

Reconciliation of GAAP Net Income to Non-GAAP Net Income,
GAAP Diluted EPS to Non-GAAP Diluted EPS,
and GAAP Effective Tax Rate to Non-GAAP Effective Tax Rate

(In Millions, Except Percentages and Per Share Amount/ Unaudited)	Three Months Ended												Year Ended December 31,		
	December 31, 2019	September 30, 2019	June 30, 2019	March 31, 2019	December 31, 2018	September 30, 2018	June 30, 2018	March 31, 2018	December 31, 2017	September 30, 2017	June 30, 2017	March 31, 2017	2019	2018	2017
GAAP income before income taxes	\$ 854	\$ 484	\$ 943	\$ 717	\$ 686	\$ 533	\$ 609	\$ 548	\$ 864	\$ 451	\$ 447	\$ 438	\$ 2,998	\$ 2,376	\$ 2,200
GAAP income tax expense	347	22	120	50	102	97	83	37	244	71	36	54	539	319	405
GAAP net income	507	462	823	667	584	436	526	511	620	380	411	384	2,459	2,057	1,795
Non-GAAP adjustments to net income:															
Non-GAAP operating income adjustments	374	329	293	416	315	297	248	295	(36)	223	229	212	1,412	1,155	628
(Gains) losses on strategic investments ⁽¹⁾	(38)	228	(218)	(180)	(56)	—	(31)	—	—	—	—	—	(208)	(87)	—
Other certain significant gains, losses, or charges	230	—	—	—	(6)	14	32	3	201	23	—	—	230	43	224
Tax effect of non-GAAP adjustments ⁽¹⁾	(85)	(119)	(50)	(117)	(54)	(52)	(99)	(117)	(115)	(66)	(86)	(62)	(371)	(322)	(329)
Non-GAAP net income	\$ 988	\$ 900	\$ 848	\$ 786	\$ 783	\$ 695	\$ 676	\$ 692	\$ 670	\$ 560	\$ 554	\$ 534	\$ 3,522	\$ 2,846	\$ 2,318
Shares used in diluted share calculation	1,187	1,188	1,187	1,188	1,196	1,199	1,202	1,217	1,228	1,223	1,215	1,216	1,188	1,203	1,221
Net income per diluted share:															
GAAP	\$ 0.43	\$ 0.39	\$ 0.69	\$ 0.56	\$ 0.49	\$ 0.36	\$ 0.44	\$ 0.42	\$ 0.50	\$ 0.31	\$ 0.34	\$ 0.32	\$ 2.07	\$ 1.71	\$ 1.47
Non-GAAP	\$ 0.83	\$ 0.76	\$ 0.71	\$ 0.66	\$ 0.65	\$ 0.58	\$ 0.56	\$ 0.57	\$ 0.55	\$ 0.46	\$ 0.46	\$ 0.44	\$ 2.96	\$ 2.37	\$ 1.90
GAAP effective tax rate	41 %	5%	13%	7%	15%	18 %	14%	7%	28 %	16%	8%	12%	18 %	13%	18 %
Tax effect of non-GAAP adjustments to net income	(24)%	9%	4%	11%	2%	(2)%	4%	11%	(9)%	1%	10%	6%	(2)%	4%	— %
Non-GAAP effective tax rate	17 %	14%	17%	18%	17%	16 %	18%	18%	19 %	17%	18%	18%	16 %	17%	18 %

⁽¹⁾ Reflects the impact of reclassification as described in our Form 8-K filed with the SEC on April 9, 2020.