

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



| Xerox Financial Model (unaudited) |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (in \$ millions, except per-share data) | 2006 |  |  |  |  | 2007 |  |  |  |  |
|  | Q1 | Q2 | Q3 | Q4 | FY | Q1 | Q2 | Q3 | Q4 | FY |
| Revenues |  |  |  |  |  |  |  |  |  |  |
| Sales | 1,666 | 1,882 | 1,736 | 2,180 | 7,464 | 1,707 | 1,976 | 2,030 | 2,479 | 8,192 |
| Outsourcing, maintenance and rentals | 1,816 | 1,884 | 1,900 | 1,991 | 7,591 | 1,924 | 2,027 | 2,068 | 2,195 | 8,214 |
| Financing | 213 | 211 | 208 | 208 | 840 | 205 | 205 | 204 | 208 | 822 |
| Total Revenues | 3,695 | 3,977 | 3,844 | 4,379 | 15,895 | 3,836 | 4,208 | 4,302 | 4,882 | 17,228 |
| Cost of Revenue |  |  |  |  |  |  |  |  |  |  |
| Cost of sales | 1,075 | 1,200 | 1,142 | 1,386 | 4,803 | 1,084 | 1,286 | 1,316 | 1,568 | 5,254 |
| Cost of outsourcing, maintenance and rentals | 1,060 | 1,068 | 1,083 | 1,117 | 4,328 | 1,118 | 1,148 | 1,183 | 1,258 | 4,707 |
| Cost of financing | 76 | 76 | 75 | 78 | 305 | 78 | 79 | 79 | 80 | 316 |
| Total Cost of Revenue | 2,211 | 2,344 | 2,300 | 2,581 | 9,436 | 2,280 | 2,513 | 2,578 | 2,906 | 10,277 |
| Gross Profit |  |  |  |  |  |  |  |  |  |  |
| Sales gross profit | 591 | 682 | 594 | 794 | 2,661 | 623 | 690 | 714 | 911 | 2,938 |
| Outsourcing, maintenance and rentals gross profit | 756 | 816 | 817 | 874 | 3,263 | 806 | 879 | 885 | 937 | 3,507 |
| Financing gross profit | 137 | 135 | 133 | 130 | 535 | 127 | 126 | 125 | 128 | 506 |
| Gross Profit | 1,484 | 1,633 | 1,544 | 1,798 | 6,459 | 1,556 | 1,695 | 1,724 | 1,976 | 6,951 |
|  |  |  |  |  |  |  |  |  |  |  |
| Research, development \& engineering | 225 | 230 | 230 | 237 | 922 | 218 | 223 | 233 | 238 | 912 |
| Bad Debt Expense | 20 | 21 | 30 | 16 | 87 | 27 | 39 | 27 | 41 | 134 |
| Selling, administrative and general exp. (Excl Bad Debts) | 963 | 999 | 955 | 1,004 | 3,921 | 927 | 1,042 | 1,064 | 1,145 | 4,178 |
| Total Selling, administrative and general exp. | 983 | 1,020 | 985 | 1,020 | 4,008 | 954 | 1,081 | 1,091 | 1,186 | 4,312 |
| Non-financing interest expense ${ }^{1}$ | 54 | 60 | 63 | 62 | 239 | 58 | 70 | 75 | 60 | 263 |
| Aggregate Exchange (gains) / losses | 14 | 10 | 7 | 8 | 39 | 3 | (1) | (8) | 14 | 8 |
| All other, net ${ }^{2}$ | (12) | (3) | 43 | (33) | (5) | (16) | (8) | (8) | (16) | (48) |
| Total Other, net | 56 | 67 | 113 | 37 | 273 | 45 | 61 | 59 | 58 | 223 |
| Restructuring and asset impairment charges | - | 36 | 110 | 239 | 385 | (2) | (2) | (3) | 1 | (6) |
| Amortization of intangible assets | 10 | 10 | 10 | 11 | 41 | 6 | 10 | 13 | 13 | 42 |
| Total Costs and Expenses | 3,485 | 3,707 | 3,748 | 4,125 | 15,065 | 3,501 | 3,886 | 3,971 | 4,402 | 15,760 |
| Income (Loss) before Income Taxes (Benefits), <br> Equity Income, Cumulative Effect of Change |  |  |  |  |  |  |  |  | 480 | 1,468 |
| Income Taxes (benefits) ${ }^{1}$ | 47 | 22 | (416) | 59 | (288) | 102 | 76 | 97 | 125 | 400 |
| Equity in Net Income of Unconsol. Affil. | 39 | 17 | 29 | 29 | 114 | 6 | 27 | 27 | 37 | 97 |
| Income(Loss) from Continuing Operations before |  |  |  |  |  |  |  |  |  |  |
| principle and Noncontrolling Interests | 202 | 265 | 541 | 224 | 1,232 | 239 | 273 | 261 | 392 | 1,165 |
| Net Income (Loss) | 202 | 265 | 541 | 224 | 1,232 | 239 | 273 | 261 | 392 | 1,165 |
| Less: Net Income attributable to Noncontrolling Interests ${ }^{2}$ | 2 | 5 | 5 | 10 | 22 | 6 | 7 | 7 | 10 | 30 |
| Net Income (Loss) attributable to Xerox Corporation | 200 | 260 | 536 | 214 | 1,210 | 233 | 266 | 254 | 382 | 1,135 |
| Preferred Dividends/ - Basic | (14) | (15) | - | - | (29) | - | - | - | - | - |
| Other - Diluted | 1 | - | - | - | 1 | - | 1 | - | - | 1 |
| Weighted Average Shares - Basic | 927 | 914 | 975 | 959 | 944 | 945 | 939 | 932 | 923 | 935 |
| - Diluted | 1,017 | 1,002 | 989 | 977 | 997 | 962 | 957 | 951 | 942 | 953 |
| Earnings Per Share - Basic | 0.20 | 0.27 | 0.55 | 0.22 | 1.25 | 0.25 | 0.28 | 0.27 | 0.41 | 1.21 |
| - Diluted | 0.20 | 0.26 | 0.54 | 0.22 | 1.22 | 0.24 | 0.28 | 0.27 | 0.41 | 1.19 |
| Key Ratios: |  |  |  |  |  |  |  |  |  |  |
| Gross Margins - Sales | 35.5\% | 36.2\% | 34.2\% | 36.4\% | 35.7\% | 36.5\% | 34.9\% | 35.2\% | 36.7\% | 35.9\% |
| - Service/Outsourcing/Rentals | 41.6\% | 43.3\% | 43.0\% | 43.9\% | 43.0\% | 41.9\% | 43.4\% | 42.8\% | 42.7\% | 42.7\% |
| - Financing | 64.3\% | 64.0\% | 63.9\% | 62.5\% | 63.7\% | 62.0\% | 61.5\% | 61.3\% | 61.5\% | 61.6\% |
| - Total | 40.2\% | 41.1\% | 40.2\% | 41.1\% | 40.6\% | 40.6\% | 40.3\% | 40.1\% | 40.5\% | 40.3\% |
| SAG as a \% of Revenue | 26.6\% | 25.6\% | 25.6\% | 23.3\% | 25.2\% | 24.9\% | 25.7\% | 25.4\% | 24.3\% | 25.0\% |
| Tax Rate | 22.4\% | 8.1\% | -433.3\% | 23.2\% | -34.7\% | 30.4\% | 23.6\% | 29.3\% | 26.0\% | 27.2\% |
| Other Data: |  |  |  |  |  |  |  |  |  |  |
| Restructuring and Asset Impairment Charges (after taxes) | - | 25 | 72 | 160 | 257 | (2) | (2) | (2) | 1 | (5) |
| Amortization of purchased intangibles (after taxes) | 6 | 6 | 7 | 7 | 26 | 4 | 7 | 8 | 9 | 28 |
| Provisions for Litigation Matters (after taxes) | - | - | 68 | - | 68 | - | - | - | - | - |
| Losses on Hurricane Katrina (after taxes) | - | (2) | (2) | (1) | (5) | - | - | - | - | - |
| Early Extinguishment of Debt (after taxes) | - | 9 | - | 1 | 10 | - | - | - | - | - |
| UK Tax Settlement (after taxes) | - | 46 | (448) | - | (402) | - | - | - | - | - |
| Ending Xerox Employment | 55,100 | 55,100 | 54,900 | 53,700 | 53,700 | 53,150 | 58,100 | 57,100 | 57,400 | 57,400 |

## 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
$\mathrm{n} / \mathrm{m}$ - percent not meaningful

| Xerox Financial Model (unaudited) <br> (in \$ millions, except per-share data) |  |  | 2008 |  |  |  | 09 (As pr | viously re | xero <br> orted) |  | $\begin{gathered} \text { RESTATED * } \\ 2009 \\ \hline \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Q1 | Q2 | Q3 | Q4 | FY | Q1 | Q2 | Q3 | Q4 | FY | FY |
| Revenues |  |  |  |  |  |  |  |  |  |  |  |
| Sales | 2,013 | 2,119 | 2,047 | 2,146 | 8,325 | 1,494 | 1,602 | 1,555 | 1,995 | 6,646 | 5,843 |
| Outsourcing, maintenance and rentals | 2,113 | 2,207 | 2,126 | 2,039 | 8,485 | 1,880 | 1,951 | 1,942 | 2,047 | 7,820 | 7,820 |
| Financing | 209 | 207 | 197 | 185 | 798 | 180 | 178 | 178 | 177 | 713 | 713 |
| Total Revenues | 4,335 | 4,533 | 4,370 | 4,370 | 17,608 | 3,554 | 3,731 | 3,675 | 4,219 | 15,179 | 14,376 |
| Cost of Revenue |  |  |  |  |  |  |  |  |  |  |  |
| Cost of sales | 1,319 | 1,400 | 1,340 | 1,460 | 5,519 | 1,004 | 1,065 | 1,031 | 1,295 | 4,395 | 3,693 |
| Cost of outsourcing, maintenance and rentals | 1,231 | 1,275 | 1,241 | 1,182 | 4,929 | 1,100 | 1,100 | 1,113 | 1,175 | 4,488 | 4,488 |
| Cost of financing | 80 | 79 | 75 | 71 | 305 | 69 | 68 | 67 | 67 | 271 | 271 |
| Total Cost of Revenue | 2,630 | 2,754 | 2,656 | 2,713 | 10,753 | 2,173 | 2,233 | 2,211 | 2,537 | 9,154 | 8,452 |
| Gross Profit |  |  |  |  |  |  |  |  |  |  |  |
| Sales gross profit | 694 | 719 | 707 | 686 | 2,806 | 490 | 537 | 524 | 700 | 2,251 | 2,150 |
| Outsourcing, maintenance and rentals gross profit | 882 | 932 | 885 | 857 | 3,556 | 780 | 851 | 829 | 872 | 3,332 | 3,332 |
| Financing gross profit | 129 | 128 | 122 | 114 | 493 | 111 | 110 | 111 | 110 | 442 | 442 |
| Gross Profit | 1,705 | 1,779 | 1,714 | 1,657 | 6,855 | 1,381 | 1,498 | 1,464 | 1,682 | 6,025 | 5,924 |
| Research, development \& engineering | 221 | 223 | 228 | 212 | 884 | 204 | 202 | 209 | 225 | 840 | 839 |
| Bad Debt Expense | 28 | 34 | 45 | 80 | 187 | 69 | 81 | 59 | 82 | 291 | 287 |
| Selling, administrative and general exp. (Excl Bad Debts) | 1,096 | 1,136 | 1,093 | 1,022 | 4,347 | 935 | 932 | 948 | 1,043 | 3,858 | 3,769 |
| Total Selling, administrative and general exp. | 1,124 | 1,170 | 1,138 | 1,102 | 4,534 | 1,004 | 1,013 | 1,007 | 1,125 | 4,149 | 4,056 |
| Non-financing interest expense ${ }^{1}$ | 54 | 65 | 71 | 72 | 262 | 61 | 63 | 64 | 68 | 256 | 256 |
| Aggregate Exchange (gains) / losses | 19 | 2 | 9 | 4 | 34 | 20 | 1 | 5 |  | 26 | 26 |
| All other, net ${ }^{2}$ | 780 | (11) | (7) | (25) | 737 | 2 | 8 | (1) | (6) | 3 | 7 |
| Total Other, net | 853 | 56 | 73 | 51 | 1,033 | 83 | 72 | 68 | 62 | 285 | 289 |
| Restructuring and asset impairment charges | 3 | 63 | 14 | 349 | 429 | (2) | (1) | (2) | (3) | (8) | (8) |
| Acquisition related costs |  |  | - |  |  |  |  | - | 63 | 72 | 72 |
| Amortization of intangible assets | 13 | 13 | 14 | 14 | 54 | 14 | 15 | 15 | 16 | 60 | 60 |
| Total Costs and Expenses | 4,844 | 4,279 | 4,123 | 4,441 | 17,687 | 3,476 | 3,534 | 3,517 | 4,025 | 14,552 | 13,760 |
| Income (Loss) before Income Taxes (Benefits), Equity Income, Cumulative Effect of Change in Accounting Principle and Noncontrolling Interests | (509) | 254 | 247 | (71) | (79) | 78 | 197 | 158 | 194 | 627 | 616 |
| $\text { Income Taxes (Benefits) }{ }^{1}$ | (246) | $59$ | $15$ | (59) | (231) | $19$ | $59$ | $44$ | $30$ | $152$ | 148 |
| Equity in Net Income (Loss) of Unconsol. Affil. | $28$ | $29$ | $35$ | 21 | $113$ | (10) | $9$ | $15$ | $27$ | 41 | 41 |
| Income (Loss) from Continuing Operations before Cumulative effect of change in accounting principle and Noncontrolling Interests | (235) | 224 | 267 | 9 | 265 | 49 | 147 | 129 | 191 | 516 | 509 |
| Net Income (Loss) | (235) | 224 | 267 | 9 | 265 | 49 | 147 | 129 | 191 | 516 | 509 |
| Less: Net Income attributable to Noncontrolling Interests ${ }^{2}$ | 9 | 9 | 9 | 8 | 35 | 7 | 7 | 6 | 11 | 31 | 31 |
| Net Income (Loss) attributable to Xerox Corporation, Continuing Operations | (244) | 215 | 258 | 1 | 230 | 42 | 140 | 123 | 180 | 485 | 478 |
| (Loss) income from Disc Op | N/A | N/A | N/A | N/A | N/A |  |  |  |  |  | 7 |
| Net Income (Loss) attributable to Xerox Corporation | (244) | 215 | 258 | 1 | 230 | 42 | 140 | 123 | 180 | 485 | 7 |
| Preferred Dividends/ - Basic | - | - | - | - | - | - | - | - | - | - | - |
| Other - Diluted | - | - | - | - | - | - | - | - | - | - | - |
| Weighted Average Shares - Basic | 911 | 890 | 871 | 867 | 885 | 867 | 870 | 871 | 871 | 870 | 870 |
| - Diluted | 911 | 903 | 887 | 875 | 896 | 878 | 879 | 883 | 887 | 880 | 880 |
| Earnings (Loss) Per Share - Basic |  |  |  |  |  |  |  |  |  |  |  |
| Continuing Operations | (0.27) | 0.24 | 0.30 | - | 0.26 | 0.05 | 0.16 | 0.14 | 0.21 | 0.56 | 0.55 |
| Discontinued Operations |  |  |  |  |  |  |  |  |  |  | 0.01 |
| Total Basic Earnings per Share | (0.27) | 0.24 | 0.30 |  | 0.26 | 0.05 | 0.16 | 0.14 | 0.21 | 0.56 | 0.56 |
| - Diluted |  |  |  |  |  |  |  |  |  |  |  |
| Continuing Operations | (0.27) | 0.24 | 0.29 | - | 0.26 | 0.05 | 0.16 | 0.14 | 0.20 | 0.55 | 0.54 |
| Discontinued Operations | (0.27) | 0.24 | 0.29 | - | 0.26 | 0.05 | 0.16 | 0.14 | 0.20 | 0.55 | $\frac{0.01}{0.55}$ |
| Key Ratios: |  |  |  |  |  |  |  |  |  |  |  |
| Gross Margins - Sales | 34.5\% | 33.9\% | 34.5\% | 32.0\% | 33.7\% | 32.8\% | 33.5\% | 33.7\% | 35.1\% | 33.9\% | 36.8\% |
| - Service/Outsourcing/Rentals | 41.7\% | 42.2\% | 41.6\% | 42.0\% | 41.9\% | 41.5\% | 43.6\% | 42.7\% | 42.6\% | 42.6\% | 42.6\% |
| - Financing | 61.7\% | 61.8\% | 61.9\% | 61.6\% | 61.8\% | 61.7\% | 61.8\% | 62.4\% | 62.1\% | 62.0\% | 62.0\% |
| - Total | 39.3\% | 39.2\% | 39.2\% | 37.9\% | 38.9\% | 38.9\% | 40.2\% | 39.8\% | 39.9\% | 39.7\% | 41.2\% |
| SAG as a \% of Revenue | 25.9\% | 25.8\% | 26.0\% | 25.2\% | 25.7\% | 28.2\% | 27.2\% | 27.4\% | 26.7\% | 27.3\% | 28.2\% |
| Tax Rate | 48.3\% | 23.2\% | 6.1\% | 83.1\% | 292.4\% | 24.4\% | 29.9\% | 27.8\% | 15.5\% | 24.2\% | 24.0\% |
| Other Data: |  |  |  |  |  |  |  |  |  |  |  |
| Restructuring and Asset Impairment Charges (after taxes) |  | 43 | 9 | 240 | 292 | (1) | (1) | - | (2) | (4) | (4) |
| Provisions for Litigation Matters (after taxes) | 491 | - | - |  | 491 |  |  |  |  |  |  |
| Acquisition related costs (after taxes) |  | - | - |  | - | - | - | 8 | 41 | 49 | 49 |
| Amortization of purchased intangibles (after taxes) | 8 | 9 | 9 | 9 | 35 | 9 | 9 | 10 | 10 | 38 | 38 |
| Equipment write-off (after taxes) | - | - | - | 24 | 24 | - | - | - | - | - |  |
| Fuji Xerox Restructuring (after taxes) (2009 onwards) |  |  |  |  |  | 22 | 9 | 9 | 6 | 46 | 46 |
| Ending Xerox Employment | 57,500 | 58,000 | 57,400 | 57,100 | 57,100 | 55,600 | 54,700 | 54,100 | 53,600 | 53,600 | 53,600 |
| Note: Certain reclassifications of prior year amounts have been made to con | to the cu | nt year pr | ntation. |  |  |  |  |  |  |  |  |
| ${ }^{1}$ 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). |  |  |  |  |  |  |  |  |  | 205 5 |  |
| $\mathrm{n} / \mathrm{m}$ - percent not meaningful |  |  |  |  |  |  |  |  |  |  |  |



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 (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

| Xerox Financial Model |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (in \$ millions, except per-share data) |  | 2012 (Restated **) |  |  |  |  | $\begin{aligned} & \text { RESTATED *** } \\ & 2012 \end{aligned}$ | 2013 (Restated ${ }^{* * *}$ ) |  |  |  |  |
|  |  | Q1 | Q2 | Q3 | Q4 | FY |  | Q1 | Q2 | Q3 | Q4 | FY |
| Revenues |  |  |  |  |  |  |  |  |  |  |  |  |
| Sales |  | 1,404 | 1,447 | 1,373 | 1,644 | 5,868 | 5,827 | 1,279 | 1,432 | 1,352 | 1,519 | 5,582 |
| Outsourcing, maintenance | entals | 3,755 | 3,752 | 3,715 | 3,947 | 15,169 | 13,997 | 3,460 | 3,497 | 3,415 | 3,569 | 13,941 |
| Financing |  | 148 | 143 | 160 | 146 | 597 | 597 | 118 | 113 | 133 | 119 | 483 |
| Total Revenues |  | 5,307 | 5,342 | 5,248 | 5,737 | 21,634 | 20,421 | 4,857 | 5,042 | 4,900 | 5,207 | 20,006 |
| Cost of Revenue |  |  |  |  |  |  |  |  |  |  |  |  |
| Cost of sales |  | 891 | 927 | 884 | 1,039 | 3,741 | 3,701 | 804 | 915 | 851 | 980 | 3,550 |
| Cost of outsourcing, main | e and rentals | 2,680 | 2,616 | 2,658 | 2,810 | 10,764 | 9,735 | 2,461 | 2,429 | 2,395 | 2,523 | 9,808 |
| Cost of financing |  | 53 | 51 | 49 | 45 | 198 | 198 | 43 | 42 | 40 | 38 | 163 |
| Total Cost of Revenue |  | 3,624 | 3,594 | 3,591 | 3,894 | 14,703 | 13,634 | 3,308 | 3,386 | 3,286 | 3,541 | 13,521 |
| Gross Profit |  |  |  |  |  |  |  |  |  |  |  |  |
| Sales gross profit |  | 513 | 520 | 489 | 605 | 2,127 | 2,126 | 475 | 517 | 501 | 539 | 2,032 |
| Outsourcing, maintenance | entals gross profit | 1,075 | 1,136 | 1,057 | 1,137 | 4,405 | 4,262 | 999 | 1,068 | 1,020 | 1,046 | 4,133 |
| Financing gross profit |  | 95 | 92 | 111 | 101 | 399 | 399 | 75 | 71 | 93 | 81 | 320 |
| Gross Profit |  | 1,683 | 1,748 | 1,657 | 1,843 | 6,931 | 6,787 | 1,549 | 1,656 | 1,614 | 1,666 | 6,485 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| Research, development \& | neering | 173 | 161 | 161 | 160 | 655 | 655 | 155 | 149 | 146 | 153 | 603 |
| Bad Debt Expense |  | 24 | 30 | 22 | 43 | 119 | 119 | 24 | 33 | 27 | 36 | 120 |
| Selling, administrative and | al exp. (Excl Bad Debts) | 1,022 | 1,024 | 1,007 | 1,031 | 4,084 | 4,022 | 1,000 | 992 | 974 | 987 | 3,953 |
| Total Selling, administrat | d general exp. | 1,046 | 1,054 | 1,029 | 1,074 | 4,203 | 4,141 | 1,024 | 1,025 | 1,001 | 1,023 | 4,073 |
| Non-financing interest exp |  | 57 | 59 | 56 | 60 | 232 | 229 | 61 | 61 | 59 | 59 | 240 |
| Aggregate Exchange (gain | sses | (1) | 1 | - | 3 | 3 | 3 | (4) | (3) | 1 | (1) | (7) |
| All other, net ${ }^{2}$ |  | (1) | 15 | 1 | 8 | 25 | 25 | (41) | 1 | (22) | (25) | (87) |
| Total Other, net |  | 57 | 75 | 57 | 71 | 260 | 257 | 16 | 59 | 38 | 33 | 146 |
| Restructuring and asset impairment charges |  | 20 | 29 | 14 | 91 | 154 | 149 | (8) | 33 | 35 | 55 | 115 |
| Amortization of intangible assets |  | 82 | 82 | 82 | 82 | 328 | 301 | 76 | 76 | 77 | 76 | 305 |
| Total Costs and Expenses |  | 5,002 | 4,995 | 4,934 | 5,372 | 20,303 | 19,137 | 4,571 | 4,728 | 4,583 | 4,881 | 18,763 |
| Income before Income Taxes \& Equity Income ${ }^{(1)}$ |  | 305 | 347 | 314 | 365 | 1,331 | 1,284 | 286 | 314 | 317 | 326 | 1,243 |
| Income Taxes ${ }^{1}$ |  | 75 | 64 | 62 | 70 | 271 | 256 | 46 | 61 | 79 | 67 | 253 |
| Equity in Net Income (Loss) of Unconsol. Affil. |  | 40 | 31 | 34 | 47 | 152 | 152 | 47 | 36 | 43 | 43 | 169 |
| Income from Continuing Operations |  | 270 | 314 | 286 | 342 | 1,212 | 1,180 | 287 | 289 | 281 | 302 | 1,159 |
| Income (loss) from Discontinued Operations, net of tax |  | 6 | 2 | 2 | 1 | 11 | 43 | 13 | (12) | 10 | 9 | 20 |
| Net Income (Loss) |  | 276 | 316 | 288 | 343 | 1,223 | 1,223 | 300 | 277 | 291 | 311 | 1,179 |
| Less: Net Income attributable to Noncontrolling Interests ${ }^{2}$ |  | 7 | 7 | 6 | 8 | 28 | 28 | 4 | 6 | 5 | 5 | 20 |
| Net Income attributable to Xerox Corporation |  | 269 | 309 | 282 | 335 | 1,195 | 1,195 | 296 | 271 | 286 | 306 | 1,159 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| Preferred Dividends/ | - Basic | 6 | 6 | 6 | 6 | 24 | 24 | 6 | 6 | 6 | 6 | 24 |
| Other | - Diluted | 6 | 6 | 6 | - | 24 | 24 | 6 | 6 | 6 | - | - |
| Weighted Average Shares | - Basic | 1,337 | 1,334 | 1,294 | 1,249 | 1,302 | 1,302 | 1,225 | 1,230 | 1,236 | 1,214 | 1,225 |
|  | - Diluted | 1,369 | 1,366 | 1,319 | 1,296 | 1,329 | 1,329 | 1,253 | 1,260 | 1,259 | 1,261 | 1,274 |
| Earnings Per Share | - Basic: |  |  |  |  |  |  |  |  |  |  |  |
|  | Continuing Operations | 0.19 | 0.23 | 0.21 | 0.26 | 0.89 | 0.87 | 0.23 | 0.23 | 0.22 | 0.24 | 0.91 |
|  | Discontinued Operations | 0.01 | - | - |  | 0.01 | 0.03 | 0.01 | (0.01) | 0.01 | 0.01 | 0.02 |
|  | Total Basic Earnings per Share | 0.20 | 0.23 | 0.21 | 0.26 | 0.90 | 0.90 | 0.24 | 0.22 | 0.23 | 0.25 | 0.93 |
|  | - Diluted: |  |  |  |  |  |  |  |  |  |  |  |
|  | Continuing Operations | 0.19 | 0.22 | 0.21 | 0.26 | 0.87 | 0.85 | 0.22 | 0.22 | 0.21 | 0.23 | 0.89 |
|  | Discontinued Operations | - | - | - | - | 0.01 | 0.03 | 0.01 | (0.01) | 0.01 | 0.01 | 0.02 |
|  | Total Diluted Earnings per Share | 0.19 | 0.22 | 0.21 | 0.26 | 0.88 | 0.88 | 0.23 | 0.21 | 0.22 | 0.24 | 0.91 |
|  | - Adjusted (2012 onwards): |  |  |  |  |  |  |  |  |  |  |  |
|  | Adjusted Net Income | 313 | 358 | 331 | 385 | 1,387 | 1,338 | 330 | 330 | 324 | 344 | 1,328 |
|  | Adjusted Earnings per Share | 0.22 | 0.26 | 0.25 | 0.30 | 1.02 | 0.99 | 0.26 | 0.26 | 0.25 | 0.27 | 1.04 |
|  | Adjusted Weighted Average Shares | 1,396 | 1,393 | 1,346 | 1,296 | 1,356 | 1,356 | 1,280 | 1,287 | 1,286 | 1,261 | 1,274 |
| Key Ratios: |  |  |  |  |  |  |  |  |  |  |  |  |
| Gross Margins | - Sales | 36.5\% | 35.9\% | 35.6\% | 36.8\% | 36.2\% | 36.5\% | 37.1\% | 36.1\% | 37.1\% | 35.5\% | 36.4\% |
|  | - Outsourcing/Maintenance/Rentals | 28.6\% | 30.3\% | 28.5\% | 28.8\% | 29.0\% | 30.4\% | 28.9\% | 30.5\% | 29.9\% | 29.3\% | 29.6\% |
|  | - Financing | 64.2\% | 64.3\% | 69.4\% | 69.2\% | 66.8\% | 66.8\% | 63.6\% | 62.8\% | 69.9\% | 68.1\% | 66.3\% |
|  | - Total | 31.7\% | 32.7\% | 31.6\% | 32.1\% | 32.0\% | 33.2\% | 31.9\% | 32.8\% | 32.9\% | 32.0\% | 32.4\% |
| SAG as a \% of Revenue |  | 19.7\% | 19.7\% | 19.6\% | 18.7\% | 19.4\% | 20.3\% | 21.1\% | 20.3\% | 20.4\% | 19.6\% | 20.4\% |
| Tax Rate |  | 24.6\% | 18.4\% | 19.7\% | 19.2\% | 20.4\% | 19.9\% | 16.1\% | 19.4\% | 24.9\% | 20.6\% | 20.4\% |
| Other Data: |  |  |  |  |  |  |  |  |  |  |  |  |
| Amortization of purchased intangibles (after taxes) |  | 50 | 51 | 51 | 51 | 203 | 186 | 47 | 47 | 48 | 47 | 189 |
| Restructuring and Asset Impairment Charges (after taxes)Fuji Xerox Restructuring (after taxes) (2009 onwards) |  | 13 | 22 | 5 | 58 | 98 | 95 | (6) | 23 | 26 | 39 | 82 |
|  |  | 4 | 6 | 5 | 1 | 16 | 16 | 4 | 1 | 3 | 1 | 9 |
| Fuji Xerox Restructuring (after taxes) (2009 onwards) Ending Xerox Employment |  | 138,300 | 139,100 | 146,000 | 147,600 | 147,600 | 147,600 | 143,200 | 142,300 | 141,900 | 143,100 | 143,100 |


| Xerox Financial Model (unaudited) |  | xerox ${ }^{\circ}$ |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (in \$ millions, except per-share data) |  | 2014 |  |  |  |  |
|  |  | Q1 ${ }^{* * *}$ | Q2 *** | Q3 *** | Q4 ${ }^{* * *}$ | FY *** |
| Revenues |  |  |  |  |  |  |
| Sales |  | 1,257 | 1,342 | 1,275 | 1,414 | 5,288 |
| Outsourcing, maintenance and rentals |  | 3,414 | 3,501 | 3,424 | 3,526 | 13,865 |
| Financing |  | 100 | 98 | 96 | 93 | 387 |
| Total Revenues |  | 4,771 | 4,941 | 4,795 | 5,033 | 19,540 |
| Cost of Revenue |  |  |  |  |  |  |
|  |  | 778 | 832 | 774 | 885 | 3,269 |
| Cost of outsourcing, maintenance and rentals Cost of financing |  | 2,454 | 2,488 | 2,444 | 2,499 | 9,885 |
|  |  | 36 | 36 | 35 | 33 | 140 |
| Total Cost of Revenue |  | 3,268 | 3,356 | 3,253 | 3,417 | 13,294 |
| Gross Profit |  |  |  |  |  |  |
| Sales gross profit Outsourcing, maintenance and rentals gross profit |  | 479 | 510 | 501 | 529 | 2,019 |
|  |  | 960 | 1,013 | 980 | 1,027 | 3,980 |
| Financing gross profit |  | 64 | 62 | 61 | 60 | 247 |
| Gross Profit |  | 1,503 | 1,585 | 1,542 | 1,616 | 6,246 |
|  |  |  |  |  |  |  |
| Research, development \& engineering |  | 145 | 143 | 139 | 150 | 577 |
| Bad Debt Expense |  | 14 | 22 | 18 | (1) | 53 |
| Selling, administrative and general exp. (Excl Bad Debts) |  | 931 | 937 | 924 | 943 | 3,735 |
| Total Selling, administrative and general exp. |  | 945 | 959 | 942 | 942 | 3,788 |
| Non-financing interest expense <br> Aggregate Exchange losses / (gains) <br> All other, net |  | 63 | 60 | 56 | 58 | 237 |
|  |  | 1 | (1) | - | 5 | 5 |
|  |  | (25) | 6 | 15 | (6) | (10) |
| Total Other, net |  | 39 | 65 | 71 | 57 | 232 |
| Restructuring and asset impairment charges Amortization of intangible assets |  | 26 | 39 | 27 | 36 | 128 |
|  |  | 77 | 78 | 77 | 83 | 315 |
| Total Costs and Expenses |  | 4,500 | 4,640 | 4,509 | 4,685 | 18,334 |
| Income (Loss) before Income Taxes \& Equity Income |  | 271 | 301 | 286 | 348 | 1,206 |
| Income Taxes |  | 42 | 73 | 66 | 34 | 215 |
| Equity in Net Income of Unconsol. Affil. |  | 42 | 33 | 44 | 41 | 160 |
| Income (Loss) from Continuing Operations |  | 271 | 261 | 264 | 355 | 1,151 |
| Income (loss) from discontinued operations, net of tax |  | 15 | 11 | 8 | (149) | (115) |
| Net Income (Loss) |  | 286 | 272 | 272 | 206 | 1,036 |
| Less: Net Income attributable to Noncontrolling Interests |  | 5 | 6 | 6 | 6 | 23 |
| Net Income (Loss) Attributable to Xerox Corporation |  | 281 | 266 | 266 | 200 | 1,013 |
| Preferred Dividends/ | - Basic | 6 | 6 | 6 | 6 | 24 |
| Other | - Diluted | 6 | . | 6 | - |  |
| Weighted Average Shares | - Basic | 1,179 | 1,161 | 1,149 | 1,129 | 1,154 |
|  | - Diluted | 1,198 | 1,181 | 1,165 | 1,171 | 1,199 |
| Earnings Per Share | - Basic: |  |  |  |  |  |
|  | Continuing operations | 0.22 | 0.21 | 0.22 | 0.30 | 0.96 |
|  | Discontinued operations | 0.01 | 0.01 | 0.01 | (0.13) | (0.10) |
|  | Total Basic Earnings (Loss) per Share | 0.23 | 0.22 | 0.23 | 0.17 | 0.86 |
|  | - Diluted: |  |  |  |  |  |
|  | Continuing operations | 0.22 | 0.21 | 0.21 | 0.30 | 0.94 |
|  | Discontinued operations | 0.01 | 0.01 | 0.01 | (0.13) | (0.09) |
|  | Total Diluted Earnings (Loss) per Share | 0.23 | 0.22 | 0.22 | 0.17 | 0.85 |
|  | - Adjusted (2012 onwards): Adjusted Net Income | 314 | 303 | 306 | 357 | 1,280 |
|  | Adjusted Earnings per Share | 0.26 | 0.25 | 0.26 | 0.31 | 1.07 |
|  | Adjusted Weighted Average Shares | 1,225 | 1,208 | 1,192 | 1,171 | 1,199 |
| Key Ratios: |  |  |  |  |  |  |
| Gross Margins | - Sales | 38.1\% | 38.0\% | 39.3\% | 37.4\% | 38.2\% |
|  | - Outsourcing/Maintenance/Rentals | 28.1\% | 28.9\% | 28.6\% | 29.1\% | 28.7\% |
|  | - Financing | 64.0\% | 63.3\% | 63.5\% | 64.5\% | 63.8\% |
|  | - Total | 31.5\% | 32.1\% | 32.2\% | 32.1\% | 32.0\% |
| SAG as a \% of Revenue |  | 19.8\% | 19.4\% | 19.6\% | 18.7\% | 19.4\% |
| Tax Rate |  | 15.5\% | 24.3\% | 23.1\% | 9.8\% | 17.8\% |
| Adjusted Effective Tax Rate |  | 20.4\% | 27.2\% | 26.2\% | 25.3\% | 24.9\% |
| Other Data: |  |  |  |  |  |  |
| Amortization of purchased intangibles (after taxes) |  | 48 | 48 | 48 | 52 | 196 |
| Restructuring and Asset Impairment Charges (after taxes) |  | 21 | 25 | 19 | 26 | 91 |
| Fuji Xerox Restructuring (after taxes)Ending Xerox Employment |  | 3 | (1) | 1 | 500 | 3 |
|  |  | 141,400 | 142,400 | 144,500 | 147,500 | 147,500 |

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.


[^0]| Xerox Financial Model - Non-GAAP basis (unaudited) |  |  |  |  |  | xerox ${ }^{\circ}$ |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (in \$ millions, except per-share data) | $2015{ }^{1}$ |  |  |  |  | 2016 |  |  |
|  | Q1 | Q2 | Q3 | Q4 | FY | Q1 | Q2 | YTD |
| Revenues |  |  |  |  |  |  |  |  |
| Sales | 1,126 | 1,224 | 1,150 | 1,248 | 4,748 | 1,021 | 1,145 | 2,166 |
| Outsourcing, maintenance and rentals | 3,253 | 3,279 | 3,214 | 3,321 | 13,067 | 3,177 | 3,158 | 6,335 |
| Financing | 90 | 87 | 85 | 84 | 346 | 83 | 82 | 165 |
| Total Revenues | 4,469 | 4,590 | 4,449 | 4,653 | 18,161 | 4,281 | 4,385 | 8,666 |
| Cost of Revenue |  |  |  |  |  |  |  |  |
| Cost of sales | 671 | 775 | 720 | 788 | 2,954 | 621 | 706 | 1,327 |
| Cost of outsourcing, maintenance and rentals | 2,355 | 2,353 | 2,310 | 2,364 | 9,382 | 2,330 | 2,268 | 4,598 |
| Cost of financing | 33 | 32 | 33 | 32 | 130 | 33 | 32 | 65 |
| Total Cost of Revenue | 3,059 | 3,160 | 3,063 | 3,184 | 12,466 | 2,984 | 3,006 | 5,990 |
| Gross Profit |  |  |  |  |  |  |  |  |
| Sales gross profit | 455 | 449 | 430 | 460 | 1,794 | 400 | 439 | 839 |
| Outsourcing, maintenance and rentals gross profit | 898 | 926 | 904 | 957 | 3,685 | 847 | 890 | 1,737 |
| Financing gross profit | 57 | 55 | 52 | 52 | 216 | 50 | 50 | 100 |
| Gross Profit | 1,410 | 1,430 | 1,386 | 1,469 | 5,695 | 1,297 | 1,379 | 2,676 |
|  |  |  |  |  |  |  |  |  |
| Research, development \& engineering | 134 | 141 | 129 | 140 | 544 | 126 | 122 | 248 |
| Bad Debt Expense | 20 | 15 | 12 | 6 | 53 | 14 | 11 | 25 |
| Selling, administrative and general exp. (Excl Bad Debts) | 876 | 886 | 829 | 861 | 3,452 | 847 | 837 | 1,684 |
| Total Selling, administrative and general exp. | 896 | 901 | 841 | 867 | 3,505 | 861 | 848 | 1,709 |
| Non-financing interest expense | 56 | 56 | 55 | 56 | 223 | 55 | 49 | 104 |
| Aggregate Exchange losses / (gains) | 6 | (5) | 3 | 2 | 6 | 4 | (3) | 1 |
| All other, net | (16) | 17 | 15 | (12) | 4 | (2) | 9 | 7 |
| Total Other, net | 46 | 68 | 73 | 46 | 233 | 57 | 55 | 112 |
|  |  |  |  |  |  |  |  |  |
| Total Costs and Expenses | 4,135 | 4,270 | 4,106 | 4,237 | 16,748 | 4,028 | 4,031 | 8,059 |
| Income before Income Taxes \& Equity Income | 334 | 320 | 343 | 416 | 1,413 | 253 | 354 | 607 |
| Income Taxes | 86 | 81 | 93 | 97 | 357 | 57 | 63 | 120 |
| Equity in Net Income of Unconsol. Affil. | 35 | 30 | 42 | 32 | 139 | 37 | 23 | 60 |
| Income from Continuing Operations | 283 | 269 | 292 | 351 | 1,195 | 233 | 314 | 547 |
| Income (loss) from discontinued operations, net of tax | 34 | (95) | (3) | (14) | (78) | - | - | - |
| Net Income | 317 | 174 | 289 | 337 | 1,117 | 233 | 314 | 547 |
| Less: Net Income attributable to Noncontrolling Interests | 5 | 5 | 3 | 5 | 18 | 2 | 3 | 5 |
| Net Income Attributable to Xerox Corporation | 312 | 169 | 286 | 332 | 1,099 | 231 | 311 | 542 |

## Key Ratios:

| Gross Margins | - Sales | 40.4\% | 36.7\% | 37.4\% | 36.9\% | 37.8\% | 39.2\% | 38.3\% | 38.7\% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | - Outsourcing/Maintenance/Rentals | 27.6\% | 28.2\% | 28.1\% | 28.8\% | 28.2\% | 26.7\% | 28.2\% | 27.4\% |
|  | - Financing | 63.3\% | 63.2\% | 61.2\% | 61.9\% | 62.4\% | 60.2\% | 61.0\% | 60.6\% |
|  | - Total | 31.6\% | 31.2\% | 31.2\% | 31.6\% | 31.4\% | 30.3\% | 31.4\% | 30.9\% |
| SAG as a \% of Revenue |  | 20.0\% | 19.6\% | 18.9\% | 18.6\% | 19.3\% | 20.1\% | 19.3\% | 19.7\% |
| Adjusted Effective Tax Rate |  | 25.7\% | 25.3\% | 27.1\% | 23.3\% | 25.3\% | 22.5\% | 17.8\% | 19.8\% |

[^1]| Xerox Corporation Business Segment Performance (unaudited) |  |  |  |  |  |  |  |  |  |  |  |  |  | rox | (1) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (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.

## Xerox Corporation Business Segment Performance

xerox $6^{\circ}$

## (unaudited)

| (in \$ millions) | 2012 |  |  |  |  | $2012$ <br> Adjusted | $2013{ }^{3}$ |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Q1 ${ }^{2}$ | Q2 ${ }^{2}$ | Q3 ${ }^{2}$ | Q4 ${ }^{2}$ | 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 |  |  |  |  |  | $2011{ }^{1}$ |  |  |  |  |
|  | Q1 | Q2 | Q3 | Q4 | FY |  | Q1 | Q2 | Q3 | Q4 | FY |
| Revenues |  |  |  |  |  |  |  |  |  |  |  |
| Services | 1,843 | 2,529 | 2,554 | 2,711 | 9,637 |  | 2,584 | 2,672 | 2,717 | 2,864 | 10,837 |
| Document Technology | 2,483 | 2,555 | 2,466 | 2,845 | 10,349 |  | 2,495 | 2,552 | 2,500 | 2,712 | 10,259 |
| Other | 395 | 424 | 408 | 420 | 1,647 |  | 197 | 200 | 189 | 218 | 804 |
| Total Revenues | 4,721 | 5,508 | 5,428 | 5,976 | 21,633 |  | 5,276 | 5,424 | 5,406 | 5,794 | 21,900 |
| Segment Profit (Loss) |  |  |  |  |  |  |  |  |  |  |  |
| Services | 203 | 319 | 286 | 324 | 1,132 |  | 266 | 322 | 323 | 296 | 1,207 |
| Document Technology | 233 | 273 | 247 | 332 | 1,085 |  | 266 | 300 | 258 | 316 | 1,140 |
| Other | (104) | (93) | (79) | (66) | (342) |  | (74) | (82) | (93) | (36) | (285) |
| Segment Profit (Loss) | 332 | 499 | 454 | 590 | 1,875 |  | 458 | 540 | 488 | 576 | 2,062 |
| Segment Margin |  |  |  |  |  |  |  |  |  |  |  |
| Services | 11.0\% | 12.6\% | 11.2\% | 12.0\% | 11.7\% |  | 10.3\% | 12.1\% | 11.9\% | 10.3\% | 11.1\% |
| Document Technology | 9.4\% | 10.7\% | 10.0\% | 11.7\% | 10.5\% |  | 10.7\% | 11.8\% | 10.3\% | 11.7\% | 11.1\% |
| Other | (26.3\%) | (21.9\%) | (19.4\%) | (15.7\%) | (20.8\%) |  | (37.6\%) | (41.0\%) | (49.2\%) | (16.5\%) | (35.4\%) |
| Segment Margin | 7.0\% | 9.1\% | 8.4\% | 9.9\% | 8.7\% |  | 8.7\% | 10.0\% | 9.0\% | 9.9\% | 9.4\% |

## 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.

| (in \$ millions) | 2014 |  |  |  |  | 2014 <br> Adjusted | $2015{ }^{2}$ |  |  |  |  | 2015 Adjusted ${ }^{3}$ |  | 2016 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Q1 ${ }^{1}$ | Q2 ${ }^{1}$ | Q3 ${ }^{1}$ | Q4 | FY | FY ${ }^{2}$ | Q1 | Q2 | Q3 | Q4 | Dec YTD | Q3 | Dec YTD | Q1 | Q2 | YTD |
| Revenues |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Services | 2,585 | 2,651 | 2,623 | 2,725 | 10,584 | 10,338 | 2,467 | 2,526 | 2,367 | 2,602 | 9,962 | 2,483 | 10,078 | 2,482 | 2,470 | 4,952 |
| Document Technology | 2,044 | 2,126 | 2,029 | 2,159 | 8,358 | 8,358 | 1,830 | 1,880 | 1,778 | 1,877 | 7,365 | 1,778 | 7,365 | 1,639 | 1,752 | 3,391 |
| Other | 142 | 164 | 143 | 149 | 598 | 844 | 172 | 184 | 188 | 174 | 718 | 188 | 718 | 160 | 163 | 323 |
| Total Revenues | 4,771 | 4,941 | 4,795 | 5,033 | 19,540 | 19,540 | 4,469 | 4,590 | 4,333 | 4,653 | 18,045 | 4,449 | 18,161 | 4,281 | 4,385 | 8,666 |
| Segment Profit (Loss) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Services | 222 | 226 | 240 | 268 | 956 | 893 | 187 | 181 | (196) | 252 | 424 | 193 | 813 | 190 | 236 | 426 |
| Document Technology | 249 | 306 | 284 | 310 | 1,149 | 1,204 | 232 | 235 | 248 | 245 | 960 | 248 | 960 | 167 | 221 | 388 |
| Other | (50) | (75) | (82) | (65) | (272) | (185) | (47) | (62) | (55) | (46) | (210) | (55) | (210) | (66) | (80) | (146) |
| Segment Profit (Loss) | 421 | 457 | 442 | 513 | 1,833 | 1,912 | 372 | 354 | (3) | 451 | 1,174 | 386 | 1,563 | 291 | 377 | 668 |
| Segment Margin |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Services | 8.6\% | 8.5\% | 9.1\% | 9.8\% | 9.0\% | 8.6\% | 7.6\% | 7.2\% | (8.3\%) | 9.7\% | 4.3\% | 7.8\% | 8.1\% | 7.7\% | 9.6\% | 8.6\% |
| Document Technology | 12.2\% | 14.4\% | 14.0\% | 14.4\% | 13.7\% | 14.4\% | 12.7\% | 12.5\% | 13.9\% | 13.1\% | 13.0\% | 13.9\% | 13.0\% | 10.2\% | 12.6\% | 11.4\% |
| Other | (35.2\%) | (45.7\%) | (57.3\%) | (43.6\%) | (45.5\%) | (21.9\%) | (27.3\%) | (33.7\%) | (29.3\%) | (26.4\%) | (29.2\%) | (29.3\%) | (29.2\%) | (41.3\%) | (49.1\%) | (45.2\%) |
| Segment Margin | 8.8\% | 9.2\% | 9.2\% | 10.2\% | 9.4\% | 9.8\% | 8.3\% | 7.7\% | (0.1\%) | 9.7\% | 6.5\% | 8.7\% | 8.6\% | 6.8\% | 8.6\% | 7.7\% |

## 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 writeoff.

[^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

