

# BANKING EXTRA HISTORICAL TREND DATA 4Q2013 INTRODUCTION

## Introduction

This extra Historical Trend Data document contains restated Banking figures to reflect the following changes in the segment reporting as from the first quarter of 2014:

- Underlying results have been restated to reflect the announced transfer from Bank Treasury to Corporate Line Banking to isolate the costs (mainly negative interest results) for replacing short-term funding with long-term funding for existing loans. From a geographical perspective these results have been transferred from the business line Commercial Banking in the region Netherlands to the business line Corporate Line Banking in the region Other.
- Underlying results have been restated to reflect the allocation of the Dutch bank tax to the business lines, based on total liabilities per reporting unit excluding deposits covered by the various deposits guarantee schemes. The Dutch bank tax was recorded in the fourth quarter of 2012 and 2013 and fully reported in the 'other expenses' of Corporate Line Banking. From a geographical perspective the Dutch bank tax has been largely transferred from the region Other to the other geographical regions.
- Region Other continued to consist of Corporate Line Banking and the Real Estate Development/Investment Portfolio (which is in run-off and not split by country).

## General comments

- The Historical Trend Data document is published on a quarterly basis.
- Allocation keys are used to calculate segmental information; e.g. Retail vs. Commercial Banking and product information. These allocation keys might be refined over time.
- ING analyses its results on an underlying basis. Underlying results are derived from results based on IFRS as adopted by the European Union (IFRS-EU), i.e. IFRS-EU result, excluding the impact of divestments and special items. In case of a divestment, historical underlying results are revised by excluding both the transaction gain/loss and the operating results of the divested unit.
- As of 1 January 2013, ING applies the revised IAS 19 'Employee Benefits', which was already reflected in the previous 2013 Historical Trend Data documents. The most significant change relates to the accounting for defined benefit obligations and the corresponding plan assets. IAS 19 has been implemented retrospectively; comparative results are presented as if the new requirements were always applied.
- Rounding could cause some small differences.
- All figures are unaudited.

## Historical trend data include:

- Income statement for each Retail Banking segment
- Income statement for Commercial Banking segment and condensed income statement for product groups within Commercial Banking
- Income statement for Corporate Line Banking
- Additional detail is included for Retail Banking International
- Client Balances roll forward (impact of divestment shown in the quarter the divestment was closed)
- Full geographical breakdown of banking results

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# BANKING 2.1.0 SUMMARY ING BANK BY LINE OF BUSINESS - REPORTED

## Banking: Summary by Line of Business - reported

	Total Banking		Retail Banking		Commercial Banking		Corporate Line Banking	
In EUR million	FY2013	FY2012	FY2013	FY2012	FY2013	FY2012	FY2013	FY2012
<b>Profit &amp; Loss</b>								
Interest result	11,804	11,664	8,482	7,982	2,874	3,422	448	260
Commission income	2,244	2,173	1,284	1,246	964	907	-4	19
Investment income	319	585	119	30	203	187	-3	367
Other income	938	-108	277	-167	953	446	-292	-387
<b>Total underlying income</b>	<b>15,305</b>	<b>14,313</b>	<b>10,162</b>	<b>9,090</b>	<b>4,994</b>	<b>4,963</b>	<b>149</b>	<b>260</b>
Staff and other expenses	8,558	8,427	6,107	5,942	2,232	2,211	219	275
Intangibles amortisation and impairments	136	211	31	20	78	162	27	29
<b>Operating expenses</b>	<b>8,694</b>	<b>8,638</b>	<b>6,138</b>	<b>5,961</b>	<b>2,310</b>	<b>2,372</b>	<b>246</b>	<b>304</b>
<b>Gross result</b>	<b>6,611</b>	<b>5,675</b>	<b>4,024</b>	<b>3,129</b>	<b>2,684</b>	<b>2,590</b>	<b>-97</b>	<b>-44</b>
Additions to loan loss provision	2,288	2,121	1,421	1,166	867	955	0	-0
<b>Underlying result before tax</b>	<b>4,323</b>	<b>3,554</b>	<b>2,603</b>	<b>1,963</b>	<b>1,817</b>	<b>1,635</b>	<b>-97</b>	<b>-44</b>
Taxation	1,078	1,013	715	606	415	432	-52	-25
Minority interests	90	91	63	67	27	23	-	-
<b>Underlying net result</b>	<b>3,155</b>	<b>2,450</b>	<b>1,825</b>	<b>1,290</b>	<b>1,375</b>	<b>1,180</b>	<b>-45</b>	<b>-19</b>
Net gains/losses on divestments	-6	1,365	-6	1,365	-	-	-	-
Net result from divested units	-37	-86	-37	-86	-	-	-	-
Special items after tax	-82	-595	-107	-305	-	-129	25	-160
<b>Net result</b>	<b>3,031</b>	<b>3,134</b>	<b>1,676</b>	<b>2,263</b>	<b>1,375</b>	<b>1,050</b>	<b>-20</b>	<b>-179</b>
<b>Client balances (in EUR billion)</b>								
Residential Mortgages	272.7	292.6	272.7	292.6	-	-		
Other lending	216.7	220.2	94.3	94.5	122.5	125.7		
Funds entrusted	465.0	462.7	389.4	394.7	75.6	68.0		
AuM/Mutual funds	60.0	56.5	59.9	56.3	0.2	0.2		
<b>Key figures <sup>1)</sup></b>								
Interest margin	1.42%	1.32%						
Cost/income ratio	56.8%	60.3%	60.4%	65.6%	46.3%	47.8%	n.a.	n.a.
Return on equity based on IFRS-EU equity	9.0%	7.0%						
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	11.7%	8.8%	13.2%	9.5%	11.0%	9.0%		
Risk costs in bp of average RWA	83	74	100	82	68	72		
Risk-weighted assets (end of period)	282,503	275,636	152,134	143,313	127,165	123,725	3,204	8,597
Employees (FTEs, end of period)	63,805	65,173	53,277	54,154	10,526	11,019	2	-

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

# BANKING 2.1.0 SUMMARY ING BANK BY LINE OF BUSINESS - CHANGES

## Banking: Summary by Line of Business - changes

	Total Banking		Retail Banking		Commercial Banking		Corporate Line Banking	
In EUR million	FY2013	FY2012	FY2013	FY2012	FY2013	FY2012	FY2013	FY2012
<b>Profit &amp; Loss</b>								
Interest result	-	-	-	-	418	234	-418	-234
Commission income	-	-	-	-	0	-	-0	-
Investment income	-	-	-	-	-	-	-	-
Other income	-	-	-	-	0	4	-0	-4
<b>Total underlying income</b>	-	-	-	-	<b>418</b>	<b>238</b>	<b>-418</b>	<b>-238</b>
Staff and other expenses	-	-	45	53	76	89	-121	-142
Intangibles amortisation and impairments	-	-	-	-	-	-	-	-
<b>Operating expenses</b>	-	-	<b>45</b>	<b>53</b>	<b>76</b>	<b>89</b>	<b>-121</b>	<b>-142</b>
<b>Gross result</b>	-	-	<b>-45</b>	<b>-53</b>	<b>343</b>	<b>149</b>	<b>-298</b>	<b>-96</b>
Additions to loan loss provision	-	-	-	-	-	-	-	-
<b>Underlying result before tax</b>	-	-	<b>-45</b>	<b>-53</b>	<b>343</b>	<b>149</b>	<b>-298</b>	<b>-96</b>
Taxation	-	-	-	-	105	59	-105	-59
Minority interests	-	-	-	-	-	-	-	-
<b>Underlying net result</b>	-	-	<b>-45</b>	<b>-53</b>	<b>238</b>	<b>89</b>	<b>-193</b>	<b>-37</b>
Net gains/losses on divestments	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-
Special items after tax	-	-	-	-	-	-	-	-
<b>Net result</b>	-	-	<b>-45</b>	<b>-53</b>	<b>238</b>	<b>89</b>	<b>-193</b>	<b>-37</b>
<b>Client balances (in EUR billion)</b>								
Residential Mortgages	-	-	-	-	-	-	-	-
Other lending	-	-	-	-	-	-	-	-
Funds entrusted	-	-	-	-	-	-	-	-
AuM/Mutual funds	-	-	-	-	-	-	-	-
<b>Key figures <sup>1)</sup></b>								
Interest margin	0.00%	0.00%						
Cost/income ratio	0.0%	0.0%	0.4%	0.6%	-2.2%	-0.5%	n.a.	n.a.
Return on equity based on IFRS-EU equity	0.0%	0.0%						
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	0.0%	0.0%	-0.3%	-0.4%	1.9%	0.7%		
Risk costs in bp of average RWA	-	-	-	-	-	-	-	-
Risk-weighted assets (end of period)	-	-	-	-	-	-	-	-
Employees (FTEs, end of period)	-	-	-	-	-	-	-	-

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

# BANKING 2.1.0 SUMMARY ING BANK BY LINE OF BUSINESS - RESTATED

## Banking: Summary by Line of Business - restated

	Total Banking		Retail Banking		Commercial Banking		Corporate Line Banking	
In EUR million	FY2013	FY2012	FY2013	FY2012	FY2013	FY2012	FY2013	FY2012
<b>Profit &amp; Loss</b>								
Interest result	11,804	11,664	8,482	7,982	3,292	3,655	30	27
Commission income	2,244	2,173	1,284	1,246	964	907	-5	19
Investment income	319	585	119	30	203	187	-3	367
Other income	938	-108	277	-167	953	450	-292	-391
<b>Total underlying income</b>	<b>15,305</b>	<b>14,313</b>	<b>10,162</b>	<b>9,090</b>	<b>5,412</b>	<b>5,200</b>	<b>-269</b>	<b>23</b>
Staff and other expenses	8,558	8,427	6,152	5,994	2,308	2,299	98	133
Intangibles amortisation and impairments	136	211	31	20	78	162	27	29
<b>Operating expenses</b>	<b>8,694</b>	<b>8,638</b>	<b>6,183</b>	<b>6,014</b>	<b>2,386</b>	<b>2,461</b>	<b>125</b>	<b>162</b>
<b>Gross result</b>	<b>6,611</b>	<b>5,675</b>	<b>3,980</b>	<b>3,076</b>	<b>3,026</b>	<b>2,739</b>	<b>-395</b>	<b>-140</b>
Additions to loan loss provision	2,288	2,121	1,421	1,166	867	955	0	-0
<b>Underlying result before tax</b>	<b>4,323</b>	<b>3,554</b>	<b>2,558</b>	<b>1,910</b>	<b>2,160</b>	<b>1,784</b>	<b>-395</b>	<b>-140</b>
Taxation	1,078	1,013	715	606	520	491	-157	-84
Minority interests	90	91	63	67	27	23	-	-
Underlying net result	3,155	2,450	1,780	1,237	1,613	1,269	-238	-56
<b>Net gains/losses on divestments</b>	<b>-6</b>	<b>1,365</b>	<b>-6</b>	<b>1,365</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Net result from divested units	-37	-86	-37	-86	-	-	-	-
Special items after tax	-82	-595	-107	-305	-	-129	25	-160
<b>Net result</b>	<b>3,031</b>	<b>3,134</b>	<b>1,631</b>	<b>2,210</b>	<b>1,613</b>	<b>1,140</b>	<b>-213</b>	<b>-216</b>
<b>Client balances (in EUR billion)</b>								
Residential Mortgages	272.7	292.6	272.7	292.6	-	-		
Other lending	216.7	220.2	94.3	94.5	122.5	125.7		
Funds entrusted	465.0	462.7	389.4	394.7	75.6	68.0		
AuM/Mutual funds	60.0	56.5	59.9	56.3	0.2	0.2		
<b>Key figures <sup>1)</sup></b>								
Interest margin	1.42%	1.32%						
Cost/income ratio	56.8%	60.3%	60.8%	66.2%	44.1%	47.3%	n.a.	n.a.
Return on equity based on IFRS-EU equity	9.0%	7.0%						
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	11.7%	8.8%	12.9%	9.2%	12.8%	9.7%		
Risk costs in bp of average RWA	83	74	100	82	68	72		
Risk-weighted assets (end of period)	282,503	275,636	152,134	143,313	127,165	123,725	3,204	8,597
Employees (FTEs, end of period)	63,805	65,173	53,277	54,154	10,526	11,019	2	-

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.1.1 PROFIT AND LOSS: ING BANK

Banking: Profit and loss										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
Interest income	12,178	12,038	13,980	14,273	14,721	14,942	15,169	15,297	52,469	60,128
Minus: interest expense	9,232	9,101	10,974	11,357	11,854	11,970	12,313	12,328	40,665	48,464
Interest result	2,946	2,936	3,006	2,916	2,867	2,972	2,856	2,969	11,804	11,664
Funds transfer	162	157	152	147	152	158	157	152	617	620
Securities business	109	101	104	104	79	99	120	109	418	407
Insurance broking	35	33	39	37	40	39	43	40	144	162
Management fees	33	32	29	32	33	30	30	30	126	123
Brokerage and advisory fees	48	61	78	65	58	68	69	59	252	254
Other	176	162	181	169	148	139	157	163	688	607
Commission income	562	546	582	554	510	532	577	553	2,244	2,173
Rental income	8	6	7	2	-1	5	4	8	23	16
Other investment income	14	63	19	12	10	29	27	6	108	72
Investment income	22	69	26	14	9	34	31	14	131	88
Realised gains/losses on bonds	10	4	19	96	10	26	20	108	130	164
Realised gains/losses on equities	32	5	7	14	-1	342	3	-0	58	344
Change in fair value real estate investments	-0	-0	1	-	1	-8	-3	-1	0	-12
Realised gains and fair value changes on investments	42	9	27	110	9	359	21	107	188	497
Total investment income	64	78	52	124	18	393	52	121	319	585
Valuation results non-trading derivatives	-33	-77	417	-100	-167	-395	38	-456	207	-981
Net trading income	131	312	-245	344	40	426	167	485	542	1,118
Other income	145	-22	40	26	-57	-137	-96	45	189	-245
Total other income	242	213	212	270	-185	-106	109	74	938	-108
<b>Total underlying income</b>	<b>3,815</b>	<b>3,774</b>	<b>3,853</b>	<b>3,863</b>	<b>3,211</b>	<b>3,791</b>	<b>3,594</b>	<b>3,718</b>	<b>15,305</b>	<b>14,313</b>
Staff expenses	1,194	1,194	1,236	1,239	1,209	1,208	1,213	1,228	4,863	4,858
Other expenses	1,125	888	828	855	1,095	868	775	830	3,695	3,569
Intangibles amortisation and impairments	32	39	26	39	35	51	56	69	136	211
<b>Operating expenses</b>	<b>2,351</b>	<b>2,120</b>	<b>2,090</b>	<b>2,133</b>	<b>2,340</b>	<b>2,127</b>	<b>2,044</b>	<b>2,128</b>	<b>8,694</b>	<b>8,638</b>
<b>Gross result</b>	<b>1,464</b>	<b>1,655</b>	<b>1,762</b>	<b>1,730</b>	<b>871</b>	<b>1,664</b>	<b>1,550</b>	<b>1,590</b>	<b>6,611</b>	<b>5,675</b>
Additions to loan loss provision	560	552	616	561	589	554	540	439	2,288	2,121
<b>Underlying result before tax</b>	<b>904</b>	<b>1,103</b>	<b>1,147</b>	<b>1,169</b>	<b>283</b>	<b>1,110</b>	<b>1,011</b>	<b>1,151</b>	<b>4,323</b>	<b>3,554</b>
Taxation	199	265	283	331	137	264	257	356	1,078	1,013
Minority interests	19	18	23	30	20	24	20	27	90	91
<b>Underlying net result</b>	<b>686</b>	<b>820</b>	<b>840</b>	<b>809</b>	<b>126</b>	<b>822</b>	<b>734</b>	<b>768</b>	<b>3,155</b>	<b>2,450</b>
Net gains/losses on divestments	-	-	-	-6	891	-16	-	489	-6	1,365
Net result from divested units	-	-	-	-37	-55	-55	11	12	-37	-86
Special items after tax	-19	-19	-22	-23	-348	-46	202	-404	-82	-595
<b>Net result</b>	<b>666</b>	<b>801</b>	<b>819</b>	<b>744</b>	<b>615</b>	<b>706</b>	<b>948</b>	<b>865</b>	<b>3,031</b>	<b>3,134</b>
<b>Key figures <sup>1)</sup></b>										
Interest margin	1.45%	1.44%	1.42%	1.38%	1.34%	1.35%	1.27%	1.33%	1.42%	1.32%
Cost/income ratio	61.6%	56.2%	54.3%	55.2%	72.9%	56.1%	56.9%	57.2%	56.8%	60.3%
Return on equity based on IFRS-EU equity	8.1%	9.4%	9.5%	9.0%	1.4%	9.2%	8.4%	8.9%	9.0%	7.0%
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	10.2%	12.2%	12.4%	12.1%	2.1%	11.8%	10.3%	10.9%	11.7%	8.8%
Risk costs in bp of average RWA	81	80	89	81	85	77	73	60	83	74
Risk-weighted assets (end of period)	282,503	271,211	277,632	278,225	275,636	279,337	295,568	291,986	282,503	275,636
Employees (FTEs, end of period)	63,805	64,152	64,298	64,359	65,173	66,099	66,179	66,583	63,805	65,173

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.1.2 PROFIT AND LOSS: RETAIL BANKING

### Banking: Profit and loss Retail Banking

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
Balance sheet related interest	2,180	2,107	2,094	2,000	1,971	2,010	1,966	1,959	8,381	7,907
Capital charge on book equity	-53	-53	-44	-43	-45	-53	-61	-61	-193	-220
Interest benefit on economic capital	78	73	71	72	71	71	74	79	295	295
Interest result	2,205	2,127	2,121	2,028	1,996	2,028	1,980	1,978	8,482	7,982
Funds transfer	144	139	135	130	137	137	141	140	548	554
Securities business	71	74	83	90	65	54	70	83	318	272
Insurance broking	34	31	37	35	39	36	41	38	137	154
Management fees	30	29	29	31	32	31	29	31	118	122
Brokerage and advisory fees	7	14	9	8	7	8	3	8	38	26
Other	33	31	38	23	18	38	33	29	125	118
Commission income	319	318	330	318	298	304	316	328	1,284	1,246
Rental income	-0	1	1	1	2	0	1	1	2	4
Other investment income	3	52	2	7	-2	22	12	-1	63	30
Investment income	3	53	2	7	0	22	13	-0	65	34
Realised gains/losses on bonds	5	3	0	30	5	0	-8	-3	38	-6
Realised gains/losses on equities	4	0	0	11	-3	4	-1	0	15	1
Change in fair value real estate investments	-	-0	-	-	0	-	-	-	-0	0
Realised gains and fair value changes on investments	8	3	0	41	3	4	-9	-2	53	-5
Total investment income	11	56	3	49	3	26	4	-3	119	30
Valuation results non-trading derivatives	-31	4	-18	10	-29	-2	36	-14	-35	-10
Net trading income	47	53	63	57	44	61	14	77	220	197
Other income	9	18	53	12	-59	-164	-143	12	93	-354
Total other income	24	75	99	80	-44	-105	-93	74	277	-167
<b>Total underlying income</b>	<b>2,559</b>	<b>2,576</b>	<b>2,552</b>	<b>2,475</b>	<b>2,253</b>	<b>2,253</b>	<b>2,207</b>	<b>2,378</b>	<b>10,162</b>	<b>9,090</b>
Staff and other expenses	1,632	1,493	1,508	1,518	1,613	1,464	1,438	1,479	6,152	5,994
Intangibles amortisation and impairments	2	14	9	6	6	6	4	3	31	20
<b>Operating expenses</b>	<b>1,633</b>	<b>1,507</b>	<b>1,518</b>	<b>1,525</b>	<b>1,619</b>	<b>1,470</b>	<b>1,442</b>	<b>1,483</b>	<b>6,183</b>	<b>6,014</b>
<b>Gross result</b>	<b>926</b>	<b>1,069</b>	<b>1,035</b>	<b>950</b>	<b>634</b>	<b>783</b>	<b>765</b>	<b>895</b>	<b>3,980</b>	<b>3,076</b>
Additions to loan loss provision	384	324	370	343	314	319	261	272	1,421	1,166
<b>Underlying result before tax</b>	<b>542</b>	<b>745</b>	<b>664</b>	<b>607</b>	<b>320</b>	<b>464</b>	<b>504</b>	<b>623</b>	<b>2,558</b>	<b>1,910</b>
Taxation	165	198	200	152	129	152	138	187	715	606
Minority interests	15	12	15	22	17	19	14	17	63	67
<b>Underlying net result</b>	<b>362</b>	<b>535</b>	<b>450</b>	<b>433</b>	<b>174</b>	<b>294</b>	<b>351</b>	<b>418</b>	<b>1,780</b>	<b>1,237</b>
Net gains/losses on divestments	-	-	-	-6	891	-16	-	489	-6	1,365
Net result from divested units	-	-	-	-37	-55	-55	11	12	-37	-86
Special items after tax	-19	-18	-49	-21	-203	-45	-29	-30	-107	-305
<b>Net result</b>	<b>343</b>	<b>517</b>	<b>401</b>	<b>369</b>	<b>808</b>	<b>178</b>	<b>334</b>	<b>890</b>	<b>1,631</b>	<b>2,210</b>
<b>Key figures <sup>1)</sup></b>										
Cost/income ratio	63.8%	58.5%	59.5%	61.6%	71.9%	65.3%	65.3%	62.4%	60.8%	66.2%
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	10.3%	15.5%	13.2%	12.8%	5.4%	8.7%	10.2%	12.4%	12.9%	9.2%
Risk cost in bp of average RWA	105	92	105	97	88	89	73	78	100	82
Risk-weighted assets (end of period)	152,134	140,654	141,770	140,214	143,313	141,401	145,122	141,367	152,134	143,313
Employees (FTEs, end of period)	53,277	53,593	53,738	53,605	54,154	54,850	54,895	55,398	53,277	54,154

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.1.3 PROFIT AND LOSS: RETAIL BANKING BENELUX

### Banking: Profit and loss Retail Banking Benelux

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
Balance sheet related interest	1,374	1,334	1,301	1,250	1,234	1,260	1,245	1,237	5,259	4,976
Capital charge on book equity	-0	-0	-0	-0	-1	-1	-1	-2	-2	-4
Interest benefit on economic capital	36	34	32	31	31	31	32	35	133	129
Interest result	1,410	1,367	1,333	1,281	1,265	1,290	1,276	1,269	5,391	5,100
Funds transfer	108	104	104	100	104	104	112	111	415	431
Securities business	40	48	56	62	41	31	48	52	206	172
Insurance broking	26	25	29	26	29	28	34	30	106	121
Management fees	36	35	33	31	32	31	29	31	135	122
Brokerage and advisory fees	0	3	1	1	2	1	1	1	6	6
Other	-14	-17	-14	-13	-15	1	-9	-9	-58	-32
Commission income	196	198	208	207	194	196	215	215	809	820
Rental income	-	-	-	-	-	-	-	-	-	-
Other investment income	-0	-0	1	0	0	-1	3	-1	1	1
Investment income	-0	-0	1	0	0	-1	3	-1	1	1
Realised gains/losses on bonds	0	-0	-0	10	0	0	0	-0	10	-0
Realised gains/losses on equities	1	-0	0	-0	-3	3	-1	0	1	-0
Change in fair value real estate investments	-	-	-	-	-	-	-	-	-	-
Realised gains and fair value changes on investments	1	-0	-0	10	-3	3	-1	-0	11	-1
Total investment income	1	-0	0	10	-3	2	2	-1	12	0
Valuation results non-trading derivatives	-16	1	-9	-2	-1	2	-2	14	-25	13
Net trading income	34	38	47	57	27	34	12	37	176	109
Other income	6	9	14	9	2	17	16	14	38	48
Total other income	24	48	52	64	28	53	25	64	189	170
<b>Total underlying income</b>	<b>1,631</b>	<b>1,614</b>	<b>1,593</b>	<b>1,562</b>	<b>1,484</b>	<b>1,541</b>	<b>1,518</b>	<b>1,548</b>	<b>6,400</b>	<b>6,091</b>
Staff and other expenses	1,055	916	924	920	1,000	900	877	922	3,815	3,699
Intangibles amortisation and impairments	-0	14	9	6	6	6	4	3	29	20
<b>Operating expenses</b>	<b>1,055</b>	<b>929</b>	<b>933</b>	<b>927</b>	<b>1,006</b>	<b>906</b>	<b>881</b>	<b>925</b>	<b>3,844</b>	<b>3,718</b>
<b>Gross result</b>	<b>576</b>	<b>685</b>	<b>660</b>	<b>636</b>	<b>478</b>	<b>635</b>	<b>637</b>	<b>622</b>	<b>2,556</b>	<b>2,373</b>
Additions to loan loss provision	305	242	259	254	235	235	189	175	1,060	833
<b>Underlying result before tax</b>	<b>271</b>	<b>443</b>	<b>401</b>	<b>382</b>	<b>244</b>	<b>400</b>	<b>448</b>	<b>448</b>	<b>1,497</b>	<b>1,539</b>
Taxation	86	110	111	110	71	105	112	124	417	411
Minority interests	-0	-1	-2	-1	-3	1	0	2	-4	0
<b>Underlying net result</b>	<b>186</b>	<b>334</b>	<b>292</b>	<b>273</b>	<b>176</b>	<b>294</b>	<b>336</b>	<b>322</b>	<b>1,084</b>	<b>1,128</b>
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-19	-18	-49	-21	-203	-45	-29	-30	-107	-305
<b>Net result</b>	<b>166</b>	<b>315</b>	<b>243</b>	<b>251</b>	<b>-27</b>	<b>249</b>	<b>307</b>	<b>293</b>	<b>976</b>	<b>822</b>
<b>Key figures <sup>1)</sup></b>										
Cost/income ratio	64.7%	57.6%	58.6%	59.3%	67.8%	58.8%	58.0%	59.8%	60.1%	61.0%
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	9.0%	17.3%	15.4%	15.1%	9.8%	16.7%	19.1%	18.6%	14.1%	16.1%
Risk cost in bp of average RWA	148	126	137	141	133	133	107	101	138	119
Risk-weighted assets (end of period)	87,693	76,719	77,269	73,414	70,984	70,170	70,982	69,579	87,693	70,984
Employees (FTEs, end of period)	20,265	20,632	21,366	21,809	22,502	23,267	23,585	23,824	20,265	22,502

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)



## BANKING 2.1.4 PROFIT AND LOSS: RETAIL BANKING NETHERLANDS

Banking: Profit and loss Retail Banking Netherlands										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
Balance sheet related interest	907	883	872	824	808	820	824	843	3,486	3,295
Capital charge on book equity	-0	-0	-0	-0	-1	-1	-1	-2	-1	-4
Interest benefit on economic capital	24	23	21	21	21	21	21	23	90	86
Interest result	930	905	893	845	828	840	844	864	3,574	3,377
Funds transfer	80	78	80	77	76	80	89	87	313	332
Securities business	17	17	17	15	16	14	16	13	66	58
Insurance broking	0	0	0	0	1	0	0	0	2	2
Management fees	8	9	7	7	8	9	9	10	32	35
Brokerage and advisory fees	0	1	-0	-0	0	1	0	1	2	1
Other	10	13	13	12	15	14	15	13	48	57
Commission income	116	118	117	112	117	117	128	123	463	485
Rental income	-	-	-	-	-	-	-	-	-	-
Other investment income	-	-0	1	-	0	-0	2	-2	1	0
Investment income	-	-0	1	-	0	-0	2	-2	1	0
Realised gains/losses on bonds	-	-	-	-	-	-	-	-	-	-
Realised gains/losses on equities	-	-	-	-	-	-	-	-	-	-
Change in fair value real estate investments	-	-	-	-	-	-	-	-	-	-
Realised gains and fair value changes on investments	-	-	-	-	-	-	-	-	-	-
Total investment income	-	-0	1	-	0	-0	2	-2	1	0
Valuation results non-trading derivatives	-15	2	-3	-3	4	1	-4	0	-19	1
Net trading income	12	10	9	11	-2	10	-3	11	41	16
Other income	-0	6	8	6	2	3	8	5	19	18
Total other income	-3	18	13	13	4	15	-0	16	42	34
<b>Total underlying income</b>	<b>1,043</b>	<b>1,041</b>	<b>1,024</b>	<b>970</b>	<b>950</b>	<b>972</b>	<b>974</b>	<b>1,001</b>	<b>4,079</b>	<b>3,897</b>
Staff and other expenses	669	546	560	569	628	539	551	562	2,344	2,280
Intangibles amortisation and impairments	0	10	7	6	1	5	4	3	24	13
<b>Operating expenses</b>	<b>669</b>	<b>556</b>	<b>567</b>	<b>575</b>	<b>629</b>	<b>544</b>	<b>555</b>	<b>565</b>	<b>2,368</b>	<b>2,293</b>
<b>Gross result</b>	<b>374</b>	<b>485</b>	<b>457</b>	<b>395</b>	<b>321</b>	<b>428</b>	<b>420</b>	<b>435</b>	<b>1,711</b>	<b>1,604</b>
Additions to loan loss provision	234	210	218	215	193	181	161	131	877	665
<b>Underlying result before tax</b>	<b>140</b>	<b>274</b>	<b>240</b>	<b>180</b>	<b>128</b>	<b>247</b>	<b>259</b>	<b>305</b>	<b>834</b>	<b>939</b>
Taxation	47	70	59	45	41	62	62	78	221	244
Minority interests	-	-	-	-	-	-	-	-	-	-
<b>Underlying net result</b>	<b>93</b>	<b>204</b>	<b>181</b>	<b>135</b>	<b>87</b>	<b>185</b>	<b>197</b>	<b>227</b>	<b>613</b>	<b>695</b>
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-19	-18	-49	-21	-187	-43	-27	-27	-107	-284
<b>Net result</b>	<b>74</b>	<b>186</b>	<b>132</b>	<b>114</b>	<b>-100</b>	<b>141</b>	<b>170</b>	<b>199</b>	<b>506</b>	<b>411</b>
<b>Key figures <sup>1)</sup></b>										
Cost/income ratio	64.1%	53.4%	55.3%	59.3%	66.2%	56.0%	56.9%	56.5%	58.0%	58.8%
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	6.2%	14.5%	13.1%	10.3%	6.9%	14.7%	15.8%	18.4%	10.9%	13.9%
Risk cost in bp of average RWA	155	149	158	164	153	144	129	106	156	133
Risk-weighted assets (end of period)	64,354	56,360	56,530	53,759	50,865	49,810	50,579	49,108	64,354	50,865
Employees (FTEs, end of period)	11,113	11,425	12,098	12,495	12,965	13,671	14,002	14,213	11,113	12,965

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.1.5 PROFIT AND LOSS: RETAIL BANKING BELGIUM

### Banking: Profit and loss Retail Banking Belgium <sup>1)</sup>

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
Balance sheet related interest	467	451	429	426	426	440	421	394	1,773	1,681
Capital charge on book equity	-0	-0	-0	-	-	-	-	-	-0	-
Interest benefit on economic capital	12	11	11	10	10	10	11	12	44	43
Interest result	479	462	440	436	437	450	431	405	1,817	1,723
Funds transfer	28	27	24	23	28	24	23	24	102	99
Securities business	23	31	39	47	25	17	32	40	140	113
Insurance broking	26	24	28	26	28	28	33	30	104	119
Management fees	28	26	26	24	23	22	21	21	103	87
Brokerage and advisory fees	0	2	1	1	2	1	1	1	4	4
Other	-25	-29	-27	-25	-30	-13	-23	-23	-106	-88
Commission income	80	80	90	95	76	79	86	92	346	335
Rental income									-	-
Other investment income	-0	0	0	0	0	-1	1	1	0	1
Investment income	-0	0	0	0	0	-1	1	1	0	1
Realised gains/losses on bonds	0	-0	-0	10	0	0	0	-0	10	-0
Realised gains/losses on equities	1	-0	0	-0	-3	3	-1	0	1	-0
Change in fair value real estate investments									-	-
Realised gains and fair value changes on investments	1	-0	-0	10	-3	3	-1	-0	11	-1
Total investment income	1	-0	-0	10	-3	2	-0	0	11	0
Valuation results non-trading derivatives	-1	-0	-6	0	-5	1	2	14	-7	12
Net trading income	21	29	38	47	29	23	15	25	135	93
Other income	6	3	7	3	-0	14	8	9	19	31
Total other income	27	31	39	51	24	38	25	49	147	136
<b>Total underlying income</b>	<b>587</b>	<b>573</b>	<b>569</b>	<b>592</b>	<b>534</b>	<b>570</b>	<b>543</b>	<b>547</b>	<b>2,321</b>	<b>2,194</b>
Staff and other expenses	386	369	364	351	372	361	326	360	1,471	1,419
Intangibles amortisation and impairments	-1	4	2	0	5	1	0	-	5	6
<b>Operating expenses</b>	<b>386</b>	<b>373</b>	<b>366</b>	<b>351</b>	<b>377</b>	<b>362</b>	<b>326</b>	<b>360</b>	<b>1,476</b>	<b>1,425</b>
<b>Gross result</b>	<b>202</b>	<b>200</b>	<b>202</b>	<b>241</b>	<b>157</b>	<b>207</b>	<b>217</b>	<b>187</b>	<b>845</b>	<b>769</b>
Additions to loan loss provision	70	32	41	39	42	54	28	44	183	168
<b>Underlying result before tax</b>	<b>131</b>	<b>168</b>	<b>161</b>	<b>202</b>	<b>116</b>	<b>153</b>	<b>189</b>	<b>143</b>	<b>663</b>	<b>601</b>
Taxation	39	40	52	65	30	43	49	46	196	168
Minority interests	-0	-1	-2	-1	-3	1	0	2	-4	0
<b>Underlying net result</b>	<b>92</b>	<b>130</b>	<b>111</b>	<b>137</b>	<b>89</b>	<b>109</b>	<b>139</b>	<b>96</b>	<b>470</b>	<b>433</b>
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax					-16	-2	-2	-2	-	-22
<b>Net result</b>	<b>92</b>	<b>130</b>	<b>111</b>	<b>137</b>	<b>73</b>	<b>108</b>	<b>137</b>	<b>93</b>	<b>470</b>	<b>411</b>
<b>Key figures <sup>2)</sup></b>										
Cost/income ratio	65.7%	65.1%	64.4%	59.3%	70.5%	63.6%	60.0%	65.8%	63.6%	65.0%
Return on equity based on 10.0% core Tier 1 <sup>3)</sup>	16.8%	25.1%	21.6%	27.5%	16.9%	21.7%	27.3%	19.2%	22.6%	21.3%
Risk cost in bp of average RWA	129	62	81	79	82	106	55	87	89	83
Risk-weighted assets (end of period)	23,338	20,359	20,739	19,656	20,119	20,360	20,403	20,471	23,338	20,119
Employees (FTEs, end of period)	9,152	9,207	9,268	9,314	9,537	9,596	9,583	9,612	9,152	9,537

<sup>1)</sup> Including ING Luxembourg

<sup>2)</sup> Key figures based on underlying figures

<sup>3)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.1.6 PROFIT AND LOSS: RETAIL BANKING INTERNATIONAL

### Banking: Profit and loss Retail Banking International

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
Balance sheet related interest	807	773	793	749	737	750	721	722	3,122	2,931
Capital charge on book equity	-53	-52	-43	-43	-45	-52	-60	-59	-192	-216
Interest benefit on economic capital	42	40	39	41	39	40	42	45	161	167
Interest result	796	760	789	747	731	738	704	709	3,092	2,882
Funds transfer	36	35	31	31	32	33	29	29	133	123
Securities business	31	26	27	28	24	24	22	31	112	101
Insurance broking	8	6	8	9	10	7	7	8	31	32
Management fees	-6	-6	-4	-	-	-	-	-	-16	-
Brokerage and advisory fees	7	11	8	7	5	6	2	6	33	20
Other	48	48	52	36	33	37	41	38	183	149
Commission income	123	119	122	111	104	107	101	113	476	426
Rental income	-0	1	1	1	2	0	1	1	2	4
Other investment income	3	52	1	7	-2	23	9	-0	63	29
Investment income	3	53	2	7	0	23	10	1	65	34
Realised gains/losses on bonds	4	3	0	20	5	0	-8	-2	28	-6
Realised gains/losses on equities	3	0	-0	11	0	0	-0	0	14	1
Change in fair value real estate investments	-	-0	-	-	0	-	-	-	-0	0
Realised gains and fair value changes on investments	7	3	0	31	5	1	-8	-2	42	-4
Total investment income	10	56	2	38	5	23	2	-1	107	29
Valuation results non-trading derivatives	-16	2	-9	12	-28	-4	38	-28	-10	-23
Net trading income	13	15	16	-0	17	28	2	41	44	88
Other income	3	9	39	3	-61	-181	-158	-2	54	-402
Total other income	1	26	46	16	-72	-157	-118	10	88	-338
<b>Total underlying income</b>	<b>929</b>	<b>962</b>	<b>959</b>	<b>913</b>	<b>769</b>	<b>712</b>	<b>689</b>	<b>830</b>	<b>3,762</b>	<b>3,000</b>
Staff and other expenses	577	578	584	598	613	564	561	557	2,337	2,296
Intangibles amortisation and impairments	2	0	0	0	0	-	-	-	2	0
<b>Operating expenses</b>	<b>579</b>	<b>578</b>	<b>584</b>	<b>598</b>	<b>614</b>	<b>564</b>	<b>561</b>	<b>557</b>	<b>2,339</b>	<b>2,296</b>
<b>Gross result</b>	<b>350</b>	<b>384</b>	<b>375</b>	<b>314</b>	<b>155</b>	<b>148</b>	<b>128</b>	<b>273</b>	<b>1,423</b>	<b>704</b>
Additions to loan loss provision	79	82	112	89	79	84	73	97	362	333
<b>Underlying result before tax</b>	<b>271</b>	<b>302</b>	<b>263</b>	<b>225</b>	<b>76</b>	<b>64</b>	<b>56</b>	<b>175</b>	<b>1,061</b>	<b>371</b>
Taxation	79	88	88	43	58	47	26	64	298	195
Minority interests	15	13	17	22	20	17	14	15	67	67
<b>Underlying net result</b>	<b>177</b>	<b>201</b>	<b>158</b>	<b>160</b>	<b>-2</b>	<b>0</b>	<b>15</b>	<b>96</b>	<b>696</b>	<b>109</b>
Net gains/losses on divestments	-	-	-	-6	891	-16	-	489	-6	1,365
Net result from divested units	-	-	-	-37	-55	-55	11	12	-37	-86
Special items after tax	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>177</b>	<b>201</b>	<b>158</b>	<b>118</b>	<b>834</b>	<b>-71</b>	<b>26</b>	<b>598</b>	<b>654</b>	<b>1,387</b>
<b>Key figures <sup>1)</sup></b>										
Cost/income ratio	62.3%	60.1%	60.9%	65.6%	79.8%	79.2%	81.4%	67.2%	62.2%	76.5%
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	12.0%	13.3%	10.7%	10.5%	1.0%	0.9%	1.6%	6.3%	11.6%	2.4%
Risk cost in bp of average RWA	49	51	68	51	44	46	40	55	55	46
Risk-weighted assets (end of period)	64,441	63,935	64,501	66,800	72,329	71,231	74,140	71,788	64,441	72,329
Employees (FTEs, end of period)	33,012	32,961	32,372	31,796	31,652	31,583	31,310	31,574	33,012	31,652

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.1.7 PROFIT AND LOSS: RETAIL BANKING GERMANY

### Banking: Profit and loss Retail Banking Germany <sup>1)</sup>

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
Balance sheet related interest	361	353	326	294	291	288	294	305	1,333	1,179
Capital charge on book equity	-21	-21	-20	-22	-22	-23	-25	-28	-83	-98
Interest benefit on economic capital	17	16	16	15	15	15	15	16	64	61
Interest result	357	348	322	287	285	280	284	293	1,314	1,141
Funds transfer	2	1	1	2	-0	0	1	2	6	3
Securities business	24	20	21	21	16	17	16	22	87	71
Insurance broking	0	-0	0	0	0	0	0	0	0	1
Management fees									-	-
Brokerage and advisory fees	4	6	5	3	3	3	2	2	18	10
Other	1	1	1	1	1	1	1	1	3	3
Commission income	32	27	28	27	20	21	20	26	114	87
Rental income	-1	0	0	-0	0	-0	0	0	-0	0
Other investment income	0	0	0	0	0	0	0	0	0	0
Investment income	-1	0	0	-0	0	-0	0	0	-0	0
Realised gains/losses on bonds	0	-	-	-	-	0	-8	-6	0	-14
Realised gains/losses on equities									-	-
Change in fair value real estate investments	-	-0							-0	-
Realised gains and fair value changes on investments	0	-0	-	-	-	0	-8	-6	0	-14
Total investment income	-0	0	0	-0	0	0	-8	-6	-0	-13
Valuation results non-trading derivatives	-12	-14	4	-17	-21	17	-6	-0	-38	-9
Net trading income	0	0	0	-0	0	0	-0	-0	-0	-0
Other income	1	-0	-1	0	2	-10	-3	-2	-1	-13
Total other income	-11	-14	3	-17	-19	7	-8	-2	-39	-22
<b>Total underlying income</b>	<b>378</b>	<b>361</b>	<b>352</b>	<b>297</b>	<b>286</b>	<b>309</b>	<b>287</b>	<b>311</b>	<b>1,388</b>	<b>1,193</b>
Staff and other expenses	179	181	173	176	174	168	162	165	709	669
Intangibles amortisation and impairments	0	-	-	-	-	-	-	-	0	-
<b>Operating expenses</b>	<b>179</b>	<b>181</b>	<b>173</b>	<b>176</b>	<b>174</b>	<b>168</b>	<b>162</b>	<b>165</b>	<b>709</b>	<b>669</b>
<b>Gross result</b>	<b>199</b>	<b>180</b>	<b>179</b>	<b>121</b>	<b>112</b>	<b>141</b>	<b>124</b>	<b>146</b>	<b>680</b>	<b>523</b>
Additions to loan loss provision	25	15	21	21	26	17	25	15	82	83
<b>Underlying result before tax</b>	<b>174</b>	<b>165</b>	<b>159</b>	<b>100</b>	<b>86</b>	<b>124</b>	<b>100</b>	<b>131</b>	<b>598</b>	<b>441</b>
Taxation	56	46	52	33	35	52	34	41	188	161
Minority interests	0	0	0	0	0	0	0	0	1	1
<b>Underlying net result</b>	<b>118</b>	<b>118</b>	<b>107</b>	<b>67</b>	<b>51</b>	<b>72</b>	<b>66</b>	<b>90</b>	<b>409</b>	<b>278</b>
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax									-	-
<b>Net result</b>	<b>118</b>	<b>118</b>	<b>107</b>	<b>67</b>	<b>51</b>	<b>72</b>	<b>66</b>	<b>90</b>	<b>409</b>	<b>278</b>
<b>Key figures <sup>2)</sup></b>										
Cost/income ratio	47.3%	50.2%	49.0%	59.2%	60.9%	54.3%	56.6%	53.1%	51.1%	56.1%
Return on equity based on 10.0% core Tier 1 <sup>3)</sup>	20.5%	21.4%	19.7%	12.1%	9.1%	13.2%	12.2%	17.1%	18.4%	12.8%
Risk cost in bp of average RWA	43	27	38	38	46	32	45	28	37	38
Risk-weighted assets (end of period)	23,756	22,366	21,850	21,549	22,605	21,993	21,863	21,595	23,756	22,605
Employees (FTEs, end of period)	3,756	3,734	3,692	3,591	3,498	3,472	3,386	3,358	3,756	3,498

<sup>1)</sup> Including ING Austria

<sup>2)</sup> Key figures based on underlying figures

<sup>3)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.1.8 PROFIT AND LOSS: RETAIL BANKING REST OF WORLD

### Banking: Profit and loss Retail Banking Rest of World

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
Balance sheet related interest	446	420	467	456	445	462	428	417	1,789	1,752
Capital charge on book equity	-32	-32	-23	-21	-23	-29	-35	-30	-109	-117
Interest benefit on economic capital	25	24	23	25	24	25	27	29	97	106
Interest result	439	412	467	460	447	458	420	416	1,778	1,740
Funds transfer	34	34	30	29	33	33	28	28	127	121
Securities business	6	6	6	7	7	7	7	9	25	30
Insurance broking	8	6	8	9	9	7	7	8	31	32
Management fees	-6	-6	-4						-16	-
Brokerage and advisory fees	3	5	3	4	2	3	0	5	15	10
Other	46	47	51	36	33	36	41	37	180	147
Commission income	91	92	94	84	84	86	82	87	361	339
Rental income	0	1	1	1	2	0	1	1	2	4
Other investment income	3	52	1	7	-2	23	9	-0	63	29
Investment income	3	53	2	7	-0	23	10	0	65	33
Realised gains/losses on bonds	4	3	0	20	5	-0	0	3	28	8
Realised gains/losses on equities	3	0	-0	11	0	0	-0	0	14	1
Change in fair value real estate investments					0				-	0
Realised gains and fair value changes on investments	7	4	0	31	5	0	0	4	42	10
Total investment income	10	56	2	39	5	23	10	4	107	43
Valuation results non-trading derivatives	-4	16	-13	29	-8	-21	43	-28	28	-14
Net trading income	13	15	16	0	17	28	2	41	44	88
Other income	2	9	40	3	-63	-171	-155	-0	56	-389
Total other income	11	40	44	33	-53	-164	-110	12	128	-315
<b>Total underlying income</b>	<b>551</b>	<b>601</b>	<b>607</b>	<b>615</b>	<b>483</b>	<b>403</b>	<b>402</b>	<b>519</b>	<b>2,374</b>	<b>1,807</b>
Staff and other expenses	398	397	412	422	439	396	398	392	1,628	1,626
Intangibles amortisation and impairments	2	0	0	0	0	-	-	-	2	0
<b>Operating expenses</b>	<b>400</b>	<b>397</b>	<b>412</b>	<b>422</b>	<b>439</b>	<b>396</b>	<b>398</b>	<b>392</b>	<b>1,631</b>	<b>1,626</b>
<b>Gross result</b>	<b>151</b>	<b>204</b>	<b>195</b>	<b>193</b>	<b>44</b>	<b>7</b>	<b>4</b>	<b>127</b>	<b>744</b>	<b>181</b>
Additions to loan loss provision	54	67	91	68	53	66	48	83	280	250
<b>Underlying result before tax</b>	<b>97</b>	<b>137</b>	<b>105</b>	<b>125</b>	<b>-10</b>	<b>-60</b>	<b>-44</b>	<b>44</b>	<b>464</b>	<b>-70</b>
Taxation	23	41	36	9	23	-5	-8	23	111	33
Minority interests	15	12	16	22	20	17	14	15	66	66
<b>Underlying net result</b>	<b>59</b>	<b>83</b>	<b>52</b>	<b>93</b>	<b>-53</b>	<b>-72</b>	<b>-50</b>	<b>6</b>	<b>287</b>	<b>-170</b>
Net gains/losses on divestments	-	-	-	-6	891	-16	-	489	-6	1,365
Net result from divested units	-	-	-	-37	-55	-55	11	12	-37	-86
Special items after tax									-	-
<b>Net result</b>	<b>59</b>	<b>83</b>	<b>52</b>	<b>51</b>	<b>784</b>	<b>-143</b>	<b>-40</b>	<b>508</b>	<b>245</b>	<b>1,109</b>
<b>Key figures <sup>1)</sup></b>										
Cost/income ratio	72.6%	66.0%	67.8%	68.6%	91.0%	98.4%	99.1%	75.6%	68.7%	90.0%
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	7.2%	9.1%	6.2%	9.7%	-2.7%	-4.3%	-2.9%	1.7%	8.1%	-2.1%
Risk cost in bp of average RWA	52	64	83	58	43	52	37	67	64	50
Risk-weighted assets (end of period)	40,685	41,569	42,651	45,251	49,724	49,237	52,277	50,193	40,685	49,724
Employees (FTEs, end of period)	29,257	29,227	28,680	28,205	28,154	28,111	27,923	28,216	29,257	28,154

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.1.9 PROFIT AND LOSS: COMMERCIAL BANKING (CB)

Banking: Profit and loss Commercial Banking										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
Balance sheet related interest	810	857	948	985	977	1,036	999	1,037	3,600	4,049
Capital charge on book equity	-122	-126	-152	-153	-166	-171	-167	-177	-553	-681
Interest benefit on economic capital	60	60	61	64	66	68	74	79	246	288
Interest result	748	792	857	895	878	933	905	939	3,292	3,655
Funds transfer	18	17	17	17	16	21	17	12	69	66
Securities business	39	29	21	22	14	45	50	27	111	136
Insurance broking	2	3	2	1	1	3	3	2	7	8
Management fees	2	3	1	1	1	-1	1	-1	8	0
Brokerage and advisory fees	41	47	72	57	51	60	66	54	217	232
Other	143	132	140	139	122	94	122	129	553	466
Commission income	245	231	253	236	205	222	258	222	964	907
Rental income	8	6	6	1	-3	5	3	7	21	12
Other investment income	11	11	17	5	13	5	13	3	44	34
Investment income	20	16	23	6	9	10	16	10	65	45
Realised gains/losses on bonds	6	1	19	67	-4	14	4	111	93	125
Realised gains/losses on equities	28	5	7	3	4	19	4	2	44	29
Change in fair value real estate investments	-0	0	1		0	-8	-3	-1	1	-12
Realised gains and fair value changes on investments	34	6	27	71	0	24	5	112	137	142
Total investment income	54	23	49	77	10	34	21	122	203	187
Valuation results non-trading derivatives	66	38	115	-64	-196	-92	111	-339	156	-516
Net trading income	152	239	153	341	148	253	20	441	885	862
Other income	-64	-49	3	22	45	-21	26	54	-88	104
Total other income	154	228	271	299	-4	140	157	157	953	450
<b>Total underlying income</b>	<b>1,201</b>	<b>1,273</b>	<b>1,430</b>	<b>1,508</b>	<b>1,089</b>	<b>1,329</b>	<b>1,341</b>	<b>1,441</b>	<b>5,412</b>	<b>5,200</b>
Staff and other expenses	630	557	543	578	656	560	533	550	2,308	2,299
Intangibles amortisation and impairments	24	18	10	26	22	37	44	59	78	162
<b>Operating expenses</b>	<b>654</b>	<b>575</b>	<b>553</b>	<b>604</b>	<b>678</b>	<b>598</b>	<b>577</b>	<b>608</b>	<b>2,386</b>	<b>2,461</b>
<b>Gross result</b>	<b>547</b>	<b>698</b>	<b>878</b>	<b>904</b>	<b>411</b>	<b>732</b>	<b>764</b>	<b>832</b>	<b>3,026</b>	<b>2,739</b>
Additions to loan loss provision	177	227	245	218	275	235	278	167	867	955
<b>Underlying result before tax</b>	<b>370</b>	<b>471</b>	<b>632</b>	<b>686</b>	<b>136</b>	<b>496</b>	<b>486</b>	<b>666</b>	<b>2,160</b>	<b>1,784</b>
Taxation	103	86	155	176	71	106	118	197	520	491
Minority interests	5	6	8	8	3	6	5	10	27	23
<b>Underlying net result</b>	<b>262</b>	<b>379</b>	<b>469</b>	<b>502</b>	<b>62</b>	<b>385</b>	<b>363</b>	<b>459</b>	<b>1,613</b>	<b>1,269</b>
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-	-	-	-	-129	-	-	-	-	-129
<b>Net result</b>	<b>262</b>	<b>379</b>	<b>469</b>	<b>502</b>	<b>-67</b>	<b>385</b>	<b>363</b>	<b>459</b>	<b>1,613</b>	<b>1,140</b>
<b>Key figures <sup>1)</sup></b>										
Cost/income ratio	54.5%	45.2%	38.6%	40.1%	62.3%	45.0%	43.0%	42.2%	44.1%	47.3%
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	8.5%	12.1%	14.7%	16.1%	2.1%	11.8%	10.9%	13.4%	12.8%	9.7%
Risk cost in bp of average RWA	56	71	76	69	87	71	82	47	68	72
Risk-weighted assets (end of period)	127,165	125,344	130,128	129,824	123,725	129,297	134,647	135,352	127,165	123,725
Employees (FTEs, end of period)	10,526	10,559	10,561	10,753	11,019	11,249	11,284	11,185	10,526	11,019
Value at Risk trading and Treasury positions (avg.)	7.7	10.5	9.7	7.3	8.5	11.7	24.0	16.2		

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.1.10 PROFIT AND LOSS: CB - INDUSTRY LENDING

### Banking: Profit and loss Industry Lending

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
Balance sheet related interest	352	357	366	375	371	354	367	351	1,449	1,443
Capital charge on book equity	-0	-0	-0	-0	-0	-0	-0	-0	-0	-1
Interest benefit on economic capital	20	21	21	21	22	22	23	24	83	91
Interest result	372	377	387	396	393	375	390	375	1,532	1,534
Commission income	127	111	124	119	104	115	132	112	481	463
Investment income	4	10	10	4	1	3	11	5	27	21
Realised gains and fair value changes on investments	21	5	5	2	3	6	-4	2	34	6
Total investment income	25	16	15	6	5	9	7	6	61	27
Valuation results non-trading derivatives	7	-6	4	-1	-4	4	11	-0	3	10
Net trading income	-2	-12	-11	-13	-1	-15	-19	-11	-38	-46
Other income	-20	10	-12	-13	-8	-14	-10	-4	-34	-35
Total other income	-15	-8	-18	-28	-13	-24	-18	-16	-69	-71
<b>Total underlying income</b>	<b>509</b>	<b>495</b>	<b>507</b>	<b>493</b>	<b>488</b>	<b>476</b>	<b>511</b>	<b>477</b>	<b>2,004</b>	<b>1,953</b>
Staff and other expenses	140	111	111	109	130	105	104	106	471	445
Intangibles amortisation and impairments	-0	-	0	-	4	-	-	-	0	4
<b>Operating expenses</b>	<b>139</b>	<b>111</b>	<b>111</b>	<b>109</b>	<b>134</b>	<b>105</b>	<b>104</b>	<b>106</b>	<b>471</b>	<b>449</b>
<b>Gross result</b>	<b>369</b>	<b>384</b>	<b>396</b>	<b>384</b>	<b>354</b>	<b>371</b>	<b>407</b>	<b>371</b>	<b>1,533</b>	<b>1,503</b>
Additions to loan loss provision	102	181	155	178	219	142	223	91	616	674
<b>Underlying result before tax</b>	<b>267</b>	<b>203</b>	<b>241</b>	<b>206</b>	<b>135</b>	<b>229</b>	<b>185</b>	<b>280</b>	<b>917</b>	<b>829</b>
Taxation	57	24	40	49	10	45	30	66	170	151
Minority interests	1	1	1	1	0	0	1	1	4	2
<b>Underlying net result</b>	<b>210</b>	<b>177</b>	<b>200</b>	<b>156</b>	<b>125</b>	<b>184</b>	<b>153</b>	<b>213</b>	<b>743</b>	<b>676</b>
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax									-	-
<b>Net result</b>	<b>210</b>	<b>177</b>	<b>200</b>	<b>156</b>	<b>125</b>	<b>184</b>	<b>153</b>	<b>213</b>	<b>743</b>	<b>676</b>
<b>Key figures <sup>1)</sup></b>										
Cost/income ratio	27.4%	22.5%	21.9%	22.1%	27.5%	22.0%	20.3%	22.2%	23.5%	23.0%
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	16.5%	13.4%	15.4%	13.4%	11.6%	17.2%	14.1%	18.9%	14.7%	15.5%
Risk cost in bp of average RWA	80	135	118	153	202	131	204	81	121	154
Risk-weighted assets (end of period)	50,356	51,986	54,860	49,460	43,701	42,802	43,399	44,037	50,356	43,701

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.1.11 PROFIT AND LOSS: CB - GENERAL LENDING & TRANSACTION SERVICES

Banking: Profit and loss General Lending & Transaction Services										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
Balance sheet related interest	218	220	222	225	249	255	244	236	885	984
Capital charge on book equity	-	-	-	-	-2	1	1	1	-	-0
Interest benefit on economic capital	18	18	17	20	19	20	23	24	73	86
Interest result	236	238	239	245	266	276	268	261	958	1,070
Commission income	93	95	98	87	94	90	88	86	373	358
Investment income	0	0	0	-	-0	0	-0	-1	0	-1
Realised gains and fair value changes on investments	0	-	-	2	-	-	9	-	3	9
Total investment income	0	0	0	2	-0	0	9	-1	3	8
Valuation results non-trading derivatives	0	0	0	0	-0	-0	0	-0	0	-0
Net trading income	8	10	8	11	11	9	10	9	38	38
Other income	-5	-4	-3	-2	-4	-3	-3	-4	-14	-15
Total other income	4	6	5	9	6	5	6	5	24	23
<b>Total underlying income</b>	<b>332</b>	<b>340</b>	<b>342</b>	<b>343</b>	<b>365</b>	<b>372</b>	<b>371</b>	<b>351</b>	<b>1,358</b>	<b>1,459</b>
Staff and other expenses	202	186	176	179	193	172	173	172	743	710
Intangibles amortisation and impairments	-	-	-0	0	0	-	-	-	-	0
<b>Operating expenses</b>	<b>202</b>	<b>186</b>	<b>176</b>	<b>179</b>	<b>194</b>	<b>172</b>	<b>173</b>	<b>172</b>	<b>743</b>	<b>710</b>
<b>Gross result</b>	<b>131</b>	<b>154</b>	<b>166</b>	<b>164</b>	<b>172</b>	<b>200</b>	<b>199</b>	<b>178</b>	<b>615</b>	<b>749</b>
Additions to loan loss provision	47	13	44	5	20	62	16	32	109	131
<b>Underlying result before tax</b>	<b>84</b>	<b>141</b>	<b>122</b>	<b>159</b>	<b>151</b>	<b>137</b>	<b>183</b>	<b>146</b>	<b>506</b>	<b>617</b>
Taxation	22	30	35	33	27	42	46	29	121	143
Minority interests	0	2	2	2	-0	1	1	2	6	3
<b>Underlying net result</b>	<b>61</b>	<b>110</b>	<b>84</b>	<b>123</b>	<b>125</b>	<b>95</b>	<b>136</b>	<b>115</b>	<b>379</b>	<b>471</b>
Net gains/losses on divestments										
Net result from divested units										
Special items after tax										
<b>Net result</b>	<b>61</b>	<b>110</b>	<b>84</b>	<b>123</b>	<b>125</b>	<b>95</b>	<b>136</b>	<b>115</b>	<b>379</b>	<b>471</b>
<b>Key figures <sup>1)</sup></b>										
Cost/income ratio	60.6%	54.8%	51.4%	52.3%	53.0%	46.2%	46.5%	49.2%	54.7%	48.7%
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	7.2%	12.5%	9.2%	13.0%	12.3%	9.0%	12.8%	10.7%	10.6%	11.2%
Risk cost in bp of average RWA	55	14	47	6	20	59	15	30	30	31
Risk-weighted assets (end of period)	34,374	34,263	36,674	38,410	38,735	41,971	42,883	42,813	34,374	38,735

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)



## BANKING 2.1.12 PROFIT AND LOSS: CB - FINANCIAL MARKETS

Banking: Profit and loss Financial Markets										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
Balance sheet related interest	62	102	110	176	131	165	110	190	450	595
Capital charge on book equity	-0	-0	-0	-0	-1	-0	-0	-0	-1	-1
Interest benefit on economic capital	13	13	14	14	13	14	15	15	54	58
Interest result	75	114	123	190	144	178	125	205	503	652
Commission income	26	20	30	31	8	19	41	20	108	88
Investment income	4	0	6	1	3	0	0	0	11	3
Realised gains and fair value changes on investments	-0	0	-0	0	-3	2	-2	-2	-0	-5
Total investment income	3	0	5	2	-0	3	-2	-2	11	-1
Valuation results non-trading derivatives	-104	-41	196	-21	-243	-212	180	-408	29	-682
Net trading income	271	217	50	292	181	215	-27	465	830	833
Other income	-12	-9	-13	-7	5	4	-21	-6	-41	-18
Total other income	154	168	232	264	-57	7	132	51	818	133
<b>Total underlying income</b>	<b>258</b>	<b>303</b>	<b>391</b>	<b>487</b>	<b>94</b>	<b>207</b>	<b>296</b>	<b>274</b>	<b>1,439</b>	<b>871</b>
Staff and other expenses	233	199	195	229	241	220	208	211	856	880
Intangibles amortisation and impairments	-	-	-	-	1	-	-	-	-	1
<b>Operating expenses</b>	<b>233</b>	<b>199</b>	<b>195</b>	<b>229</b>	<b>242</b>	<b>220</b>	<b>208</b>	<b>211</b>	<b>856</b>	<b>881</b>
<b>Gross result</b>	<b>26</b>	<b>103</b>	<b>196</b>	<b>258</b>	<b>-147</b>	<b>-13</b>	<b>88</b>	<b>63</b>	<b>583</b>	<b>-9</b>
Additions to loan loss provision	0	0	-1	-0	1	0	-0	5	-0	6
<b>Underlying result before tax</b>	<b>26</b>	<b>103</b>	<b>197</b>	<b>258</b>	<b>-148</b>	<b>-13</b>	<b>88</b>	<b>58</b>	<b>584</b>	<b>-15</b>
Taxation	10	20	45	62	-44	-4	19	9	137	-21
Minority interests	1	1	2	1	2	4	3	6	5	14
<b>Underlying net result</b>	<b>14</b>	<b>82</b>	<b>150</b>	<b>195</b>	<b>-106</b>	<b>-12</b>	<b>66</b>	<b>43</b>	<b>441</b>	<b>-9</b>
Net gains/losses on divestments										
Net result from divested units										
Special items after tax										
<b>Net result</b>	<b>14</b>	<b>82</b>	<b>150</b>	<b>195</b>	<b>-106</b>	<b>-12</b>	<b>66</b>	<b>43</b>	<b>441</b>	<b>-9</b>
<b>Key figures <sup>1)</sup></b>										
Cost/income ratio	90.1%	65.9%	49.8%	47.0%	255.8%	106.2%	70.4%	77.0%	59.5%	101.1%
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	2.4%	13.3%	22.6%	27.1%	-13.8%	-1.1%	8.2%	5.4%	16.8%	0.2%
Risk cost in bp of average RWA	0	1	-1	-0	1	0	-0	6	-0	2
Risk-weighted assets (end of period)	26,114	24,638	25,317	28,408	29,597	30,530	33,402	33,441	26,114	29,597

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.1.13 PROFIT AND LOSS: CB - BANK TREASURY, REAL ESTATE & OTHER

Banking: Profit and loss Bank Treasury, Real Estate & Other										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
Balance sheet related interest	179	179	250	209	226	262	278	260	816	1,026
Capital charge on book equity	-122	-125	-152	-153	-163	-171	-168	-177	-552	-679
Interest benefit on economic capital	9	9	9	9	12	13	12	16	37	53
Interest result	66	62	108	65	75	104	123	98	301	400
Commission income	-1	4	1	-2	-1	-3	-2	5	2	-1
Investment income	12	6	7	2	5	6	5	6	27	22
Realised gains and fair value changes on investments	12	1	22	66	0	17	2	112	101	131
Total investment income	25	7	29	67	5	23	7	119	128	153
Valuation results non-trading derivatives	163	86	-84	-41	51	115	-80	70	123	156
Net trading income	-124	23	106	51	-42	45	56	-21	56	37
Other income	-27	-46	31	44	52	-8	60	68	1	172
Total other income	12	63	52	54	61	152	36	116	180	365
<b>Total underlying income</b>	<b>101</b>	<b>136</b>	<b>190</b>	<b>184</b>	<b>141</b>	<b>275</b>	<b>163</b>	<b>338</b>	<b>612</b>	<b>917</b>
Staff and other expenses	56	60	61	61	91	64	48	60	238	264
Intangibles amortisation and impairments	25	18	10	25	17	37	44	59	78	157
<b>Operating expenses</b>	<b>80</b>	<b>78</b>	<b>71</b>	<b>87</b>	<b>108</b>	<b>102</b>	<b>93</b>	<b>118</b>	<b>316</b>	<b>421</b>
<b>Gross result</b>	<b>21</b>	<b>58</b>	<b>119</b>	<b>98</b>	<b>32</b>	<b>174</b>	<b>70</b>	<b>220</b>	<b>296</b>	<b>496</b>
Additions to loan loss provision	27	33	47	34	35	31	40	38	142	143
<b>Underlying result before tax</b>	<b>-7</b>	<b>25</b>	<b>72</b>	<b>63</b>	<b>-2</b>	<b>142</b>	<b>31</b>	<b>182</b>	<b>153</b>	<b>353</b>
Taxation	14	12	34	31	78	24	22	94	91	218
Minority interests	2	2	3	4	1	1	1	1	12	3
<b>Underlying net result</b>	<b>-23</b>	<b>10</b>	<b>35</b>	<b>28</b>	<b>-81</b>	<b>118</b>	<b>7</b>	<b>88</b>	<b>50</b>	<b>132</b>
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax					-129				-	-129
<b>Net result</b>	<b>-23</b>	<b>10</b>	<b>35</b>	<b>28</b>	<b>-211</b>	<b>118</b>	<b>7</b>	<b>88</b>	<b>50</b>	<b>2</b>
<b>Key figures <sup>1)</sup></b>										
Cost/income ratio	79.5%	57.6%	37.1%	47.1%	77.1%	36.9%	56.8%	35.0%	51.7%	45.9%
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	-5.4%	3.7%	11.3%	10.2%	-25.0%	32.7%	2.2%	22.8%	4.5%	9.3%
Risk cost in bp of average RWA	71	96	141	109	108	87	106	97	103	99
Risk-weighted assets (end of period)	16,321	14,458	13,277	13,546	11,693	13,994	14,964	15,062	16,321	11,693

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.1.14 PROFIT AND LOSS: CORPORATE LINE BANKING

Banking: Profit and loss Corporate Line Banking										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
Balance sheet related interest	-45	-27	-36	-67	-80	-73	-109	-25	-175	-288
Capital charge on book equity	176	178	196	196	213	229	234	242	746	917
Interest benefit on economic capital	-139	-134	-132	-137	-140	-145	-154	-164	-541	-603
Interest result	-7	17	28	-8	-7	10	-29	52	30	27
Funds transfer	-0	-0	0	0	0	-0	-0	-0	0	-0
Securities business	-1	-2	-0	-8	-0	-1	0	-1	-11	-1
Insurance broking	-	-	-	-	-	-	-	-	-	-
Management fees	-0	-	-0	-	0	0	0	0	-0	0
Brokerage and advisory fees	-	-0	-3	-	-0	0	-1	-3	-3	-4
Other	-0	-0	3	7	7	7	3	6	10	24
Commission income	-1	-2	-0	-1	7	7	3	3	-5	19
Rental income	-0	-0	-0	-0	-0	-0	-0	-0	-0	-0
Other investment income	-0	0	1	0	-0	2	2	4	1	8
Investment income	-0	0	1	-0	-0	2	2	4	0	8
Realised gains/losses on bonds	-0	-1	-0	-1	9	12	24	-0	-2	45
Realised gains/losses on equities	-	-	-0	-1	-2	319	1	-3	-1	315
Change in fair value real estate investments	-	-	-	-	-	-	-	-	-	-
Realised gains and fair value changes on investments	-0	-1	-0	-2	6	331	25	-3	-3	360
Total investment income	-0	-1	0	-2	6	333	26	1	-3	367
Valuation results non-trading derivatives	-68	-119	319	-46	58	-301	-109	-103	87	-455
Net trading income	-68	20	-460	-54	-152	111	134	-33	-563	60
Other income	199	9	-16	-8	-43	48	20	-21	184	5
Total other income	64	-90	-157	-109	-137	-142	45	-157	-292	-391
<b>Total underlying Income</b>	<b>55</b>	<b>-75</b>	<b>-130</b>	<b>-119</b>	<b>-131</b>	<b>209</b>	<b>46</b>	<b>-101</b>	<b>-269</b>	<b>23</b>
Staff and other expenses	57	31	13	-3	35	51	17	30	98	133
Intangibles amortisation and impairments	6	7	7	7	7	7	7	7	27	29
<b>Operating expenses</b>	<b>63</b>	<b>38</b>	<b>20</b>	<b>4</b>	<b>42</b>	<b>59</b>	<b>25</b>	<b>37</b>	<b>125</b>	<b>162</b>
<b>Gross result</b>	<b>-8</b>	<b>-113</b>	<b>-150</b>	<b>-124</b>	<b>-173</b>	<b>150</b>	<b>21</b>	<b>-138</b>	<b>-395</b>	<b>-140</b>
Additions to loan loss provision	0	-0	-0	0	-0	-	-	-	0	-0
<b>Underlying result before tax</b>	<b>-8</b>	<b>-113</b>	<b>-150</b>	<b>-124</b>	<b>-173</b>	<b>150</b>	<b>21</b>	<b>-138</b>	<b>-395</b>	<b>-140</b>
Taxation	-69	-19	-71	2	-63	7	1	-28	-157	-84
Minority interests	-	-	-	-	-	-	-	-	-	-
<b>Underlying net result</b>	<b>61</b>	<b>-94</b>	<b>-79</b>	<b>-126</b>	<b>-110</b>	<b>143</b>	<b>20</b>	<b>-109</b>	<b>-238</b>	<b>-56</b>
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-0	-0	27	-2	-16	-1	231	-374	25	-160
<b>Net result</b>	<b>61</b>	<b>-95</b>	<b>-52</b>	<b>-128</b>	<b>-126</b>	<b>142</b>	<b>251</b>	<b>-484</b>	<b>-213</b>	<b>-216</b>
<b>Key figures <sup>1)</sup></b>										
Risk-weighted assets (end of period)	3,204	5,213	5,734	8,187	8,597	8,640	15,799	15,267	3,204	8,597
Employees (FTEs, end of period)	2	-	-	-	-	-	-	-	2	-

<sup>1)</sup> Key figures based on underlying figures

## BANKING 2.2.1 CLIENT BALANCES: ING BANK

### Banking: Client balances ING Bank

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
<b>Residential Mortgages</b>								
<b>Beginning of period Client Balances</b>	<b>277.0</b>	<b>282.6</b>	<b>287.0</b>	<b>292.6</b>	<b>315.1</b>	<b>312.0</b>	<b>306.8</b>	<b>337.4</b>
Net production	0.7	1.9	0.9	0.7	1.8	2.7	3.1	1.6
Acquisitions / divestments	-3.4	-6.9	-0.8	-6.6	-23.3	-	-	-31.9
Market performance	-	-	-	-	-	-	-	-
FX impact and other	-1.6	-0.6	-4.4	0.3	-1.0	0.4	2.0	-0.2
<b>End of period</b>	<b>272.7</b>	<b>277.0</b>	<b>282.6</b>	<b>287.0</b>	<b>292.6</b>	<b>315.1</b>	<b>312.0</b>	<b>306.8</b>
<b>Other Lending</b>								
<b>Beginning of period Client Balances</b>	<b>216.8</b>	<b>222.1</b>	<b>223.8</b>	<b>220.2</b>	<b>226.1</b>	<b>232.6</b>	<b>229.8</b>	<b>229.4</b>
Net production	1.3	-2.3	0.5	1.9	-4.2	-5.6	-0.2	1.2
Acquisitions / divestments	-0.1	-1.1	-	-	-0.3	-	-	-0.1
Market performance	-	-	-	-	-	-	-	-
FX impact and other	-1.2	-1.9	-2.2	1.7	-1.3	-0.8	3.0	-0.6
<b>End of period</b>	<b>216.7</b>	<b>216.8</b>	<b>222.1</b>	<b>223.8</b>	<b>220.2</b>	<b>226.1</b>	<b>232.6</b>	<b>229.8</b>
<b>Funds Entrusted</b>								
<b>Beginning of period Client Balances</b>	<b>464.4</b>	<b>467.1</b>	<b>465.5</b>	<b>462.7</b>	<b>479.4</b>	<b>464.3</b>	<b>464.1</b>	<b>522.1</b>
Net production	2.4	1.9	6.5	16.5	8.2	11.0	-1.8	5.3
Acquisitions / divestments	-	-3.7	-	-14.2	-23.6	-	-	-64.1
Market performance	-	-	-	-	-	-	-	-
FX impact and other	-1.8	-0.9	-4.9	0.5	-1.3	4.1	2.0	0.8
<b>End of period</b>	<b>465.0</b>	<b>464.4</b>	<b>467.1</b>	<b>465.5</b>	<b>462.7</b>	<b>479.4</b>	<b>464.3</b>	<b>464.1</b>
<b>Assets under Management/Mutual Funds</b>								
<b>Beginning of period Client Balances</b>	<b>57.3</b>	<b>56.6</b>	<b>57.3</b>	<b>56.5</b>	<b>56.3</b>	<b>54.0</b>	<b>55.7</b>	<b>54.8</b>
Net production	1.0	-1.0	0.9	0.2	0.5	0.2	-0.4	0.4
Acquisitions / divestments	-	-	-	-	-0.7	-	-0.4	-0.3
Market performance	1.7	1.7	-1.5	1.8	0.4	2.0	-0.9	2.1
FX impact and other	-0.0	0.1	-0.1	-1.2	-0.0	0.1	-0.0	-1.3
<b>End of period</b>	<b>60.0</b>	<b>57.3</b>	<b>56.6</b>	<b>57.3</b>	<b>56.5</b>	<b>56.3</b>	<b>54.0</b>	<b>55.7</b>
<b>Total</b>								
<b>Beginning of period Client Balances</b>	<b>1,015.5</b>	<b>1,028.3</b>	<b>1,033.5</b>	<b>1,032.1</b>	<b>1,076.9</b>	<b>1,062.9</b>	<b>1,056.4</b>	<b>1,143.7</b>
Net production	5.5	0.4	8.8	19.2	6.2	8.3	0.8	8.5
Acquisitions / divestments	-3.6	-11.7	-0.8	-20.8	-47.8	-	-0.4	-96.5
Market performance	1.7	1.7	-1.5	1.8	0.4	2.0	-0.9	2.1
FX impact and other	-4.6	-3.3	-11.7	1.3	-3.6	3.7	7.0	-1.3
<b>End of period</b>	<b>1,014.5</b>	<b>1,015.5</b>	<b>1,028.3</b>	<b>1,033.5</b>	<b>1,032.1</b>	<b>1,076.9</b>	<b>1,062.9</b>	<b>1,056.4</b>

## BANKING 2.2.2 CLIENT BALANCES: RETAIL BANKING

### Banking: Client balances Retail Banking

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
<b>Residential Mortgages</b>								
<b>Beginning of period Client Balances</b>	<b>277.0</b>	<b>282.6</b>	<b>287.0</b>	<b>292.6</b>	<b>315.1</b>	<b>312.0</b>	<b>306.8</b>	<b>337.4</b>
Net production	0.7	1.9	0.9	0.7	1.8	2.7	3.1	1.6
Acquisitions / divestments	-3.4	-6.9	-0.8	-6.6	-23.3	-	-	-31.9
Market performance	-	-	-	-	-	-	-	-
FX impact and other	-1.6	-0.6	-4.4	0.3	-1.0	0.4	2.0	-0.2
<b>End of period</b>	<b>272.7</b>	<b>277.0</b>	<b>282.6</b>	<b>287.0</b>	<b>292.6</b>	<b>315.1</b>	<b>312.0</b>	<b>306.8</b>
<b>Other Lending</b>								
<b>Beginning of period Client Balances</b>	<b>93.8</b>	<b>97.1</b>	<b>97.0</b>	<b>94.5</b>	<b>95.1</b>	<b>95.3</b>	<b>94.2</b>	<b>92.1</b>
Net production	0.9	-2.2	1.3	1.6	-0.0	-0.4	1.1	1.8
Acquisitions / divestments	-	-0.2	-	-	-0.3	-	-	-0.1
Market performance	-	-	-	-	-	-	-	-
FX impact and other	-0.5	-0.9	-1.2	0.9	-0.3	0.2	0.0	0.5
<b>End of period</b>	<b>94.3</b>	<b>93.8</b>	<b>97.1</b>	<b>97.0</b>	<b>94.5</b>	<b>95.1</b>	<b>95.3</b>	<b>94.2</b>
<b>Funds Entrusted</b>								
<b>Beginning of period Client Balances</b>	<b>391.1</b>	<b>393.6</b>	<b>391.9</b>	<b>394.7</b>	<b>413.2</b>	<b>406.3</b>	<b>403.6</b>	<b>455.7</b>
Net production	-0.2	2.1	6.2	10.6	6.2	6.1	4.3	11.4
Acquisitions / divestments	-	-3.7	-	-14.2	-23.6	-	-	-64.1
Market performance	-	-	-	-	-	-	-	-
FX impact and other	-1.5	-0.9	-4.6	0.8	-1.1	0.8	-1.6	0.6
<b>End of period</b>	<b>389.4</b>	<b>391.1</b>	<b>393.6</b>	<b>391.9</b>	<b>394.7</b>	<b>413.2</b>	<b>406.3</b>	<b>403.6</b>
<b>Assets under Management/Mutual Funds</b>								
<b>Beginning of period Client Balances</b>	<b>57.1</b>	<b>56.4</b>	<b>57.1</b>	<b>56.3</b>	<b>56.1</b>	<b>53.8</b>	<b>55.3</b>	<b>54.4</b>
Net production	1.0	-1.0	0.9	0.2	0.5	0.2	-0.3	0.4
Acquisitions / divestments	-	-	-	-	-0.7	-	-	-0.3
Market performance	1.7	1.7	-1.5	1.8	0.4	2.0	-0.9	2.1
FX impact and other	0.0	0.1	-0.1	-1.2	-0.0	0.1	-0.2	-1.3
<b>End of period</b>	<b>59.9</b>	<b>57.1</b>	<b>56.4</b>	<b>57.1</b>	<b>56.3</b>	<b>56.1</b>	<b>53.8</b>	<b>55.3</b>
<b>Total</b>								
<b>Beginning of period Client Balances</b>	<b>819.0</b>	<b>829.7</b>	<b>833.0</b>	<b>838.2</b>	<b>879.5</b>	<b>867.4</b>	<b>859.9</b>	<b>939.6</b>
Net production	2.5	0.7	9.3	13.1	8.5	8.7	8.2	15.1
Acquisitions / divestments	-3.4	-10.8	-0.8	-20.8	-47.8	-	-	-96.5
Market performance	1.7	1.7	-1.5	1.8	0.4	2.0	-0.9	2.1
FX impact and other	-3.5	-2.3	-10.3	0.7	-2.4	1.4	0.2	-0.3
<b>End of period</b>	<b>816.3</b>	<b>819.0</b>	<b>829.7</b>	<b>833.0</b>	<b>838.2</b>	<b>879.5</b>	<b>867.4</b>	<b>859.9</b>

## BANKING 2.2.3 CLIENT BALANCES: RETAIL BANKING NETHERLANDS

### Banking: Client balances Retail Banking Netherlands

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
<b>Residential Mortgages</b>								
<b>Beginning of period Client Balances</b>	<b>136.9</b>	<b>143.6</b>	<b>143.7</b>	<b>143.6</b>	<b>143.3</b>	<b>142.5</b>	<b>141.9</b>	<b>141.8</b>
Net production	-0.7	0.2	0.1	0.1	0.3	0.7	0.6	0.1
Acquisitions / divestments	-3.4	-6.9						
Market performance								
FX impact and other			-0.2					
<b>End of period</b>	<b>132.7</b>	<b>136.9</b>	<b>143.6</b>	<b>143.7</b>	<b>143.6</b>	<b>143.3</b>	<b>142.5</b>	<b>141.9</b>
<b>Other Lending</b>								
<b>Beginning of period Client Balances</b>	<b>37.3</b>	<b>38.4</b>	<b>38.3</b>	<b>38.5</b>	<b>40.1</b>	<b>41.1</b>	<b>41.5</b>	<b>41.5</b>
Net production	-1.1	-0.9	-0.1	-0.2	-1.6	-1.1	-0.4	-0.0
Acquisitions / divestments		-0.2						
Market performance								
FX impact and other			0.2					
<b>End of period</b>	<b>36.3</b>	<b>37.3</b>	<b>38.4</b>	<b>38.3</b>	<b>38.5</b>	<b>40.1</b>	<b>41.1</b>	<b>41.5</b>
<b>Funds Entrusted</b>								
<b>Beginning of period Client Balances</b>	<b>114.0</b>	<b>119.5</b>	<b>116.7</b>	<b>115.8</b>	<b>114.1</b>	<b>113.8</b>	<b>111.2</b>	<b>106.7</b>
Net production	-1.8	-1.8	2.8	0.9	1.6	0.4	2.6	4.4
Acquisitions / divestments		-3.7						
Market performance								
FX impact and other								
<b>End of period</b>	<b>112.1</b>	<b>114.0</b>	<b>119.5</b>	<b>116.7</b>	<b>115.8</b>	<b>114.1</b>	<b>113.8</b>	<b>111.2</b>
<b>Assets under Management/Mutual Funds</b>								
<b>Beginning of period Client Balances</b>	<b>17.2</b>	<b>16.8</b>	<b>16.9</b>	<b>16.0</b>	<b>15.6</b>	<b>15.3</b>	<b>15.9</b>	<b>15.2</b>
Net production	-0.1	0.0	0.2	0.3	0.1	0.0	-0.2	0.1
Acquisitions / divestments								
Market performance	0.6	0.3	-0.3	0.6	0.3	0.3	-0.4	0.5
FX impact and other								
<b>End of period</b>	<b>17.7</b>	<b>17.2</b>	<b>16.8</b>	<b>16.9</b>	<b>16.0</b>	<b>15.6</b>	<b>15.3</b>	<b>15.9</b>
<b>Total</b>								
<b>Beginning of period Client Balances</b>	<b>305.4</b>	<b>318.3</b>	<b>315.6</b>	<b>313.8</b>	<b>313.1</b>	<b>312.7</b>	<b>310.4</b>	<b>305.3</b>
Net production	-3.7	-2.5	3.0	1.2	0.5	0.1	2.7	4.6
Acquisitions / divestments	-3.4	-10.8	-	-	-	-	-	-
Market performance	0.6	0.3	-0.3	0.6	0.3	0.3	-0.4	0.5
FX impact and other	-	-	-	-	-	-	-	-
<b>End of period</b>	<b>298.8</b>	<b>305.4</b>	<b>318.3</b>	<b>315.6</b>	<b>313.8</b>	<b>313.1</b>	<b>312.7</b>	<b>310.4</b>

## BANKING 2.2.4 CLIENT BALANCES: RETAIL BANKING BELGIUM

### Banking: Client balances Retail Banking Belgium <sup>1)</sup>

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
<b>Residential Mortgages</b>								
<b>Beginning of period Client Balances</b>	<b>30.6</b>	<b>30.4</b>	<b>30.2</b>	<b>30.6</b>	<b>30.2</b>	<b>29.8</b>	<b>29.3</b>	<b>28.9</b>
Net production	0.3	0.2	0.3	0.2	0.4	0.4	0.6	0.4
Acquisitions / divestments								
Market performance								
FX impact and other				-0.7				
<b>End of period</b>	<b>30.9</b>	<b>30.6</b>	<b>30.4</b>	<b>30.2</b>	<b>30.6</b>	<b>30.2</b>	<b>29.8</b>	<b>29.3</b>
<b>Other Lending</b>								
<b>Beginning of period Client Balances</b>	<b>33.2</b>	<b>35.5</b>	<b>35.2</b>	<b>33.2</b>	<b>32.6</b>	<b>32.7</b>	<b>32.1</b>	<b>30.7</b>
Net production	0.7	-2.2	0.3	1.3	0.6	-0.1	0.6	1.4
Acquisitions / divestments								
Market performance								
FX impact and other				0.7				
<b>End of period</b>	<b>34.0</b>	<b>33.2</b>	<b>35.5</b>	<b>35.2</b>	<b>33.2</b>	<b>32.6</b>	<b>32.7</b>	<b>32.1</b>
<b>Funds Entrusted</b>								
<b>Beginning of period Client Balances</b>	<b>80.5</b>	<b>80.2</b>	<b>78.7</b>	<b>74.6</b>	<b>74.9</b>	<b>73.8</b>	<b>73.5</b>	<b>71.3</b>
Net production	-2.2	0.3	1.5	4.1	-0.3	1.1	0.3	2.2
Acquisitions / divestments								
Market performance								
FX impact and other								
<b>End of period</b>	<b>78.3</b>	<b>80.5</b>	<b>80.2</b>	<b>78.7</b>	<b>74.6</b>	<b>74.9</b>	<b>73.8</b>	<b>73.5</b>
<b>Assets under Management/Mutual Funds</b>								
<b>Beginning of period Client Balances</b>	<b>25.4</b>	<b>25.8</b>	<b>26.4</b>	<b>27.3</b>	<b>26.9</b>	<b>25.5</b>	<b>25.5</b>	<b>26.1</b>
Net production	0.9	-1.4	0.4	-0.5	0.3	0.2	0.2	-0.0
Acquisitions / divestments								
Market performance	0.7	1.0	-1.0	0.8	0.1	1.1	-0.2	0.8
FX impact and other				-1.2				-1.4
<b>End of period</b>	<b>26.9</b>	<b>25.4</b>	<b>25.8</b>	<b>26.4</b>	<b>27.3</b>	<b>26.9</b>	<b>25.5</b>	<b>25.5</b>
<b>Total</b>								
<b>Beginning of period Client Balances</b>	<b>169.7</b>	<b>171.8</b>	<b>170.4</b>	<b>165.7</b>	<b>164.7</b>	<b>161.9</b>	<b>160.4</b>	<b>157.0</b>
Net production	-0.2	-3.1	2.4	5.1	1.0	1.6	1.7	4.0
Acquisitions / divestments	-	-	-	-	-	-	-	-
Market performance	0.7	1.0	-1.0	0.8	0.1	1.1	-0.2	0.8
FX impact and other	-	-	-	-1.2	-	-	-	-1.4
<b>End of period</b>	<b>170.1</b>	<b>169.7</b>	<b>171.8</b>	<b>170.4</b>	<b>165.7</b>	<b>164.7</b>	<b>161.9</b>	<b>160.4</b>

<sup>1)</sup> Including ING Luxembourg

## BANKING 2.2.5 CLIENT BALANCES: RETAIL BANKING GERMANY

### Banking: Client balances Retail Banking Germany <sup>1)</sup>

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
<b>Residential Mortgages</b>								
<b>Beginning of period Client Balances</b>	<b>61.4</b>	<b>60.4</b>	<b>60.0</b>	<b>59.9</b>	<b>59.1</b>	<b>58.2</b>	<b>57.3</b>	<b>56.5</b>
Net production	0.8	1.0	0.3	0.1	0.8	0.9	0.9	0.7
Acquisitions / divestments								
Market performance								
FX impact and other								
<b>End of period</b>	<b>62.1</b>	<b>61.4</b>	<b>60.4</b>	<b>60.0</b>	<b>59.9</b>	<b>59.1</b>	<b>58.2</b>	<b>57.3</b>
<b>Other Lending</b>								
<b>Beginning of period Client Balances</b>	<b>4.3</b>	<b>4.1</b>	<b>4.0</b>	<b>3.9</b>	<b>3.8</b>	<b>3.6</b>	<b>3.5</b>	<b>3.3</b>
Net production	0.1	0.2	0.2	0.1	0.1	0.2	0.1	0.1
Acquisitions / divestments								
Market performance								
FX impact and other								
<b>End of period</b>	<b>4.4</b>	<b>4.3</b>	<b>4.1</b>	<b>4.0</b>	<b>3.9</b>	<b>3.8</b>	<b>3.6</b>	<b>3.5</b>
<b>Funds Entrusted</b>								
<b>Beginning of period Client Balances</b>	<b>103.5</b>	<b>102.2</b>	<b>101.2</b>	<b>96.7</b>	<b>93.7</b>	<b>91.9</b>	<b>90.0</b>	<b>87.6</b>
Net production	2.4	1.3	1.0	4.5	3.0	1.8	1.9	2.5
Acquisitions / divestments								
Market performance								
FX impact and other								
<b>End of period</b>	<b>105.9</b>	<b>103.5</b>	<b>102.2</b>	<b>101.2</b>	<b>96.7</b>	<b>93.7</b>	<b>91.9</b>	<b>90.0</b>
<b>Assets under Management/Mutual Funds</b>								
<b>Beginning of period Client Balances</b>	<b>6.6</b>	<b>6.4</b>	<b>6.6</b>	<b>6.1</b>	<b>6.2</b>	<b>5.9</b>	<b>6.1</b>	<b>5.7</b>
Net production	-0.0	0.0	-0.1	0.1	0.1	-0.0	-0.0	-0.0
Acquisitions / divestments								
Market performance	0.2	0.2	-0.2	0.4	-0.1	0.3	-0.2	0.4
FX impact and other								
<b>End of period</b>	<b>6.8</b>	<b>6.6</b>	<b>6.4</b>	<b>6.6</b>	<b>6.1</b>	<b>6.2</b>	<b>5.9</b>	<b>6.1</b>
<b>Total</b>								
<b>Beginning of period Client Balances</b>	<b>175.8</b>	<b>173.1</b>	<b>171.9</b>	<b>166.7</b>	<b>162.7</b>	<b>159.5</b>	<b>156.8</b>	<b>153.1</b>
Net production	3.3	2.5	1.5	4.8	4.0	2.9	2.9	3.3
Acquisitions / divestments	-	-	-	-	-	-	-	-
Market performance	0.2	0.2	-0.2	0.4	-0.1	0.3	-0.2	0.4
FX impact and other	-	-	-	-	-	-	-	-
<b>End of period</b>	<b>179.3</b>	<b>175.8</b>	<b>173.1</b>	<b>171.9</b>	<b>166.7</b>	<b>162.7</b>	<b>159.5</b>	<b>156.8</b>

<sup>1)</sup> Including ING Austria



## BANKING 2.2.6 CLIENT BALANCES: RETAIL BANKING REST OF WORLD

### Banking: Client balances Retail Banking Rest of World

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
<b>Residential Mortgages</b>								
<b>Beginning of period Client Balances</b>	<b>48.1</b>	<b>48.2</b>	<b>53.1</b>	<b>58.5</b>	<b>82.5</b>	<b>81.5</b>	<b>78.4</b>	<b>110.2</b>
Net production	0.4	0.5	0.2	0.2	0.2	0.6	1.0	0.4
Acquisitions / divestments			-0.8	-6.6	-23.3			-31.9
Market performance								
FX impact and other	-1.6	-0.6	-4.3	1.0	-1.0	0.4	2.0	-0.2
<b>End of period</b>	<b>46.9</b>	<b>48.1</b>	<b>48.2</b>	<b>53.1</b>	<b>58.5</b>	<b>82.5</b>	<b>81.5</b>	<b>78.4</b>
<b>Other Lending</b>								
<b>Beginning of period Client Balances</b>	<b>18.9</b>	<b>19.1</b>	<b>19.6</b>	<b>18.9</b>	<b>18.7</b>	<b>17.9</b>	<b>17.2</b>	<b>16.5</b>
Net production	1.1	0.7	0.9	0.4	0.8	0.6	0.7	0.3
Acquisitions / divestments					-0.3			-0.1
Market performance								
FX impact and other	-0.5	-0.9	-1.3	0.2	-0.3	0.2	0.0	0.5
<b>End of period</b>	<b>19.6</b>	<b>18.9</b>	<b>19.1</b>	<b>19.6</b>	<b>18.9</b>	<b>18.7</b>	<b>17.9</b>	<b>17.2</b>
<b>Funds Entrusted</b>								
<b>Beginning of period Client Balances</b>	<b>93.1</b>	<b>91.7</b>	<b>95.3</b>	<b>107.7</b>	<b>130.4</b>	<b>126.8</b>	<b>128.9</b>	<b>190.1</b>
Net production	1.3	2.4	0.9	1.1	1.9	2.8	-0.4	2.3
Acquisitions / divestments				-14.2	-23.6			-64.1
Market performance								
FX impact and other	-1.5	-0.9	-4.6	0.8	-1.1	0.8	-1.6	0.6
<b>End of period</b>	<b>93.0</b>	<b>93.1</b>	<b>91.7</b>	<b>95.3</b>	<b>107.7</b>	<b>130.4</b>	<b>126.8</b>	<b>128.9</b>
<b>Assets under Management/Mutual Funds</b>								
<b>Beginning of period Client Balances</b>	<b>7.9</b>	<b>7.4</b>	<b>7.2</b>	<b>6.9</b>	<b>7.4</b>	<b>7.1</b>	<b>7.8</b>	<b>7.4</b>
Net production	0.3	0.3	0.3	0.3	0.1	-0.0	-0.4	0.4
Acquisitions / divestments					-0.7			-0.3
Market performance	0.3	0.1	-0.0	0.0	0.1	0.2	-0.1	0.3
FX impact and other	0.0	0.1	-0.1	-0.0	-0.0	0.1	-0.2	0.1
<b>End of period</b>	<b>8.5</b>	<b>7.9</b>	<b>7.4</b>	<b>7.2</b>	<b>6.9</b>	<b>7.4</b>	<b>7.1</b>	<b>7.8</b>
<b>Total</b>								
<b>Beginning of period Client Balances</b>	<b>168.1</b>	<b>166.4</b>	<b>175.2</b>	<b>192.0</b>	<b>239.1</b>	<b>233.4</b>	<b>232.3</b>	<b>324.2</b>
Net production	3.2	3.9	2.4	2.1	3.0	4.1	0.9	3.3
Acquisitions / divestments	-	-	-0.8	-20.8	-47.8	-	-	-96.5
Market performance	0.3	0.1	-0.0	0.0	0.1	0.2	-0.1	0.3
FX impact and other	-3.5	-2.3	-10.3	1.9	-2.4	1.4	0.2	1.1
<b>End of period</b>	<b>168.0</b>	<b>168.1</b>	<b>166.4</b>	<b>175.2</b>	<b>192.0</b>	<b>239.1</b>	<b>233.4</b>	<b>232.3</b>

## BANKING 2.2.7 CLIENT BALANCES: COMMERCIAL BANKING

### Banking: Client balances Commercial Banking

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
<b>Residential Mortgages</b>								
<b>Beginning of period Client Balances</b>								
Net production								
Acquisitions / divestments								
Market performance								
FX impact and other								
<b>End of period</b>								
<b>Other Lending</b>								
<b>Beginning of period Client Balances</b>	<b>122.9</b>	<b>125.0</b>	<b>126.8</b>	<b>125.7</b>	<b>131.0</b>	<b>137.2</b>	<b>135.6</b>	<b>137.3</b>
Net production	0.4	-0.1	-0.8	0.2	-4.2	-5.3	-1.3	-0.5
Acquisitions / divestments	-0.1	-0.9						
Market performance								
FX impact and other	-0.8	-1.0	-1.1	0.9	-1.1	-1.0	2.9	-1.2
<b>End of period</b>	<b>122.5</b>	<b>122.9</b>	<b>125.0</b>	<b>126.8</b>	<b>125.7</b>	<b>131.0</b>	<b>137.2</b>	<b>135.6</b>
<b>Funds Entrusted</b>								
<b>Beginning of period Client Balances</b>	<b>73.4</b>	<b>73.5</b>	<b>73.5</b>	<b>68.0</b>	<b>66.2</b>	<b>58.0</b>	<b>60.5</b>	<b>66.4</b>
Net production	2.6	-0.2	0.3	5.8	1.9	4.9	-6.1	-6.1
Acquisitions / divestments								
Market performance								
FX impact and other	-0.3	0.1	-0.3	-0.3	-0.2	3.4	3.6	0.2
<b>End of period</b>	<b>75.6</b>	<b>73.4</b>	<b>73.5</b>	<b>73.5</b>	<b>68.0</b>	<b>66.2</b>	<b>58.0</b>	<b>60.5</b>
<b>Assets under Management/Mutual Funds</b>								
<b>Beginning of period Client Balances</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.4</b>	<b>0.4</b>
Net production	-0.0	0.0	-0.0	-0.0	-0.0	0.0	-0.0	-
Acquisitions / divestments							-0.4	
Market performance								0.0
FX impact and other	-0.0	0.0	-0.0	-0.0	-	0.0	0.2	-0.0
<b>End of period</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.4</b>
<b>Total</b>								
<b>Beginning of period Client Balances</b>	<b>196.5</b>	<b>198.6</b>	<b>200.5</b>	<b>193.9</b>	<b>197.4</b>	<b>195.4</b>	<b>196.5</b>	<b>204.1</b>
Net production	3.0	-0.3	-0.5	6.1	-2.3	-0.4	-7.4	-6.6
Acquisitions / divestments	-0.1	-0.9	-	-	-	-	-0.4	-
Market performance	-	-	-	-	-	-	-	0.0
FX impact and other	-1.1	-1.0	-1.4	0.6	-1.2	2.4	6.8	-1.0
<b>End of period</b>	<b>198.3</b>	<b>196.5</b>	<b>198.6</b>	<b>200.5</b>	<b>193.9</b>	<b>197.4</b>	<b>195.4</b>	<b>196.5</b>

## BANKING 2.3 ADDITIONAL INFORMATION: RETAIL BANKING INTERNATIONAL (1)

### Retail Banking International: Underlying profit before tax

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
RB Germany before impairm. & cap.gains/losses	174	165	159	100	86	132	108	136	598	462
Impairments and capital gains/losses <sup>1)</sup>	-	-	-	-	-	-8	-8	-4	-	-21
Retail Banking Germany	174	165	159	100	86	124	100	131	598	441
RB Direct Rest of Europe before impairm. & cap.gains/losses	24	28	14	3	-37	-2	0	-1	69	-40
Impairments and capital gains/losses <sup>1)</sup>	-	-	-	-	-76	-189	-150	-25	-	-440
Retail Banking Direct Rest of Europe	24	28	14	3	-114	-191	-149	-26	69	-480
RB Direct Outside Europe before impairm. & cap.gains/losses	44	48	64	52	68	61	46	39	207	213
Impairments and capital gains/losses <sup>1)</sup>	-	-	-	-	-	-	-	-	-	-
Retail Banking Direct Outside Europe	44	48	64	52	68	61	46	39	207	213
<b>Total ING Direct countries</b>	<b>242</b>	<b>241</b>	<b>238</b>	<b>155</b>	<b>40</b>	<b>-7</b>	<b>-4</b>	<b>144</b>	<b>874</b>	<b>173</b>
Retail Banking Central Europe	45	53	55	65	53	68	44	62	217	228
Retail Banking Asia	6	48	25	40	11	42	19	12	120	83
Retail Banking International (excl. UK Legacy run-off results)	293	342	317	260	104	103	59	218	1,211	484
UK Legacy run-off results	-22	-40	-53	-35	-28	-39	-3	-42	-150	-113
<b>Retail Banking International</b>	<b>271</b>	<b>302</b>	<b>263</b>	<b>225</b>	<b>76</b>	<b>64</b>	<b>56</b>	<b>175</b>	<b>1,061</b>	<b>371</b>

<sup>1)</sup> impairments on debt securities (including reversal of impairments) and capital gains/losses from portfolio restructuring related to bank-wide coordinated debt securities transactions

### Retail Banking International: Residential Mortgages

In EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012
Germany	62,144	61,387	60,361	60,043	59,938	59,095	58,161	57,258
France	-	-	-	-	-	-	-	-
Italy	7,916	7,905	7,870	7,755	7,657	7,509	7,399	7,291
Spain	9,464	9,395	9,372	9,384	9,431	9,271	9,183	9,100
Australia	24,292	25,606	25,851	30,716	29,647	30,458	30,602	29,240
Total ING Direct countries	103,816	104,293	103,455	107,898	106,673	106,333	105,345	102,890
Retail Banking Central Europe	4,865	4,797	4,638	4,667	4,639	4,545	4,326	4,165
Retail Banking Asia	413	424	476	529	495	519	511	531
<b>Retail Banking International</b>	<b>109,094</b>	<b>109,515</b>	<b>108,569</b>	<b>113,094</b>	<b>111,806</b>	<b>111,396</b>	<b>110,181</b>	<b>107,586</b>

### Retail Banking International: Other Lending

In EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012
Germany	4,427	4,341	4,138	3,973	3,895	3,777	3,602	3,455
France	4	5	4	4	4	3	2	2
Italy	14	14	11	9	7	7	6	5
Spain	741	688	642	586	551	521	386	467
Australia	-	-	-	-	-	-	-	-
Total ING Direct countries	5,186	5,047	4,795	4,572	4,458	4,307	3,996	3,929
Retail Banking Central Europe	15,207	14,735	14,635	14,823	14,445	13,924	13,520	12,695
Retail Banking Asia	3,625	3,504	3,843	4,133	3,934	3,959	3,746	3,784
<b>Retail Banking International</b>	<b>24,018</b>	<b>23,287</b>	<b>23,273</b>	<b>23,528</b>	<b>22,837</b>	<b>22,190</b>	<b>21,262</b>	<b>20,408</b>

## BANKING 2.3 ADDITIONAL INFORMATION: RETAIL BANKING INTERNATIONAL (2)

### Retail Banking International: Funds Entrusted

In EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012
Germany	105,941	103,507	102,249	101,199	96,697	93,679	91,874	90,018
France	10,778	11,418	10,814	10,770	11,751	12,573	12,147	12,380
Italy	15,044	15,010	14,904	15,087	15,314	15,393	15,803	16,505
Spain	22,470	21,561	21,265	21,061	20,205	20,088	19,157	18,459
Australia	20,125	21,175	21,476	24,397	22,572	22,362	21,679	21,120
Total ING Direct countries	174,357	172,672	170,708	172,514	166,540	164,095	160,660	158,482
Retail Banking Central Europe	20,974	20,162	19,138	19,553	19,552	18,342	17,324	20,200
Retail Banking Asia	3,610	3,780	4,089	4,472	4,081	4,223	4,050	3,968
<b>Retail Banking International</b>	<b>198,941</b>	<b>196,614</b>	<b>193,935</b>	<b>196,539</b>	<b>190,173</b>	<b>186,660</b>	<b>182,034</b>	<b>182,650</b>

### Retail Banking International: Assets under Management / Mutual Funds

In EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012
Germany	6,781	6,604	6,384	6,635	6,123	6,155	5,860	6,074
France	2,845	2,758	2,626	2,533	2,414	2,350	2,254	2,364
Italy	572	540	508	499	467	468	479	541
Spain	2,870	2,539	2,292	2,167	2,002	1,873	1,752	1,834
Australia	142	116	-	-	-	-	-	-
Total ING Direct countries	13,210	12,558	11,811	11,834	11,006	10,846	10,346	10,813
Retail Banking Central Europe	1,698	1,600	1,564	1,582	1,561	1,526	1,510	2,022
Retail Banking Asia	375	355	401	440	444	459	437	427
<b>Retail Banking International</b>	<b>15,282</b>	<b>14,513</b>	<b>13,776</b>	<b>13,856</b>	<b>13,011</b>	<b>12,832</b>	<b>12,293</b>	<b>13,262</b>

## BANKING 2.4.1 GEOGRAPHICAL SPLIT: ING BANK

### Banking: Geographical split ING Bank

	Total Banking		Netherlands		Belgium		Germany		Rest of Europe		Outside Europe		Other	
In EUR million	FY2013	FY2012	FY2013	FY2012	FY2013	FY2012	FY2013	FY2012	FY2013	FY2012	FY2013	FY2012	FY2013	FY2012
<b>Profit &amp; Loss</b>														
Interest result	11,804	11,664	4,530	4,500	2,258	2,213	1,401	1,210	2,288	2,414	1,309	1,330	17	-4
Commission income	2,244	2,173	706	700	436	432	145	112	737	701	222	209	-2	19
Investment income	319	585	68	49	59	84	-0	-13	62	16	101	73	29	376
Other income	938	-108	315	149	306	201	-32	-16	389	-239	239	129	-279	-332
<b>Total underlying income</b>	<b>15,305</b>	<b>14,313</b>	<b>5,618</b>	<b>5,397</b>	<b>3,060</b>	<b>2,930</b>	<b>1,514</b>	<b>1,293</b>	<b>3,476</b>	<b>2,893</b>	<b>1,872</b>	<b>1,741</b>	<b>-235</b>	<b>58</b>
Staff and other expenses	8,558	8,427	3,040	2,890	1,907	1,818	765	715	1,946	1,993	775	835	126	176
Intangibles amortisation and impairments	136	211	24	13	6	6	0	-	6	5	-	2	100	184
<b>Operating expenses</b>	<b>8,694</b>	<b>8,638</b>	<b>3,064</b>	<b>2,904</b>	<b>1,913</b>	<b>1,824</b>	<b>765</b>	<b>715</b>	<b>1,952</b>	<b>1,998</b>	<b>775</b>	<b>837</b>	<b>226</b>	<b>360</b>
<b>Gross result</b>	<b>6,611</b>	<b>5,675</b>	<b>2,555</b>	<b>2,494</b>	<b>1,147</b>	<b>1,106</b>	<b>749</b>	<b>579</b>	<b>1,524</b>	<b>894</b>	<b>1,097</b>	<b>904</b>	<b>-460</b>	<b>-302</b>
Additions to loan loss provision	2,288	2,121	1,222	979	205	171	110	93	668	789	83	90	0	-
<b>Underlying result before tax</b>	<b>4,323</b>	<b>3,554</b>	<b>1,332</b>	<b>1,515</b>	<b>941</b>	<b>935</b>	<b>639</b>	<b>486</b>	<b>856</b>	<b>105</b>	<b>1,014</b>	<b>815</b>	<b>-460</b>	<b>-302</b>
Retail Banking	2,558	1,910	834	939	663	601	598	441	136	-365	327	296	-	-
Commercial Banking	2,160	1,784	498	576	279	335	41	45	720	471	687	519	-65	-162
Corporate Line	-395	-140	-	-	-	-	-	-	-	-	-	-	-395	-140
<b>Underlying result before tax</b>	<b>4,323</b>	<b>3,554</b>	<b>1,332</b>	<b>1,515</b>	<b>941</b>	<b>935</b>	<b>639</b>	<b>486</b>	<b>856</b>	<b>105</b>	<b>1,014</b>	<b>815</b>	<b>-460</b>	<b>-302</b>
<b>Client balances (in EUR billion)</b>														
Residential Mortgages	272.7	292.6	132.7	143.6	30.9	30.6	62.1	59.9	22.2	28.3	24.7	30.1	-	-
Other lending	216.7	220.2	71.5	77.0	44.5	43.0	9.3	7.4	59.7	61.8	31.7	31.1	0.1	0.0
Funds entrusted	465.0	462.7	156.5	151.7	91.2	86.7	106.5	97.3	84.5	97.7	26.3	29.4	-	-
AuM/Mutual funds	60.0	56.5	17.7	16.0	26.9	27.3	6.8	6.1	8.1	6.6	0.5	0.4	-	-
<b>Key figures <sup>1)</sup></b>														
Cost/income ratio	56.8%	60.3%	54.5%	53.8%	62.5%	62.3%	50.5%	55.2%	56.2%	69.1%	41.4%	48.1%	n.a.	n.a.
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	11.7%	8.8%	10.9%	13.4%	20.5%	19.0%	16.6%	12.6%	8.0%	-0.1%	20.1%	12.7%	-35.7%	-12.9%
<b>Risk <sup>1)</sup></b>														
Risk costs in bp of average RWA	83	74	136	117	60	47	44	38	85	98	21	19	0	-
Risk-weighted assets (end of period)	282,503	275,636	98,919	80,827	36,873	34,691	26,939	25,279	78,826	80,243	36,118	43,877	4,828	10,719

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.4.2 GEOGRAPHICAL SPLIT: NETHERLANDS

Banking: Geographical split Netherlands										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
<b>Profit &amp; Loss</b>										
Interest result	1,163	1,060	1,189	1,118	1,109	1,124	1,123	1,143	4,530	4,500
Commission income	172	176	189	168	155	174	205	166	706	700
Investment income	2	15	19	31	18	2	6	23	68	49
Other income	48	113	70	84	-24	26	81	66	315	149
<b>Total underlying income</b>	<b>1,386</b>	<b>1,364</b>	<b>1,467</b>	<b>1,400</b>	<b>1,258</b>	<b>1,326</b>	<b>1,415</b>	<b>1,398</b>	<b>5,618</b>	<b>5,397</b>
Staff and other expenses	863	723	724	729	812	690	681	707	3,040	2,890
Intangibles amortisation and impairments	0	10	8	6	1	5	4	3	24	13
<b>Operating expenses</b>	<b>863</b>	<b>733</b>	<b>732</b>	<b>736</b>	<b>813</b>	<b>696</b>	<b>685</b>	<b>710</b>	<b>3,064</b>	<b>2,904</b>
<b>Gross result</b>	<b>523</b>	<b>632</b>	<b>735</b>	<b>665</b>	<b>446</b>	<b>630</b>	<b>730</b>	<b>688</b>	<b>2,555</b>	<b>2,494</b>
Additions to loan loss provision	309	354	282	277	294	228	283	174	1,222	979
<b>Underlying result before tax</b>	<b>214</b>	<b>278</b>	<b>453</b>	<b>387</b>	<b>152</b>	<b>403</b>	<b>446</b>	<b>514</b>	<b>1,332</b>	<b>1,515</b>
Retail Banking	140	274	240	180	128	247	259	305	834	939
Commercial Banking	74	3	214	207	24	156	187	209	498	576
Corporate Line									-	-
<b>Underlying result before tax</b>	<b>214</b>	<b>278</b>	<b>453</b>	<b>387</b>	<b>152</b>	<b>403</b>	<b>446</b>	<b>514</b>	<b>1,332</b>	<b>1,515</b>
<b>Client balances (In EUR billion)</b>										
Residential Mortgages	132.7	136.9	143.6	143.7	143.6	143.3	142.5	141.9	132.7	143.6
Other lending	71.5	74.5	76.6	77.0	77.0	82.2	85.4	85.0	71.5	77.0
Funds entrusted	156.5	156.7	160.6	156.0	151.7	150.2	143.2	145.2	156.5	151.7
AuM/Mutual funds	17.7	17.2	16.8	16.9	16.0	15.6	15.3	15.9	17.7	16.0
<b>Key figures <sup>1)</sup></b>										
Cost/income ratio	62.3%	53.7%	49.9%	52.5%	64.6%	52.5%	48.4%	50.8%	54.5%	53.8%
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	6.2%	9.3%	14.9%	13.7%	4.4%	15.0%	16.2%	17.9%	10.9%	13.4%
<b>Risk <sup>1)</sup></b>										
Risk costs in bp of average RWA	130	155	125	132	144	108	134	82	136	117
Risk-weighted assets (end of period)	98,919	90,887	92,179	87,822	80,827	82,621	85,458	83,960	98,919	80,827

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.4.3 GEOGRAPHICAL SPLIT: BELGIUM

### Banking: Geographical split Belgium <sup>1)</sup>

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
<b>Profit &amp; Loss</b>										
Interest result	554	631	519	555	536	567	552	559	2,258	2,213
Commission income	107	106	107	116	94	107	109	122	436	432
Investment income	18	-2	8	35	-18	11	7	84	59	84
Other income	49	-2	152	107	31	73	11	87	306	201
<b>Total underlying income</b>	<b>728</b>	<b>732</b>	<b>786</b>	<b>813</b>	<b>642</b>	<b>758</b>	<b>678</b>	<b>852</b>	<b>3,060</b>	<b>2,930</b>
Staff and other expenses	508	465	458	475	488	455	420	455	1,907	1,818
Intangibles amortisation and impairments	-2	4	3	0	5	1	-0	-0	6	6
<b>Operating expenses</b>	<b>506</b>	<b>469</b>	<b>462</b>	<b>476</b>	<b>493</b>	<b>456</b>	<b>420</b>	<b>455</b>	<b>1,913</b>	<b>1,824</b>
<b>Gross result</b>	<b>222</b>	<b>263</b>	<b>324</b>	<b>337</b>	<b>149</b>	<b>302</b>	<b>259</b>	<b>397</b>	<b>1,147</b>	<b>1,106</b>
Additions to loan loss provision	82	34	40	49	42	55	26	47	205	171
<b>Underlying result before tax</b>	<b>140</b>	<b>229</b>	<b>284</b>	<b>289</b>	<b>107</b>	<b>247</b>	<b>232</b>	<b>350</b>	<b>941</b>	<b>935</b>
Retail Banking	131	168	161	202	116	153	189	143	663	601
Commercial Banking	8	61	123	87	-9	94	43	207	279	335
Corporate Line									-	-
<b>Underlying result before tax</b>	<b>140</b>	<b>229</b>	<b>284</b>	<b>289</b>	<b>107</b>	<b>247</b>	<b>232</b>	<b>350</b>	<b>941</b>	<b>935</b>
<b>Client balances (In EUR billion)</b>										
Residential Mortgages	30.9	30.6	30.4	30.2	30.6	30.2	29.8	29.3	30.9	30.6
Other lending	44.5	43.4	45.9	45.1	43.0	43.0	42.9	41.7	44.5	43.0
Funds entrusted	91.2	93.2	92.8	93.6	86.7	88.2	86.0	87.0	91.2	86.7
AuM/Mutual funds	26.9	25.4	25.8	26.4	27.3	26.9	25.5	25.5	26.9	27.3
<b>Key figures <sup>2)</sup></b>										
Cost/income ratio	69.5%	64.0%	58.8%	58.5%	76.8%	60.1%	61.9%	53.4%	62.5%	62.3%
Return on equity based on 10.0% core Tier 1 <sup>3)</sup>	11.2%	20.5%	26.5%	24.0%	10.6%	20.0%	18.7%	26.4%	20.5%	19.0%
<b>Risk <sup>2)</sup></b>										
Risk costs in bp of average RWA	94	41	48	57	48	60	29	51	60	47
Risk-weighted assets (end of period)	36,873	32,988	33,696	33,398	34,691	36,098	37,607	36,302	36,873	34,691

<sup>1)</sup> Including ING Luxembourg

<sup>2)</sup> Key figures based on underlying figures

<sup>3)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.4.4 GEOGRAPHICAL SPLIT: GERMANY

### Banking: Geographical split Germany <sup>1)</sup>

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
<b>Profit &amp; Loss</b>										
Interest result	380	371	345	305	301	299	302	309	1,401	1,210
Commission income	40	35	34	35	31	28	23	29	145	112
Investment income	-0	0	0	-0	0	0	-8	-6	-0	-13
Other income	-9	-14	4	-13	-17	9	-8	0	-32	-16
<b>Total underlying income</b>	<b>411</b>	<b>393</b>	<b>383</b>	<b>328</b>	<b>316</b>	<b>336</b>	<b>309</b>	<b>333</b>	<b>1,514</b>	<b>1,293</b>
Staff and other expenses	200	194	184	186	192	177	172	173	765	715
Intangibles amortisation and impairments	0	-	-	-	-	-	-	-	0	-
<b>Operating expenses</b>	<b>200</b>	<b>194</b>	<b>184</b>	<b>186</b>	<b>192</b>	<b>177</b>	<b>172</b>	<b>173</b>	<b>765</b>	<b>715</b>
<b>Gross result</b>	<b>211</b>	<b>198</b>	<b>199</b>	<b>141</b>	<b>124</b>	<b>159</b>	<b>136</b>	<b>160</b>	<b>749</b>	<b>579</b>
Additions to loan loss provision	32	23	27	28	27	21	25	19	110	93
<b>Underlying result before tax</b>	<b>179</b>	<b>175</b>	<b>172</b>	<b>113</b>	<b>97</b>	<b>137</b>	<b>111</b>	<b>141</b>	<b>639</b>	<b>486</b>
Retail Banking	174	165	159	100	86	124	100	131	598	441
Commercial Banking	5	10	13	13	11	13	11	10	41	45
Corporate Line	-	-	-	-	-	-	-	-	-	-
<b>Underlying result before tax</b>	<b>179</b>	<b>175</b>	<b>172</b>	<b>113</b>	<b>97</b>	<b>137</b>	<b>111</b>	<b>141</b>	<b>639</b>	<b>486</b>
<b>Client balances (in EUR billion)</b>										
Residential Mortgages	62.1	61.4	60.4	60.0	59.9	59.1	58.2	57.3	62.1	59.9
Other lending	9.3	8.7	8.2	8.1	7.4	7.3	7.0	6.7	9.3	7.4
Funds entrusted	106.5	103.9	102.9	101.7	97.3	94.2	92.3	90.5	106.5	97.3
AuM/Mutual funds	6.8	6.6	6.4	6.6	6.1	6.2	5.9	6.1	6.8	6.1
<b>Key figures <sup>2)</sup></b>										
Cost/income ratio	48.6%	49.5%	48.1%	56.9%	60.8%	52.8%	55.8%	51.9%	50.5%	55.2%
Return on equity based on 10.0% core Tier 1 <sup>3)</sup>	17.8%	19.4%	17.5%	11.7%	8.8%	13.2%	12.2%	16.3%	16.6%	12.6%
<b>Risk <sup>2)</sup></b>										
Risk costs in bp of average RWA	49	37	43	45	43	35	42	33	44	38
Risk-weighted assets (end of period)	26,939	25,444	24,838	24,655	25,279	24,583	24,448	23,967	26,939	25,279

<sup>1)</sup> Including ING Austria

<sup>2)</sup> Key figures based on underlying figures

<sup>3)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)



## BANKING 2.4.5 GEOGRAPHICAL SPLIT: REST OF EUROPE

Banking: Geographical split Rest of Europe										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
<b>Profit &amp; Loss</b>										
Interest result	571	538	593	585	576	632	597	608	2,288	2,414
Commission income	186	180	189	183	185	166	176	174	737	701
Investment income	18	1	12	31	5	2	0	8	62	16
Other income	46	139	71	133	-40	-111	-92	5	389	-239
<b>Total underlying income</b>	<b>821</b>	<b>858</b>	<b>864</b>	<b>933</b>	<b>726</b>	<b>689</b>	<b>682</b>	<b>796</b>	<b>3,476</b>	<b>2,893</b>
Staff and other expenses	485	478	484	500	541	489	482	481	1,946	1,993
Intangibles amortisation and impairments	5	0	0	0	5	-0	0	-0	6	5
<b>Operating expenses</b>	<b>490</b>	<b>478</b>	<b>484</b>	<b>500</b>	<b>546</b>	<b>489</b>	<b>482</b>	<b>481</b>	<b>1,952</b>	<b>1,998</b>
<b>Gross result</b>	<b>331</b>	<b>380</b>	<b>380</b>	<b>433</b>	<b>180</b>	<b>200</b>	<b>200</b>	<b>315</b>	<b>1,524</b>	<b>894</b>
Additions to loan loss provision	120	115	231	201	228	235	152	173	668	789
<b>Underlying result before tax</b>	<b>211</b>	<b>265</b>	<b>148</b>	<b>232</b>	<b>-49</b>	<b>-35</b>	<b>47</b>	<b>141</b>	<b>856</b>	<b>105</b>
Retail Banking	47	41	15	33	-88	-162	-108	-7	136	-365
Commercial Banking	164	224	133	200	39	128	156	148	720	471
Corporate Line									-	-
<b>Underlying result before tax</b>	<b>211</b>	<b>265</b>	<b>148</b>	<b>232</b>	<b>-49</b>	<b>-35</b>	<b>47</b>	<b>141</b>	<b>856</b>	<b>105</b>
<b>Client balances (in EUR billion)</b>										
Residential Mortgages	22.2	22.1	21.9	21.8	28.3	28.3	27.6	26.8	22.2	28.3
Other lending	59.7	59.0	59.3	62.1	61.8	62.2	63.3	63.3	59.7	61.8
Funds entrusted	84.5	83.0	81.9	82.5	97.7	94.3	91.2	91.2	84.5	97.7
AuM/Mutual funds	8.1	7.6	7.2	7.0	6.6	6.4	6.2	6.8	8.1	6.6
<b>Key figures <sup>1)</sup></b>										
Cost/income ratio	59.7%	55.7%	56.1%	53.6%	75.2%	70.9%	70.7%	60.5%	56.2%	69.1%
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	8.1%	10.0%	5.2%	8.7%	-4.7%	-2.0%	1.3%	5.0%	8.0%	-0.1%
<b>Risk <sup>1)</sup></b>										
Risk costs in bp of average RWA	62	59	116	100	115	116	75	86	85	98
Risk-weighted assets (end of period)	78,826	76,518	79,133	80,007	80,243	79,288	82,875	80,250	78,826	80,243

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.4.6 GEOGRAPHICAL SPLIT: OUTSIDE EUROPE

Banking: Geographical split Outside Europe										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
<b>Profit &amp; Loss</b>										
Interest result	284	325	338	362	355	346	318	310	1,309	1,330
Commission income	57	51	63	52	38	50	61	60	222	209
Investment income	8	59	7	28	3	45	20	5	101	73
Other income	55	56	73	55	15	13	65	36	239	129
<b>Total underlying income</b>	<b>403</b>	<b>490</b>	<b>481</b>	<b>497</b>	<b>411</b>	<b>455</b>	<b>464</b>	<b>411</b>	<b>1,872</b>	<b>1,741</b>
Staff and other expenses	200	184	193	198	227	204	204	200	775	835
Intangibles amortisation and impairments	-	-	-	-	2	-	-	-	-	2
<b>Operating expenses</b>	<b>200</b>	<b>184</b>	<b>193</b>	<b>198</b>	<b>229</b>	<b>204</b>	<b>204</b>	<b>200</b>	<b>775</b>	<b>837</b>
<b>Gross result</b>	<b>203</b>	<b>307</b>	<b>288</b>	<b>299</b>	<b>182</b>	<b>251</b>	<b>260</b>	<b>211</b>	<b>1,097</b>	<b>904</b>
Additions to loan loss provision	16	25	35	6	-3	14	52	26	83	90
<b>Underlying result before tax</b>	<b>187</b>	<b>281</b>	<b>253</b>	<b>293</b>	<b>185</b>	<b>236</b>	<b>208</b>	<b>185</b>	<b>1,014</b>	<b>815</b>
Retail Banking	50	96	89	92	78	102	64	50	327	296
Commercial Banking	137	185	164	201	106	134	144	135	687	519
Corporate Line	-	-	-	-	-	-	-	-	-	-
<b>Underlying result before tax</b>	<b>187</b>	<b>281</b>	<b>253</b>	<b>293</b>	<b>185</b>	<b>236</b>	<b>208</b>	<b>185</b>	<b>1,014</b>	<b>815</b>
<b>Client balances (in EUR billion)</b>										
Residential Mortgages	24.7	26.0	26.3	31.2	30.1	54.2	53.9	51.6	24.7	30.1
Other lending	31.7	31.1	32.1	31.5	31.1	31.4	34.0	33.0	31.7	31.1
Funds entrusted	26.3	27.5	28.8	31.6	29.4	52.5	51.6	50.1	26.3	29.4
AuM/Mutual funds	0.5	0.5	0.4	0.4	0.4	1.2	1.1	1.1	0.5	0.4
<b>Key figures <sup>1)</sup></b>										
Cost/income ratio	49.6%	37.5%	40.0%	39.9%	55.8%	44.8%	43.9%	48.7%	41.4%	48.1%
Return on equity based on 10.0% core Tier 1 <sup>2)</sup>	15.2%	24.5%	17.6%	22.7%	11.4%	15.8%	14.2%	9.8%	20.1%	12.7%
<b>Risk <sup>1)</sup></b>										
Risk costs in bp of average RWA	17	26	35	5	-2	13	44	20	21	19
Risk-weighted assets (end of period)	36,118	38,457	40,176	41,872	43,877	45,857	46,594	49,266	36,118	43,877

<sup>1)</sup> Key figures based on underlying figures

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

## BANKING 2.4.7 GEOGRAPHICAL SPLIT: OTHER

### Banking: Geographical split Other <sup>1)</sup>

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	FY2013	FY2012
<b>Profit &amp; Loss</b>										
Interest result	-7	13	21	-10	-10	3	-37	40	17	-4
Commission income	1	-2	-0	-1	7	7	3	2	-2	19
Investment income	18	5	7	-1	10	333	27	6	29	376
Other income	53	-79	-157	-96	-149	-116	52	-120	-279	-332
<b>Total underlying income</b>	<b>65</b>	<b>-63</b>	<b>-129</b>	<b>-107</b>	<b>-142</b>	<b>227</b>	<b>45</b>	<b>-72</b>	<b>-235</b>	<b>58</b>
Staff and other expenses	63	38	20	5	44	61	28	43	126	176
Intangibles amortisation and impairments	28	24	15	33	22	44	51	66	100	184
<b>Operating expenses</b>	<b>91</b>	<b>62</b>	<b>35</b>	<b>38</b>	<b>66</b>	<b>105</b>	<b>80</b>	<b>109</b>	<b>226</b>	<b>360</b>
<b>Gross result</b>	<b>-26</b>	<b>-125</b>	<b>-164</b>	<b>-145</b>	<b>-209</b>	<b>122</b>	<b>-34</b>	<b>-180</b>	<b>-460</b>	<b>-302</b>
Additions to loan loss provision	-	0	-	-	0	-0	-0	0	0	-
<b>Underlying result before tax</b>	<b>-26</b>	<b>-125</b>	<b>-164</b>	<b>-145</b>	<b>-209</b>	<b>122</b>	<b>-34</b>	<b>-180</b>	<b>-460</b>	<b>-302</b>
Retail Banking	-	-	-	-	-	-	-	-	-	-
Commercial Banking	-18	-12	-14	-21	-35	-28	-56	-43	-65	-162
Corporate Line	-8	-113	-150	-124	-173	150	21	-138	-395	-140
<b>Underlying result before tax</b>	<b>-26</b>	<b>-125</b>	<b>-164</b>	<b>-145</b>	<b>-209</b>	<b>122</b>	<b>-34</b>	<b>-180</b>	<b>-460</b>	<b>-302</b>
<b>Client balances (in EUR billion)</b>										
Residential Mortgages	-	-	-	-	-	-	-	-	-	-
Other lending	0.1	0.0	-0.0	0.0	0.0	0.0	0.1	0.1	0.1	0.0
Funds entrusted	-	-	-	-0.0	-	0.0	-	-	-	-
AuM/Mutual funds	-	-	-	-	-	-	-	0.4	-	-
<b>Key figures <sup>2)</sup></b>										
Cost/income ratio	140.2%	n.a.	n.a.	n.a.	n.a.	46.4%	175.7%	n.a.	n.a.	n.a.
Return on equity based on 10.0% core Tier 1 <sup>3)</sup>	29.8%	-57.1%	-38.4%	-55.1%	-47.0%	33.6%	-7.0%	-43.9%	-35.7%	-12.9%
<b>Risk <sup>2)</sup></b>										
Risk costs in bp of average RWA	-	0	-	-	0	-0	-0	0	0	-
Risk-weighted assets (end of period)	4,828	6,917	7,610	10,470	10,719	10,890	18,587	18,242	4,828	10,719

<sup>1)</sup> Region Other consists of Corporate Line and Real Estate Development/Investment Portfolio

<sup>2)</sup> Key figures based on underlying figures

<sup>3)</sup> Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

# DISCLAIMER

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ING Group's Annual Accounts are prepared in accordance with International Financial Reporting Standards as adopted by the European Union ('IFRS-EU').

In preparing the financial information in this document, the same accounting principles are applied as in the 2013 ING Group Annual Accounts.

All figures in this document are unaudited.

Small differences are possible in the tables due to rounding.

Certain of the statements contained in this Report are not historical facts, including, without limitation, certain statements made of future expectations and other forward-looking statements that are based on management's current views and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in such statements. Actual results, performance or events may differ materially from those in such statements due to, without limitation: (1) changes in general economic conditions, in particular economic conditions in ING's core markets, (2) changes in performance of financial markets, including developing markets, (3) consequences of a potential (partial) break-up of the euro, (4) the implementation of ING's restructuring plan to separate banking and insurance operations, (5) changes in the availability of, and costs associated with, sources of liquidity such as interbank funding, as well as conditions in the credit markets generally, including changes in borrower and counterparty creditworthiness, (6) the frequency and severity of insured loss events, (7) changes affecting mortality and morbidity levels and trends, (8) changes affecting persistency levels, (9) changes affecting interest rate levels, (10) changes affecting currency exchange rates, (11) changes in investor, customer and policyholder behaviour, (12) changes in general competitive factors, (13) changes in laws and regulations, (14) changes in the policies of governments and/or regulatory authorities, (15) conclusions with regard to purchase accounting assumptions and methodologies, (16) changes in ownership that could affect the future availability to us of net operating loss, net capital and built-in loss carry forwards, (17) changes in credit-ratings, (18) ING's ability to achieve projected operational synergies and (19) the other risks and uncertainties detailed in the Risk Factors section contained in the most recent Annual Report of ING Groep N.V..

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