions

	Non-GAAP					
	Q1 2018					
	PSS	RLS	HCB	Corp	Elims	Cons
Products	\$ 30,787	\$ 20,219	\$ -	\$ -	\$ (6,957)	\$ 44,049
Premiums	1,306	-	-	-	-	1,306
Services	125	213	-	-	-	338
Net Revenue, as previously reported	32,218	20,432	-	-	(6,957)	45,693
Net Investment Income (NII)	2	-	-	7	-	9
Revenue, as previously reported with NII	32,220	20,432	-	7	(6,957)	45,702
Products	1,644	-	-	-	(1,644)	-
Premiums	(1,306)	-	1,306	-	-	-
Services	(10)	-	10	-	-	-
Net Investment Income	(2)	-	2	-	-	-
Revenue, adjustment	326	-	1,318	-	(1,644)	-
Products	32,431	20,219	-	-	(8,601)	44,049
Premiums	-	-	1,306	-	-	1,306
Services	115	213	10	-	-	338
Net Investment Income	-	-	2	7	-	9
Revenue, as adjusted	32,546	20,432	1,318	7	(8,601)	45,702
Gross profit (loss), as previously reported	1,138	5,916	-	-	(195)	6,859
NII Adjustment	2	-	-	7	-	9
Gross profit (loss), as adjusted	1,140	5,916	-	7	(195)	6,868
Cost of Product Sold, as previously reported	29,751	14,516	-	-	(6,762)	37,505
Adjustment	1,556	-	-	-	(1,556)	-
Costs of Products Sold, as adjusted	31,307	14,516	-	-	(8,318)	37,505
Benefit Costs, as previously reported	1,329	-	-	-	-	1,329
Adjustment	(1,329)	-	1,329	-	-	-
Benefit Cost, as adjusted	-	-	1,329	-	-	1,329
Operating expenses, as previously reported	377	4,203	-	224	(20)	4,784
Adjustment	(39)	-	127	-	(88)	-
Operating expenses, as adjusted	338	4,203	127	224	(108)	4,784
Operating income (loss), as previously reported	761	1,713	-	(224)	(175)	2,075
NII Adjustment	2	-	-	7	-	9
Operating income (loss), as adjusted	763	1,713	-	(217)	(175)	2,084
Operating income (loss),with NII Adjustment	763	1,713	-	(217)	(175)	2,084
Adjustment	138	-	(138)	-	-	-
Operating income (loss), as adjusted	901	1,713	(138)	(217)	(175)	2,084
Operating income (loss),with NII Prior Amortization	901	1,713	(138)	(217)	(175)	2,084
Amortization	86	123	1	-	-	210
Operating income (loss), excl Amort	\$ 987	\$ 1,836	\$ (137)	\$ (217)	\$ (175)	\$ 2,294

	Non-GAAP					
	Q2 2018					
	PSS	RLS	HCB	Corp	Elims	Cons
Products	\$ 32,376	\$ 20,487	\$ -	\$ -	\$ (7,211)	\$ 45,652
Premiums	751	-	-	-	-	751
Services	120	185	-	-	-	305
Net Revenue, as previously reported	33,247	20,672	-	-	(7,211)	46,708
Net Investment Income (NII)	4	-	-	7	-	11
Revenue, as previously reported with NII	33,251	20,672	-	7	(7,211)	46,719
Products	940	-	-	-	(940)	-
Premiums	(751)	-	751	-	-	-
Services	(9)	-	9	-	-	-
Net Investment Income	(4)	-	4	-	-	-
Revenue, adjustment	176	-	764	-	(940)	-
Products	33,316	20,487	-	-	(8,151)	45,652
Premiums	-	-	751	-	-	751
Services	111	185	9	-	-	305
Net Investment Income	-	-	4	7	-	11
Revenue, as adjusted	33,427	20,672	764	7	(8,151)	46,719
Gross profit (loss), as previously reported	1,495	5,912	-	-	(206)	7,201
NII Adjustment	4	-	-	7	-	11
Gross profit (loss), as adjusted	1,499	5,912	-	7	(206)	7,212
Cost of Product Sold, as previously reported	31,121	14,760	-	-	(7,005)	38,876
Adjustment	852	-	-	-	(852)	-
Costs of Products Sold, as adjusted	31,973	14,760	-	-	(7,857)	38,876
Benefit Costs, as previously reported	631	-	-	-	-	631
Adjustment	(631)	-	631	-	-	-
Benefit Cost, as adjusted	-	-	631	-	-	631
Operating expenses, as previously reported	407	4,216	-	224	(19)	4,828
Adjustment	(45)	-	133	-	(88)	-
Operating expenses, as adjusted	362	4,216	133	224	(107)	4,828
Operating income (loss), as previously reported	1,088	1,696	-	(224)	(187)	2,373
NII Adjustment	4	-	-	7	-	11
Operating income (loss), as adjusted	1,092	1,696	-	(217)	(187)	2,384
Operating income (loss),with NII Adjustment	1,092	1,696	-	(217)	(187)	2,384
Adjustment	-	-	-	-	-	-
Operating income (loss), as adjusted	1,092	1,696	-	(217)	(187)	2,384
Operating income (loss),with NII Prior Amortization	1,092	1,696	-	(217)	(187)	2,384
Amortization	89	125	-	-	-	214
Operating income (loss), excl Amort	\$ 1,181	\$ 1,821	\$ -	\$ (217)	\$ (187)	\$ 2,598

	Non-GAAP					
	Q3 2018					
	PSS	RLS	HCB	Corp	Elims	Cons
Products	\$ 33,008	\$ 20,676	\$ -	\$ -	\$ (7,350)	\$ 46,334
Premiums	627	-	-	-	-	627
Services	128	180	-	-	-	308
Net Revenue, as previously reported	33,763	20,856	-	-	(7,350)	47,269
Net Investment Income (NII)	4	-	-	8	-	12
Revenue, as previously reported with NII	33,767	20,856	-	8	(7,350)	47,281
Products	738	-	-	-	(738)	-
Premiums	(627)	-	627	-	-	-
Services	(10)	-	10	-	-	-
Net Investment Income	(4)	-	4	-	-	-
Revenue, adjustment	97	-	641	-	(738)	-
Products	33,746	20,676	-	-	(8,088)	46,334
Premiums	-	-	627	-	-	627
Services	118	180	10	-	-	308
Net Investment Income	-	-	4	8	-	12
Revenue, as adjusted	33,864	20,856	641	8	(8,088)	47,281
Gross profit (loss), as previously reported	1,737	5,814	-	-	(223)	7,328
NII Adjustment	4	-	-	8	-	12
Gross profit (loss), as adjusted	1,741	5,814	-	8	(223)	7,340
Cost of Product Sold, as previously reported	31,587	15,042	-	-	(7,127)	39,502
Adjustment	651	-	-	-	(651)	-
Costs of Products Sold, as adjusted	32,238	15,042	-	-	(7,778)	39,502
Benefit Costs, as previously reported	439	-	-	-	-	439
Adjustment	(439)	-	439	-	-	-
Benefit Cost, as adjusted	-	-	439	-	-	439
Operating expenses, as previously reported	392	4,319	-	221	(27)	4,905
Adjustment	(41)	-	128	-	(87)	-
Operating expenses, as adjusted	351	4,319	128	221	(114)	4,905
Operating income (loss), as previously reported	1,345	1,495	-	(221)	(196)	2,423
NII Adjustment	4	-	-	8	-	12
Operating income (loss), as adjusted	1,349	1,495	-	(213)	(196)	2,435
Operating income (loss),with NII Adjustment	1,349	1,495	-	(213)	(196)	2,435
Adjustment	(74)	-	74	-	-	-
Operating income (loss), as adjusted	1,275	1,495	74	(213)	(196)	2,435
Operating income (loss),with NII Prior Amortization	1,275	1,495	74	(213)	(196)	2,435
Amortization	87	127	1	-	-	215
Operating income (loss), excl Amort	\$ 1,362	\$ 1,622	\$ 75	\$ (213)	\$ (196)	\$ 2,650



2018 Segment Shift Restatement

Non-GAAP

In millions

	Non-GAAP					
	Q4 2018					
	PSS	RLS	HCB	Corp	Elims	Cons
Products	\$ 34,093	\$ 21,793	\$ 164	\$ -	\$ (8,175)	\$ 47,875
Premiums	677	-	4,819	4	-	5,500
Services	117	236	521	-	-	874
Net Revenue, as previously reported	34,887	22,029	5,504	4	(8,175)	54,249
Net Investment Income (NII)	3	-	45	44	-	92
Revenue, as previously reported with NII	34,890	22,029	5,549	48	(8,175)	54,341
Products	699	-	-	-	(699)	-
Premiums	(677)	-	677	-	-	-
Services	(10)	-	10	-	-	-
Net Investment Income	(3)	-	3	-	-	-
Revenue, adjustment	9	-	690	-	(699)	-
Products	34,792	21,793	164	-	(8,874)	47,875
Premiums	-	-	5,496	4	-	5,500
Services	107	236	531	-	-	874
Net Investment Income	-	-	48	44	-	92
Revenue, as adjusted	34,899	22,029	6,239	48	(8,874)	54,341
Gross profit (loss), as previously reported	1,833	6,441	1,484	(18)	(250)	9,490
NII Adjustment	3	-	45	44	-	92
Gross profit (loss), as adjusted	1,836	6,441	1,529	26	(250)	9,582
Cost of Product Sold, as previously reported	32,648	15,588	147	-	(7,819)	40,564
Adjustment	611	-	-	-	(611)	-
Costs of Products Sold, as adjusted	33,259	15,588	147	-	(8,430)	40,564
Benefit Costs, as previously reported	406	-	3,873	22	(106)	4,195
Adjustment	(406)	-	406	-	-	-
Benefit Cost, as adjusted	-	-	4,279	22	(106)	4,195
Operating expenses, as previously reported	341	4,440	1,253	235	(39)	6,230
Adjustment	(40)	-	128	-	(88)	-
Operating expenses, as adjusted	301	4,440	1,381	235	(127)	6,230
Operating income (loss), as previously reported	1,492	2,001	231	(253)	(211)	3,260
NII Adjustment	3	-	45	44	-	92
Operating income (loss), as adjusted	1,495	2,001	276	(209)	(211)	3,352
Operating income (loss), with NII Adjustment	1,495	2,001	276	(209)	(211)	3,352
Adjustment	(156)	-	156	-	-	-
Operating income (loss), as adjusted	1,339	2,001	432	(209)	(211)	3,352
Operating income (loss), with NII Prior Amortization	1,339	2,001	432	(209)	(211)	3,352
Amortization	86	123	158	-	-	367
Operating income (loss), excl Amort	\$ 1,425	\$ 2,124	\$ 590	\$ (209)	\$ (211)	\$ 3,719

	Non-GAAP					
	Full Year 2018					
	PSS	RLS	HCB	Corp	Elims	Cons
Products	\$ 130,264	\$ 83,175	\$ 164	\$ -	\$ (29,693)	\$ 183,910
Premiums	3,361	-	4,819	4	-	8,184
Services	490	814	521	-	-	1,825
Net Revenue, as previously reported	134,115	83,989	5,504	4	(29,693)	193,919
Net Investment Income (NII)	13	-	45	66	-	124
Revenue, as previously reported with NII	134,128	83,989	5,549	70	(29,693)	194,043
Products	4,021	-	-	-	(4,021)	-
Premiums	(3,361)	-	3,361	-	-	-
Services	(39)	-	39	-	-	-
Net Investment Income	(13)	-	13	-	-	-
Revenue, adjustment	608	-	3,413	-	(4,021)	-
Products	134,285	83,175	164	-	(33,714)	183,910
Premiums	-	-	8,180	4	-	8,184
Services	451	814	560	-	-	1,825
Net Investment Income	-	-	58	66	-	124
Revenue, as adjusted	134,736	83,989	8,962	70	(33,714)	194,043
Gross profit (loss), as previously reported	6,203	24,083	1,484	(18)	(874)	30,878
NII Adjustment	13	-	45	66	-	124
Gross profit (loss), as adjusted	6,216	24,083	1,529	48	(874)	31,002
Cost of Product Sold, as previously reported	125,107	59,906	147	-	(28,713)	156,447
Adjustment	3,670	-	-	-	(3,670)	-
Costs of Products Sold, as adjusted	128,777	59,906	147	-	(32,383)	156,447
Benefit Costs, as previously reported	2,805	-	3,873	22	(106)	6,594
Adjustment	(2,805)	-	2,805	-	-	-
Benefit Cost, as adjusted	-	-	6,678	22	(106)	6,594
Operating expenses, as previously reported	1,517	17,178	1,253	904	(105)	20,747
Adjustment	(165)	-	516	-	(351)	-
Operating expenses, as adjusted	1,352	17,178	1,769	904	(456)	20,747
Operating income (loss), as previously reported	4,686	6,905	231	(922)	(769)	10,131
NII Adjustment	13	-	45	66	-	124
Operating income (loss), as adjusted	4,699	6,905	276	(856)	(769)	10,255
Operating income (loss), with NII Adjustment	4,699	6,905	276	(856)	(769)	10,255
Adjustment	(92)	-	92	-	-	-
Operating income (loss), as adjusted	4,607	6,905	368	(856)	(769)	10,255
Operating income (loss), with NII Prior Amortization	4,607	6,905	368	(856)	(769)	10,255
Amortization	348	498	160	-	-	1,006
Operating income (loss), excl Amort	\$ 4,955	\$ 7,403	\$ 528	\$ (856)	\$ (769)	\$ 11,261