#### **MORGAN STANLEY**

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## MORGAN STANLEY Quarterly Financial Summary (unaudited, dollars in millions)

|                                      |       |          |       |           | QUAR  | TER ENDED |       |           |       |           | Percentage C  | hange From:   |
|--------------------------------------|-------|----------|-------|-----------|-------|-----------|-------|-----------|-------|-----------|---------------|---------------|
|                                      | Feb : | 28, 2003 | May   | 31, 2003  | Aug   | 31, 2003  | Nov   | 30, 2003  | Feb   | 29, 2004  | 1Q04 vs. 1Q03 | 1Q04 vs. 4Q03 |
| Net revenues                         |       |          |       |           |       |           |       |           |       |           |               |               |
| Institutional Securities             | \$    | 3,135    | \$    | 2,679     | \$    | 2,794     | \$    | 2,603     | \$    | 3,504     | 12%           | 35%           |
| Individual Investor Group            |       | 985      |       | 1,002     |       | 1,102     |       | 1,153     |       | 1,211     | 23%           | 5%            |
| Investment Management                |       | 525      |       | 558       |       | 598       |       | 595       |       | 642       | 22%           | 8%            |
| Credit Services                      |       | 898      |       | 884       |       | 834       |       | 811       |       | 958       | 7%            | 18%           |
| Intersegment Eliminations            |       | (69)     |       | (78)      |       | (77)      |       | (75)      |       | (74)      | (7%)          | 1%            |
| Consolidated net revenues            | \$    | 5,474    | \$    | 5,045     | \$    | 5,251     | \$    | 5,087     | \$    | 6,241     | 14%           | 23%           |
| Income before taxes (1)              |       |          |       |           |       |           |       |           |       |           |               |               |
| Institutional Securities             | \$    | 942      | \$    | 400       | \$    | 1,203     | \$    | 1,062     | \$    | 1,186     | 26%           | 12%           |
| Individual Investor Group            |       | 61       |       | 62        |       | 188       |       | 153       |       | 166       | *             | 8%            |
| Investment Management                |       | 100      |       | 122       |       | 163       |       | 97        |       | 170       | 70%           | 75%           |
| Credit Services                      |       | 290      |       | 302       |       | 292       |       | 209       |       | 365       | 26%           | 75%           |
| Intersegment Eliminations            |       | 33       |       | 29        |       | 31        |       | 28        |       | 29        | (12%)         | 4%            |
| Consolidated income before taxes     | \$    | 1,426    | \$    | 915       | \$    | 1,877     | \$    | 1,549     | \$    | 1,916     | 34%           | 24%           |
| Basic earnings per common share      | \$    | 0.84     | \$    | 0.56      | \$    | 1.18      | \$    | 0.94      | \$    | 1.14      | 36%           | 21%           |
| Diluted earnings per common share    | \$    | 0.82     | \$    | 0.55      | \$    | 1.15      | \$    | 0.92      | \$    | 1.11      | 35%           | 21%           |
| Average common shares outstanding    |       |          |       |           |       |           |       |           |       |           |               |               |
| Basic                                | •     | ,052,442 | ,     | 7,386,468 | ,     | 7,680,996 | ,     | 7,914,054 | ,     | 3,718,046 |               |               |
| Diluted                              | •     | ,724,140 | ,     | 7,478,351 | ,     | 0,593,303 | ,     | 3,285,225 | ,     | 6,000,596 |               |               |
| Period end common shares outstanding | 1,089 | ,745,941 | 1,086 | 6,735,086 | 1,088 | 3,107,975 | 1,084 | 4,696,446 | 1,097 | 7,652,112 |               |               |
| Return on common equity              |       | 16.3%    |       | 10.6%     |       | 22.0%     |       | 16.9%     |       | 19.2%     |               |               |

<sup>(1)</sup> Represents consolidated income before losses from unconsolidated investees, taxes and dividends on preferred securities subject to mandatory redemption.

Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation. Refer to Legal Notice page 19.



## MORGAN STANLEY Quarterly Consolidated Income Statement Information (unaudited, dollars in millions)

|  |       |         |     |          | UART | ER ENDE  | D   |          |     | Percentage Change From: |               |               |
|--|-------|---------|-----|----------|------|----------|-----|----------|-----|-------------------------|---------------|---------------|
|  | Feb 2 | 8, 2003 | May | 31, 2003 | Aug  | 31, 2003 | Nov | 30, 2003 | Feb | 29, 2004                | 1Q04 vs. 1Q03 | 1Q03 vs. 4Q03 |
| Investment banking                                     | \$    | 589     | \$  | 536      | \$   | 608      | \$  | 707      | \$  | 829                     | 41%           | 17%           |
| Principal transactions:                                |       |         |     |          |      |          |     |          |     |                         |               |               |
| Trading  |       | 1,556   |     | 1,583    |      | 2,105    |     | 894      |     | 2,347                   | 51%           | *             |
| Investments  |       | (22)    |     | 59       |      | 38       |     | 11       |     | 29                      | *             | *             |
| Commissions  |       | 673     |     | 709      |      | 775      |     | 813      |     | 901                     | 34%           | 11%           |
| Fees:  |       |         |     |          |      |          |     |          |     |                         |               |               |
| Asset management, distribution and admin.              |       | 896     |     | 881      |      | 956      |     | 973      |     | 1,072                   | 20%           | 10%           |
| Merchant and cardmember                                |       | 364     |     | 338      |      | 340      |     | 337      |     | 337                     | (7%)          |               |
| Servicing  |       | 567     |     | 503      |      | 462      |     | 483      |     | 572                     | 1%            | 18%           |
| Interest and dividends                                 |       | 3,789   |     | 3,692    |      | 3,534    |     | 4,729    |     | 3,782                   |               | (20%)         |
| Other  |       | 86      |     | 113      |      | 111      |     | 145      |     | 123                     | 43%           | (15%)         |
| Total revenues   |       | 8,498   | -   | 8,414    |      | 8,929    |     | 9,092    |     | 9,992                   | 18%           | 10%           |
| Interest expense                                       |       | 2,688   |     | 3,060    |      | 3,368    |     | 3,693    |     | 3,489                   | 30%           | (6%)          |
| Provision for consumer loan losses                     |       | 336     |     | 309      |      | 310      |     | 312      |     | 262                     | (22%)         | (16%)         |
| Net revenues   |       | 5,474   |     | 5,045    |      | 5,251    |     | 5,087    |     | 6,241                   | 14%           | 23%           |
| Compensation and benefits                              |       | 2,549   |     | 2,274    |      | 1,940    |     | 1,782    |     | 2,712                   | 6%            | 52%           |
| Occupancy and equipment                                |       | 196     |     | 195      |      | 191      |     | 212      |     | 200                     | 2%            | (6%)          |
| Brokerage, clearing and exchange fees                  |       | 191     |     | 202      |      | 212      |     | 233      |     | 224                     | 17%           | (4%)          |
| Information processing and communications              |       | 315     |     | 315      |      | 315      |     | 343      |     | 320                     | 2%            | (7%)          |
| Marketing and business development                     |       | 263     |     | 251      |      | 197      |     | 256      |     | 254                     | (3%)          | (1%)          |
| Professional services                                  |       | 225     |     | 259      |      | 283      |     | 368      |     | 318                     | 41%           | (14%)         |
| Other  |       | 309     |     | 634      |      | 236      |     | 344      |     | 297                     | (4%)          | (14%)         |
| Total non-interest expenses                            |       | 4,048   |     | 4,130    |      | 3,374    |     | 3,538    |     | 4,325                   | 7%            | 22%           |
| Income before losses from unconsolidated               |       |         |     |          |      |          |     |          |     |                         |               |               |
| investees, taxes and dividends on preferred            |       |         |     |          |      |          |     |          |     |                         |               |               |
| securities subject to mandatory redemption             |       | 1,426   |     | 915      |      | 1,877    |     | 1,549    |     | 1,916                   | 34%           | 24%           |
| Losses from unconsolidated investees                   |       | 34      |     | 36       |      | 105      |     | 104      |     | 93                      | *             | (11%)         |
| Income tax expense                                     |       | 465     |     | 240      |      | 456      |     | 386      |     | 552                     | 19%           | 43%           |
| Div. on pref. sec. subject to mandatory redemption (1) |       | 22      |     | 40       |      | 47       |     | 45       |     | 45                      | 105%          |               |
| Net income   | \$    | 905     | \$  | 599      | \$   | 1,269    | \$  | 1,014    | \$  | 1,226                   | 35%           | 21%           |
| Compensation and benefits as a % of net revenues       |       | 47%     |     | 45%      |      | 37%      |     | 35%      |     | 44%                     |               |               |

<sup>(1)</sup> At February 29, 2004, preferred securities subject to mandatory redemption were reclassified to junior subordinated debt issued to capital trusts (a component of long-term debt) pursuant to the adoption of FASB Interpretation No. 46, "Consolidation of Variable Interest Entities - an interpretation of ARB No. 51" ("FIN 46"). In future periods, dividends on junior subordinated debt issued to capital trusts will be included in interest expense.

Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation. Refer to Legal Notice page 19.



## MORGAN STANLEY Quarterly Financial Information and Statistical Data (unaudited)

|  |     |            |    |            |    | Percentage Change From: |    |            |    |            |               |               |
|--|-----|------------|----|------------|----|-------------------------|----|------------|----|------------|---------------|---------------|
|  | Fe  | b 28, 2003 | Ma | y 31, 2003 | Au | g 31, 2003              | No | v 30, 2003 | Fe | b 29, 2004 | 1Q04 vs. 1Q03 | 1Q04 vs. 4Q03 |
| Morgan Stanley                                     |     |            |    |            |    | _                       |    |            |    |            |               |               |
| Total assets (millions)                            | \$  | 559,436    | \$ | 586,881    | \$ | 580,632                 | \$ | 602,843    | \$ | 656,898    | 17%           | 9%            |
| Adjusted assets (millions) (1)                     | \$  | 361,685    | \$ | 383,501    | \$ | 363,985                 | \$ | 388,595    | \$ | 428,479    | 18%           | 10%           |
| Period end common shares outstanding (millions)    |     | 1,089.7    |    | 1,086.7    |    | 1,088.1                 |    | 1,084.7    |    | 1,097.7    | 1%            | 1%            |
| Book value per common share                        | \$  | 20.62      | \$ | 20.83      | \$ | 21.79                   | \$ | 22.93      | \$ | 23.75      | 15%           | 4%            |
| Shareholders' equity (millions) (2)                | \$  | 24,475     | \$ | 25,341     | \$ | 26,517                  | \$ | 27,677     | \$ | 28,961     | 18%           | 5%            |
| Total capital (millions) (3)                       | \$  | 72,432     | \$ | 78,665     | \$ | 78,241                  | \$ | 82,769     | \$ | 96,359     | 33%           | 16%           |
| Worldwide employees                                |     | 54,493     |    | 53,507     |    | 52,205                  |    | 51,196     |    | 50,979     | (6%)          |               |
| Average Daily 99%/One-Day Value-at-Risk ("VaR")    | (4) |            |    |            |    |                         |    |            |    |            |               |               |
| Primary Market Risk Categry (\$ millions, pre-tax) |     |            |    |            |    |                         |    |            |    |            |               |               |
| Interest rate and credit spread                    | \$  | 42         | \$ | 41         | \$ | 42                      | \$ | 45         | \$ | 42         |               |               |
| Equity price                                       |     | 24         |    | 23         |    | 25                      |    | 29         |    | 30         |               |               |
| Foreign exchange rate                              |     | 12         |    | 11         |    | 7                       |    | 13         |    | 11         |               |               |
| Commodity price                                    |     | 29         |    | 27         |    | 27                      |    | 26         |    | 27         |               |               |
| Aggregate trading VaR                              | \$  | 52         | \$ | 54         | \$ | 54                      | \$ | 61         | \$ | 62         |               |               |

<sup>(1)</sup> Adjusted assets exclude certain self-funded assets considered to have minimal market, credit and/or liquidity risk that are generally attributable to matched book and securities lending businesses as measured by aggregate resale agreements and securities borrowed less non-derivative short positions. The Company changed its methodology for calculating the adjusted leverage ratio to reflect those assets that are not subject to material market, credit and/or liquidity risk. See page 18 for further information.

At February 29, 2004, shareholders' equity includes \$2,897 million of junior subordinated debt issued to capital trusts that in prior periods was classified as preferred securities subject to mandatory redemption. This amount was reclassified to long-term debt at February 29, 2004 pursuant to the adoption of FIN 46. See Note 12 to the Consolidated Financial Statements in the Company's Form 10-K for fiscal 2003. At the prior quarter ends, shareholders' equity included preferred securities subject to mandatory redemption. The junior subordinated debt issued to capital trusts at February 29, 2004 and the preferred securities subject to mandatory redemption at the prior quarter ends are collectively referred to hereinafter as junior subordinated debt issued to capital trusts.

<sup>(3)</sup> Includes common equity, junior subordinated debt issued to capital trusts, capital units and the non-current portion of long-term debt.

<sup>(4) 99%/</sup>One-Day VaR represents the loss amount that one would not expect to exceed, on average, more than one time every one hundred trading days in the Company's trading positions if the portfolio were held constant for a one day period. The Company's VaR incorporates substantially all financial instruments generating market risk that are managed by the Company's trading businesses. For a further discussion of the calculation of VaR and the limitations of the Company's VaR methodology, see Part II, Item 7A "Quantitative and Qualitative Disclosures about Market Risk" in the Company's Form 10-K for fiscal 2003.



## MORGAN STANLEY Quarterly Institutional Securities Income Statement Information (unaudited, dollars in millions)

|   | QUARTER ENDED |         |       |          |     |          |     |          | Percentage Change From: |          |               |               |
|---|---------------|---------|-------|----------|-----|----------|-----|----------|-------------------------|----------|---------------|---------------|
|   | Feb 2         | 8, 2003 | May : | 31, 2003 | Aug | 31, 2003 | Nov | 30, 2003 | Feb                     | 29, 2004 | 1Q04 vs. 1Q03 | 1Q04 vs. 4Q03 |
| Investment banking  | \$            | 501     | \$    | 461      | \$  | 518      | \$  | 616      | \$                      | 739      | 48%           | 20%           |
| Principal transactions:   |               |         |       |          |     |          |     |          |                         |          |               |               |
| Trading   |               | 1,402   |       | 1,416    |     | 1,931    |     | 738      |                         | 2,206    | 57%           | *             |
| Investments   |               | (10)    |       | 44       |     | 31       |     | (2)      |                         | 16       | *             | *             |
| Commissions   |               | 415     |       | 423      |     | 441      |     | 469      |                         | 505      | 22%           | 8%            |
| Asset management, distribution and admin. fees                                |               | 23      |       | 22       |     | 24       |     | 23       |                         | 34       | 48%           | 48%           |
| Interest and dividends  |               | 3,194   |       | 3,075    |     | 2,943    |     | 4,169    |                         | 3,225    | 1%            | (23%)         |
| Other   |               | 62      |       | 76       |     | 61       |     | 91       |                         | 77       | 24%           | (15%)         |
| Total revenues  |               | 5,587   |       | 5,517    |     | 5,949    |     | 6,104    |                         | 6,802    | 22%           | 11%           |
| Interest expense  |               | 2,452   |       | 2,838    |     | 3,155    |     | 3,501    |                         | 3,298    | 35%           | (6%)          |
| Net revenues  |               | 3,135   |       | 2,679    |     | 2,794    |     | 2,603    |                         | 3,504    | 12%           | 35%           |
| Total non-interest expenses   |               | 2,193   |       | 2,279    |     | 1,591    |     | 1,541    |                         | 2,318    | 6%            | 50%           |
| Income before losses from unconsolidated investees and dividends on preferred |               |         |       |          |     |          |     |          |                         |          |               |               |
| securities subject to mandatory redemption                                    |               | 942     |       | 400      |     | 1,203    |     | 1,062    |                         | 1,186    | 26%           | 12%           |
| Losses from unconsolidated investees  |               | 34      |       | 36       |     | 105      |     | 104      |                         | 93       | *             | (11%)         |
| Div. on pref. sec. subject to mandatory redemption (1)                        |               | 22      |       | 40       |     | 47       |     | 45       |                         | 45       | 105%          |               |
| Income before taxes   | \$            | 886     | \$    | 324      | \$  | 1,051    | \$  | 913      | \$                      | 1,048    | 18%           | 15%           |
| Pre-tax profit margin (2)   |               | 29%     |       | 13%      |     | 41%      |     | 39%      |                         | 33%      |               |               |

<sup>(1)</sup> At February 29, 2004, preferred securities subject to mandatory redemption were reclassified to junior subordinated debt issued to capital trusts (a component of long-term debt) pursuant to the adoption of FIN 46. In future periods, dividends on junior subordinated debt issued to capital trusts will be included in interest expense.

<sup>(2)</sup> Income before taxes, excluding losses from unconsolidated investees, as a % of net revenues.

Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation.

Refer to Legal Notice page 19.



# MORGAN STANLEY Quarterly Financial Information and Statistical Data Institutional Securities (unaudited)

|   |     | QUARTER ENDED |     |          |     |          |     |          |     |          | Percentage Change From: |               |
|---|-----|---------------|-----|----------|-----|----------|-----|----------|-----|----------|-------------------------|---------------|
|   | Feb | 28, 2003      | May | 31, 2003 | Aug | 31, 2003 | Nov | 30, 2003 | Feb | 29, 2004 | 1Q04 vs. 1Q03           | 1Q04 vs. 4Q03 |
|   |     |               |     |          |     |          |     |          |     |          |                         |               |
| Advisory revenue (millions)                         | \$  | 166           | \$  | 141      | \$  | 130      | \$  | 225      | \$  | 232      | 40%                     | 3%            |
| Underwriting revenue (millions)                     |     |               |     |          |     |          |     |          |     |          |                         |               |
| Equity  | \$  | 127           | \$  | 152      | \$  | 183      | \$  | 178      | \$  | 314      | 147%                    | 76%           |
| Fixed income  | \$  | 208           | \$  | 169      | \$  | 205      | \$  | 213      | \$  | 193      | (7%)                    | (9%)          |
| Sales and trading net revenue (millions) (1)        |     |               |     |          |     |          |     |          |     |          |                         |               |
| Equity  | \$  | 977           | \$  | 865      | \$  | 830      | \$  | 919      | \$  | 1,105    | 13%                     | 20%           |
| Fixed income  | \$  | 1,635         | \$  | 1,282    | \$  | 1,462    | \$  | 977      | \$  | 1,651    | 1%                      | 69%           |
| Mergers and acquisitions announced transactions (2) |     |               |     |          |     |          |     |          |     |          |                         |               |
| Morgan Stanley global market volume (billions)      | \$  | 26.8          | \$  | 48.4     | \$  | 88.1     | \$  | 225.4    | \$  | 172.2    |                         |               |
| Rank  |     | 2             |     | 6        |     | 5        |     | 2        |     | 2        |                         |               |
| Worldwide equity and related issues (2)             |     |               |     |          |     |          |     |          |     |          |                         |               |
| Morgan Stanley global market volume (billions)      | \$  | 3.8           | \$  | 13.5     | \$  | 22.4     | \$  | 35.1     | \$  | 11.6     |                         |               |
| Rank  |     | 2             |     | 2        |     | 3        |     | 3        |     | 1        |                         |               |

<sup>(1)</sup> Includes principal trading, commissions and net interest revenue.

<sup>(2)</sup> Source: Thomson Financial. Market volume and rank are on a calendar year to date basis for each reporting period: January 1 to February 29, 2004, January 1 to February 28, 2003 and January 1 to November 30, 2003.

Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation. Refer to Legal Notice page 19.



## MORGAN STANLEY Quarterly Individual Investor Group Income Statement Information (unaudited, dollars in millions)

|   |              |              |              | Percentage Change Fron |              |               |               |
|---|--------------|--------------|--------------|------------------------|--------------|---------------|---------------|
|   | Feb 28, 2003 | May 31, 2003 | Aug 31, 2003 | Nov 30, 2003           | Feb 29, 2004 | 1Q04 vs. 1Q03 | 1Q04 vs. 4Q03 |
| Investment banking                            | \$ 80        | \$ 66        | \$ 79        | \$ 80                  | \$ 77        | (4%)          | (4%)          |
| Principal transactions:                       |              |              |              |                        |              |               |               |
| Trading                                       | 154          | 167          | 174          | 156                    | 141          | (8%)          | (10%)         |
| Investments                                   | 6            | 1            | (3)          | 0                      | 4            | (33%)         | *             |
| Commissions                                   | 280          | 310          | 356          | 365                    | 417          | 49%           | 14%           |
| Asset management, distribution and admin fees | 386          | 370          | 403          | 432                    | 472          | 22%           | 9%            |
| Interest and dividends                        | 89           | 92           | 93           | 96                     | 93           | 4%            | (3%)          |
| Other   | 28           | 35           | 37           | 59                     | 40           | 43%           | (32%)         |
| Total revenues                                | 1,023        | 1,041        | 1,139        | 1,188                  | 1,244        | 22%           | 5%            |
| Interest expense                              | 38           | 39           | 37           | 35                     | 33           | (13%)         | (6%)          |
| Net revenues                                  | 985          | 1,002        | 1,102        | 1,153                  | 1,211        | 23%           | 5%            |
| Total non-interest expenses                   | 924          | 940          | 914          | 1,000                  | 1,045        | 13%           | 5%            |
| Income before taxes                           | \$ 61        | \$ 62        | \$ 188       | \$ 153                 | \$ 166       | *             | 8%            |
| Pre-tax profit margin (1)                     | 6%           | 6%           | 17%          | 13%                    | 14%          |               |               |

<sup>(1)</sup> Income before taxes as a % of net revenues.

# MORGAN STANLEY Quarterly Financial Information and Statistical Data Individual Investor Group (unaudited)

|  |     | QUARTER ENDED           eb 28, 2003         May 31, 2003         Aug 31, 2003         Nov 30, 2003         Feb 29, 2004           12,056         11,644         11,326         11,086         10,832           498         \$ 532         \$ 544         \$ 565         \$ 595           105         \$ 113         \$ 122         \$ 130         \$ 143           21%         22%         23%         24% |     |          |     |          |     |          |     |          | Percentage Change From: |               |  |
|--|-----|--|-----|----------|-----|----------|-----|----------|-----|----------|-------------------------|---------------|--|
|  | Feb | 28, 2003   | May | 31, 2003 | Aug | 31, 2003 | Nov | 30, 2003 | Feb | 29, 2004 | 1Q04 vs. 1Q03           | 1Q04 vs. 4Q03 |  |
| Global financial advisors                      |     | 12,056   |     | 11,644   |     | 11,326   |     | 11,086   |     | 10,832   | (10%)                   | (2%)          |  |
| Total client assets (billions)                 | \$  | 498  | \$  | 532      | \$  | 544      | \$  | 565      | \$  | 595      | 19%                     | 5%            |  |
| Fee-based client account assets (billions) (1) | \$  | 105  | \$  | 113      | \$  | 122      | \$  | 130      | \$  | 143      | 36%                     | 10%           |  |
| Fee-based assets as a % of client assets       |     | 21%  |     | 21%      |     | 22%      |     | 23%      |     | 24%      |                         |               |  |
| Domestic retail locations                      |     | 558  |     | 547      |     | 544      |     | 532      |     | 526      | (6%)                    | (1%)          |  |

<sup>(1)</sup> Represents the amount of assets in client accounts where the basis of payment for services is a fee calculated on those assets.

Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation.

Refer to Legal Notice page 19.



# MORGAN STANLEY Quarterly Investment Management Income Statement Information (unaudited, dollars in millions)

|   |              |              |              | Percentage Change From: |              |               |               |
|---|--------------|--------------|--------------|-------------------------|--------------|---------------|---------------|
|   | Feb 28, 2003 | May 31, 2003 | Aug 31, 2003 | Nov 30, 2003            | Feb 29, 2004 | 1Q04 vs. 1Q03 | 1Q04 vs. 4Q03 |
| Investment banking                            | \$ 8         | \$ 9         | \$ 11        | \$ 11                   | \$ 13        | 63%           | 18%           |
| Principal transactions:                       |              |              |              |                         |              |               |               |
| Investments                                   | (18)         | 14           | 10           | 13                      | 9            | 150%          | (31%)         |
| Commissions                                   | 4            | 3            | 7            | 7                       | 8            | 100%          | 14%           |
| Asset management, distribution and admin fees | 523          | 528          | 567          | 556                     | 603          | 15%           | 8%            |
| Interest and dividends                        | 2            | (1)          | (1)          | 0                       | 2            |               | *             |
| Other   | 7            | 8            | 5            | 9                       | 9            | 29%           |               |
| Total revenues                                | 526          | 561          | 599          | 596                     | 644          | 22%           | 8%            |
| Interest expense                              | 1            | 3            | 1            | 1                       | 2            | 100%          | 100%          |
| Net revenues                                  | 525          | 558          | 598          | 595                     | 642          | 22%           | 8%            |
| Total non-interest expenses                   | 425          | 436          | 435          | 498                     | 472          | 11%           | (5%)          |
| Income before taxes                           | \$ 100       | \$ 122       | \$ 163       | \$ 97                   | \$ 170       | 70%           | 75%           |
| Pre-tax profit margin (1)                     | 19%          | 22%          | 27%          | 16%                     | 27%          |               |               |

<sup>(1)</sup> Income before taxes as a % of net revenues.



# MORGAN STANLEY Quarterly Statistical Data Investment Management (unaudited)

|   |           |         |       |          | Percentage Change From: |          |       |          |     |          |               |               |
|---|-----------|---------|-------|----------|-------------------------|----------|-------|----------|-----|----------|---------------|---------------|
|   | Feb 2     | 8, 2003 | May 3 | 31, 2003 | Aug                     | 31, 2003 | Nov 3 | 30, 2003 | Feb | 29, 2004 | 1Q04 vs. 1Q03 | 1Q04 vs. 4Q03 |
| Assets under management or supervision (\$ bill   | ions)     |         |       |          |                         |          |       |          |     |          |               |               |
| Net flows   |           |         |       |          |                         |          |       |          |     |          |               |               |
| Retail  | \$        | (0.5)   | \$    | 1.2      | \$                      | 4.9      | \$    | 3.7      | \$  | 3.4      | *             | (8%)          |
| Institutional                                     |           | (2.5)   |       | (4.0)    |                         | (2.1)    |       | (1.3)    |     | 1.3      | *             | *             |
| Net flows excluding money markets                 |           | (3.0)   |       | (2.8)    |                         | 2.8      |       | 2.4      |     | 4.7      | *             | 96%           |
| Money markets                                     |           | (0.9)   |       | (2.6)    |                         | 0.2      |       | (2.5)    |     | 1.4      | *             | *             |
| Assets under management or supervision by distrib | ution cha | annel   |       |          |                         |          |       |          |     |          |               |               |
| Retail  | \$        | 246     | \$    | 259      | \$                      | 268      | \$    | 277      | \$  | 294      | 20%           | 6%            |
| Institutional                                     |           | 158     |       | 162      |                         | 165      |       | 185      |     | 201      | 27%           | 9%            |
| Total (1)   | \$        | 404     | \$    | 421      | \$                      | 433      | \$    | 462      | \$  | 495      | 23%           | 7%            |
| Assets under management or supervision by asset   | class     |         |       |          |                         |          |       |          |     |          |               |               |
| Equity  | \$        | 155     | \$    | 174      | \$                      | 189      | \$    | 207      | \$  | 231      | 49%           | 12%           |
| Fixed income                                      |           | 129     |       | 127      |                         | 123      |       | 123      |     | 124      | (4%)          | 1%            |
| Money market                                      |           | 67      |       | 65       |                         | 66       |       | 64       |     | 65       | (3%)          | 2%            |
| Other (2)   |           | 53      |       | 55       |                         | 55       |       | 68       |     | 75       | 42%           | 10%           |
| Total (1)   | \$        | 404     | \$    | 421      | \$                      | 433      | \$    | 462      | \$  | 495      | 23%           | 7%            |

<sup>(1)</sup> Revenues and expenses associated with customer assets of \$107 billion, \$82 billion and \$96 billion for fiscal 1Q04, fiscal 1Q03 and fiscal 4Q03, respectively, are included in the Company's Individual Investor Group segment, and \$14 billion, \$3 billion and \$14 billion for fiscal 1Q04, fiscal 1Q03 and fiscal 4Q03, respectively, are included in the Company's Institutional Securities segment.

<sup>(2)</sup> Includes Alternative Investments.



# MORGAN STANLEY Quarterly Credit Services Income Statement Information (unaudited, dollars in millions)

|                                    |       |         |       |         | Percentage Change From: |         |       |          |       |          |               |               |
|------------------------------------|-------|---------|-------|---------|-------------------------|---------|-------|----------|-------|----------|---------------|---------------|
|                                    | Feb 2 | 8, 2003 | May 3 | 1, 2003 | Aug 3                   | 1, 2003 | Nov 3 | 30, 2003 | Feb 2 | 29, 2004 | 1Q04 vs. 1Q03 | 1Q04 vs. 4Q03 |
| Fees:                              |       |         |       |         |                         |         |       |          |       |          |               |               |
| Merchant and cardmember            | \$    | 364     | \$    | 338     | \$                      | 340     | \$    | 337      | \$    | 337      | (7%)          |               |
| Servicing                          |       | 567     |       | 503     |                         | 462     |       | 483      |       | 572      | 1%            | 18%           |
| Other                              |       | (4)     |       | 6       |                         | 18      |       | (5)      |       | 5        | *             | *             |
| Total non-interest revenues        |       | 927     |       | 847     |                         | 820     |       | 815      |       | 914      | (1%)          | 12%           |
| Interest revenue                   |       | 546     |       | 543     |                         | 515     |       | 487      |       | 480      | (12%)         | (1%)          |
| Interest expense                   |       | 239     |       | 197     |                         | 191     |       | 179      |       | 174      | (27%)         | (3%)          |
| Net interest income                |       | 307     |       | 346     |                         | 324     |       | 308      |       | 306      |               | (1%)          |
| Provision for consumer loan losses |       | 336     |       | 309     |                         | 310     |       | 312      |       | 262      | (22%)         | (16%)         |
| Net credit income                  |       | (29)    |       | 37      |                         | 14      |       | (4)      |       | 44       | *             | *             |
| Net revenues                       |       | 898     |       | 884     |                         | 834     |       | 811      |       | 958      | 7%            | 18%           |
| Total non-interest expenses        |       | 608     |       | 582     |                         | 542     |       | 602      |       | 593      | (2%)          | (1%)          |
| Income before taxes                | \$    | 290     | \$    | 302     | \$                      | 292     | \$    | 209      | \$    | 365      | 26%           | 75%           |
| Pre-tax profit margin (1)          |       | 32%     |       | 34%     |                         | 35%     |       | 26%      |       | 38%      |               |               |

<sup>(1)</sup> Income before taxes as a % of net revenues.

# MORGAN STANLEY Quarterly Credit Services Income Statement Information (unaudited, dollars in millions) (Managed Ioan basis)

|                                    |              |              |              | Percentage Change From: |              |               |               |
|------------------------------------|--------------|--------------|--------------|-------------------------|--------------|---------------|---------------|
|                                    | Feb 28, 2003 | May 31, 2003 | Aug 31, 2003 | Nov 30, 2003            | Feb 29, 2004 | 1Q04 vs. 1Q03 | 1Q04 vs. 4Q03 |
| Fees:                              |              |              |              |                         |              |               |               |
| Merchant and cardmember            | \$ 548       | \$ 523       | \$ 523       | \$ 512                  | \$ 519       | (5%)          | 1%            |
| Servicing                          | 0            | 0            | 0            | 0                       | 0            |               |               |
| Other                              | 53           | 36           | 19           | 1                       | 35           | (34%)         | *             |
| Total non-interest revenues        | 601          | 559          | 542          | 513                     | 554          | (8%)          | 8%            |
| Interest revenue                   | 1,580        | 1,592        | 1,576        | 1,517                   | 1,524        | (4%)          |               |
| Interest expense                   | 441          | 410          | 391          | 366                     | 350          | (21%)         | (4%)          |
| Net interest income                | 1,139        | 1,182        | 1,185        | 1,151                   | 1,174        | 3%            | 2%            |
| Provision for consumer loan losses | 842          | 857          | 893          | 853                     | 770          | (9%)          | (10%)         |
| Net credit income                  | 297          | 325          | 292          | 298                     | 404          | 36%           | 36%           |
| Net revenues                       | 898          | 884          | 834          | 811                     | 958          | 7%            | 18%           |
| Total non-interest expenses        | 608          | 582          | 542          | 602                     | 593          | (2%)          | (1%)          |
| Income before taxes                | \$ 290       | \$ 302       | \$ 292       | \$ 209                  | \$ 365       | 26%           | 75%           |
| Pre-tax profit margin (1)          | 32%          | 34%          | 35%          | 26%                     | 38%          |               |               |

<sup>(1)</sup> Income before taxes as a % of net revenues.



# MORGAN STANLEY Quarterly Financial Information and Statistical Data Credit Services (unaudited, dollars in millions)

|   | QUARTER ENDED |        |              |        |              |        |              |        | Percentage Change From: |        |               |               |
|---|---------------|--------|--------------|--------|--------------|--------|--------------|--------|-------------------------|--------|---------------|---------------|
|   | Feb 28, 2003  |        | May 31, 2003 |        | Aug 31, 2003 |        | Nov 30, 2003 |        | Feb 29, 2004            |        | 1Q04 vs. 1Q03 | 1Q04 vs. 4Q03 |
|   |               |        |              |        |              |        |              |        |                         |        |               |               |
| Owned credit card loans                                 |               |        |              |        |              |        |              |        |                         |        |               |               |
| Period end  | \$            | 20,847 | \$           | 18,465 | \$           | 18,106 | \$           | 18,930 | \$                      | 15,850 | (24%)         | (16%)         |
| Average   | \$            | 22,305 | \$           | 19,120 | \$           | 18,600 | \$           | 18,143 | \$                      | 17,880 | (20%)         | (1%)          |
| Managed credit card loans (1)                           |               |        |              |        |              |        |              |        |                         |        |               |               |
| Period end  | \$            | 51,811 | \$           | 50,880 | \$           | 49,965 | \$           | 48,358 | \$                      | 47,336 | (9%)          | (2%)          |
| Average   | \$            | 52,802 | \$           | 51,174 | \$           | 50,663 | \$           | 48,835 | \$                      | 48,667 | (8%)          |               |
| Interest yield  |               | 11.78% |              | 11.97% |              | 11.94% |              | 12.05% |                         | 12.20% | 42 bp         | 15 bp         |
| Interest spread   |               | 8.36%  |              | 8.78%  |              | 8.91%  |              | 9.05%  |                         | 9.35%  | 99 bp         | 30 bp         |
| Net charge-off rate                                     |               | 6.17%  |              | 6.50%  |              | 6.90%  |              | 6.87%  |                         | 6.31%  | 14 bp         | (56 bp)       |
| Delinquency rate (over 30 days)                         |               | 6.33%  |              | 6.21%  |              | 6.05%  |              | 5.97%  |                         | 5.80%  | (53 bp)       | (17 bp)       |
| Delinquency rate (over 90 days)                         |               | 2.95%  |              | 3.01%  |              | 2.91%  |              | 2.82%  |                         | 2.86%  | (9 bp)        | 4 bp          |
| Transaction volume (billions)                           | \$            | 26.1   | \$           | 24.0   | \$           | 24.8   | \$           | 23.0   | \$                      | 24.2   | (7%)          | 5%            |
| Accounts (millions)                                     |               | 46.5   |              | 46.4   |              | 46.3   |              | 46.1   |                         | 45.9   | (1%)          |               |
| Active accounts (millions)                              |               | 22.3   |              | 21.8   |              | 21.3   |              | 20.8   |                         | 20.3   | (9%)          | (2%)          |
| Average receivables per avg. active account (actual \$) | \$            | 2,333  | \$           | 2,319  | \$           | 2,348  | \$           | 2,319  | \$                      | 2,360  | 1%            | 2%            |
| Securitization gain                                     | \$            | 35     | \$           | 11     | \$           | (9)    | \$           | (7)    | \$                      | 19     | (46%)         | *             |

<sup>(1)</sup> Includes owned and securitized credit card loans.



## MORGAN STANLEY Quarterly Intersegment Eliminations Income Statement Information (unaudited, dollars in millions)

|  |              |       |              |       | QUAR         | TER ENDE | )            |       |              |       | Percentage Change From: |               |  |
|--|--------------|-------|--------------|-------|--------------|----------|--------------|-------|--------------|-------|-------------------------|---------------|--|
|  | Feb 28, 2003 |       | May 31, 2003 |       | Aug 31, 2003 |          | Nov 30, 2003 |       | Feb 29, 2004 |       | 1Q04 vs. 1Q03           | 1Q04 vs. 4Q03 |  |
| Investment banking                             | \$           | 0     | \$           | 0     | \$           | 0        | \$           | 0     | \$           | 0     |                         |               |  |
| Principal transactions:                        |              |       |              |       |              |          |              |       |              |       |                         |               |  |
| Trading  |              | 0     |              | 0     |              | 0        |              | 0     |              | 0     |                         |               |  |
| Investments                                    |              | 0     |              | 0     |              | 0        |              | 0     |              | 0     |                         |               |  |
| Commissions                                    |              | (26)  |              | (27)  |              | (29)     |              | (28)  |              | (29)  | (12%)                   | (4%)          |  |
| Asset management, distribution and admin. fees |              | (36)  |              | (39)  |              | (38)     |              | (38)  |              | (37)  | (3%)                    | 3%            |  |
| Interest and dividends                         |              | (42)  |              | (17)  |              | (16)     |              | (23)  |              | (18)  | 57%                     | 22%           |  |
| Other  |              | (7)   |              | (12)  |              | (10)     |              | (9)   |              | (8)   | (14%)                   | 11%           |  |
| Total revenues                                 |              | (111) |              | (95)  |              | (93)     |              | (98)  |              | (92)  | 17%                     | 6%            |  |
| Interest expense                               |              | (42)  |              | (17)  |              | (16)     |              | (23)  |              | (18)  | 57%                     | 22%           |  |
| Net revenues                                   |              | (69)  |              | (78)  |              | (77)     |              | (75)  |              | (74)  | (7%)                    | 1%            |  |
| Total non-interest expenses                    |              | (102) |              | (107) |              | (108)    |              | (103) |              | (103) | (1%)                    |               |  |
| Income before taxes                            | \$           | 33    | \$           | 29    | \$           | 31       | \$           | 28    | \$           | 29    | (12%)                   | 4%            |  |

#### **MORGAN STANLEY**

The following (page 14) presents more detailed financial information regarding the results of operations for the combined institutional securities, individual investor group and investment management businesses. Morgan Stanley believes that a combined businesses, as well as to facilitate comparisons of the Company's results with those of other companies in the financial services industry that have securities and asset management businesses. Morgan Stanley provides this type of presentation for its credit services activities (page 15) in order to provide helpful comparison to other credit card issuers.



#### **MORGAN STANLEY**

## Quarterly Institutional Securities, Individual Investor Group and Investment Management (1) Combined Income Statement Information (unaudited, dollars in millions)

|  |         |       |     |          | QUAR | TER ENDE | D   |          |     |          | Percentage C  | Change From:  |
|--|---------|-------|-----|----------|------|----------|-----|----------|-----|----------|---------------|---------------|
|  | Feb 28, | 2003  | May | 31, 2003 | Aug  | 31, 2003 | Nov | 30, 2003 | Feb | 29, 2004 | 1Q04 vs. 1Q03 | 1Q04 vs. 1Q03 |
| Investment banking                                     | \$      | 589   | \$  | 536      | \$   | 608      | \$  | 707      | \$  | 829      | 41%           | 17%           |
| Principal transactions:                                | ,       |       | •   |          | •    |          | •   |          | •   |          |               |               |
| Trading  | 1       | 1,556 |     | 1,583    |      | 2,105    |     | 894      |     | 2,347    | 51%           | *             |
| Investments  |         | (22)  |     | 59       |      | 38       |     | 11       |     | 29       | *             | *             |
| Commissions  |         | 673   |     | 709      |      | 775      |     | 813      |     | 901      | 34%           | 11%           |
| Asset management, distribution and administration fees |         | 896   |     | 881      |      | 956      |     | 973      |     | 1,072    | 20%           | 10%           |
| Interest and dividends                                 | 3       | 3,282 |     | 3,159    |      | 3,029    |     | 4,254    |     | 3,314    | 1%            | (22%)         |
| Other  |         | 90    |     | 113      |      | 96       |     | 152      |     | 120      | 33%           | (21%)         |
| Total revenues   | 7       | 7,064 |     | 7,040    |      | 7,607    |     | 7,804    |     | 8,612    | 22%           | 10%           |
| Interest expense                                       | 2       | 2,488 |     | 2,873    |      | 3,187    |     | 3,526    |     | 3,327    | 34%           | (6%)          |
| Net revenues   |         | 1,576 |     | 4,167    |      | 4,420    |     | 4,278    |     | 5,285    | 15%           | 24%           |
| Compensation and benefits                              | 2       | 2,336 |     | 2,073    |      | 1,745    |     | 1,572    |     | 2,514    | 8%            | 60%           |
| Occupancy and equipment                                |         | 176   |     | 176      |      | 170      |     | 191      |     | 179      | 2%            | (6%)          |
| Brokerage, clearing and exchange fees                  |         | 191   |     | 202      |      | 212      |     | 233      |     | 224      | 17%           | (4%)          |
| Information processing and communications              |         | 228   |     | 234      |      | 227      |     | 242      |     | 234      | 3%            | (3%)          |
| Marketing and business development                     |         | 109   |     | 123      |      | 107      |     | 148      |     | 111      | 2%            | (25%)         |
| Professional services                                  |         | 174   |     | 196      |      | 218      |     | 290      |     | 253      | 45%           | (13%)         |
| Other  |         | 226   |     | 550      |      | 156      |     | 262      |     | 219      | (3%)          | (16%)         |
| Total non-interest expenses                            | 3       | 3,440 |     | 3,554    |      | 2,835    |     | 2,938    |     | 3,734    | 9%            | 27%           |
| Income before losses from unconsolidated               |         |       |     |          |      |          |     |          |     |          |               |               |
| investees and dividends on preferred                   |         |       |     |          |      |          |     |          |     |          |               |               |
| securities subject to mandatory redemption             | 1       | 1,136 |     | 613      |      | 1,585    |     | 1,340    |     | 1,551    | 37%           | 16%           |
| Losses from unconsolidated investees                   |         | 34    |     | 36       |      | 105      |     | 104      |     | 93       | *             | (11%)         |
| Div. on pref. sec. subject to mandatory redemption (2) |         | 22    |     | 40       |      | 47       |     | 45       |     | 45       | 105%          |               |
| Income before taxes                                    | \$ 1    | 1,080 | \$  | 537      | \$   | 1,433    | \$  | 1,191    | \$  | 1,413    | 31%           | 19%           |
| Compensation and benefits as a % of net revenues       |         | 51%   |     | 50%      |      | 40%      |     | 37%      |     | 48%      |               |               |
| Non-compensation expenses as a % of net revenues       |         | 24%   |     | 36%      |      | 25%      |     | 32%      |     | 23%      |               |               |
| Pre-tax profit margin (3)                              |         | 24%   |     | 14%      |      | 35%      |     | 30%      |     | 29%      |               |               |
| Number of employees (4)                                | 38      | 3,867 |     | 38,031   |      | 37,493   |     | 37,435   |     | 37,455   | (4%)          |               |

<sup>(1)</sup> Includes the elimination of intersegment activity.

<sup>(2)</sup> At February 29, 2004, preferred securities subject to mandatory redemption were reclassified to junior subordinated debt issued to capital trusts (a component of long-term debt) pursuant to the adoption of FIN 46. In future periods, dividends on junior subordinated debt issued to capital trusts will be included in interest expense.

<sup>(3)</sup> Income before taxes, excluding losses from unconsolidated investees, as a % of net revenues.

<sup>4)</sup> Includes Institutional Securities, Individual Investor Group, Investment Management and Infrastructure / Company areas.

Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation. Refer to Legal Notice page 19.



# MORGAN STANLEY Quarterly Credit Services Income Statement Information (unaudited, dollars in millions) (Managed Loan Basis)

|  |              |              | QUARTER ENDE | D            |              | Percentage (  | Change From:  |
|--|--------------|--------------|--------------|--------------|--------------|---------------|---------------|
|  | Feb 28, 2003 | May 31, 2003 | Aug 31, 2003 | Nov 30, 2003 | Feb 29, 2004 | 1Q04 vs. 1Q03 | 1Q04 vs. 4Q03 |
| Fees:  |              |              |              |              |              |               |               |
| Merchant and cardmember                          | \$ 548       | \$ 523       | \$ 523       | \$ 512       | \$ 519       | (5%)          | 1%            |
| Servicing  | 0            | 0            | 0            | 0            | 0            |               |               |
| Other  | 53           | 36           | 19           | 1            | 35           | (34%)         | *             |
| Total non-interest revenues                      | 601          | 559          | 542          | 513          | 554          | (8%)          | 8%            |
| Interest revenue                                 | 1,580        | 1,592        | 1,576        | 1,517        | 1,524        | (4%)          |               |
| Interest expense                                 | 441          | 410          | 391          | 366          | 350          | (21%)         | (4%)          |
| Net interest income                              | 1,139        | 1,182        | 1,185        | 1,151        | 1,174        | 3%            | 2%            |
| Provision for consumer loan losses               | 842          | 857          | 893          | 853          | 770          | (9%)          | (10%)         |
| Net credit income                                | 297          | 325          | 292          | 298          | 404          | 36%           | 36%           |
| Net revenues                                     | 898          | 884          | 834          | 811          | 958          | 7%            | 18%           |
| Compensation and benefits                        | 213          | 201          | 195          | 210          | 198          | (7%)          | (6%)          |
| Occupancy and equipment                          | 20           | 19           | 21           | 21           | 21           | 5%            |               |
| Information processing and communications        | 87           | 81           | 88           | 101          | 86           | (1%)          | (15%)         |
| Marketing and business development               | 154          | 128          | 90           | 108          | 143          | (7%)          | 32%           |
| Professional services                            | 51           | 63           | 65           | 78           | 65           | 27%           | (17%)         |
| Other  | 83           | 90           | 83           | 84           | 80           | (4%)          | (5%)          |
| Total non-interest expenses                      | 608          | 582          | 542          | 602          | 593          | (2%)          | (1%)          |
| Income before taxes                              | \$ 290       | \$ 302       | \$ 292       | \$ 209       | \$ 365       | 26%           | 75%           |
| Compensation and benefits as a % of net revenues | 24%          | 23%          | 23%          | 26%          | 21%          |               |               |
| Non-compensation expenses as a % of net revenues | 44%          | 43%          | 42%          | 48%          | 41%          |               |               |
| Pre-tax profit margin (1)                        | 32%          | 34%          | 35%          | 26%          | 38%          |               |               |
| Number of employees                              | 15,626       | 15,476       | 14,712       | 13,761       | 13,524       | (13%)         | (2%)          |

<sup>(1)</sup> Income before taxes as a % of net revenues.

#### **MORGAN STANLEY**

The following (pages 16 - 17) present a reconciliation for certain information disclosed on pages 11, 12 and 15.

The data is presented on both a "managed" loan basis and as reported under generally accepted accounting principles ("owned" loan basis).

Managed loan data assume that the Company's securitized loan receivables have not been sold and presents the results of securitized loan receivables in the same manner as the Company's owned loans. The Company operates its Credit Services business and analyzes its financial performance on a managed basis. Accordingly, underwriting and servicing standards are comparable for both owned and securitized loans. The Company believes that managed loan information is useful to investors because it provides information regarding the quality of loan origination and credit performance of the entire managed portfolio and allows investors to understand the related credit risks inherent in owned loans and retained interests in securitizations. In addition, investors often request information on a managed basis, which provides a more meaningful comparison to industry competitors.



#### **MORGAN STANLEY**

#### Financial Information and Statistical Data (1) (unaudited, dollars in millions)

|                                    |            |           | Quarte            | r Ended Feb 2      | 9, 2004            |          |                  |  |  |
|------------------------------------|------------|-----------|-------------------|--------------------|--------------------|----------|------------------|--|--|
|                                    |            |           |                   |                    |                    | Delinque | ncy Rate         |  |  |
|                                    |            |           | Interest          | Interest           | Net                |          |                  |  |  |
| General Purpose Credit Card Loans: | Period End | Average   | Yield             | Spread             | Charge-offs        | 30 Days  | 90 Days          |  |  |
| Owned                              | \$ 15,850  | \$ 17,880 | 10.13%            | 6.08%              | 5.81%              | 5.17%    | 2.54%            |  |  |
| Securitized                        | 31,486     | 30,787    | 13.40%            | 11.20%             | 6.60%              | 6.11%    | 3.01%            |  |  |
| Managed                            | \$ 47,336  | \$ 48,667 | 12.20%            | 9.35%              | 6.31%              | 5.80%    | 2.86%            |  |  |
|                                    |            |           | Quarte            | r Ended Nov 3      | 0, 2003            |          |                  |  |  |
|                                    |            |           |                   |                    | •                  | Delinque | ncy Rate         |  |  |
|                                    |            |           | Interest          | Interest           | Net                |          |                  |  |  |
| General Purpose Credit Card Loans: | Period End | Average   | Yield             | Spread             | Charge-offs        | 30 Days  | 90 Days          |  |  |
| Owned                              | \$ 18,930  | \$ 18,143 | 10.07%            | 5.86%              | 6.56%              | 5.36%    | 2.53%            |  |  |
| Securitized                        | 29,428     | 30,692    | 13.23%            | 10.88%             | 7.06%              | 6.36%    | 3.01%            |  |  |
| Managed                            | \$ 48,358  | \$ 48,835 | 12.05%            | 9.05%              | 6.87%              | 5.97%    | 2.82%            |  |  |
|                                    |            |           |                   |                    | 4 0000             |          |                  |  |  |
|                                    |            |           | Quarte            | r Ended Aug 3      | 1, 2003            | Dolinguo | Delinquency Rate |  |  |
|                                    |            |           | Interest          | Interest           | Net                | Dennque  | icy Kale         |  |  |
| General Purpose Credit Card Loans: | Period End | Average   | Yield             | Spread             | Charge-offs        | 30 Days  | 90 Days          |  |  |
| Owned                              | \$ 18,106  | \$ 18,600 | 10.28%            | 6.05%              | 6.26%              | 5.28%    | 2.54%            |  |  |
| Securitized                        | 31,859     | 32,063    | 12.91%            | 10.52%             | 7.26%              | 6.48%    | 3.12%            |  |  |
| Managed                            | \$ 49,965  | \$ 50,663 | 11.94%            | 8.91%              | 6.90%              | 6.05%    | 2.91%            |  |  |
|                                    |            |           |                   |                    |                    |          |                  |  |  |
|                                    |            |           | Quarte            | r Ended May 3      | 1, 2003            |          |                  |  |  |
|                                    |            |           |                   |                    |                    | Delinque | ncy Rate         |  |  |
| General Purpose Credit Card Loans: | Period End | Average   | Interest<br>Yield | Interest<br>Spread | Net<br>Charge-offs | 30 Days  | 90 Days          |  |  |
| Owned                              | \$ 18,465  | \$ 19,120 | 10.57%            | 6.28%              | 5.92%              | 5.27%    | 2.56%            |  |  |
| Securitized                        | 32,415     | 32,054    | 12.81%            | 10.23%             | 6.84%              | 6.74%    | 3.27%            |  |  |
| Managed                            | \$ 50,880  | \$ 51,174 | 11.97%            | 8.78%              | 6.50%              | 6.21%    | 3.01%            |  |  |
|                                    |            |           | _                 |                    |                    |          |                  |  |  |
|                                    |            |           | Quarte            | r Ended Feb 2      | 8, 2003            | D. II.   | D . ( .          |  |  |
|                                    |            |           | Interest          | Interest           | Net                | Delinque | icy Kate         |  |  |
| General Purpose Credit Card Loans: | Period End | Average   | Yield             | Spread             | Charge-offs        | 30 Days  | 90 Days          |  |  |
| Owned                              | \$ 20,847  | \$ 22,305 | 9.26%             | 4.73%              | 5.55%              | 5.60%    | 2.63%            |  |  |
| Securitized                        | 30,964     | 30,497    | 13.61%            | 10.96%             | 6.63%              | 6.82%    | 3.17%            |  |  |
| Managed                            | \$ 51,811  | \$ 52,802 | 11.78%            | 8.36%              | 6.17%              | 6.33%    | 2.95%            |  |  |

<sup>(1)</sup> The tables provide a reconciliation of certain managed and owned basis statistical data (period-end and average loan balances, interest yield, interest spread, net charge-off rates, and 30- and 90-day delinquency rates) for the periods indicated.



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### Reconciliation of Managed Income Statement Data (1) (unaudited, dollars in millions)

|                             |        |          |     |          | QUAR | TER ENDE | )   |          |     |          |
|-----------------------------|--------|----------|-----|----------|------|----------|-----|----------|-----|----------|
|                             | Feb    | 28, 2003 | May | 31, 2003 | Aug  | 31, 2003 | Nov | 30, 2003 | Feb | 29, 2004 |
| Merchant and cardmember f   | ees:   |          |     |          |      |          |     |          |     |          |
| Owned                       | \$     | 364      | \$  | 338      | \$   | 340      | \$  | 337      | \$  | 337      |
| Securitization adjustment   |        | 184      |     | 185      |      | 183      |     | 175      |     | 182      |
| Managed                     | \$     | 548      | \$  | 523      | \$   | 523      | \$  | 512      | \$  | 519      |
| Servicing fees:             |        |          |     |          |      |          |     |          |     |          |
| Owned                       | \$     | 567      | \$  | 503      | \$   | 462      | \$  | 483      | \$  | 572      |
| Securitization adjustment   |        | (567)    |     | (503)    |      | (462)    |     | (483)    |     | (572)    |
| Managed                     | \$     | -        | \$  | -        | \$   | -        | \$  | -        | \$  |          |
| Other:                      |        |          |     |          |      |          |     |          |     |          |
| Owned                       | \$     | (4)      | \$  | 6        | \$   | 18       | \$  | (5)      | \$  | 5        |
| Securitization adjustment   |        | 57       |     | 30       |      | 1        |     | 6        |     | 30       |
| Managed                     | \$     | 53       | \$  | 36       | \$   | 19       | \$  | 1        | \$  | 35       |
| Interest revenue:           |        |          |     |          |      |          |     |          |     |          |
| Owned                       | \$     | 546      | \$  | 543      | \$   | 515      | \$  | 487      | \$  | 480      |
| Securitization adjustment   |        | 1,034    |     | 1,049    |      | 1,061    |     | 1,030    |     | 1,044    |
| Managed                     | \$     | 1,580    | \$  | 1,592    | \$   | 1,576    | \$  | 1,517    | \$  | 1,524    |
| Interest expense:           |        |          |     |          |      |          |     |          |     |          |
| Owned                       | \$     | 239      | \$  | 197      | \$   | 191      | \$  | 179      | \$  | 174      |
| Securitization adjustment   |        | 202      |     | 213      |      | 200      |     | 187      |     | 176      |
| Managed                     | \$     | 441      | \$  | 410      | \$   | 391      | \$  | 366      | \$  | 350      |
| Provision for consumer loan | losses | ·        |     |          |      |          |     |          |     |          |
| Owned                       | \$     | 336      | \$  | 309      | \$   | 310      | \$  | 312      | \$  | 262      |
| Securitization adjustment   | ~      | 506      | Ψ   | 548      | Ψ    | 583      | *   | 541      | Ψ   | 508      |
| Managed                     | \$     | 842      | \$  | 857      | \$   | 893      | \$  | 853      | \$  | 770      |
|                             |        |          |     |          |      |          |     |          |     |          |

<sup>(1)</sup> The tables provide a reconciliation of certain managed and owned basis income statement data (merchant and cardmember fees, servicing fees, other revenue, interest revenue, interest expense and provision for consumer loan losses) for the periods indicated.

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The following (page 18) presents a reconciliation for adjusted assets.

Balance sheet leverage ratios are one indicator of capital adequacy when viewed in the context of a company's overall liquidity and capital policies. The Company views the adjusted leverage ratio as a more relevant measure of financial risk when comparing financial services firms and evaluating leverage trends. Adjusted assets exclude certain self-funded assets considered to have minimal market, credit and/or liquidity risk that are generally attributable to matched book and securities lending businesses as measured by aggregate resale agreements and securities borrowed less non-derivative short positions. In addition, the adjusted leverage ratio reflects the deduction from shareholders' equity of the amount of equity used to support goodwill, as the Company does not view this amount of equity as available to support its risk capital needs.



# MORGAN STANLEY Quarterly Reconciliation of Adjusted Assets (unaudited, dollars in millions, except ratios)

|  | QUARTER ENDED |          |              |           |              |           |              |           |     |           |
|--|---------------|----------|--------------|-----------|--------------|-----------|--------------|-----------|-----|-----------|
|  | Feb 28        | 8, 2003  | May 31, 2003 |           | Aug 31, 2003 |           | Nov 30, 2003 |           | Fel | 29, 2004  |
| Total assets   | \$ 5          | 559,436  | \$           | 586,881   | \$           | 580,632   | \$           | 602,843   | \$  | 656,898   |
| Less: Securities purchased under agreements to resell              | (             | (59,687) |              | (71,374)  |              | (74,271)  |              | (78,205)  |     | (76,755)  |
| Securities borrowed  | (1            | 40,566)  |              | (153,639) |              | (162,366) |              | (153,813) |     | (179,288) |
| Add: Financial instruments sold, not yet purchased                 | 1             | 00,721   |              | 123,211   |              | 112,054   |              | 111,448   |     | 129,711   |
| Less: Derivative contracts sold, not yet purchased                 | (             | (42,604) |              | (48,436)  |              | (36,008)  |              | (36,242)  |     | (43,857)  |
| Subtotal   | 4             | 117,300  |              | 436,643   |              | 420,041   |              | 446,031   |     | 486,709   |
| Less: Segregated customer cash and securities balances             | (             | (32,961) |              | (26,829)  |              | (25,670)  |              | (20,705)  |     | (16,935)  |
| Assets recorded under certain provisions of SFAS No.140 and FIN 46 | (             | (21,194) |              | (24,837)  |              | (28,920)  |              | (35,217)  |     | (39,756)  |
| Goodwill   |               | (1,460)  |              | (1,476)   |              | (1,466)   |              | (1,514)   |     | (1,539)   |
| Adjusted assets  | \$ 3          | 361,685  | \$           | 383,501   | \$           | 363,985   | \$           | 388,595   | \$  | 428,479   |
| Shareholders' equity   | \$            | 22,465   | \$           | 22,631    | \$           | 23,707    | \$           | 24,867    | \$  | 26,064    |
| Junior subordinated debt issued to capital trusts (1)              |               | 2,010    |              | 2,710     |              | 2,810     |              | 2,810     |     | 2,897     |
| Subtotal   |               | 24,475   |              | 25,341    |              | 26,517    |              | 27,677    |     | 28,961    |
| Less: Goodwill   |               | (1,460)  |              | (1,476)   |              | (1,466)   |              | (1,514)   |     | (1,539)   |
| Tangible shareholders' equity                                      | \$            | 23,015   | \$           | 23,865    | \$           | 25,051    | \$           | 26,163    | \$  | 27,422    |
| Leverage ratio (2)   |               | 24.3x    |              | 24.6x     |              | 23.2x     |              | 23.0x     |     | 24.0x     |
| Adjusted leverage ratio (3)  |               | 15.7x    |              | 16.1x     |              | 14.5x     |              | 14.9x     |     | 15.6x     |
|  |               |          |              |           |              |           |              |           |     |           |

<sup>(1)</sup> The Company views the junior subordinated debt issued to capital trusts as a component of its equity capital base given the inherent characteristics of the securities. These characteristics include the long dated nature (final maturity at issuance of thirty years extendable at the Company's option by a further nineteen years), the Company's ability to defer coupon interest for up to 20 consecutive quarters, and the subordinated nature of the obligations in the capital structure. The Company also receives rating agency equity credit for these securities.

<sup>(2)</sup> Leverage ratio equals total assets divided by tangible shareholders' equity.

<sup>(3)</sup> Adjusted leverage ratio equals adjusted total assets divided by tangible shareholders' equity.

### MORGAN STANLEY Legal Notice

This Financial Supplement contains financial, statistical and business-related information, as well as business and segment trends. The information should be read in conjunction with the Company's first quarter earnings press release issued March 18, 2004.