

Note: Certain reclassifications of prior year amounts have been made to conform to the current year presentation.
${ }^{1}$ Amounts include reclassifications for the effects of adopting Fin 46R.
${ }^{2}$ Amounts include reclassifications for the effects of adopting FAS 160




Note: Certain reclassifications of prior year amounts have been made to conform to the current year presentation.
${ }^{1}$ Amounts include reclassifications for the effects of adopting Fin 46R.
${ }^{2}$ Amounts include reclassifications for the effects of adopting FAS 160
n/m - percent not meaningful

(in \$ millions, except per-share data)
Revenues
$\quad$ Sales
Outsourcing, maintenance and rentals
Financing
Financing
Total Revenues

## Cost of Revenue

Cost of sales
Cost of outsourcing, maintenance and rentals
Cost of financing
Total Cost of Revenue

## Gross Profit

Gross Profit
Sales gross profit
Outsourcing, maintenance and rentals gross profit
Outsourcing, maintena
Financing gross profit
Financing gross profit

## Research, development \& engineering

Bad Debt Expense
Selling, administrative and general exp. (Excl Bad Debts)
Total Selling, administrative and general exp.
Non-financing interest expense ${ }^{1}$
Aggregate Exchange (gains) / losses
All other, net ${ }^{2}$
Total Other, net
Restructuring and asset impairment charges
Acquisition related costs
Amortization of intangible assets
Curtailment gain
Income (Loss) before Income Taxes (Benefits),
ncome (Loss) before Income Taxes (Benefits),
Equity Income, Cumulative Effect of Change
in Accounting Principle and Noncontrolling Interests

Income Taxes (Benefits) ${ }^{1}$
Equity in Net Income (Loss) of Unconsol. Affil
Income (Loss) from Continuing Operations before
Cumulative effect of change in accounting
principle and Noncontrolling Interests
Net Income (Loss)
Less: Net Income attributable to Noncontrolling Interests ${ }^{2}$


Note: Certain reclassifications of prior year amounts have been made
${ }^{1}$ Amounts include reclassifications for the effects of adopting Fin 46R.
${ }^{2}$ Amounts include reclassifications for the effects of adopting FAS 160

* Restated for discontinued operations (Paper business only).
*** Restated for discontinued operations, including restatement for the agreement to sell the ITO business as announced in December 2014.
$\mathrm{n} / \mathrm{m}$ - percent not meaningful

| 2010 (As previously reported) |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| Q1 | Q2 | Q3 | Q4 | FY |
| 1,678 | 1,791 | 1,700 | 2,065 | 7,234 |
| 2,870 | 3,553 | 3,567 | 3,749 | 13,739 |
| 173 | 164 | 161 | 162 | 660 |
| 4,721 | 5,508 | 5,428 | 5,976 | 21,633 |
| 1,082 | 1,172 | 1,127 | 1,360 | 4,741 |
| 1,871 | 2,359 | 2,417 | 2,548 | 9,195 |
| 64 | 61 | 61 | 60 | 246 |
| 3,017 | 3,592 | 3,605 | 3,968 | 14,182 |
| 596 | 619 | 573 | 705 | 2,493 |
| 999 | 1,194 | 1,150 | 1,201 | 4,544 |
| 109 | 103 | 100 | 102 | 414 |
| 1,704 | 1,916 | 1,823 | 2,008 | 7,451 |
| 205 | 194 | 189 | 193 | 781 |
| 56 | 46 | 46 | 40 | 188 |
| 1,043 | 1,117 | 1,090 | 1,156 | 4,406 |
| 1,099 | 1,163 | 1,136 | 1,196 | 4,594 |
| 89 | 92 | 87 | 78 | 346 |
| 22 | (2) | - | (9) | 11 |
| (1) | 38 | (11) | 6 | 32 |
| 110 | 128 | 76 | 75 | 389 |
| 195 | 11 | 4 | 273 | 483 |
| 48 | 15 | 5 | 9 | 77 |
| 57 | 85 | 85 | 85 | 312 |
| - | - | - | - | - |
| 4,731 | 5,188 | 5,100 | 5,799 | 20,818 |
| (10) | 320 | 328 | 177 | 815 |
| 22 | 112 | 98 | 24 | 256 |
| (2) | 28 | 26 | 26 | 78 |


| $(34)$ | 236 | 256 | 179 | 637 |
| ---: | ---: | ---: | ---: | ---: |
| $(34)$ | 236 | 256 | 179 | 637 |
| 8 | 9 | 6 | 8 | 31 |


| (42) | 227 | 250 | 171 | 606 |
| :---: | :---: | :---: | :---: | :---: |
| (42) | 227 | 250 | 171 | 606 |
| 3 |  | 6 | 6 | 21 |
| 3 | 6 | 6 | 6 | 21 |
| $\begin{aligned} & 1,176 \\ & 1,176 \end{aligned}$ | $\begin{aligned} & 1,383 \\ & 1,419 \end{aligned}$ | 1,387 1,417 | 1,393 1,429 | 1,323 1,351 |
| (0.04) | 0.16 | 0.18 | 0.12 | 0.44 |
| (0.04) | 0.16 | 0.18 | 0.12 | 0.44 |
| (0.04) | 0.16 | 0.17 | 0.12 | 0.43 |
| (0.04) | 0.16 | 0.17 | 0.12 | 0.43 |
| 35.5\% | 34.6\% | 33.7\% | 34.1\% | 34.5\% |
| 34.8\% | 33.6\% | 32.2\% | 32.0\% | 33.1\% |
| 63.0\% | 62.8\% | 62.1\% | 63.0\% | 62.7\% |
| 36.1\% | 34.8\% | 33.6\% | 33.6\% | 34.4\% |
| 23.3\% | 21.1\% | 20.9\% | 20.0\% | 21.2\% |
| -220.0\% | 35.0\% | 29.9\% | 13.6\% | 31.4\% |


| 135 | 7 | 2 | 173 | 317 |
| ---: | ---: | :---: | ---: | ---: |
| 36 | 52 | 53 | 53 | 194 |
| 21 | - | - | - | 21 |
| 16 | - | - | - | 16 |
| 36 | 14 | 3 | - | 58 |
| - | 36 | - | 10 | 36 |
| - | - | - | 5 | 10 |
| 22 | 5 | 6 | 38 |  |
| 130,100 | 130,800 | 133,200 | 136,500 | 136,500 |


| $\begin{aligned} & \text { RESTATED *** } \\ & 2010 \end{aligned}$ | 2011 (Restated *) |  |  |  |  | $\begin{aligned} & \text { RESTATED *** } \\ & 2011 \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| FY | Q1 | Q2 | Q3 | Q4 | FY | FY |
| 6,297 | 1,482 | 1,530 | 1,561 | 1,827 | 6,400 | 6,265 |
| 12,693 | 3,632 | 3,731 | 3,689 | 3,816 | 14,868 | 13,741 |
| 660 | 162 | 163 | 156 | 151 | 632 | 632 |
| 19,650 | 5,276 | 5,424 | 5,406 | 5,794 | 21,900 | 20,638 |
| 3,920 | 930 | 977 | 1,001 | 1,168 | 4,076 | 3,960 |
| 8,327 | 2,514 | 2,538 | 2,545 | 2,672 | 10,269 | 9,319 |
| 246 | 60 | 60 | 56 | 55 | 231 | 231 |
| 12,493 | 3,504 | 3,575 | 3,602 | 3,895 | 14,576 | 13,510 |
|  | - | - | - | - |  |  |
| 2,377 | 552 | 553 | 560 | 659 | 2,324 | 2,305 |
| 4,366 | 1,118 | 1,193 | 1,144 | 1,144 | 4,599 | 4,422 |
| 414 | 102 | 103 | 100 | 96 | 401 | 401 |
| 7,157 | 1,772 | 1,849 | 1,804 | 1,899 | 7,324 | 7,128 |
| 780 | 184 | 175 | 182 | 178 | 719 | 719 |
| 187 | 31 | 29 | 44 | 53 | 157 | 155 |
| 4,247 | 1,068 | 1,071 | 1,046 | 1,079 | 4,264 | 4,189 |
| 4,434 | 1,099 | 1,100 | 1,090 | 1,132 | 4,421 | 4,344 |
| 342 | 67 | 64 | 60 | 56 | 247 | 243 |
| 11 | 1 | - | 10 | 1 | 12 | 12 |
| 32 | 11 | 40 | 18 | (2) | 67 | 65 |
| 385 | 79 | 104 | 88 | 55 | 326 | 320 |
| 476 | (16) | (9) | (4) | 61 | 32 | 31 |
| 77 | - | - | - | - | - | - |
| 287 | 85 | 87 | 87 | 139 | 398 | 371 |
| - | - | - | - | (107) | (107) | (107) |
| 18,932 | 4,935 | 5,032 | 5,045 | 5,353 | 20,365 | 19,188 |
| 718 | 341 | 392 | 361 | 441 | 1,535 | 1,450 |
| 221 | 93 | 105 | 79 | 100 | 377 | 347 |
| 78 | 34 | 34 | 43 | 38 | 149 | 149 |
| 575 | 282 | 321 | 325 | 379 | 1,307 | 1,252 |
| 575 | 282 | 321 | 325 | 379 | 1,307 | 1,252 |
| 31 | 8 | 8 | 9 | 8 | 33 | 33 |
| 544 | 274 | 313 | 316 | 371 | 1,274 | 1,219 |
| 62 | 7 | 6 | 4 | 4 | 21 | 76 |
| 606 | 281 | 319 | 320 | 375 | 1,295 | 1,295 |
| 21 | 6 | 6 | 6 | 6 | 24 | 24 |
| 21 | 6 | 6 | 6 | 6 | 24 | 24 |
| 1,323 | 1,400 | 1,402 | 1,396 | 1,361 | 1,388 | 1,388 |
| 1,351 | 1,436 | 1,438 | 1,426 | 1,415 | 1,444 | 1,417 |
| 0.39 | 0.19 | 0.22 | 0.22 | 0.27 | 0.90 | 0.86 |
| 0.05 | 0.01 |  | 0.01 |  | 0.02 | 0.06 |
| 0.44 | 0.20 | 0.22 | 0.23 | 0.27 | 0.92 | 0.92 |
| 0.39 | 0.19 | 0.22 | 0.22 | 0.26 | 0.88 | 0.84 |
| 0.04 |  |  |  |  | 0.02 | 0.06 |
| 0.43 | 0.19 | 0.22 | 0.22 | 0.26 | 0.90 | 0.90 |
| 37.7\% | 37.2\% | 36.1\% | 35.9\% | 36.1\% | 36.3\% | 36.8\% |
| 34.4\% | 30.8\% | 32.0\% | 31.0\% | 30.0\% | 30.9\% | 32.2\% |
| 62.7\% | 63.0\% | 63.2\% | 64.1\% | 63.6\% | 63.4\% | 63.4\% |
| 36.4\% | 33.6\% | 34.1\% | 33.4\% | 32.8\% | 33.4\% | 34.5\% |
| 22.6\% | 20.8\% | 20.3\% | 20.2\% | 19.5\% | 20.2\% | 21.0\% |
| 30.8\% | 27.3\% | 26.8\% | 21.9\% | 22.7\% | 24.6\% | 23.9\% |
| 312 | (9) | (8) | (3) | 39 | 19 | 18 |
| 178 | 53 | 54 | 54 | 87 | 248 | 231 |
| 21 | - | - | - | - | - | - |
| 16 | - | - | - | - | - | - |
| 58 | - | - | - | - | - | - |
| 36 | - | - | - | - | - | - |
| 10 | - | 20 | - | - | 20 | 20 |
| 38 | 11 | 4 | 1 | 3 | 19 | 19 |
| 136,500 | 134,100 | 133,500 | 134,200 | 139,700 | 139,700 | 139,700 |



Note: Certain reclassifications of prior year amounts have been made to conform to the current year presentation.
${ }^{1}$ Amounts include reclassifications for the effects of adopting Fin 46R.
${ }^{2}$ Amounts include reclassifications for the effects of adopting FAS 160.
** Restated for discontinued operations, excluding restatement for the agreement to sell the ITO business as announced in December 2014
*** Restated for discontinued operations, including restatement for the agreement to sell the ITO business as announced in December 2014. n/m - percent not meaningful


Note: Certain reclassifications of prior year amounts have been made to conform to the current year presentation.
*** Restated for discontinued operations, including restatement for the agreement to sell the ITO business as announced in December 2014.
*** Restated for change in accounting guidance for taxes on Equity Investments in December 2014.

| Xerox Financial Model <br> (unaudited) <br> (in \$ millions, except per-share data) |  | 2015 |  |  |  |  | 2015 Adjusted * |  | $\begin{aligned} & \text { xerox } \\ & 2016 \end{aligned}$ |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | Q1 | Q2 | Q3 | Q4 | FY | Q3 | FY | Q1 | Q2 | Q3 | September YTD |
| Revenues |  |  |  |  |  |  |  |  |  |  |  |  |
| Sales |  | 1,126 | 1,224 | 1,150 | 1,248 | 4,748 | 1,150 | 4,748 | 1,021 | 1,145 | 1,076 | 3,242 |
| Outsourcing, maintenance | d rentals | 3,253 | 3,279 | 3,098 | 3,321 | 12,951 | 3,214 | 13,067 | 3,177 | 3,158 | 3,053 | 9,388 |
| Financing |  | 90 | 87 | 85 | 84 | 346 | 85 | 346 | 83 | 82 | 83 | 248 |
| Total Revenues |  | 4,469 | 4,590 | 4,333 | 4,653 | 18,045 | 4,449 | 18,161 | 4,281 | 4,385 | 4,212 | 12,878 |
| Cost of Revenue |  |  |  |  |  |  |  |  |  |  |  |  |
| Cost of sales |  | 674 | 776 | 721 | 790 | 2,961 | 721 | 2,961 | 624 | 707 | 657 | 1,988 |
| Cost of outsourcing, mainte | ance and rentals | 2,368 | 2,356 | 2,592 | 2,375 | 9,691 | 2,319 | 9,418 | 2,344 | 2,279 | 2,216 | 6,839 |
| Cost of financing |  | 33 | 32 | 33 | 32 | 130 | 33 | 130 | 33 | 32 | 32 | 97 |
| Total Cost of Revenue |  | 3,075 | 3,164 | 3,346 | 3,197 | 12,782 | 3,073 | 12,509 | 3,001 | 3,018 | 2,905 | 8,924 |
| Gross Profit |  |  |  |  |  |  |  |  |  |  |  |  |
| Sales gross profit Outsourcing, maintenance and rentals gross profit |  | 452 | 448 | 429 | 458 | 1,787 | 429 | 1,787 | 397 | 438 | 419 | 1,254 |
|  |  | 885 | 923 | 506 | 946 | 3,260 | 895 | 3,649 | 833 | 879 | 837 | 2,549 |
| Financing gross profit |  | 57 | 55 | 52 | 52 | 216 | 52 | 216 | 50 | 50 | 51 | 151 |
| Gross Profit |  | 1,394 | 1,426 | 987 | 1,456 | 5,263 | 1,376 | 5,652 | 1,280 | 1,367 | 1,307 | 3,954 |
| Research, development \& engineering |  | 141 | 142 | 135 | 145 | 563 | 135 | 563 | 134 | 128 | 126 | 388 |
| Bad Debt Expense <br> Selling, administrative and general exp. (Excl Bad Debts) |  | 20 | 15 | 12 | 6 | 53 | 12 | 53 | 14 | 11 | 13 | 38 |
|  |  | 895 | 891 | 843 | 877 | 3,506 | 843 | 3,506 | 868 | 851 | 814 | 2,533 |
| Total Selling, administrative and general exp. |  | 915 | 906 | 855 | 883 | 3,559 | 855 | 3,559 | 882 | 862 | 827 | 2,571 |
| Non-financing interest expense Aggregate Exchange losses / (gains) All other, net |  | 56 | 56 | 55 | 56 | 223 | 55 | 223 | 55 | 49 | 49 | 153 |
|  |  | 6 | (5) | 3 | 2 | 6 | 3 | 6 | 4 | (3) | 3 | 4 |
|  |  | (16) | 17 | 15 | (12) | 4 | 15 | 4 | (2) | 9 | 4 | 11 |
| Total Other, net |  | 46 | 68 | 73 | 46 | 233 | 73 | 233 | 57 | 55 | 56 | 168 |
| Separation costs |  | - | - | - | - | - | - | - | 8 | 28 | 39 | 75 |
| Restructuring and related costs |  | 14 | 157 | 20 | (5) | 186 | 20 | 186 | 126 | 71 | 32 | 229 |
|  |  | 77 | 79 | 77 | 77 | 310 | 77 | 310 | 89 | 78 | 77 | 244 |
| Total Costs and Expenses |  | 4,268 | 4,516 | 4,506 | 4,343 | 17,633 | 4,233 | 17,360 | 4,297 | 4,240 | 4,062 | 12,599 |
| Income (Loss) before Income Taxes \& Equity Income |  | 201 | 74 | (173) | 310 | 412 | 216 | 801 | (16) | 145 | 150 | 279 |
| Income Taxes |  | 39 | (9) | (105) | 52 | (23) | 43 | 125 | (15) | 9 | 5 | (1) |
| Equity in Net Income of Unconsol. Affil. |  | 34 | 29 | 40 | 32 | 135 | 40 | 135 | 37 | 22 | 39 | 98 |
| Income (Loss) from Continuing Operations |  | 196 | 112 | (28) | 290 | 570 | 213 | 811 | 36 | 158 | 184 | 378 |
| Income (loss) from discontinued operations, net of tax |  | 34 | (95) | (3) | (14) | (78) | (3) | (78) | - | - | - | - |
| Net Income (Loss) |  | 230 | 17 | (31) | 276 | 492 | 210 | 733 | 36 | 158 | 184 | 378 |
| Less: Net Income attributable to Noncontrolling Interests |  | 5 | 5 | 3 | 5 | 18 | 3 | 18 | 2 | 3 | 3 | 8 |
| Net Income (Loss) Attributable to Xerox Corporation |  | 225 | 12 | (34) | 271 | 474 | 207 | 715 | 34 | 155 | 181 | 370 |
| Preferred Dividends/ | - Basic | 6 | 6 | 6 | 6 | 24 |  |  | 6 | 6 |  | 18 |
| Other | - Diluted | 6 | 6 | 6 | - | 24 |  |  | 6 | 6 | 6 | 18 |
| Weighted Average Shares | - Basic | 1,110 | 1,088 | 1,045 | 1,013 | 1,065 |  |  | 1,013 | 1,013 | 1,014 | 1,013 |
|  | - Diluted | 1,127 | 1,105 | 1,045 | 1,046 | 1,076 |  |  | 1,021 | 1,022 | 1,025 | 1,022 |
| Earnings Per Share | - Basic: |  |  |  |  |  |  |  |  |  |  |  |
|  | Continuing operations | 0.17 | 0.09 | (0.04) | 0.28 | 0.50 |  |  | 0.03 | 0.15 | 0.17 | 0.35 |
|  | Discontinued operations | 0.03 | (0.08) | - | (0.02) | (0.08) |  |  | - | - |  | - |
|  | Total Basic Earnings (Loss) per Share | 0.20 | 0.01 | (0.04) | 0.26 | 0.42 |  |  | 0.03 | 0.15 | 0.17 | 0.35 |
|  | - Diluted: Continuing operations | 0.16 | 0.09 | (0.04) | 0.27 | 0.49 |  |  | 0.03 | 0.15 | 0.17 | 0.34 |
|  | Discontinued operations | 0.03 | (0.08) | (0.0) | (0.01) | (0.07) |  |  | - | - |  |  |
|  | Total Diluted Earnings (Loss) per Share | 0.19 | 0.01 | (0.04) | 0.26 | 0.42 |  |  | 0.03 | 0.15 | 0.17 | 0.34 |
|  | - Adjusted (2012 onwards): |  |  |  |  |  |  |  |  |  |  |  |
|  | Adjusted Net Income ${ }^{* *}$ | 278 | 264 | 289 | 346 | 1,177 |  |  | 231 | 311 | 286 | 828 |
|  | Adjusted Earnings per Share** | 0.24 | 0.23 | 0.27 | 0.33 | 1.07 |  |  | 0.22 | 0.30 | 0.27 | 0.79 |
|  | Adjusted Weighted Average Shares** | 1,154 | 1,132 | 1,078 | 1,046 | 1,103 |  |  | 1,021 | 1,049 | 1,052 | 1,049 |
| Key Ratios: |  |  |  |  |  |  |  |  |  |  |  |  |
| Gross Margins | - Sales | 40.1\% | 36.6\% | 37.3\% | 36.7\% | 37.6\% |  |  | 38.9\% | 38.3\% | 38.9\% | 38.7\% |
|  | - Outsourcing/Maintenance/Rentals | 27.2\% | 28.1\% | 16.3\% | 28.5\% | 25.2\% |  |  | 26.2\% | 27.8\% | 27.4\% | 27.2\% |
|  | - Financing | 63.3\% | 63.2\% | 61.2\% | 61.9\% | 62.4\% |  |  | 60.2\% | 61.0\% | 61.4\% | 60.9\% |
|  | - Total | 31.2\% | 31.1\% | 22.8\% | 31.3\% | 29.2\% |  |  | 29.9\% | 31.2\% | 31.0\% | 30.7\% |
| SAG as a \% of Revenue |  | 20.5\% | 19.7\% | 19.7\% | 19.0\% | 19.7\% |  |  | 20.6\% | 19.7\% | 19.6\% | 20.0\% |
| Tax Rate |  | 19.4\% | -12.2\% | 60.7\% | 16.8\% | -5.6\% |  |  | 93.8\% | 6.2\% | 3.3\% | -0.4\% |
| Adjusted Effective Tax Rate |  | 25.7\% | 25.3\% | 27.2\% | 23.2\% | 25.2\% |  |  | 22.5\% | 17.8\% | 25.3\% | 21.7\% |
| Non-GAAP Adjustments: |  |  |  |  |  |  |  |  |  |  |  |  |
| Restructuring and related costsHE Charge |  | 14 | 157 | 20 | (5) | 186 |  |  | 126 | 71 | 32 | 229 |
|  |  | - | - | 389 | - | 389 |  |  | - | - | - | - |
| Amortization of purchased intangibles |  | 77 | 79 | 77 | 77 | 310 |  |  | 89 | 78 | 77 | 244 |
| Non-service retirement-related costs |  | 42 | 10 | 30 | 34 | 116 |  |  | 46 | 32 | 34 | 112 |
| Separation costs |  | - | - | - | - | - |  |  | 8 | 28 | 39 | 75 |
| Fuji Xerox Restructuring |  | 1 | 1 | 2 | - | 4 |  |  | - | 1 | 2 | 3 |
| Tax on adjusted items |  | (47) | (90) | (198) | (45) | (380) |  |  | (72) | (54) | (79) | (205) |
| Ending Xerox Employment |  | 145,600 | 135,800 | 140,800 | 143,600 | 143,600 |  |  | 135,300 | 131,800 | 131,800 | 131,800 |

[^0]| Xerox Financial Model - Non-GAAP basis (unaudited) |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (in \$ millions, except per-share data) | $2015{ }^{1}$ |  |  |  |  | 2016 |  |  |  |
|  | Q1 | Q2 | Q3 | Q4 | FY | Q1 | Q2 | Q3 | $\begin{aligned} & \text { ptember } \\ & \text { YTD } \end{aligned}$ |
| Revenues |  |  |  |  |  |  |  |  |  |
| Sales | 1,126 | 1,224 | 1,150 | 1,248 | 4,748 | 1,021 | 1,145 | 1,076 | 3,242 |
| Outsourcing, maintenance and rentals | 3,253 | 3,279 | 3,214 | 3,321 | 13,067 | 3,177 | 3,158 | 3,053 | 9,388 |
| Financing | 90 | 87 | 85 | 84 | 346 | 83 | 82 | 83 | 248 |
| Total Revenues | 4,469 | 4,590 | 4,449 | 4,653 | 18,161 | 4,281 | 4,385 | 4,212 | 12,878 |
| Cost of Revenue |  |  |  |  |  |  |  |  |  |
| Cost of sales | 671 | 775 | 720 | 788 | 2,954 | 621 | 706 | 654 | 1,981 |
| Cost of outsourcing, maintenance and rentals | 2,355 | 2,353 | 2,310 | 2,364 | 9,382 | 2,330 | 2,268 | 2,206 | 6,804 |
| Cost of financing | 33 | 32 | 33 | 32 | 130 | 33 | 32 | 32 | 97 |
| Total Cost of Revenue | 3,059 | 3,160 | 3,063 | 3,184 | 12,466 | 2,984 | 3,006 | 2,892 | 8,882 |
| Gross Profit |  |  |  |  |  |  |  |  |  |
| Sales gross profit | 455 | 449 | 430 | 460 | 1,794 | 400 | 439 | 422 | 1,261 |
| Outsourcing, maintenance and rentals gross profit | 898 | 926 | 904 | 957 | 3,685 | 847 | 890 | 847 | 2,584 |
| Financing gross profit | 57 | 55 | 52 | 52 | 216 | 50 | 50 | 51 | 151 |
| Gross Profit | 1,410 | 1,430 | 1,386 | 1,469 | 5,695 | 1,297 | 1,379 | 1,320 | 3,996 |
|  |  |  |  |  |  |  |  |  |  |
| Research, development \& engineering | 134 | 141 | 129 | 140 | 544 | 126 | 122 | 119 | 367 |
| Bad Debt Expense | 20 | 15 | 12 | 6 | 53 | 14 | 11 | 13 | 38 |
| Selling, administrative and general exp. (Excl Bad Debts) | 876 | 886 | 829 | 861 | 3,452 | 847 | 837 | 800 | 2,484 |
| Total Selling, administrative and general exp. | 896 | 901 | 841 | 867 | 3,505 | 861 | 848 | 813 | 2,522 |
| Non-financing interest expense | 56 | 56 | 55 | 56 | 223 | 55 | 49 | 49 | 153 |
| Aggregate Exchange losses / (gains) | 6 | (5) | 3 | 2 | 6 | 4 | (3) | 3 | 4 |
| All other, net | (16) | 17 | 15 | (12) | 4 | (2) | 9 | 4 | 11 |
| Total Other, net | 46 | 68 | 73 | 46 | 233 | 57 | 55 | 56 | 168 |
|  |  |  |  |  |  |  |  |  |  |
| Total Costs and Expenses | 4,135 | 4,270 | 4,106 | 4,237 | 16,748 | 4,028 | 4,031 | 3,880 | 11,939 |
| Income before Income Taxes \& Equity Income | 334 | 320 | 343 | 416 | 1,413 | 253 | 354 | 332 | 939 |
| Income Taxes | 86 | 81 | 93 | 97 | 357 | 57 | 63 | 84 | 204 |
| Equity in Net Income of Unconsol. Affil. | 35 | 30 | 42 | 32 | 139 | 37 | 23 | 41 | 101 |
| Income from Continuing Operations | 283 | 269 | 292 | 351 | 1,195 | 233 | 314 | 289 | 836 |
| Income (loss) from discontinued operations, net of tax | 34 | (95) | (3) | (14) | (78) | - | - | - | - |
| Net Income | 317 | 174 | 289 | 337 | 1,117 | 233 | 314 | 289 | 836 |
| Less: Net Income attributable to Noncontrolling Interests | 5 | 5 | 3 | 5 | 18 | 2 | 3 | 3 | 8 |
| Net Income Attributable to Xerox Corporation | 312 | 169 | 286 | 332 | 1,099 | 231 | 311 | 286 | 828 |


| Key Ratios: |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Gross Margins | - Sales | 40.4\% | 36.7\% | 37.4\% | 36.9\% | 37.8\% | 39.2\% | 38.3\% | 39.2\% | 38.9\% |
|  | - Outsourcing/Maintenance/Rentals | 27.6\% | 28.2\% | 28.1\% | 28.8\% | 28.2\% | 26.7\% | 28.2\% | 27.7\% | 27.5\% |
|  | - Financing | 63.3\% | 63.2\% | 61.2\% | 61.9\% | 62.4\% | 60.2\% | 61.0\% | 61.4\% | 60.9\% |
|  | - Total | 31.6\% | 31.2\% | 31.2\% | 31.6\% | 31.4\% | 30.3\% | 31.4\% | 31.3\% | 31.0\% |
| SAG as a \% of Revenue |  | 20.0\% | 19.6\% | 18.9\% | 18.6\% | 19.3\% | 20.1\% | 19.3\% | 19.3\% | 19.6\% |
| Adjusted Effective Tax Rate |  | 25.7\% | 25.3\% | 27.1\% | 23.3\% | 25.3\% | 22.5\% | 17.8\% | 25.3\% | 21.7\% |

[^1]| Xerox Corporation Business Segment Performance (unaudited) |  |  |  |  |  |  |  |  |  |  | xerox |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (in \$ millions) | 2007 |  |  |  |  | 2008 |  |  |  |  | 2009 |  |  |  |  |
|  | Q1 | Q2 | Q3 | Q4 | FY | Q1 | Q2 | Q3 | Q4 | FY | Q1 | Q2 | Q3 | Q4 | FY |
| Revenues |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Production | 1,194 | 1,281 | 1,286 | 1,554 | 5,315 | 1,271 | 1,337 | 1,272 | 1,357 | 5,237 | 833 | 850 | 865 | 928 | 3,476 |
| Office | 2,105 | 2,327 | 2,384 | 2,657 | 9,473 | 2,447 | 2,526 | 2,446 | 2,409 | 9,828 | 2,335 | 2,476 | 2,399 | 2,857 | 10,067 |
| Other | 537 | 600 | 632 | 671 | 2,440 | 617 | 670 | 652 | 604 | 2,543 | 386 | 405 | 411 | 434 | 1,636 |
| Total Revenues | 3,836 | 4,208 | 4,302 | 4,882 | 17,228 | 4,335 | 4,533 | 4,370 | 4,370 | 17,608 | 3,554 | 3,731 | 3,675 | 4,219 | 15,179 |
| Segment Profit (Loss) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Production | 119 | 111 | 126 | 206 | 562 | 101 | 87 | 83 | 123 | 394 | 31 | 61 | 58 | 81 | 231 |
| Office | 259 | 267 | 259 | 330 | 1,115 | 265 | 279 | 260 | 258 | 1,062 | 166 | 248 | 234 | 301 | 949 |
| Other | (10) | (21) | (12) | (4) | (47) | (27) | (3) | (32) | (49) | (111) | (95) | (80) | (88) | (79) | (342) |
| Segment Profit (Loss) | 368 | 357 | 373 | 532 | 1,630 | 339 | 363 | 311 | 332 | 1,345 | 102 | 229 | 204 | 303 | 838 |
| Segment Margin |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Production | 10.0\% | 8.7\% | 9.8\% | 13.3\% | 10.6\% | 7.9\% | 6.5\% | 6.5\% | 9.1\% | 7.5\% | 3.7\% | 7.2\% | 6.7\% | 8.7\% | 6.6\% |
| Office | 12.3\% | 11.5\% | 10.9\% | 12.4\% | 11.8\% | 10.8\% | 11.0\% | 10.6\% | 10.7\% | 10.8\% | 7.1\% | 10.0\% | 9.8\% | 10.5\% | 9.4\% |
| Other | (1.9\%) | (3.5\%) | (1.9\%) | (0.6\%) | (1.9\%) | (4.4\%) | (0.4\%) | (4.9\%) | (8.1\%) | (4.4\%) | (24.6\%) | (19.8\%) | (21.4\%) | (18.2\%) | (20.9\%) |
| Segment Margin | 9.6\% | 8.5\% | 8.7\% | 10.9\% | 9.5\% | 7.8\% | 8.0\% | 7.1\% | 7.6\% | 7.6\% | 2.9\% | 6.1\% | 5.6\% | 7.2\% | 5.5\% |
| (in \$ millions) | 2004 |  |  |  |  | 2005 |  |  |  |  | 2006 |  |  |  |  |
|  | Q1 | Q2 | Q3 | Q4 | FY | Q1 | Q2 | Q3 | Q4 | FY | Q1 | Q2 | Q3 | Q4 | FY |
| Revenues |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Production | 1,094 | 1,122 | 1,067 | 1,307 | 4,590 | 1,072 | 1,125 | 1,058 | 1,285 | 4,540 | 1,035 | 1,134 | 1,088 | 1,322 | 4,579 |
| Office | 1,857 | 1,869 | 1,819 | 2,082 | 7,627 | 1,829 | 1,914 | 1,848 | 2,027 | 7,618 | 1,804 | 1,927 | 1,849 | 2,045 | 7,625 |
| Developing Markets | 420 | 417 | 406 | 464 | 1,707 | 412 | 440 | 446 | 514 | 1,812 | 436 | 469 | 478 | 555 | 1,938 |
| Other | 456 | 445 | 424 | 473 | 1,798 | 458 | 442 | 407 | 424 | 1,731 | 420 | 447 | 429 | 457 | 1,753 |
| Total Revenues | 3,827 | 3,853 | 3,716 | 4,326 | 15,722 | 3,771 | 3,921 | 3,759 | 4,250 | 15,701 | 3,695 | 3,977 | 3,844 | 4,379 | 15,895 |
| Memo: Color Revenues | 957 | 1,025 | 975 | 1,231 | 4,188 | 1,097 | 1,200 | 1,189 | 1,443 | 4,929 | 1,214 | 1,364 | 1,379 | 1,621 | 5,578 |
| Segment Profit (Loss) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Production | 82 | 122 | 105 | 202 | 511 | 101 | 79 | 73 | 174 | 427 | 67 | 88 | 73 | 175 | 403 |
| Office | 169 | 187 | 182 | 241 | 779 | 192 | 173 | 189 | 265 | 819 | 160 | 213 | 183 | 276 | 832 |
| Developing Markets | 19 | 6 | 4 | 6 | 35 | 10 | 19 | 18 | 17 | 64 | 17 | 34 | 28 | 45 | 124 |
| Other | (32) | 17 | (43) | (67) | (125) | 109 | 66 | (14) | (10) | 151 | 13 | (3) | 25 | 37 | 72 |
| Segment Profit (Loss) | 238 | 332 | 248 | 382 | 1,200 | 412 | 337 | 266 | 446 | 1,461 | 257 | 332 | 309 | 533 | 1,431 |
| Segment Margin |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Production | 7.5\% | 10.9\% | 9.8\% | 15.5\% | 11.1\% | 9.4\% | 7.0\% | 6.9\% | 13.5\% | 9.4\% | 6.5\% | 7.8\% | 6.7\% | 13.2\% | 8.8\% |
| Office | 9.1\% | 10.0\% | 10.0\% | 11.6\% | 10.2\% | 10.5\% | 9.0\% | 10.2\% | 13.1\% | 10.8\% | 8.9\% | 11.1\% | 9.9\% | 13.5\% | 10.9\% |
| Developing Markets | 4.5\% | 1.4\% | 1.0\% | 1.3\% | 2.1\% | 2.4\% | 4.3\% | 4.0\% | 3.3\% | 3.5\% | 3.9\% | 7.2\% | 5.9\% | 8.1\% | 6.4\% |
| Other | (7.0\%) | 3.8\% | (10.1\%) | (14.2\%) | (7.0\%) | 23.8\% | 14.9\% | (3.4\%) | (2.4\%) | 8.7\% | 3.1\% | (0.7\%) | 5.8\% | 8.1\% | 4.1\% |
| Segment Margin | 6.2\% | 8.6\% | 6.7\% | 8.8\% | 7.6\% | 10.9\% | 8.6\% | 7.1\% | 10.5\% | 9.3\% | 7.0\% | 8.3\% | 8.0\% | 12.2\% | 9.0\% |

Note: Certain reclassifications of prior year amounts have been made to conform to the current year presentation.

| (in \$ millions) | 2012 |  |  |  |  | $\begin{gathered} 2012 \\ \text { Adjusted } \end{gathered}$ | $2013{ }^{3}$ |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Q1 ${ }^{2}$ | Q2 ${ }^{2}$ | Q3 ${ }^{2}$ | Q4 ${ }^{2}$ | $\mathrm{FY}^{2}$ | FY ${ }^{3}$ | Q1 | Q2 | Q3 | Q4 | FY |
| Revenues |  |  |  |  |  |  |  |  |  |  |  |
| Services | 2,810 | 2,795 | 2,836 | 3,043 | 11,484 | 10,271 | 2,584 | 2,613 | 2,596 | 2,686 | 10,479 |
| Document Technology | 2,338 | 2,370 | 2,259 | 2,495 | 9,462 | 9,462 | 2,135 | 2,263 | 2,159 | 2,351 | 8,908 |
| Other | 159 | 177 | 153 | 199 | 688 | 688 | 138 | 166 | 145 | 170 | 619 |
| Total Revenues | 5,307 | 5,342 | 5,248 | 5,737 | 21,634 | 20,421 | 4,857 | 5,042 | 4,900 | 5,207 | 20,006 |


| Segment Profit (Loss) |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Services | 263 | 298 | 269 | 343 | 1,173 | 1,091 | 250 | 276 | 268 | 261 | 1,055 |
| Document Technology | 245 | 268 | 245 | 307 | 1,065 | 1,065 | 186 | 245 | 260 | 273 | 964 |
| Other | (57) | (71) | (65) | (64) | (257) | (254) | (68) | (61) | (54) | (34) | (217) |
| Segment Profit (Loss) | 451 | 495 | 449 | 586 | 1,981 | 1,902 | 368 | 460 | 474 | 500 | 1,802 |
| Segment Margin |  |  |  |  |  |  |  |  |  |  |  |
| Services | 9.4\% | 10.7\% | 9.5\% | 11.3\% | 10.2\% | 10.6\% | 9.7\% | 10.6\% | 10.3\% | 9.7\% | 10.1\% |
| Document Technology | 10.5\% | 11.3\% | 10.8\% | 12.3\% | 11.3\% | 11.3\% | 8.7\% | 10.8\% | 12.0\% | 11.6\% | 10.8\% |
| Other | (35.8\%) | (40.1\%) | (42.5\%) | (32.2\%) | (37.4\%) | (36.9\%) | (49.3\%) | (36.7\%) | (37.2\%) | (20.0\%) | (35.1\%) |
| Segment Margin | 8.5\% | 9.3\% | 8.6\% | 10.2\% | 9.2\% | 9.3\% | 7.6\% | 9.1\% | 9.7\% | 9.6\% | 9.0\% |


| (in \$ millions) | 2010 |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Q1 | Q2 | Q3 | Q4 | FY |
| Revenues |  |  |  |  |  |
| Services | 1,843 | 2,529 | 2,554 | 2,711 | 9,637 |
| Document Technology | 2,483 | 2,555 | 2,466 | 2,845 | 10,349 |
| Other | 395 | 424 | 408 | 420 | 1,647 |
| Total Revenues | 4,721 | 5,508 | 5,428 | 5,976 | 21,633 |
| Segment Profit (Loss) |  |  |  |  |  |
| Services | 203 | 319 | 286 | 324 | 1,132 |
| Document Technology | 233 | 273 | 247 | 332 | 1,085 |
| Other | (104) | (93) | (79) | (66) | (342) |
| Segment Profit (Loss) | 332 | 499 | 454 | 590 | 1,875 |
| Segment Margin |  |  |  |  |  |
| Services | 11.0\% | 12.6\% | 11.2\% | 12.0\% | 11.7\% |
| Document Technology | 9.4\% | 10.7\% | 10.0\% | 11.7\% | 10.5\% |
| Other | (26.3\%) | (21.9\%) | (19.4\%) | (15.7\%) | (20.8\%) |
| Segment Margin | 7.0\% | 9.1\% | 8.4\% | 9.9\% | 8.7\% |



## Note: Certain reclassifications of prior year amounts have been made to conform to the current year presentation.

${ }^{1}$ Restated for discontinued operations (Paper business only).
${ }^{2}$ Restated for discontinued operations, excluding restatement for the agreement to sell the ITO business as announced in December 2014.
${ }^{3}$ Restated for discontinued operations, including restatement for the agreement to sell the ITO business as announced in December 2014.


## Note: Certain reclassifications of prior year amounts have been made to conform to the current year presentation.

${ }^{1}$ Restated for discontinued operations, including restatement for the agreement to sell the ITO business as announced in December 2014.
${ }^{2}$ Revised to exclude non-service retirement-related costs and to transfer the Educations/Student Loan business from the Services segment to the Other segment.
${ }^{3}$ Adjusted for the Health Enterprise charge.


[^0]:    * Adjusted for the Health Enterprise charge.
    ** Revised to conform to change in reporting methodology to exclude non-service retirement-related costs and the impairment related to the Q3 2015 Health Enterprise business write-off.

[^1]:    ${ }^{1}$ Revised to conform to change in reporting methodology to exclude non-service retirement-related costs and the impairment related to the Q3 2015 Health Enterprise business write-off.

