CREDIT SUISSE

1Q12 Letter to shareholders

Dear shareholders

We had a good start to 2012. We began to see the effects from the measures we announced in mid-2011 to evolve our business model and cost structure, and we benefited from an improved market environment. Our reported results were adversely impacted by accounting driven fair value losses due to the tightening of our own credit spreads. Adjusting for this effect of CHF 1.6 billion, as well as for other significant non-operating items, we delivered a normalized* return on equity of 15.9% for the quarter, consistent with our group target range. On the same basis, we had normalized* Core Results pre-tax income of CHF 1,918 million and normalized* net income attributable to shareholders of CHF 1,355 million. Without these adjustments, we reported net income attributable to shareholders of CHF 44 million.

Investing in our client franchise, while at the same time reducing risks and tightly managing costs, has been a priority for us. In the quarter, we achieved a good mix of revenues across our businesses while reducing our normalized* cost run rate on an annualized and foreign exchange-neutral basis by CHF 1.5 billion, which exceeded our previously announced reduction target of CHF 1.2 billion. Our performance in the first quarter is indicative of what our business model can produce and it underscores the strength of the client franchise we have built over the past years. Despite ongoing low levels of client activity in Private Banking, we attracted net new assets of CHF 8.4 billion in the first quarter of 2012, for a total of CHF 149 billion in net new assets since the beginning of 2009. We are pleased that while reducing Basel III risk-weighted assets by 33% over the past year in Investment Banking, we were still able to improve our market share positions and client momentum across businesses.

We further reduced risk-weighted assets in the first quarter and are now close to our previously announced year-end 2012 target with Basel III risk-weighted assets of USD 210 billion in Investment Banking.

Brady W. Dougan, Chief Executive Officer (left) and
Urs Rohner, Chairman of the Board of Directors.

Performance of our businesses in 1Q12

In Private Banking, we reported net revenues of CHF 2,651 million, up 3% from the previous quarter driven by higher transaction-based revenues. Private Banking pre-tax income increased 34% from the previous quarter to CHF 625 million, due to slightly lower total operating expenses and slightly higher net revenues. We made good progress in the implementation of the initiative we announced in November 2011 to optimize Private Banking's business portfolio and enhance profitability.

In Investment Banking, we reported net revenues of CHF 4,140 million and pre-tax income of CHF 993 million. Results were significantly higher compared to the previous quarter, driven by higher revenues in fixed income sales and trading, due to client franchise momentum, the execution of our strategy and improved client flow. We also had strong market share momentum across businesses.

To date, we have made significant progress in executing the strategy for Investment Banking announced in November 2011. In the first quarter of 2012, we further reduced risk-weighted assets in Investment Banking by 15% to USD 210 billion. In addition, our business mix is more balanced and we saw strong improvements in both capital and operating efficiency. As a result of our strategy, our normalized* after-tax return on Basel III allocated capital increased by four percentage points from a year ago to 19% in the quarter.

In Asset Management, we had net revenues of CHF 663 million, up 45% compared to the previous quarter. Asset Management pre-tax income was CHF 250 million. Excluding the gain of CHF 178 million from the partial sale of our stake in Aberdeen Asset Management, pre-tax income was CHF 72 million. While the overall profitability of the division was good, Asset Management recorded significant asset outflows, prima-

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rily from a single low margin mandate. We continue to implement our strategy in Asset Management, which focuses on achieving growth in fee-based revenues and investing in multi-asset class solutions, alternative investments and our Swiss business.

Aligning our capital structure to new regulatory environment

During the quarter, we successfully issued CHF 750 million of contingent convertible bonds, thereby fulfilling our expected Swiss requirement for high-trigger contingent capital. Furthermore, our strong liquidity position enabled us to repurchase CHF 4.7 billion in capital instruments, which will no longer qualify for regulatory capital treatment under the proposed Basel III framework, while achieving a net stable funding ratio (NSFR) of 100%. Both measures further strengthened our regulatory capital in preparation for the Basel III requirements. We improved our Basel II.5 core tier 1 ratio to 11.8%, up 1.1 percentage points from the prior quarter. We are convinced that by preparing our business for the new regulatory environment, we will not only contribute to building a more robust financial system but also create a competitive advantage for Credit Suisse.

We are encouraged by the progress we have made in the first quarter. We have strong client momentum and at the same time exceeded our risk and cost reduction targets. We are very confident that by executing our strategy consistently, we will be able to deliver our target return on equity of 15% or more over the cycle.

Sincerely

Urs Rohner   Brady W. Dougan

April 2012

* Normalized and underlying results in the following table are non-GAAP financial measures. The table includes a reconciliation of certain of these measures. For further information on the calculation of normalized and underlying measures, including the normalized cost run rate for 1Q12 on an annualized, foreign exchange-neutral basis and Investment Banking's normalized after-tax return on Basel III allocated capital, see the 1Q12 Results Presentation Slides.

in 1Q12	**Core Results pre-tax income**	Income tax expense/ (benefit)	Non-controlling interest	**Net income attributable to shareholders**	**Return on equity (%)**
Overview of significant items (CHF million)					
Reported	**40**	**16**	**(12)**	**44**	**0.5**
Fair value losses from movement in credit spreads	1,554	(444)	0	1,110	–
Realignment costs	68	(21)	0	47	–
Gain on sale of stake in Aberdeen Asset Management	(178)	32	0	(146)	–
Underlying	**1,484**	**(417)**	**(12)**	**1,055**	**12.4**
2011 Partner Asset Facility expense	534	(165)	0	369	–
Assumed share-based award expense [1]	(100)	31	0	(69)	–
Normalized	**1,918**	**(551)**	**(12)**	**1,355**	**15.9**

[1] Adjusted for the accelerated compensation expense in 1Q12 by replacing 2011 Partner Asset Facility (PAF2) expense with assumed share-based awards expense for 1Q12. This calculation assumes that share-based awards (with three-year vesting) had been awarded in lieu of PAF2 awards (with accelerated vesting) during 1Q12.

Financial highlights

	in / end of			% change	
	1Q12	4Q11	1Q11	QoQ	YoY
Net income (CHF million)					
Net income/(loss) attributable to shareholders	44	(637)	1,139	–	(96)
Earnings per share (CHF)					
Basic earnings/(loss) per share	0.03	(0.62)	0.91	–	(97)
Diluted earnings/(loss) per share	0.03	(0.62)	0.90	–	(97)
Return on equity (%, annualized)					
Return on equity attributable to shareholders	0.5	(7.7)	13.4	–	–
Core Results (CHF million) [1]					
Net revenues	5,878	4,473	7,813	31	(25)
Provision for credit losses	34	97	(7)	(65)	–
Total operating expenses	5,804	5,374	6,195	8	(6)
Income/(loss) before taxes	40	(998)	1,625	–	(98)
Core Results statement of operations metrics (%) [1]					
Cost/income ratio	98.7	120.1	79.3	–	–
Pre-tax income margin	0.7	(22.3)	20.8	–	–
Effective tax rate	(40.0)	39.8	28.6	–	–
Net income margin [2]	0.7	(14.2)	14.6	–	–
Assets under management and net new assets (CHF billion)					
Assets under management	1,249.6	1,229.5	1,282.4	1.6	(2.6)
Net new assets	(7.1)	0.4	19.1	–	–
Balance sheet statistics (CHF million)					
Total assets	1,000,020	1,049,165	1,016,468	(5)	(2)
Net loans	231,696	233,413	222,510	(1)	4
Total shareholders' equity	33,585	33,674	34,057	0	(1)
Tangible shareholders' equity [3]	24,992	24,795	25,330	1	(1)
Book value per share outstanding (CHF)					
Total book value per share	27.43	27.59	28.36	(1)	(3)
Tangible book value per share [3]	20.41	20.32	21.10	0	(3)
Shares outstanding (million)					
Common shares issued	1,224.5	1,224.3	1,201.0	0	2
Treasury shares	0.0	(4.0)	0.0	100	–
Shares outstanding	1,224.5	1,220.3	1,201.0	0	2
Market capitalization					
Market capitalization (CHF million)	31,507	27,021	46,876	17	(33)
Market capitalization (USD million)	34,911	28,747	51,139	21	(32)
BIS statistics (Basel II.5) [4]					
Risk-weighted assets (CHF million)	234,390	241,753	242,833	(3)	(3)
Tier 1 ratio (%)	15.6	15.2	14.7	–	–
Core tier 1 ratio (%)	11.8	10.7	10.2	–	–
Number of employees (full-time equivalents)					
Number of employees	48,700	49,700	50,100	(2)	(3)

[1] Refer to "Credit Suisse Reporting structure and Core Results" in I – Credit Suisse results – Credit Suisse for further information on Core Results. [2] Based on amounts attributable to shareholders. [3] A non-GAAP financial measure. Tangible shareholders' equity is calculated by deducting goodwill and other intangible assets from total shareholders' equity. [4] Reported under Basel II.5 since December 31, 2011. Previously reported under Basel II. Prior periods have been adjusted to conform to the current presentation. Refer to "Treasury management" in II – Treasury, Risk, Balance sheet and Off-balance sheet for further information.

Financial calendar and contacts

Financial calendar	
Annual General Meeting	Friday, April 27, 2012
Second quarter 2012 results	Thursday, July 26, 2012
Third quarter 2012 results	Thursday, October 25, 2012
Investor relations	
Phone	+41 44 333 71 49
E-mail	investor.relations@credit-suisse.com
Internet	www.credit-suisse.com/investors
Media relations	
Phone	+41 844 33 88 44
E-mail	media.relations@credit-suisse.com
Internet	www.credit-suisse.com/news
Additional information	
Results and financial information	www.credit-suisse.com/results
Printed copies	Credit Suisse AG
	Publikationenbestellungen/TLSA 221
	P.O. Box
	8070 Zurich
	Switzerland

US share register and transfer agent	
ADS depositary bank	Deutsche Bank Trust Company Americas
Address	Credit Suisse c/o
	American Stock Transfer & Trust Co.
	Peck Slip Station
	P.O. Box 2050
	New York, NY 10272-2050
	United States
US and Canada phone	+1 800 301 35 17
Phone from outside US and Canada	+1 718 921 81 37
E-mail	DB@amstock.com
Swiss share register and transfer agent	
Address	Credit Suisse Group AG
	Dept. RXS
	8070 Zurich
	Switzerland
Phone	+41 44 332 26 60
Fax	+41 44 332 98 96

Cautionary statement regarding forward-looking information/non-GAAP information

This letter contains statements that constitute forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. In addition, in the future we, and others on our behalf, may make statements that constitute forward-looking statements. Such forward-looking statements may include, without limitation, statements relating to the following:
- our plans, objectives or goals;
- our future economic performance or prospects;
- the potential effect on our future performance of certain contingencies; and
- assumptions underlying any such statements.

Words such as "believes," "anticipates," "expects," "intends" and "plans" and similar expressions are intended to identify forward-looking statements but are not the exclusive means of identifying such statements. We do not intend to update these forward-looking statements except as may be required by applicable securities laws.

By their very nature, forward-looking statements involve inherent risks and uncertainties, both general and specific, and risks exist that predictions, forecasts, projections and other outcomes described or implied in forward-looking statements will not be achieved. We caution you that a number of important factors could cause results to differ materially from the plans, objectives, expectations, estimates and intentions expressed in such forward-looking statements. These factors include:
- the ability to maintain sufficient liquidity and access capital markets;
- market and interest rate fluctuations and interest rate levels;
- the strength of the global economy in general and the strength of the economies of the countries in which we conduct our operations, in particular the risk of continued slow economic recovery or downturn in the US or other developed countries in 2012 and beyond;
- the direct and indirect impacts of continuing deterioration or slow recovery in residential and commercial real estate markets;
- adverse rating actions by credit rating agencies in respect of sovereign issuers, structured credit products or other credit-related exposures;
- the ability to achieve our strategic objectives, including improved performance, reduced risks, lower costs and more efficient use of capital;
- the ability of counterparties to meet their obligations to us;
- the effects of, and changes in, fiscal, monetary, trade and tax policies, and currency fluctuations;
- political and social developments, including war, civil unrest or terrorist activity;
- the possibility of foreign exchange controls, expropriation, nationalization or confiscation of assets in countries in which we conduct our operations;
- operational factors such as systems failure, human error, or the failure to implement procedures properly;
- actions taken by regulators with respect to our business and practices in one or more of the countries in which we conduct our operations;
- the effects of changes in laws, regulations or accounting policies or practices;
- competition in geographic and business areas in which we conduct our operations;
- the ability to retain and recruit qualified personnel;
- the ability to maintain our reputation and promote our brand;
- the ability to increase market share and control expenses;
- technological changes;
- the timely development and acceptance of our new products and services and the perceived overall value of these products and services by users;
- acquisitions, including the ability to integrate acquired businesses successfully, and divestitures, including the ability to sell non-core assets;
- the adverse resolution of litigation and other contingencies;
- the ability to achieve our cost-efficiency goals and cost targets; and
- our success at managing the risks involved in the foregoing.

We caution you that the foregoing list of important factors is not exclusive. When evaluating forward-looking statements, you should carefully consider the foregoing factors and other uncertainties and events, as well as the information set forth in our Annual Report 2011 under "Risk factors" in the Appendix.

This letter contains non-GAAP financial information. Information needed to reconcile such non-GAAP financial information to the most directly comparable measures under GAAP can be found in the 1Q12 Credit Suisse Financial Release and the 1Q12 Results Presentation Slides.