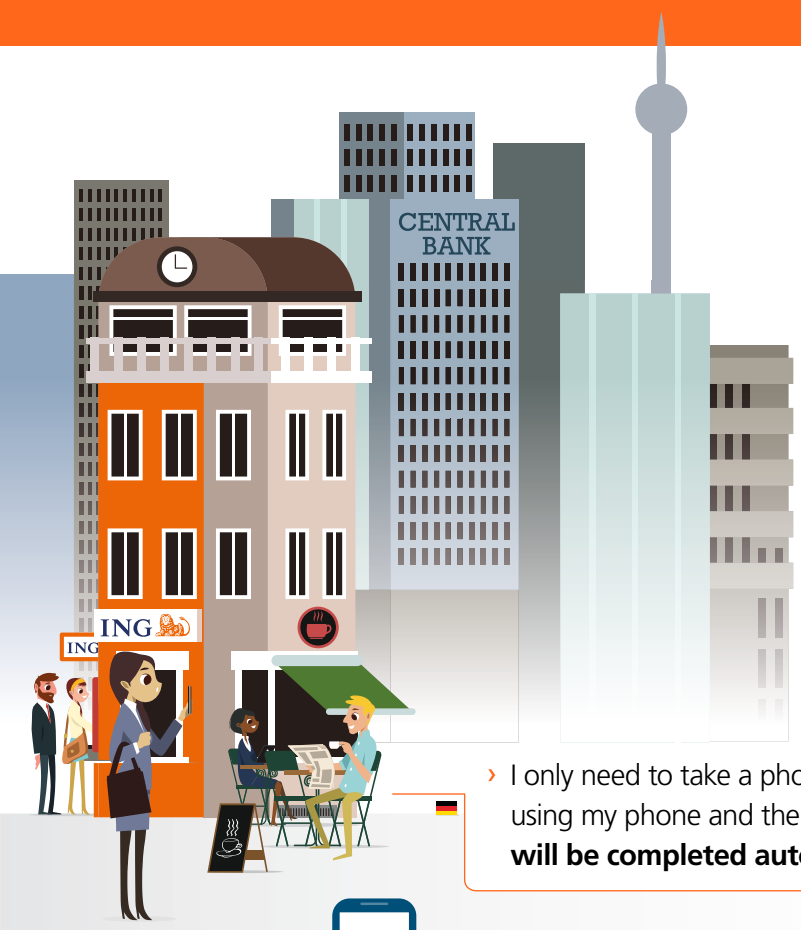
Staying a step ahead

MORE THAN
32 MILLION CUSTOMERS

MORE THAN
40 COUNTRIES

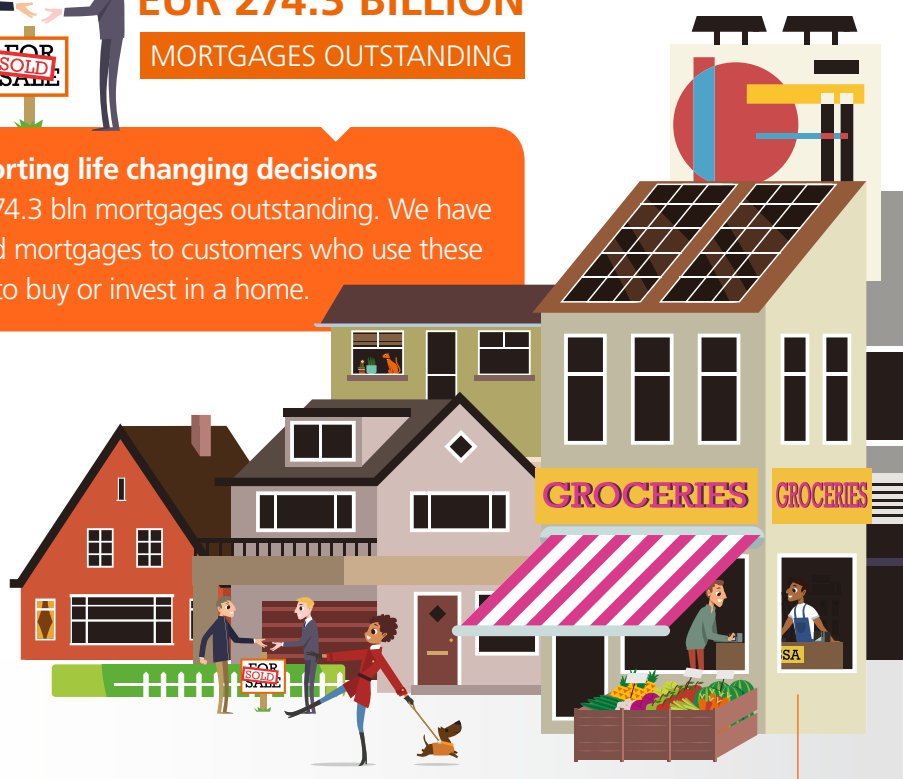
MORE THAN
53,000 EMPLOYEES



› I only need to take a photo of an invoice using my phone and the **relevant data will be completed automatically.**

EUR 274.3 BILLION
MORTGAGES OUTSTANDING

Supporting life changing decisions
EUR 274.3 bln mortgages outstanding. We have offered mortgages to customers who use these funds to buy or invest in a home.



› I'm using my **fingerprint to access** my mobile app.

MORE THAN
EUR 3 BILLION
NET LENDING GROWTH

Fuelling entrepreneurship and growth of SMEs and mid-corporates
More than EUR 3 bln net lending growth was provided to small and medium-sized companies to start, maintain and expand their businesses locally and internationally.

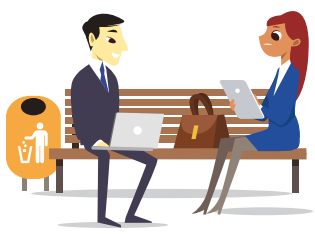
› I receive advice regarding my mortgage via (video) call or face-to-face, **switching between channels as I like**.

› With the InsideBusiness Portal I now have **integrated access to products and services.**

› I value a bank that **funds the transition to a sustainable economy**; ING acted as joint-lead arranger of the 150 megawatt Burgos wind farm in the Philippines, which will generate enough energy for more than one million households and **reduce 200,000 tonnes of carbon per year**.

Accelerating sustainable transitions
EUR 19.5 bln sustainable transitions financed of business with customers and projects that outperform their sector on environmental or social performance.

EUR 19.5 BILLION
SUSTAINABLE TRANSITIONS
FINANCED



› I converse with **'Inge' the digital voice assistant**, for my balance information and to make payments.

Current as of year-end 2014

ING