3Q11 Letter to shareholders

Dear shareholders

In 3Q11, we reported net income attributable to shareholders of CHF 683 million. Our Core Results include pre-tax income of CHF 1,036 million and net revenues of CHF 6,817 million. Underlying* pre-tax income for 3Q11 was CHF 519 million and underlying* net income attributable to shareholders was CHF 441 million, excluding fair value gains on own debt, litigation provisions for the US and the German tax matters, and expenses in connection with cost efficiency initiatives.

In an environment with a high degree of uncertainty, low levels of client activity across businesses and extreme market volatility our performance was below our expectations but we nevertheless achieved an underlying* return on equity attributable to shareholders of 11.8% for the first nine months of 2011. In 3Q11, we recorded strong net new assets of CHF 7.1 billion despite the difficult conditions.

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

Performance of our businesses

Private Banking achieved a solid performance considering the challenging market conditions, generating underlying* pre-tax income of CHF 661 million and net revenues of CHF 2,610 million, reflecting continuing low levels of client activity, a low interest rate environment and the adverse impact from market movements. Private Banking recorded net new assets of CHF 7.4 billion, including CHF 6.6 billion in Wealth Management Clients, with strong inflows in our ultra-high-net-worth individual client and emerging market segments. Our Corporate & Institutional Clients business maintained a strong performance with pre-tax income of CHF 217 million and pre-tax income margin of 47% in 3Q11.

Our Investment Banking results were disappointing due to the effects of the very volatile market environment, with a pre-tax loss of CHF 190 million and net revenues of CHF 2,494 million, including significant gains from debit valuation adjustments relating to certain structured note liabilities of CHF 538 million. Equity and fixed income sales and trading results reflected the challenging market conditions, and underwriting and advisory performed in line with lower industry-wide capital issuance levels and subdued M&A activity.

Asset Management had positive net new assets of CHF 0.2 billion and pre-tax income of CHF 92 million. An increase in fee-based revenues of 11% versus 3Q10 was more than offset by a significant decrease in investment-related gains, resulting in overall lower revenues of CHF 471 million.

5520194 English

Reinforcing our integrated client-focused, capital-efficient strategy

Since 2008, Credit Suisse has proactively pursued an integrated client-focused, capital-efficient strategy. Coupled with our conservative funding position, this strategy, has served us well during a period of unprecedented market volatility and industry change, allowing us to generate an average return on equity of 14.9% since the beginning of 2009.

We are convinced that being a first mover in adapting to a new regulatory and market environment is a distinct advantage for Credit Suisse. We will reinforce the bank's client-focused, capital-efficient strategy with decisive actions to leverage client revenue and cost synergies across our three divisions and to intensify investment in growth businesses. In Investment Banking we will accelerate our previously announced plans and reduce risk-weighted assets in fixed income under Basel III by half by 2014, resulting in a reduction of fixed income's share in the Group's risk-weighted assets from approximately 55% to 39%. In Private Banking we are committed to ensuring best-in-class profitability and will implement a series of growth, productivity and efficiency measures to build on our strong onshore and offshore footprint. Across our businesses, we will allocate resources to faster growing and large markets, especially Brazil, Southeast Asia, Greater China and Russia. This is expected to increase the revenues that we generate from these markets from 15% in 2010 to 25% by 2014. Efficiency measures will reduce the overall cost run rate by CHF 2 billion through 2012 and 2013. The measures announced are designed to maintain the strong momentum of our client franchise built over the last years and achieve best-in-class returns.

Outlook

We believe subdued economic growth and the low interest rate environment and increased regulation that we are seeing may persist for an extended period. We may well continue to see low levels of client activity and a volatile trading environment. With our client-focused and capital-efficient strategy combined with industry leading capital strength and liquidity we are well equipped for the current markets and we remain convinced that our strategy will provide us with substantial opportunity for growth and stronger performance as economic and market conditions improve.

Yours sincerely

Urs Rohner Brady W. Dougan

November 2011

* Underlying results are non-GAAP financial measures. Underlying pre-tax income and underlying net income for the Group in 3Q11 exclude fair value gains on own debt and stand-alone derivatives of CHF 1,286 million (CHF 879 million after tax), litigation provisions for the US and the German tax matters of CHF 478 million (CHF 428 million after tax) and expenses in connection with cost efficiency initiatives of CHF 291 million (CHF 209 million after tax). Underlying return on equity for the Group in 9M11 excludes fair value gains on own debt and stand-alone derivatives of CHF 710 million (CHF 439 million after tax), litigation provisions of CHF 478 million for the US and the German tax matters (CHF 428 million after tax) and expenses in connection with cost efficiency initiatives of CHF 433 million (CHF 303 million after tax). Underlying pre-tax income for Private Banking in 3Q11 excludes litigation provisions for the US and the German tax matters of CHF 478 million.

Financial highlights

	in / end of			% change		in / end of		% change
	3Q11	2Q11	3Q10	QoQ	YoY	**9M11**	9M10	YoY
Net income (CHF million)								
Net income attributable to shareholders	683	768	609	(11)	12	2,590	4,257	(39)
of which from continuing operations	683	768	609	(11)	12	2,590	4,276	(39)
Earnings per share (CHF)								
Basic earnings per share from continuing operations	0.54	0.48	0.48	13	13	1.96	3.33	(41)
Basic earnings per share	0.54	0.48	0.48	13	13	1.96	3.31	(41)
Diluted earnings per share from continuing operations	0.53	0.48	0.48	10	10	1.95	3.31	(41)
Diluted earnings per share	0.53	0.48	0.48	10	10	1.95	3.29	(41)
Return on equity (%)								
Return on equity attributable to shareholders (annualized)	8.7	9.7	7.0	–	–	10.7	15.9	–
Core Results (CHF million) [1]								
Net revenues	6,817	6,326	6,284	8	8	20,956	23,665	(11)
Provision for credit losses	84	13	(26)	–	–	90	(56)	–
Total operating expenses	5,697	5,227	5,557	9	3	17,119	18,228	(6)
Income from continuing operations before taxes	1,036	1,086	753	(5)	38	3,747	5,493	(32)
Core Results statement of operations metrics (%) [1]								
Cost/income ratio	83.6	82.6	88.4	–	–	81.7	77.0	–
Pre-tax income margin	15.2	17.2	12.0	–	–	17.9	23.2	–
Effective tax rate	32.0	25.0	15.5	–	–	28.5	20.8	–
Net income margin [2]	10.0	12.1	9.7	–	–	12.4	18.0	–
Assets under management and net new assets (CHF billion)								
Assets under management	1,196.8	1,233.3	1,251.2	(3.0)	(4.3)	1,196.8	1,251.2	(4.3)
Net new assets	7.1	14.3	14.6	(50.3)	(51.4)	40.5	55.1	(26.5)
Balance sheet statistics (CHF million)								
Total assets	1,061,521	976,923	1,067,388	9	(1)	1,061,521	1,067,388	(1)
Net loans	226,447	220,030	222,660	3	2	226,447	222,660	2
Total shareholders' equity	33,519	31,216	34,088	7	(2)	33,519	34,088	(2)
Tangible shareholders' equity [3]	24,889	23,027	24,874	8	–	24,889	24,874	0
Book value per share outstanding (CHF)								
Total book value per share	27.86	26.03	28.78	7	(3)	27.86	28.78	(3)
Shares outstanding (million)								
Common shares issued	1,203.0	1,202.2	1,186.1	0	1	1,203.0	1,186.1	1
Treasury shares	0.0	(3.1)	(1.8)	100	100	0.0	(1.8)	100
Shares outstanding	1,203.0	1,199.1	1,184.3	0	2	1,203.0	1,184.3	2
Market capitalization								
Market capitalization (CHF million)	28,872	39,312	49,818	(27)	(42)	28,872	49,818	(42)
Market capitalization (USD million)	31,567	46,910	50,483	(33)	(37)	31,567	50,483	(37)
BIS statistics								
Risk-weighted assets (CHF million)	210,138	203,741	227,683	3	(8)	210,138	227,683	(8)
Tier 1 ratio (%)	17.7	18.2	16.7	–	–	17.7	16.7	–
Total capital ratio (%)	23.5	23.6	21.9	–	–	23.5	21.9	–
Number of employees (full-time equivalents)								
Number of employees	50,700	50,700	50,500	0	0	50,700	50,500	0

[1] For further information on Core Results, refer to I – Credit Suisse results – Credit Suisse – Credit Suisse reporting structure and Core Results. [2] Based on amounts attributable to shareholders. [3] Tangible shareholders' equity, a non-GAAP financial measure, is calculated by deducting goodwill and other intangible assets from total shareholders' equity.

Financial calendar and information sources

Financial calendar

Fourth quarter / full year 2011 results	Thursday, February 9, 2012
First quarter 2012 results	Wednesday, April 25, 2012
Annual General Meeting	Friday, April 27, 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
	CH-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
	CH-8070 Zurich
	Switzerland
Phone	+41 44 332 26 60
Fax	+41 44 332 98 96