

All information is presented on a GAAP basis unless otherwise indicated

TRAVEL RELATED SERVICES
FIVE-YEAR SUMMARY OF SELECTED FINANCIAL DATA
STATEMENTS OF INCOME

(millions)

	GAAP Basis					Effect of Securitizations									
						Securitization Effect					Managed Basis				
	2002	2001	2000	1999	1998	2002	2001	2000	1999	1998	2002	2001	2000	1999	1998
Net Revenues:															
Discount Revenue	\$7,931	\$7,714	\$7,779	\$6,741	\$6,115										
Net Card Fees	1,726	1,675	1,651	1,599	1,587	\$ -	\$16	\$2	\$5	(\$3)	\$1,726	\$1,691	\$1,653	\$1,604	\$1,584
Lending:															
Finance Charge Revenue	1,995	2,363	2,280	2,148	2,065	2,509	2,259	1,697	736	405	4,504	4,622	3,977	2,884	2,470
Interest Expense	510	939	1,025	658	653	340	545	569	297	157	850	1,484	1,594	955	810
Net Finance Charge Revenue	1,485	1,424	1,255	1,490	1,412	2,169	1,714	1,128	439	248	3,654	3,138	2,383	1,929	1,660
Travel Commissions and Fees	1,408	1,537	1,821	1,802	1,647										
Travelers Cheque Investment Income	375	394	387	345	330										
Securitization Income	1,941	1,432	1,012	479	289	(1,941)	(1,432)	(1,012)	(479)	(289)	-	-	-	-	-
Other Revenues:															
Other Commissions and Assessments	2,018	2,014	1,800	1,485	1,339										
Interest & Dividends	223	315	416	298	251	(53)	(66)	(65)	(17)	(18)	170	249	351	281	233
Insurance Premiums	238	192	150	138	131										
Publishing	189	204	207	192	181										
All Other	187	458	642	561	248	773	511	268	156	56	960	969	910	717	304
Total	2,855	3,183	3,215	2,674	2,150	720	445	203	139	38	3,575	3,628	3,418	2,813	2,188
Total Net Revenues	17,721	17,359	17,120	15,130	13,530	948	743	321	104	(6)	18,669	18,102	17,441	15,234	13,524
Expenses:															
Marketing and Promotion	1,456	1,237	1,434	1,338	1,166	(81)	(92)	(86)	(91)	(36)	1,375	1,145	1,348	1,247	1,130
Provision for Losses and Claims:															
Charge Card	960	1,195	1,006	865	701	-	36	151	130	293	960	1,231	1,157	995	994
Lending	1,369	1,318	891	799	922	1,098	925	595	387	171	2,467	2,243	1,486	1,186	1,093
Other	149	164	105	85	90										
Total	2,478	2,677	2,002	1,749	1,713	1,098	961	746	517	464	3,576	3,638	2,748	2,266	2,177
Charge Card Interest Expense	1,001	1,443	1,202	835	809	(14)	33	206	220	231	987	1,476	1,408	1,055	1,040
Net Discount Expense	-	96	489	479	665	-	(96)	(489)	(479)	(665)	-	-	-	-	-
Human Resources	3,503	3,992	4,126	3,931	3,610										
Other Operating Expenses:															
Occupancy and Equipment	1,102	1,225	1,188	1,011	904										
Professional Fees	1,693	1,374	1,254	1,048	860										
Taxes Other Than Income	152	146	125	118	112										
Other	3,260	2,697	2,587	2,238	1,621	(55)	(63)	(56)	(63)	-	3,205	2,634	2,531	2,175	1,621
Total	6,207	5,442	5,154	4,415	3,497	(55)	(63)	(56)	(63)	-	6,152	5,379	5,098	4,352	3,497
Restructuring Charges	(4)	414	-	-	-										
Disaster Recovery Charge	-	79	-	-	-										
Total Expenses	14,641	15,380	14,407	12,747	11,460	\$948	\$743	\$321	\$104	(\$6)	\$15,589	\$16,123	\$14,728	\$12,851	\$11,454
Pretax Income	3,080	1,979	2,713	2,383	2,070										
Income Tax Provision	945	520	784	691	579										
Net Income	\$2,135	\$1,459	\$1,929	\$1,692	\$1,491										

TRAVEL RELATED SERVICES
FIVE-YEAR SUMMARY OF SELECTED FINANCIAL DATA
SELECTED FINANCIAL STATISTICS AND DATA

(Amounts in billions, except percentages and where indicated)

	<u>2002</u>	<u>2001</u>	<u>2000</u>	<u>1999</u>	<u>1998</u>
Total Cards in Force (millions):					
United States	35.1	34.6	33.3	29.9	27.8
Outside the United States (B)	22.2	20.6	18.4	16.1	14.9
Total	<u>57.3</u>	<u>55.2</u>	<u>51.7</u>	<u>46.0</u>	<u>42.7</u>
<i>Percent increase in total Cards in Force</i>	3.9%	6.8%	12.2%	7.8%	0.1%
Basic Cards in Force (millions):					
United States	26.9	26.8	26.3	23.4	21.7
Outside the United States (B)	18.3	15.6	13.9	12.3	11.5
Total	<u>45.2</u>	<u>42.4</u>	<u>40.2</u>	<u>35.7</u>	<u>33.2</u>
<i>Percent increase(decrease) in total Basic Cards in Force</i>	3.5%	5.7%	12.4%	7.7%	(0.2%)
Card Billed Business:					
United	\$ 234.1	\$ 224.5	\$ 221.7	\$ 186.4	\$ 165.6
Outside the United States	77.3	73.5	75.0	67.7	61.9
Total	<u>\$ 311.4</u>	<u>\$ 298.0</u>	<u>\$ 296.7</u>	<u>\$ 254.1</u>	<u>\$ 227.5</u>
<i>Percent increase in total Billed Business</i>	4.5%	0.4%	16.8%	11.7%	8.7%
Worldwide Average Discount Rate (A)	2.64%	2.67%	2.70%	2.72%	2.73%
Average Basic Cardmember Spending (dollars) (A):					
United States	\$8,728	\$8,364	\$8,844	\$8,301	\$7,152
Outside the United States	\$5,319 (B)	\$5,939	\$6,682	\$6,465	\$6,229
Total	\$7,645	\$7,666	\$8,229	\$7,758	\$6,885
<i>Percent increase in total Average Basic Cardmember Spending</i>	2.7%	6.8%	6.1%	12.7%	6.4%
Worldwide Average Fee per Card (dollars) (A)	\$34	\$34	\$36	\$39	\$38
Non-Amex Brand (C):					
Cards in Force (millions)	0.7	0.7	0.6	0.3	0.2
Billed Business	\$3.7	\$3.4	\$3.2	\$0.7	\$0.2
Worldwide Travel:					
Sales	\$15.5	\$17.2	\$22.6	\$22.5	\$19.9
<i>Percent increase in Sales</i>	(10.0%)	(24.1%)	0.6%	13.0%	14.7%
Travel Commissions and Fees/Sales (D)	9.1%	8.9%	8.1%	8.0%	8.3%
Worldwide Travelers Cheque:					
Sales	\$22.1	\$23.5	\$24.6	\$23.3	\$23.6
<i>Percent increase (decrease) in Sales</i>	(6.0%)	(4.5%)	5.3%	(1.2%)	(5.4%)
Average Outstanding	\$6.5	\$6.4	\$6.4	\$6.2	\$6.0
<i>Percent increase (decrease) in Average Outstanding</i>	2.0%	0.7%	4.7%	2.7%	1.1%
Tax Equivalent Yield	8.7%	9.0%	8.9%	8.8%	9.0%
Credco's weighted average interest cost on an annual basis	3.96%	5.98%	6.04%	5.16%	5.66%

Number of TRS employees at year end (actual):

TRAVEL RELATED SERVICES
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(Amounts in billions, except percentages and where indicated)

	<u>2002</u>	<u>2001</u>	<u>2000</u>	<u>1999</u>	<u>1998</u>
Worldwide Charge Card Receivables:					
Total Receivables	\$26.3	\$26.2	\$29.0	\$27.0	\$24.0
90 Days Past Due as a % of Total	2.2%	2.9%	2.3%	2.5%	2.7%
Loss Reserves (millions)	\$930	\$1,032	\$964	\$857	\$897
% of Receivables	3.5%	3.9%	3.3%	3.2%	3.7%
% of 90 Days Past Due	162%	136%	142%	126%	138%
Net Loss Ratio	0.38%	0.42%	0.36%	0.41%	0.46%
Average life (in days) of Charge Card receivables	38	40	41	40	40
U.S. Lending - Owned Basis:					
Total Loans	\$17.1	\$16.9	\$17.4	\$16.1	\$13.7
Past Due Loans as a % of Total:					
30-89 Days	2.0%	2.0%	1.7%	1.6%	2.2%
90+ Days	1.3%	1.3%	0.8%	0.8%	1.0%
Loss Reserves (millions):					
Beginning Balance	\$668	\$553	\$505	\$532	\$526
Provision	954	998	663	604	789
Net Charge-Offs/Other	(824)	(883)	(615)	(631)	(783)
Ending Balance	<u>\$798</u>	<u>\$668</u>	<u>\$553</u>	<u>\$505</u>	<u>\$532</u>
% of Loans	4.7%	3.9%	3.2%	3.1%	3.9%
% of Past Due	143%	120%	124%	131%	124%
Average Loans	\$15.3	\$16.9	\$14.9	\$14.9	\$13.1
Net Write-Off Rate	5.9%	5.5%	4.4%	4.2%	5.9%
U.S. Lending - Managed Basis:					
Total Loans	\$34.3	\$32.0	\$28.7	\$23.4	\$16.7
Past Due Loans as a % of Total:					
30-89 Days	1.9%	2.1%	1.9%	1.8%	2.2%
90+ Days	1.2%	1.2%	0.9%	0.8%	0.9%
Loss Reserves (millions):					
Beginning Balance	\$1,077	\$820	\$672	\$619	\$589
Provision	2,053	1,933	1,258	994	961
Net Charge-Offs/Other	(1,833)	(1,676)	(1,110)	(941)	(931)
Ending Balance	<u>\$1,297</u>	<u>\$1,077</u>	<u>\$820</u>	<u>\$672</u>	<u>\$619</u>
% of Loans	3.8%	3.4%	2.9%	2.9%	3.7%
% of Past Due	120%	101%	104%	110%	120%
Average Loans	\$32.0	\$30.7	\$25.8	\$18.9	\$15.0
Net Write-Off Rate	6.0%	5.6%	4.4%	5.0%	6.4%
Net Interest Yield	9.8%	8.8%	7.6%	8.6%	9.5%
Worldwide Cardmember Loans:					
Owned Basis	\$22.6	\$20.9	\$20.4	\$18.3	\$15.3
Managed Basis	\$39.8	\$36.0	\$31.7	\$25.6	\$18.3
U.S. Securitized Receivables & Loans:					
Receivables	\$4.8	\$3.0	\$2.9	\$3.5	\$4.0
Loans	\$17.2	\$15.1	\$11.3	\$7.3	\$3.0

Note: Managed basis loans include securitized assets not reflected in the Condensed Balance Sheets.

TRAVEL RELATED SERVICES
CONDENSED BALANCE SHEETS

(Dollars in millions)

	December 31,				
	2002	2001	2000	1999	1998
ASSETS					
Cash & investment securities	\$ 14,770	\$ 13,222	\$ 16,427	\$ 14,908	\$ 10,284
Cardmember & other receivables, net	28,103	28,486	29,621	25,622	21,542
Loans, net	22,292	21,037	20,034	17,910	14,947
Land, buildings, & equipment, net	1,873	1,846	1,602	1,356	1,097
Other assets	5,167	4,793	3,735	3,437	3,294
Total assets	\$ 72,205	\$ 69,384	\$ 71,419	\$ 63,233	\$ 51,164
LIABILITIES & EQUITY					
Travelers Cheques outstanding	\$ 6,623	\$ 6,190	\$ 6,127	\$ 6,213	\$ 5,823
Customers' deposits	7,809	5,010	4,319	3,797	2,056
Accounts payable	5,529	5,302	7,116	5,971	5,025
Insurance reserves	104	192	165	149	141
Debt	36,443	37,786	40,056	35,686	27,770
Deferred card fees	838	832	789	786	770
Other liabilities	7,606	7,359	6,277	5,087	4,225
Total liabilities	64,952	62,671	64,849	57,689	45,810
Shareholder's equity	7,253	6,713	6,570	5,544	5,354
Total liabilities & shareholder's equity	\$ 72,205	\$ 69,384	\$ 71,419	\$ 63,233	\$ 51,164
Return on average equity (A)	29.9%	21.9%	33.0%	31.2%	29.1%
Return on average assets (B)	3.2%	2.1%	3.0%	3.1%	3.1%

(A) Computed on a trailing 12-month basis excluding the effect on Shareholder's Equity of unrealized gains or losses related to SFAS No. 115, "Accounting for Certain Investments in Debt and Equity Securities," and SFAS No. 133, "Accounting for Derivative Instruments and Hedging Activities."

(B) Computed on a trailing 12-month basis excluding the effect on total assets of unrealized gains or losses related to SFAS No. 115, "Accounting for Certain Investments in Debt and Equity Securities," and SFAS No. 133, "Accounting for Derivative Instruments"

TRAVEL RELATED SERVICES
CONDENSED BALANCE SHEETS

(Dollars in millions)

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Total assets	\$ 72,205	\$ 69,384	\$ 71,419	\$ 63,233	\$ 51,164
LIABILITIES & EQUITY					
Travelers Cheques outstanding	\$ 6,623	\$ 6,190	\$ 6,127	\$ 6,213	\$ 5,823
Customers' deposits	7,809	5,010	4,319	3,797	2,056
Accounts payable	5,529	5,302	7,116	5,971	5,025
Insurance reserves	104	192	165	149	141
Debt	36,443	37,786	40,056	35,686	27,770
Deferred card fees	838	832	789	786	770
Other liabilities	7,606	7,359	6,277	5,087	4,225
Total liabilities	64,952	62,671	64,849	57,689	45,810
Shareholder's equity	7,253	6,713	6,570	5,544	5,354
Total liabilities & shareholder's equity	\$ 72,205	\$ 69,384	\$ 71,419	\$ 63,233	\$ 51,164
Return on average equity (A)	29.9%	21.9%	33.0%	31.2%	29.1%
Return on average assets (B)	3.2%	2.1%	3.0%	3.1%	3.1%

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