## MorgañStanley

## MORGAN STANLEY

## Financial Supplement - 2Q2004

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


[^0]|  | QUARTER ENDED |  |  |  |  |  |  |  |  |  |  |  | Percentage Change From: |  | Six Months Ended |  |  |  | $\begin{gathered} \text { Percentage } \\ \text { Change } \\ \hline \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Feb 28, 2003 |  | May 31, 2003 |  | Aug 31, 2003 |  | Nov 30, 2003 |  | Feb 29, 2004 |  | May 31, 2004 |  | 2Q04 vs. 2Q03 | 2Q04 vs. 1Q04 |  | 31, 2003 |  | 31,2004 |  |
| Investment banking | \$ | 589 | \$ | 536 | \$ | 608 | \$ | 707 | \$ | 829 | \$ | 983 | 83\% | 19\% | \$ | 1,125 | \$ | 1,812 | 61\% |
| Principal transactions: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Trading |  | 1,712 |  | 1,670 |  | 1,818 |  | 992 |  | 1,832 |  | 2,064 | 24\% | 13\% |  | 3,382 |  | 3,896 | 15\% |
| Investments |  | (22) |  | 59 |  | 38 |  | 11 |  | 29 |  | 191 | * | * |  | 37 |  | 220 | * |
| Commissions |  | 673 |  | 709 |  | 775 |  | 813 |  | 901 |  | 877 | 24\% | (3\%) |  | 1,382 |  | 1,778 | 29\% |
| Fees: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Asset management, distribution and admin. |  | 896 |  | 881 |  | 956 |  | 973 |  | 1,072 |  | 1,113 | 26\% | 4\% |  | 1,777 |  | 2,185 | 23\% |
| Merchant and cardmember |  | 364 |  | 338 |  | 340 |  | 337 |  | 337 |  | 306 | (9\%) | (9\%) |  | 702 |  | 643 | (8\%) |
| Servicing |  | 567 |  | 503 |  | 462 |  | 483 |  | 572 |  | 485 | (4\%) | (15\%) |  | 1,070 |  | 1,057 | (1\%) |
| Interest and dividends |  | 3,789 |  | 3,449 |  | 3,821 |  | 4,631 |  | 3,782 |  | 3,663 | 6\% | (3\%) |  | 7,238 |  | 7,445 | 3\% |
| Other |  | 86 |  | 113 |  | 111 |  | 145 |  | 123 |  | 120 | 6\% | (2\%) |  | 199 |  | 243 | 22\% |
| Total revenues |  | 8,654 |  | 8,258 |  | 8,929 |  | 9,092 |  | 9,477 |  | 9,802 | 19\% | 3\% |  | 16,912 |  | 19,279 | 14\% |
| Interest expense |  | 2,844 |  | 2,904 |  | 3,368 |  | 3,693 |  | 2,974 |  | 2,951 | 2\% | (1\%) |  | 5,748 |  | 5,925 | 3\% |
| Provision for consumer loan losses |  | 336 |  | 309 |  | 310 |  | 312 |  | 262 |  | 200 | (35\%) | (24\%) |  | 645 |  | 462 | (28\%) |
| Net revenues |  | 5,474 |  | 5,045 |  | 5,251 |  | 5,087 |  | 6,241 |  | 6,651 | 32\% | 7\% |  | 10,519 |  | 12,892 | 23\% |
| Compensation and benefits |  | 2,549 |  | 2,274 |  | 1,940 |  | 1,782 |  | 2,712 |  | 2,923 | 29\% | 8\% |  | 4,823 |  | 5,635 | 17\% |
| Occupancy and equipment |  | 196 |  | 195 |  | 191 |  | 212 |  | 200 |  | 206 | 6\% | 3\% |  | 391 |  | 406 | 4\% |
| Brokerage, clearing and exchange fees |  | 191 |  | 202 |  | 212 |  | 233 |  | 224 |  | 237 | 17\% | 6\% |  | 393 |  | 461 | 17\% |
| Information processing and communications |  | 315 |  | 315 |  | 315 |  | 343 |  | 320 |  | 318 | 1\% | (1\%) |  | 630 |  | 638 | 1\% |
| Marketing and business development |  | 263 |  | 251 |  | 197 |  | 256 |  | 254 |  | 263 | 5\% | 4\% |  | 514 |  | 517 | 1\% |
| Professional services |  | 225 |  | 259 |  | 283 |  | 368 |  | 318 |  | 356 | 37\% | 12\% |  | 484 |  | 674 | 39\% |
| Other |  | 309 |  | 634 |  | 236 |  | 344 |  | 297 |  | 546 | (14\%) | 84\% |  | 943 |  | 843 | (11\%) |
| Total non-interest expenses |  | 4,048 |  | 4,130 |  | 3,374 |  | 3,538 |  | 4,325 |  | 4,849 | 17\% | 12\% |  | 8,178 |  | 9,174 | 12\% |
| Income before losses from unconsolidated investees, taxes and dividends on preferred |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Losses from unconsolidated investees |  | 34 |  | 36 |  | 105 |  | 104 |  | 93 |  | 81 | 125\% | (13\%) |  | 70 |  | 174 | 149\% |
| Income tax expense |  | 465 |  | 240 |  | 456 |  | 386 |  | 552 |  | 498 | 108\% | (10\%) |  | 705 |  | 1,050 | 49\% |
| Div. on pref. sec. subject to mandatory redemption (1) |  | 22 |  | 40 |  | 47 |  | 45 |  | 45 |  | 0 | * | * |  | 62 |  | 45 | (27\%) |
| Net income | \$ | 905 | \$ | 599 | \$ | 1,269 | \$ | 1,014 | \$ | 1,226 | \$ | 1,223 | 104\% | -- | \$ | 1,504 | \$ | 2,449 | 63\% |
| Compensation and benefits as a \% of net revenues |  | 47\% |  | 45\% |  | 37\% |  | $35 \%$ |  | 44\% |  | 44\% |  |  |  | 46\% |  | 44\% |  |

(1) 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". Dividends on junior subordinated debt issued to capital trusts are included in interest expense from February 29, 2004 forward
Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation
Refer to Legal Notice page 22.

|  | QUARTER ENDED |  |  |  |  |  |  |  |  |  |  |  | Percentage Change From: |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Feb 28, 2003 |  | May 31, 2003 |  | Aug 31, 2003 |  | Nov 30, 2003 |  | Feb 29, 2004 |  | May 31, 2004 |  | 2Q04 vs. 2Q03 | 2Q04 vs. 1Q04 |
| Morgan Stanley |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total assets | \$ | 559,436 | \$ | 586,881 | \$ | 580,632 | \$ | 602,843 | \$ | 656,898 | \$ | 729,501 | 24\% | 11\% |
| Adjusted assets (millions) (1) | \$ | 361,685 | \$ | 383,501 | \$ | 363,985 | \$ | 388,595 | \$ | 428,479 | \$ | 448,144 | 17\% | 5\% |
| Period end common shares outstanding (millions) |  | 1,089.7 |  | 1,086.7 |  | 1,088.1 |  | 1,084.7 |  | 1,097.7 |  | 1,098.1 | 1\% | -- |
| Book value per common share | \$ | 20.62 | \$ | 20.83 | \$ | 21.79 | \$ | 22.93 | \$ | 23.75 | \$ | 24.59 | 18\% | 4\% |
| Shareholders' equity (millions) (2) | \$ | 24,475 | \$ | 25,341 | \$ | 26,517 | \$ | 27,677 | \$ | 28,961 | \$ | 29,899 | 18\% | 3\% |
| Total capital (millions) (3) | \$ | 72,432 | \$ | 78,665 | \$ | 78,241 | \$ | 82,769 | \$ | 96,359 | \$ | 100,127 | 27\% | 4\% |
| Worldwide employees |  | 54,493 |  | 53,507 |  | 52,205 |  | 51,196 |  | 50,979 |  | 51,580 | (4\%) | 1\% |
| 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 | \$ | 50 |  |  |
| Equity price |  | 24 |  | 23 |  | 25 |  | 29 |  | 30 |  | 32 |  |  |
| Foreign exchange rate |  | 12 |  | 11 |  | 7 |  | 13 |  | 11 |  | 12 |  |  |
| Commodity price |  | 29 |  | 27 |  | 27 |  | 26 |  | 27 |  | 34 |  |  |
| Aggregate trading VaR | \$ | 52 | \$ | 54 | \$ | 54 | \$ | 61 | \$ | 62 | \$ | 72 |  |  |

(1) 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. See page 21 for further information.
(2) At February 29, 2004 and May 31, 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.
(3) Includes common equity, junior subordinated debt issued to capital trusts, capital units and the non-current portion of long-term debt.
(4) $99 \% /$ 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.
Note: Certain reclassifications have been made to prior period amounts to conform to the current presentation. Refer to Legal Notice page 22.

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|  | QUARTER ENDED |  |  |  |  |  |  |  |  |  |  |  | Percentage Change From: |  | Six Months Ended |  |  |  | $\begin{gathered} \text { Percentage } \\ \text { Change } \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Feb 28, 2003 |  | May 31, 2003 |  | Aug 31, 2003 |  | Nov 30, 2003 |  | Feb 29, 2004 |  | May 31, 2004 |  | 2Q04 vs. 2Q03 | 2Q04 vs. 1Q04 |  | 31, 2003 |  | 31,2004 |  |
| Investment banking | \$ | 501 | \$ | 461 | \$ | 518 | \$ | 616 | \$ | 739 | \$ | 891 | 93\% | 21\% | \$ | 962 | \$ | 1,630 | 69\% |
| Principal transactions: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Trading |  | 1,558 |  | 1,503 |  | 1,644 |  | 836 |  | 1,691 |  | 1,923 | 28\% | 14\% |  | 3,061 |  | 3,614 | 18\% |
| Investments |  | (10) |  | 44 |  | 31 |  | (2) |  | 16 |  | 136 | * | * |  | 34 |  | 152 | * |
| Commissions |  | 415 |  | 423 |  | 441 |  | 469 |  | 505 |  | 527 | 25\% | 4\% |  | 838 |  | 1,032 | 23\% |
| Asset management, distribution and admin. fees |  | 23 |  | 22 |  | 24 |  | 23 |  | 34 |  | 32 | 45\% | (6\%) |  | 45 |  | 66 | 47\% |
| Interest and dividends |  | 3,194 |  | 2,831 |  | 3,231 |  | 4,071 |  | 3,225 |  | 3,151 | 11\% | (2\%) |  | 6,025 |  | 6,376 | 6\% |
| Other |  | 62 |  | 76 |  | 61 |  | 91 |  | 77 |  | 59 | (22\%) | (23\%) |  | 138 |  | 136 | (1\%) |
| Total revenues |  | 5,743 |  | 5,360 |  | 5,950 |  | 6,104 |  | 6,287 |  | 6,719 | 25\% | 7\% |  | 11,103 |  | 13,006 | 17\% |
| Interest expense |  | 2,608 |  | 2,681 |  | 3,156 |  | 3,501 |  | 2,783 |  | 2,771 | 3\% | -- |  | 5,289 |  | 5,554 | 5\% |
| Net revenues |  | 3,135 |  | 2,679 |  | 2,794 |  | 2,603 |  | 3,504 |  | 3,948 | 47\% | 13\% |  | 5,814 |  | 7,452 | 28\% |
| Total non-interest expenses |  | 2,193 |  | 2,279 |  | 1,591 |  | 1,541 |  | 2,318 |  | 2,814 | 23\% | 21\% |  | 4,472 |  | 5,132 | 15\% |
| Income before losses from unconsolidated investees and dividends on preferred |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Losses from unconsolidated investees |  | 34 |  | 36 |  | 105 |  | 104 |  | 93 |  | 81 | 125\% | (13\%) |  | 70 |  | 174 | 149\% |
| Div. on pref. sec. subject to mandatory redemption (1) |  | 22 |  | 40 |  | 47 |  | 45 |  | 45 |  | 0 | * | * |  | 62 |  | 45 | (27\%) |
| Income before taxes | \$ | 886 | \$ | 324 | \$ | 1,051 | \$ | 913 | \$ | 1,048 | \$ | 1,053 | * | -- | \$ | 1,210 | \$ | 2,101 | 74\% |
| Pre-tax profit margin (2) |  | 29\% |  | 13\% |  | 41\% |  | 39\% |  | 33\% |  | 29\% |  |  |  | 22\% |  | $31 \%$ |  |

[^1]
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(1) Includes principal trading, commissions and net interest revenue.
(2) Source: Thomson Financial. Market volume, market share and rank are on a fiscal quarter basis for each reporting period: March 1 to May 31, 2003, December 1 to February 29, 2004 and March 1 to May 31, 2004
(3) Source: Thomson Financial. Market volume, market share and rank are on a calendar year to date basis for each reporting period January 1 to May 31, 2003 and January 1 to May 31, 2004.
Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation. Refer to Legal Notice page 22.

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

|  | QUARTER ENDED |  |  |  |  |  |  |  |  |  |  |  | Percentage Change From: |  | Six Months Ended |  |  |  | $\begin{gathered} \text { Percentage } \\ \text { Change } \\ \hline \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Feb 28, 2003 |  | May 31, 2003 |  | Aug 31, 2003 |  | Nov 30, 2003 |  | Feb 29, 2004 |  | May 31, 2004 |  | $\frac{\text { 2Q04 vs. 2Q03 }}{\text { 24\% }}$ | $\frac{2 \text { Q04 vs. 1Q04 }}{6 \%}$ | May 31, 2003 |  | May 31, 2004 |  |  |
| Investment banking | \$ | 80 | \$ | 66 | \$ | 79 | \$ | 80 | \$ | 77 | \$ | 82 |  |  | \$ | 146 | \$ | 159 | 9\% |
| Principal transactions: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Trading |  | 154 |  | 167 |  | 174 |  | 156 |  | 141 |  | 141 | (16\%) | -- |  | 321 |  | 282 | (12\%) |
| Investments |  | - |  | 1 |  | (3) |  | 0 |  | 4 |  | (4) | * | * |  | 7 |  | 0 | * |
| Commissions |  | 280 |  | 310 |  | 356 |  | 365 |  | 417 |  | 367 | 18\% | (12\%) |  | 590 |  | 784 | 33\% |
| Asset management, distribution and admin fees |  | 386 |  | 370 |  | 403 |  | 432 |  | 472 |  | 511 | 38\% | 8\% |  | 756 |  | 983 | 30\% |
| Interest and dividends |  | 89 |  | 92 |  | 93 |  | 96 |  | 93 |  | 95 | 3\% | 2\% |  | 181 |  | 188 | 4\% |
| Other |  | 28 |  | 35 |  | 37 |  | 59 |  | 40 |  | 52 | 49\% | 30\% |  | 63 |  | 92 | 46\% |
| Total revenues |  | 1,023 |  | 1,041 |  | 1,139 |  | 1,188 |  | 1,244 |  | 1,244 | 20\% | -- |  | 2,064 |  | 2,488 | 21\% |
| Interest expense |  | 38 |  | 39 |  | 37 |  | 35 |  | 33 |  | 35 | (10\%) | 6\% |  | 77 |  | 68 | (12\%) |
| Net revenues |  | 985 |  | 1,002 |  | 1,102 |  | 1,153 |  | 1,211 |  | 1,209 | 21\% | -- |  | 1,987 |  | 2,420 | 22\% |
| Total non-interest expenses |  | 924 |  | 940 |  | 914 |  | 1,000 |  | 1,045 |  | 1,077 | 15\% | 3\% |  | 1,864 |  | 2,122 | 14\% |
| Income before taxes | \$ | 61 | \$ | 62 | \$ | 188 | \$ | 153 | \$ | 166 | \$ | 132 | 113\% | (20\%) | \$ | 123 | \$ | 298 | 142\% |
| Pre-tax profit margin (1) |  | 6\% |  | 6\% |  | 17\% |  | 13\% |  | 14\% |  | 11\% |  |  |  | 6\% |  | 12\% |  |

(1) Income before taxes 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 22.

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Quarterly Financial Information and Statistical Data
Individual Investor Group

## (unaudited)

|  | QUARTER ENDED |  |  |  |  |  |  |  |  |  |  |  | Percentage Change From: |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 8,2003 | May 31, 2003 |  | Aug 31, 2003 |  | Nov 30, 2003 |  | Feb 29, 2004 |  | May 31, 2004 |  | 2Q04 vs. 2Q03 | 2Q04 vs. 1Q04 |
| Global financial advisors |  | 12,056 |  | 11,644 |  | 11,326 |  | 11,086 |  | 10,832 |  | 10,722 | (8\%) | (1\%) |
| Total client assets (billions) | \$ | 498 | \$ | 532 | \$ | 544 | \$ | 565 | \$ | 595 | \$ | 579 | 9\% | (3\%) |
| Fee-based client account assets (billions) (1) | \$ | 105 | \$ | 113 | \$ | 122 | \$ | 130 | \$ | 143 | \$ | 145 | 28\% | 1\% |
| Fee-based assets as a \% of client assets |  | 21\% |  | 21\% |  | 22\% |  | 23\% |  | 24\% |  | 25\% |  |  |
| Domestic retail locations |  | 558 |  | 547 |  | 544 |  | 532 |  | 526 |  | 526 | (4\%) | -- |

(1) 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 22.

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## Quarterly Investment Management Income Statement Information

 (unaudited, dollars in millions)|  | QUARTER ENDE |  |  |  |  |  |  |  |  |  |  |  | Percentage Change From: |  | Six Months Ended |  |  |  | Percentage <br> Change |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Feb 28, 2003 |  | May 31, 2003 |  | Aug 31, 2003 |  | Nov 30, 2003 |  | Feb 29, 2004 |  | May 31, 2004 |  | 2Q04 vs. 2Q03 | 2Q04 vs. 1Q04 |  | 1, 2003 |  | 1, 2004 |  |
| Investment banking | \$ | 8 | \$ | 9 | \$ | 11 | \$ | 11 | \$ | 13 | \$ | 10 | 11\% | (23\%) | \$ | 17 | \$ | 23 | 35\% |
| Principal transactions: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Investments |  | (18) |  | 14 |  | 10 |  | 13 |  | 9 |  | 59 | * | * |  | (4) |  | 68 | * |
| Commissions |  | 4 |  | 3 |  | 7 |  | 7 |  | 8 |  | 8 | * | -- |  | 7 |  | 16 | 129\% |
| Asset management, distribution and admin fees |  | 523 |  | 528 |  | 567 |  | 556 |  | 603 |  | 607 | 15\% | 1\% |  | 1,051 |  | 1,210 | 15\% |
| Interest and dividends |  | 2 |  | 0 |  | (2) |  | 0 |  | 2 |  | 1 | * | (50\%) |  | 2 |  | 3 | 50\% |
| Other |  | 7 |  | 8 |  | 5 |  | 9 |  | 9 |  | 6 | (25\%) | (33\%) |  | 15 |  | 15 | -- |
| Total revenues |  | 526 |  | 562 |  | 598 |  | 596 |  | 644 |  | 691 | 23\% | 7\% |  | 1,088 |  | 1,335 | 23\% |
| Interest expense |  | 1 |  | 4 |  | 0 |  | 1 |  | 2 |  | 1 | (75\%) | (50\%) |  | 5 |  | 3 | (40\%) |
| Net revenues |  | 525 |  | 558 |  | 598 |  | 595 |  | 642 |  | 690 | 24\% | 7\% |  | 1,083 |  | 1,332 | 23\% |
| Total non-interest expenses |  | 425 |  | 436 |  | 435 |  | 498 |  | 472 |  | 481 | 10\% | 2\% |  | 861 |  | 953 | 11\% |
| Income before taxes | \$ | 100 | \$ | 122 | \$ | 163 | \$ | 97 | \$ | 170 | \$ | 209 | 71\% | 23\% | \$ | 222 | \$ | 379 | 71\% |
| Pre-tax profit margin (1) |  | 19\% |  | 22\% |  | 27\% |  | 16\% |  | 27\% |  | 30\% |  |  |  | 21\% |  | 29\% |  |

(1) Income before taxes as a \% of net revenues

Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation.
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 Quarterly Financial Information Investment Management
## (unaudited)

QUARTER ENDED
Feb 28, 2003 May 31, 2003 Aug 31, 2003 Nov 30, 2003 Feb 29, 2004 May 31, 2004

Percentage Change From: 2Q04 vs. 2Q03 2Q04 vs. 1Q04

Percentage
Change

## Assets under management or supervision (\$ billions)

Net flows
Retail
Institutional

Net flows excluding money markets Money markets


Assets under management or supervision by distribution channel

| Retail | \$ | 177 | \$ | 185 |
| :---: | :---: | :---: | :---: | :---: |
| Institutional |  | 146 |  | 151 |
| Total | \$ | 323 | \$ | 336 |



| $5 \%$ | $(3 \%)$ |
| ---: | ---: |
| $25 \%$ | $5 \%$ |
| $14 \%$ | $1 \%$ |

Assets under management or supervision by asset class
Equity \$

Equity
Fixed income
Money market
Other (1)

| \$ | 126 | \$ | 142 | \$ | 153 | \$ | 167 | \$ | 186 | \$ | 182 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 118 |  | 116 |  | 111 |  | 111 |  | 111 |  | 114 |
|  | 64 |  | 62 |  | 63 |  | 60 |  | 62 |  | 66 |
|  | 15 |  | 16 |  | 18 |  | 19 |  | 21 |  | 22 |
| \$ | 323 | \$ | 336 | \$ | 345 | \$ | 357 | \$ | 380 | \$ | 384 |


| $28 \%$ | $(2 \%)$ |
| :---: | :---: |
| $(2 \%)$ | $3 \%$ |
| $6 \%$ | $6 \%$ |
| $38 \%$ | $5 \%$ |
| $14 \%$ | $1 \%$ |

[^2]
## MorgañStanley

MORGAN STANLEY
Consolidated Assets Under Management or Supervision (unaudited, dollars in billions)

| QUARTER ENDED |  |  |  |  |  | Percentage Change From: |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Feb 28, 2003 | May 31, 2003 | Aug 31, 2003 | Nov 30, 2003 | Feb 29, 2004 | May 31, 2004 | 2Q04 vs. 2Q03 | 2Q04 vs. 1Q04 |

Consolidated assets under management or supervision by distribution channel

| Retail | \$ | 246 | \$ | 259 | \$ | 268 | \$ | 277 | \$ | 294 | \$ | 290 | 12\% | (1\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Institutional |  | 158 |  | 162 |  | 165 |  | 185 |  | 201 |  | 210 | 30\% | 4\% |
| Total (1) | \$ | 404 | \$ | 421 | \$ | 433 | \$ | 462 | \$ | 495 | \$ | 500 | 19\% | 1\% |
| lidated assets under management or supervision by asset class |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Equity | \$ | 155 | \$ | 174 | \$ | 189 | \$ | 207 | \$ | 231 | \$ | 226 | 30\% | (2\%) |
| Fixed income |  | 129 |  | 127 |  | 123 |  | 123 |  | 124 |  | 128 | 1\% | 3\% |
| Money market |  | 67 |  | 65 |  | 66 |  | 64 |  | 65 |  | 70 | 8\% | 8\% |
| Other (2) |  | 53 |  | 55 |  | 55 |  | 68 |  | 75 |  | 76 | 38\% | 1\% |
| Total (1) | \$ | 404 | \$ | 421 | \$ | 433 | \$ | 462 | \$ | 495 | \$ | 500 | 19\% | 1\% |

(1) Revenues and expenses associated with customer assets of $\$ 103$ billion, $\$ 82$ billion and $\$ 101$ billion for fiscal 2Q04, fiscal 2Q03 and fiscal 1Q04, respectively, are included in the Company's Individual Investor Group segment, and $\$ 13$ billion, $\$ 3$ billion and $\$ 14$ billion for fiscal 2Q04, fiscal 2Q03 and fiscal 1Q04, respectively, are included in the Company's Institutional Securities segment.
(2) Includes Alternative Investments.

Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation.
Refer to Legal Notice page 22.

QUARTER ENDED
Feb 29, 2004 May 31, 2004

| QUARTER ENDED |  |  |  |  |  | Percentage Change From: |  | Six Months Ended |  | erce |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Feb 28, 2003 | May 31, 2003 | Aug 31, 2003 | Nov 30, 2003 | 29, 2004 | May 31, 2004 | 2Q04 vs. 2Q03 | 2Q04 vs. 1Q04 | May 31, 2003 | May 31, 2004 | Chang |


| \$ | 364 | \$ | 338 | \$ | 340 | \$ | 337 | \$ | 337 | \$ | $\begin{aligned} & 306 \\ & 485 \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 567 |  | 503 |  | 462 |  | 483 |  | 572 |  |  |
|  | (4) |  | 6 |  | 18 |  | (5) |  | 5 |  | 16 |
|  | 927 |  | 847 |  | 820 |  | 815 |  | 914 |  | 807 |
|  | 546 |  | 543 |  | 515 |  | 487 |  | 480 |  | 435 |
|  | 239 |  | 197 |  | 191 |  | 179 |  | 174 |  | 163 |
|  | 307 |  | 346 |  | 324 |  | 308 |  | 306 |  | 272 |
|  | 336 |  | 309 |  | 310 |  | 312 |  | 262 |  | 200 |
|  | (29) |  | 37 |  | 14 |  | (4) |  | 44 |  | 72 |
|  | 898 |  | 884 |  | 834 |  | 811 |  | 958 |  | 879 |
|  | 608 |  | 582 |  | 542 |  | 602 |  | 593 |  | 581 |
| \$ | 290 | \$ | 302 | \$ | 292 | \$ | 209 | \$ | 365 | \$ | 298 |
|  | $32 \%$ |  | $34 \%$ |  | 35\% |  | 26\% |  | 38\% |  | $34 \%$ |


| (9\%) | (9\%) | \$ | 702 | \$ | 643 | (8\%) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (4\%) | (15\%) |  | 1,070 |  | 1,057 | (1\%) |
| * | * |  | 2 |  | 21 | * |
| (5\%) | (12\%) |  | 1,774 |  | 1,721 | (3\%) |
| (20\%) | (9\%) |  | 1,089 |  | 915 | (16\%) |
| (17\%) | (6\%) |  | 436 |  | 337 | (23\%) |
| (21\%) | (11\%) |  | 653 |  | 578 | (11\%) |
| (35\%) | (24\%) |  | 645 |  | 462 | (28\%) |
| 95\% | 64\% |  | 8 |  | 116 | * |
| (1\%) | (8\%) |  | 1,782 |  | 1,837 | 3\% |
| -- | (2\%) |  | 1,190 |  | 1,174 | (1\%) |
| (1\%) | (18\%) | \$ | 592 | \$ | 663 | 12\% |

(1) Income before taxes as $\mathrm{a} \%$ of net revenues.

Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation. Refer to Legal Notice page 22

## Morganstanley

## MORGAN STANLEY

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

| QUARTER ENDED |  |  |  |  |  | Percentage Change From: |  | Six Months Ended |  | Percentage |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Feb 28, 2003 | May 31, 2003 | Aug 31, 2003 | Nov 30, 2003 | Feb 29, 2004 | May 31, 2004 | 2Q04 vs. 2Q03 | 2Q04 vs. 1Q04 | May 31, 2003 | May 31, 2004 | Change |


| Fees: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Merchant and cardmember | \$ | 548 | \$ | 523 | \$ | 523 | \$ | 512 | \$ | 519 | \$ | 467 | (11\%) | (10\%) | \$ | 1,071 | \$ | 986 | (8\%) |
| Servicing |  | 0 |  | 0 |  | 0 |  | 0 |  | 0 |  | 0 | -- | -- |  | 0 |  | 0 | -- |
| Other |  | 53 |  | 36 |  | 19 |  | 1 |  | 35 |  | 16 | (56\%) | (54\%) |  | 89 |  | 51 | (43\%) |
| Total non-interest revenues |  | 601 |  | 559 |  | 542 |  | 513 |  | 554 |  | 483 | (14\%) | (13\%) |  | 1,160 |  | 1,037 | (11\%) |
| Interest revenue |  | 1,580 |  | 1,592 |  | 1,576 |  | 1,517 |  | 1,524 |  | 1,450 | (9\%) | (5\%) |  | 3,172 |  | 2,974 | (6\%) |
| Interest expense |  | 441 |  | 410 |  | 391 |  | 366 |  | 350 |  | 337 | (18\%) | (4\%) |  | 851 |  | 687 | (19\%) |
| Net interest income |  | 1,139 |  | 1,182 |  | 1,185 |  | 1,151 |  | 1,174 |  | 1,113 | (6\%) | (5\%) |  | 2,321 |  | 2,287 | (1\%) |
| Provision for consumer loan losses |  | 842 |  | 857 |  | 893 |  | 853 |  | 770 |  | 717 | (16\%) | (7\%) |  | 1,699 |  | 1,487 | (12\%) |
| Net credit income |  | 297 |  | 325 |  | 292 |  | 298 |  | 404 |  | 396 | 22\% | (2\%) |  | 622 |  | 800 | 29\% |
| Net revenues |  | 898 |  | 884 |  | 834 |  | 811 |  | 958 |  | 879 | (1\%) | (8\%) |  | 1,782 |  | 1,837 | 3\% |
| Total non-interest expenses |  | 608 |  | 582 |  | 542 |  | 602 |  | 593 |  | 581 | -- | (2\%) |  | 1,190 |  | 1,174 | (1\%) |
| Income before taxes | \$ | 290 | \$ | 302 | \$ | 292 | \$ | 209 | \$ | 365 | \$ | 298 | (1\%) | (18\%) | \$ | 592 | \$ | 663 | 12\% |
| Pre-tax profit margin (1) |  | $32 \%$ |  | $34 \%$ |  | $35 \%$ |  | 26\% |  | 38\% |  | $34 \%$ |  |  |  | $33 \%$ |  | 36\% |  |

(1) Income before taxes 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 22.

| Morgan ${ }^{\text {S }}$ Stanley | MORGAN STANLEY <br> Quarterly Financial Information and Statistical Data <br> Credit Services (unaudited, dollars in millions) |  |  |  |  |  |  |  |  |  |  |  | Percentage Change From: |  | Six Months Ended |  |  |  | Percentage Change |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | QUARTER ENDED |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Feb 28, 2003 |  | May 31, 2003 |  | Aug 31, 2003 |  | Nov 30, 2003 |  | Feb 29, 2004 |  | May 31, 2004 |  | 2Q04 vs. 2Q03 | 2Q04 vs. 1Q04 | May 31, 2003 |  | May 31, 2004 |  |  |
| Total owned credit card loans |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Period end | \$ | 20,847 | \$ | 18,465 | \$ | 18,106 | \$ | 18,930 | \$ | 15,850 | \$ | 17,506 | (5\%) | 10\% | \$ | 18,465 | \$ | 17,506 | (5\%) |
| Average | \$ | 22,305 | \$ | 19,120 | \$ | 18,600 | - | 18,143 | \$ | 17,880 | \$ | 16,202 | (15\%) | (9\%) | \$ | 20,695 | \$ | 17,036 | (18\%) |
| Total managed credit card loans (1)(2) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Period end | \$ | 51,811 | \$ | 50,880 | \$ | 49,965 | \$ | 48,358 | \$ | 47,336 | \$ | 46,828 | (8\%) | (1\%) | \$ | 50,880 | \$ | 46,828 | (8\%) |
| Average | \$ | 52,802 | \$ | 51,174 | \$ | 50,663 | \$ | 48,835 | \$ | 48,667 | \$ | 46,929 | (8\%) | (4\%) | \$ | 51,979 | \$ | 47,793 | (8\%) |
| Interest yield |  | 11.78\% |  | 11.97\% |  | 11.94\% |  | 12.05\% |  | 12.20\% |  | 11.88\% | (9 bp) | (32 bp) |  | 11.87\% |  | 12.04\% | 17 bp |
| Interest spread |  | 8.36\% |  | 8.78\% |  | 8.91\% |  | 9.05\% |  | 9.35\% |  | 9.06\% | 28 bp | (29 bp) |  | 8.56\% |  | 9.21\% | 65 bp |
| Transaction volume (billions) | \$ | 26.1 | \$ | 24.0 | \$ | 24.8 | \$ | 23.0 | \$ | 24.2 | \$ | 24.4 | 2\% | 1\% | \$ | 50.0 | \$ | 48.5 | (3\%) |
| Accounts (millions) |  | 46.5 |  | 46.4 |  | 46.3 |  | 46.1 |  | 45.9 |  | 46.0 | (1\%) | -- |  | 46.4 |  | 46.0 | (1\%) |
| Active accounts (millions) |  | 22.3 |  | 21.8 |  | 21.3 |  | 20.8 |  | 20.3 |  | 19.9 | (9\%) | (2\%) |  | 21.8 |  | 19.9 | (9\%) |
| Average receivables per avg. active account (actual \$ | \$ | 2,333 | \$ | 2,319 | \$ | 2,348 | \$ | 2,319 | \$ | 2,360 | \$ | 2,330 | -- | (1\%) | \$ | 2,326 | \$ | 2,345 | 1\% |
| Net gain on securitization | \$ | 35 | \$ | 11 | \$ | (9) | \$ | (7) | \$ | 19 | \$ | (12) | * | * | \$ | 46 | \$ | 7 | (85\%) |
| Credit quality |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net charge-off rate |  | 6.17\% |  | 6.50\% |  | 6.90\% |  | 6.87\% |  | 6.31\% |  | 6.48\% | (2 bp) | 17 bp |  | 6.34\% |  | 6.40\% | 6 bp |
| Delinquency rate (over 30 days) |  | 6.33\% |  | 6.21\% |  | 6.05\% |  | 5.97\% |  | 5.80\% |  | 4.88\% | (133 bp) | (92 bp) |  | 6.21\% |  | 4.88\% | (133 bp) |
| Delinquency rate (over 90 days) |  | 2.95\% |  | 3.01\% |  | 2.91\% |  | 2.82\% |  | 2.86\% |  | 2.40\% | (61 bp) | (46 bp) |  | 3.01\% |  | 2.40\% | (61 bp) |
| Allowance for loan losses at period end | \$ | 937 | \$ | 958 | \$ | 969 | \$ | 982 | \$ | 985 | \$ | 940 | (2\%) | (5\%) | \$ | 958 | \$ | 940 | (2\%) |
| International managed credit card loans (2) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Period end | \$ | 2,272 | \$ | 2,332 | \$ | 2,180 | \$ | 2,216 | \$ | 2,463 | \$ | 2,409 | 3\% | (2\%) | \$ | 2,332 | \$ | 2,409 | 3\% |
| Average | \$ | 2,283 | \$ | 2,261 | \$ | 2,356 | \$ | 2,192 | \$ | 2,302 | \$ | 2,411 | 7\% | 5\% | \$ | 2,272 | \$ | 2,357 | 4\% |
| Accounts (millions) |  | 1.0 |  | 1.0 |  | 1.1 |  | 1.1 |  | 1.2 |  | 1.2 | 20\% | -- |  | 1.0 |  | 1.2 | 20\% |
| Mortgages |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Mortgage originations | \$ | 1,319 | \$ | 1,368 | \$ | 1,618 | \$ | 1,205 | \$ | 959 | \$ | 1,380 | 1\% | 44\% | \$ | 2,687 | \$ | 2,339 | (13\%) |

[^3]

Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation
Refer to Legal Notice page 22.

## MORGAN STANLEY

The following (page 15) presents more detailed financial information regarding the results of operations for the combined institutioni securities, individual investor group and investment management businesses. Morgan Stanley believes that a combined presentation is informative due to certain synergies among these businesses, as well as to facilitate comparisonsof 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 16) in order to provide helpful comparison to other credit card issuers.

## (unaudited, dollars in millions)

| QUARTER ENDED |  |  |  |  |  | Percentage Change From: |  | Six Months Ended |  | Percentage |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Feb 28, 2003 | May 31, 2003 | Aug 31, 2003 | Nov 30, 2003 | Feb 29, 2004 | May 31, 2004 | 2Q04 vs. 2Q03 | $\underline{2 Q 04 ~ v s .1004}$ | May 31, 2003 | May 31, 2004 | Change |

Investment banking
Principal transactions:
Trading Investments
Commissions
Asset management, distribution and administration fees Interest and dividends
Other
Total revenues
Interest expense
Net revenues
Compensation and benefits
Occupancy and equipmen
Brokerage, clearing and exchange fees
Information processing and communications
Marketing and business development
Professional services
Other
Total non-interest expenses

| \$ 589 | \$ | 536 | \$ | 608 | \$ | 707 | \$ | 829 | \$ | 983 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1,712 |  | 1,670 |  | 1,818 |  | 992 |  | 1,832 |  | 2,064 |
| (22) |  | 59 |  | 38 |  | 11 |  | 29 |  | 191 |
| 673 |  | 709 |  | 775 |  | 813 |  | 901 |  | 877 |
| 896 |  | 881 |  | 956 |  | 973 |  | 1,072 |  | 1,113 |
| 3,282 |  | 2,916 |  | 3,316 |  | 4,156 |  | 3,314 |  | 3,241 |
| 90 |  | 113 |  | 96 |  | 152 |  | 120 |  | 107 |
| 7,220 |  | 6,884 |  | 7,607 |  | 7,804 |  | 8,097 |  | 8,576 |
| 2,644 |  | 2,717 |  | 3,187 |  | 3,526 |  | 2,812 |  | 2,801 |
| 4,576 |  | 4,167 |  | 4,420 |  | 4,278 |  | 5,285 |  | 5,775 |
| 2,336 |  | 2,073 |  | 1,745 |  | 1,572 |  | 2,514 |  | 2,725 |
| 176 |  | 176 |  | 170 |  | 191 |  | 179 |  | 185 |
| 191 |  | 202 |  | 212 |  | 233 |  | 224 |  | 237 |
| 228 |  | 234 |  | 227 |  | 242 |  | 234 |  | 232 |
| 109 |  | 123 |  | 107 |  | 148 |  | 111 |  | 137 |
| 174 |  | 196 |  | 218 |  | 290 |  | 253 |  | 291 |
| 226 |  | 550 |  | 156 |  | 262 |  | 219 |  | 464 |
| 3,440 |  | 3,554 |  | 2,835 |  | 2,938 |  | 3,734 |  | 4,271 |

$83 \%$

$24 \%$
$*$
$24 \%$
$26 \%$
$11 \%$
$(5 \%)$
$25 \%$
$3 \%$
$39 \%$

$31 \%$
$5 \%$
$17 \%$
$(1 \%)$
$11 \%$
$48 \%$
$(16 \%)$
$20 \%$

| 19\% | \$ | 1,125 | \$ | 1,812 | 61\% |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 13\% |  | 3,382 |  | 3,896 | 15\% |
| * |  | 37 |  | 220 | * |
| (3\%) |  | 1,382 |  | 1,778 | 29\% |
| 4\% |  | 1,777 |  | 2,185 | 23\% |
| (2\%) |  | 6,198 |  | 6,555 | 6\% |
| (11\%) |  | 203 |  | 227 | 12\% |
| 6\% |  | 14,104 |  | 16,673 | 18\% |
| -- |  | 5,361 |  | 5,613 | 5\% |
| 9\% |  | 8,743 |  | 11,060 | 27\% |
| 8\% |  | 4,409 |  | 5,239 | 19\% |
| 3\% |  | 352 |  | 364 | 3\% |
| 6\% |  | 393 |  | 461 | 17\% |
| (1\%) |  | 462 |  | 466 | 1\% |
| 23\% |  | 232 |  | 248 | 7\% |
| 15\% |  | 370 |  | 544 | 47\% |
| 112\% |  | 776 |  | 683 | (12\%) |
| 14\% |  | 6,994 |  | 8,005 | 14\% |

Income before losses from unconsolidated
investees and dividends on preferred
securities subject to mandatory redemption
Losses from unconsolidated investees
Div. on pref. sec. subject to mandatory redemption (2) Income before taxes

Compensation and benefits as a \% of net revenues Non-compensation expenses as a \% of net revenues

Pre-tax profit margin (3)

Number of employees (4)

| 1,136 | 613 | 1,585 | 1,340 | 1,551 | 1,504 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 34 | 36 | 105 | 104 | 93 | 81 |
| 22 | 40 | 47 | 45 | 45 | 0 |
| \$ 1,080 | \$ 537 | \$ 1,433 | 1,191 | 1,413 | 1,423 |
| 51\% | 50\% | 40\% | 37\% | 48\% | 47\% |
| 24\% | 36\% | 25\% | 32\% | 23\% | 27\% |
| 24\% | 14\% | 35\% | 30\% | 29\% | 26\% |
| 38,867 | 38,031 | 37,493 | 37,435 | 37,455 | 38,058 |


| (3\%) |  | 1,749 |  | 3,055 | 75\% |
| :---: | :---: | :---: | :---: | :---: | :---: |
| (13\%) |  | 70 |  | 174 | 149\% |
| * |  | 62 |  | 45 | (27\%) |
| 1\% | \$ | 1,617 | \$ | 2,836 | 75\% |
|  |  | 50\% |  | 47\% |  |
|  |  | 30\% |  | 25\% |  |
|  |  | 19\% |  | 27\% |  |

(1) Includes the elimination of intersegment activity.
(2) 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. Dividends on junior subordinated debt issued to capital trusts are included in interest expense from February 29, 2004 forward.
(3) Income before taxes, excluding losses from unconsolidated investees, as a \% of net revenues.
(4) 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 22.

| MorganStanley | MORGAN STANLEY <br> Quarterly Credit Services Income Statement Information (unaudited, dollars in millions) <br> (Managed Loan Basis) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | QUARTER ENDED |  |  |  |  |  |  |  |  |  |  | Percentage Change From: |  | Six Months Ended |  |  |  | Percentage Change |
|  | Feb 28, 2003 | May 31, 2003 |  | Aug 31, 2003 |  | Nov 30, 2003 |  | Feb 29, 2004 |  | May 31, 2004 |  | 2Q04 vs. 2Q03 | 2Q04 vs. 1Q04 | May 31, 2003 |  | May 31, 2004 |  |  |
| Fees: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Merchant and cardmember | \$ 548 | \$ | 523 | \$ | 523 | \$ | 512 | \$ | 519 | \$ | 467 | (11\%) | (10\%) | \$ | 1,071 | \$ | 986 | (8\%) |
| Servicing | 0 |  | 0 |  | 0 |  | 0 |  | 0 |  | 0 | -- | -- |  | 0 |  | 0 | -- |
| Other | 53 |  | 36 |  | 19 |  | 1 |  | 35 |  | 16 | (56\%) | (54\%) |  | 89 |  | 51 | (43\%) |
| Total non-interest revenues | 601 |  | 559 |  | 542 |  | 513 |  | 554 |  | 483 | (14\%) | (13\%) |  | 1,160 |  | 1,037 | (11\%) |
| Interest revenue | 1,580 |  | 1,592 |  | 1,576 |  | 1,517 |  | 1,524 |  | 1,450 | (9\%) | (5\%) |  | 3,172 |  | 2,974 | (6\%) |
| Interest expense | 441 |  | 410 |  | 391 |  | 366 |  | 350 |  | 337 | (18\%) | (4\%) |  | 851 |  | 687 | (19\%) |
| Net interest income | 1,139 |  | 1,182 |  | 1,185 |  | 1,151 |  | 1,174 |  | 1,113 | (6\%) | (5\%) |  | 2,321 |  | 2,287 | (1\%) |
| Provision for consumer loan losses | 842 |  | 857 |  | 893 |  | 853 |  | 770 |  | 717 | (16\%) | (7\%) |  | 1,699 |  | 1,487 | (12\%) |
| Net credit income | 297 |  | 325 |  | 292 |  | 298 |  | 404 |  | 396 | 22\% | (2\%) |  | 622 |  | 800 | 29\% |
| Net revenues | 898 |  | 884 |  | 834 |  | 811 |  | 958 |  | 879 | (1\%) | (8\%) |  | 1,782 |  | 1,837 | 3\% |
| Compensation and benefits | 213 |  | 201 |  | 195 |  | 210 |  | 198 |  | 198 | (1\%) | -- |  | 414 |  | 396 | (4\%) |
| Occupancy and equipment | 20 |  | 19 |  | 21 |  | 21 |  | 21 |  | 21 | 11\% | -- |  | 39 |  | 42 | 8\% |
| Information processing and communications | 87 |  | 81 |  | 88 |  | 101 |  | 86 |  | 86 | 6\% | -- |  | 168 |  | 172 | 2\% |
| Marketing and business development | 154 |  | 128 |  | 90 |  | 108 |  | 143 |  | 126 | (2\%) | (12\%) |  | 282 |  | 269 | (5\%) |
| Professional services | 51 |  | 63 |  | 65 |  | 78 |  | 65 |  | 65 | 3\% | -- |  | 114 |  | 130 | 14\% |
| Other | 83 |  | 90 |  | 83 |  | 84 |  | 80 |  | 85 | (6\%) | 6\% |  | 173 |  | 165 | (5\%) |
| Total non-interest expenses | 608 |  | 582 |  | 542 |  | 602 |  | 593 |  | 581 | -- | (2\%) |  | 1,190 |  | 1,174 | (1\%) |
| Income before taxes | \$ 290 | \$ | 302 | \$ | 292 | \$ | 209 | \$ | 365 | \$ | 298 | (1\%) | (18\%) | \$ | 592 | \$ | 663 | 12\% |
| Compensation and benefits as a \% of net revenues | 24\% |  | 23\% |  | 23\% |  | 26\% |  | 21\% |  | 23\% |  |  |  | 23\% |  | 22\% |  |
| Non-compensation expenses as a \% of net revenues | 44\% |  | 43\% |  | 42\% |  | 48\% |  | 41\% |  | 44\% |  |  |  | 44\% |  | 42\% |  |
| Pre-tax profit margin (1) | 32\% |  | 34\% |  | 35\% |  | 26\% |  | 38\% |  | 34\% |  |  |  | 33\% |  | 36\% |  |
| Number of employees | 15,626 |  | 15,476 |  | 14,712 |  | 13,761 |  | 13,524 |  | 13,522 | (13\%) | -- |  |  |  |  |  |

(1) Income before taxes 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 22.

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The following (pages 17-20) present a reconciliation for certain information disclosed on pages 12, 13 and 16.

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.

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## Financial Information and Statistical Data (1)

(unaudited, dollars in millions)


| General Purpose Credit Card Loans: | Quarter Ended Feb 29, 2004 |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Period End |  | Average |  | Interest Yield | Interest Spread | Net <br> Charge-offs | Delinquency Rate |  |
|  |  |  | 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\% |

(1) 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.
Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation.
Refer to Legal Notice page 22.

## MORGAN STANLEY

Quarterly Credit Services Reconciliation of General Purpose Credit Card Loan Data (1) (unaudited, dollars in millions)

Quarter Ended Nov 30, 2003

## General Purpose Credit Card Loans: <br> Owned <br> Securitized <br> Managed



Quarter Ended Aug 31, 2003

## General Purpose Credit Card Loans:

Owned
Securitized
Managed

| Quarter Ended Aug 31, 2003 |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Period End |  | Average |  | Interest Yield | Interest Spread | Net | Chargeoffs | Delinquency Rate |  |
|  |  | 30 Days | 90 Days |  |  |  |  |
| \$ | 18,106 |  |  | \$ | 18,600 | 10.28\% | 6.05\% |  | 6.26\% | 5.28\% | 2.54\% |
|  | 31,859 |  | 32,063 | 12.91\% | 10.52\% |  | 7.26\% | 6.48\% | 3.12\% |
| \$ | 49,965 | \$ | 50,663 | 11.94\% | 8.91\% |  | 6.90\% | 6.05\% | 2.91\% |

Quarter Ended May 31, 2003

## General Purpose Credit Card Loans:

Owned
Securitized
Managed

| Period End |  | Average |  | Interest Yield |  | Net | Chargeoffs | Delinquency Rate |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | Interest Spread | 30 Days |  | 90 Days |  |  |
| \$ | 18,465 |  |  | \$ | 19,120 | 10.57\% | 6.28\% |  | 5.92\% | 5.27\% | 2.56\% |
|  | 32,415 |  | 32,054 | 12.81\% | 10.23\% |  | 6.84\% | 6.74\% | 3.27\% |
| \$ | 50,880 | \$ | 51,174 | 11.97\% | 8.78\% |  | 6.50\% | 6.21\% | 3.01\% |

Quarter Ended Feb 28, 2003

## General Purpose Credit Card Loans:

Owned
Securitized
Managed

(1) 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.
Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation.
Refer to Legal Notice page 22.

| General Purpose Credit Card Loans: | Six Months Ended May 31, 2004 |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Period End |  | Average |  | Interest Yield | Interest Spread | Net <br> Charge-offs | Delinquency Rate |  |
|  |  |  | 30 Days | 90 Days |  |  |  |
| Owned | \$ | 17,506 |  |  | \$ | 17,036 | 10.03\% | 5.88\% | 5.91\% | 4.37\% | 2.15\% |
| Securitized |  | 29,322 |  | 30,757 | 13.15\% | 10.98\% | 6.67\% | 5.18\% | 2.55\% |
| Managed | \$ | 46,828 | \$ | 47,793 | 12.04\% | 9.21\% | 6.40\% | 4.88\% | 2.40\% |
|  | Six Months Ended May 31, 2003 |  |  |  |  |  |  |  |  |
|  | Period End |  |  |  |  |  |  | Delinqu | Rate |
| General Purpose Credit Card Loans: |  |  | Average |  | Interest Yield | Interest Spread | Net <br> Charge-offs | 30 Days | 90 Days |
| Owned | \$ | 18,465 | \$ | 20,695 | 9.87\% | 5.45\% | 5.73\% | 5.27\% | 2.56\% |
| Securitized |  | 32,415 |  | 31,284 | 13.20\% | 10.59\% | 6.74\% | 6.74\% | 3.27\% |
| Managed | \$ | 50,880 | \$ | 51,979 | 11.87\% | 8.56\% | 6.34\% | 6.21\% | 3.01\% |

(1) 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.
Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation.
Refer to Legal Notice page 22.

## MORGAN STANLEY

## Reconciliation of Managed Income Statement Data (1)

(unaudited, dollars in millions)

| QUARTER ENDED |  |  |  |  | Six Months Ended |  |  |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| Feb 28, 2003 | May 31, 2003 | Aug 31, 2003 | Nov 30, 2003 | Feb 29, 2004 | May 31, 2004 |  | May 31, 2003 |

## Merchant and cardmember fees:

Owned
Securitization adjustment
Managed


| \$ | 702 | \$ | 643 |
| :---: | :---: | :---: | :---: |
|  | 369 |  | 343 |
| \$ | 1,071 | \$ | 986 |

## Servicing fees:

Owned
Securitization adjustment
Managed


Other:
Owned
Securitization adjustment Managed


Interest revenue:
Owned
Securitization adjustment
Managed


| $\$$ | 1,089 |
| :---: | ---: | :--- | ---: | ---: |
|  | 2,083 | | $\$$ |  |
| :--- | :--- |
|  |  |

Interest expense:
Owned
Securitization adjustment
Managed

| \$ | 239 | \$ | 197 | \$ | 191 | \$ | 179 | \$ | 174 | \$ | 163 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 202 |  | 213 |  | 200 |  | 187 |  | 176 |  | 174 |
| \$ | 441 | \$ | 410 | \$ | 391 | \$ | 366 | \$ | 350 | \$ | 337 |

## Provision for consumer loan losses:

| Owned | \$ | 336 | \$ | 309 | \$ | 310 | \$ | 312 | \$ | 262 | \$ | 200 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Securitization adjustment |  | 506 |  | 548 |  | 583 |  | 541 |  | 508 |  | 517 |
| Managed | \$ | 842 | \$ | 857 | \$ | 893 | \$ | 853 | \$ | 770 | \$ | 717 |

(1) 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.
Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation. Refer to Legal Notice page 22.

The following (page 21) 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.

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## Quarterly Reconciliation of Adjusted Assets

 (unaudited, dollars in millions, except ratios)Total assets
Less: Securities purchased under agreements to resell Securities borrowed
Add: Financial instruments sold, not yet purchased
Less: Derivative contracts sold, not yet purchased
Subtotal
Less: Segregated customer cash and securities balances
Assets recorded under certain provisions of SFAS No. 140 and FIN 46 Goodwill

Adjusted assets
Shareholders' equity
Junior subordinated debt issued to capital trusts (1) Subtotal
Less: Goodwill
Tangible shareholders' equity
Leverage ratio (2)
Adjusted leverage ratio (3)

QUARTER ENDED

| Feb 28, 2003 |  | May 31, 2003 |  | Aug 31, 2003 |  | Nov 30, 2003 |  | Feb 29, 2004 |  | May 31, 2004 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 559,436 | \$ | 586,881 | \$ | 580,632 | \$ | 602,843 | \$ | 656,898 | \$ | 729,501 |
|  | $(59,687)$ |  | $(71,374)$ |  | $(74,271)$ |  | $(78,205)$ |  | $(76,755)$ |  | $(96,042)$ |
|  | $(140,566)$ |  | $(153,639)$ |  | $(162,366)$ |  | $(153,813)$ |  | $(179,288)$ |  | $(202,412)$ |
|  | 100,721 |  | 123,211 |  | 112,054 |  | 111,448 |  | 129,711 |  | 130,440 |
|  | $(42,604)$ |  | $(48,436)$ |  | $(36,008)$ |  | $(36,242)$ |  | $(43,857)$ |  | $(41,615)$ |
|  | 417,300 |  | 436,643 |  | 420,041 |  | 446,031 |  | 486,709 |  | 519,872 |
|  | $(32,961)$ |  | $(26,829)$ |  | $(25,670)$ |  | $(20,705)$ |  | $(16,935)$ |  | $(29,918)$ |
|  | $(21,194)$ |  | $(24,837)$ |  | $(28,920)$ |  | $(35,217)$ |  | $(39,756)$ |  | $(40,279)$ |
|  | $(1,460)$ |  | $(1,476)$ |  | $(1,466)$ |  | $(1,514)$ |  | $(1,539)$ |  | $(1,531)$ |
| \$ | 361,685 | \$ | 383,501 | \$ | 363,985 | \$ | 388,595 | \$ | 428,479 | \$ | 448,144 |
| \$ | 22,465 | \$ | 22,631 | \$ | 23,707 | \$ | 24,867 | \$ | 26,064 | \$ | 27,002 |
|  | 2,010 |  | 2,710 |  | 2,810 |  | 2,810 |  | 2,897 |  | 2,897 |
|  | 24,475 |  | 25,341 |  | 26,517 |  | 27,677 |  | 28,961 |  | 29,899 |
|  | $(1,460)$ |  | $(1,476)$ |  | $(1,466)$ |  | $(1,514)$ |  | $(1,539)$ |  | $(1,531)$ |
| \$ | 23,015 | \$ | 23,865 | \$ | 25,051 | \$ | 26,163 | \$ | 27,422 | \$ | 28,368 |
|  | 24.3 x |  | 24.6 x |  | 23.2 x |  | 23.0x |  | 24.0x |  | 25.7 x |
|  | 15.7x |  | 16.1 x |  | 14.5x |  | 14.9x |  | 15.6 x |  | 15.8 x |

(1) 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.
(2) Leverage ratio equals total assets divided by tangible shareholders' equity.
(3) Adjusted leverage ratio equals adjusted total assets divided by tangible shareholders' equity.

Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation. Refer to Legal Notice page 22.

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## 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 second quarter earnings press release issued June 22, 2004.


[^0]:    (1) 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 22.

[^1]:    (1) 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 . Dividends on junior subordinated debt issued to capital trusts are included in interest expense from February 29, 2004 forward.
    (2) 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 22.

[^2]:    (1) Includes Alternative Investments.

    Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation.
    Refer to Legal Notice page 22.

[^3]:    (1) Includes domestic and international credit card businesses.
    (2) Includes owned and securitized credit card loans.

    Notes: Certain reclassifications have been made to prior period amounts to conform to the current presentation.
    Refer to Legal Notice page 22.

