

ING UPDATED HISTORICAL TREND DATA 4Q2014 INTRODUCTION

Introduction

This Updated Historical Trend Data document contains restated Banking figures to reflect the following changes in the segment reporting as from the first quarter of 2015:

- The implementation of the Think Forward Strategy (announced on ING Investor Day of 31 March 2014) and related governance changes resulted in the following changes:
 - (i) business line segments: name business line "Retail Banking International" changed into "Retail Banking Challengers & Growth Markets";
 - (ii) geographical dimension will be added in the ING Press Release; regions "Rest of Europe" and "Outside Europe" replaced by regions "Other Challengers" (Australia, France, Italy, Spain, UK Legacy run-off portfolio), "Growth Markets" (Poland, Romania, Turkey, Asian stakes) and "Commercial Banking Rest of World".
- Underlying results have been restated to reflect the replacement of "interest benefit on economic capital" by "interest benefit on total capital" (based on total capital ratio of 15%).
- Underlying results have been restated to reflect the segmentation of ING Turkey into Retail Banking and Commercial Banking (previously fully in Retail Banking).
- Underlying results have been restated to reflect the bank-wide allocation of Bank Treasury (excluding the isolated legacy costs recorded on the Corporate Line) across both Retail and Commercial Banking segments in all countries, based on the balance sheet. Previously, Bank Treasury results were not consistently reported; depending per country, results were included in either Retail Banking or Commercial Banking.
- "Client balances" are replaced by Customer lending and Customer deposits, both aligned with the ING Bank N.V. balance sheet. Customer lending and Customer deposits are presented on a roll forward basis; this does mean that the impact of acquisitions / divestments (including asset transfers to NN Group and the sale of large portfolios) are shown in the quarter the transaction was closed or the entity/portfolio was classified as 'held for sale'. Customer lending is defined as: loans & advances to customers -/- securities at amortised costs and IABF -/- provision for loan losses.

General comments

- The Historical Trend Data (HTD) document includes quarterly financial trend data and details of restatements. 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.
- In July 2014, ING Group sold a first tranche of NN Group shares via an IPO. In light of ING Group's intention to divest its remaining stake in NN Group over time, NN Group was classified as 'held for sale' and as 'discontinued operations' effective as of 30 September 2014. The classification change to 'held for sale' resulted in a EUR 321 million write-down of goodwill and other non-current assets. This impact is included in the full-year 2014 net result from discontinued operations of NN Group. The comparative profit and loss figures were already restated in the previous 2014 Historical Trend Data document to reflect the classification of NN Group as Held for Sale/Discontinued operation as per 30 September 2014.
- ING analyses its results on an underlying basis. ING Group has aligned the scope of 'underlying' figures as of the third quarter of 2014, in order to better reflect the performance of its core banking businesses. As a consequence, the result from discontinued insurance operations, the remaining insurance businesses (recorded under Insurance Other) and the intercompany eliminations between ING Bank and NN Group are no longer part of ING Group's underlying figures. Previously reported underlying profit and loss figures have been adjusted accordingly.
- Underlying results are derived from results based on IFRS as adopted by the European Union, i.e., IFRS-EU result, excluding the impact from divestments, special items, Insurance Other, intercompany elimination between ING Bank and NN Group, and discontinued operations. In case of a divestment, historical results are revised by excluding both the transaction gain/loss and the operating results of the divested unit.
- Rounding could cause some small differences.
- All figures are unaudited.

Product segmentation Commercial Banking

<u>Product Group</u>	<u>Sub products</u>
• Industry Lending	Structured Finance Real Estate Finance
• General Lending & Transaction Services	Corporate & Financial Institutions Lending Payments & Cash Management General Lease and Commercial Finance Trade Finance Services
• Financial Markets	Financial Markets Clients & Products Corporate Finance
• Bank Treasury, Real Estate & Other	CB-part Bank Treasury (Asset & Liability Management and Treasury) Real Estate Development/REIM Investment Portfolio General Lease run-off portfolio Other

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ING 1.1 SUMMARY ING GROUP BY LINE OF BUSINESS - REPORTED

Summary by Line of Business - reported

	Total Group		Retail Banking		Commercial Banking		Corporate Line Banking	
In EUR million	FY2014	FY2013	FY2014	FY2013	FY2014	FY2013	FY2014	FY2013
Profit & Loss								
Interest result Banking operations	12,376	11,804	9,103	8,482	3,473	3,292	-201	30
Commission income	2,290	2,244	1,332	1,284	960	964	-2	-5
Investment income	206	319	37	119	161	203	8	-3
Other income	424	938	212	277	333	953	-121	-292
Total underlying income	15,296	15,305	10,685	10,162	4,927	5,412	-316	-269
Staff and other expenses	8,891	8,558	6,396	6,152	2,393	2,308	102	98
Intangibles amortisation and impairments	88	136	37	31	37	78	14	27
Operating expenses	8,979	8,694	6,433	6,183	2,430	2,386	116	125
Gross result	6,317	6,611	4,252	3,980	2,497	3,026	-431	-395
Additions to loan loss provision	1,594	2,288	1,094	1,421	500	867	-	0
Underlying result before tax Banking	4,724	4,323	3,158	2,558	1,997	2,160	-431	-395
Taxation	1,221	1,078	866	715	458	520	-103	-157
Minority interests	79	90	54	63	26	27	-	-
Underlying net result Banking	3,424	3,155	2,239	1,780	1,513	1,613	-328	-238
Net gains/losses on divestments	202	-6	202	-6	-	-	-	-
Net result from divested units	-	-37	-	-37	-	-	-	-
Special items after tax	-1,021	-82	-63	-107	-	-	-957	25
Net result Banking	2,606	3,031	2,378	1,631	1,513	1,613	-1,286	-213
Net result Insurance Other	107	117						
Net result intercompany elimination between ING Bank and NN Group	-55	-97						
Net result from discontinued operations NN Group ¹⁾	65	455						
Net result from discontinued operations Voya Financial	-1,471	40						
Net result ING Group	1,251	3,545						
Key figures ²⁾								
Interest margin	1.51%	1.42%						
Cost/income ratio	58.7%	56.8%	60.2%	60.8%	49.3%	44.1%	n.a.	n.a.
Return on equity based on IFRS-EU equity	9.9%	9.0%						
Return on equity based on 10.0% common equity Tier 1 ³⁾	12.0%	11.7%	15.0%	12.9%	11.4%	12.8%		
Risk costs in bps of average RWA	55	83	72	100	37	68	-	-
Risk-weighted assets (end of period)	296,319	282,503	154,467	152,134	137,976	127,165	3,876	3,204
Employees (FTEs, end of period)	52,898	63,805	42,299	53,277	10,597	10,526	2	2

¹⁾ The FY2014 net result from discontinued operations NN Group includes EUR -321 million on the classification of NN Group as Held for sale as per 30 September 2014

²⁾ Key figures based on underlying figures

³⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.1 SUMMARY ING GROUP BY LINE OF BUSINESS - CHANGES

Summary by Line of Business - changes

In EUR million	Total Group		Retail Banking		Commercial Banking		Corporate Line Banking	
	FY2014	FY2013	FY2014	FY2013	FY2014	FY2013	FY2014	FY2013
Profit & Loss								
Interest result Banking operations	-	-	-21	95	61	-42	-40	-53
Commission income	-	-	-21	-24	21	24	0	0
Investment income	-	-	82	56	-82	-56	-0	-0
Other income	-	-	173	100	-33	-42	-140	-58
Total underlying income	-	-	213	226	-33	-115	-180	-111
Staff and other expenses	-	-	23	34	-23	-34	-0	0
Intangibles amortisation and impairments	-	-	-0	-0	0	0	0	0
Operating expenses	-	-	23	34	-23	-34	-0	0
Gross result	-	-	190	192	-10	-81	-180	-111
Additions to loan loss provision	-	-	-1	-1	1	1	-	-0
Underlying result before tax Banking	-	-	191	193	-11	-83	-180	-111
Taxation	-	-	2	43	12	-16	-14	-27
Minority interests	-	-	0	-0	-0	0	-	-
Underlying net result Banking	-	-	188	150	-22	-67	-166	-84
Net gains/losses on divestments	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-
Special items after tax	-	-	-	-	-	-	-	-
Net result Banking	-	-	188	150	-22	-67	-166	-84
Net result Insurance Other	-	-						
Net result intercompany elimination between ING Bank and NN Group	-	-						
Net result from discontinued operations NN Group	-	-						
Net result from discontinued operations Voya Financial	-	-						
Net result ING Group	-	-						
Key figures								
Interest margin	-	-						
Cost/income ratio	-	-	-1.0%	-1.0%	-0.1%	0.3%	-	-
Return on equity based on IFRS-EU equity	-	-						
Return on equity based on 10.0% common equity Tier 1	-	-	1.1%	1.1%	0.0%	-0.6%	n.a.	n.a.
Risk costs in bps of average RWA	-	-	-1	0	0	-0	-	-
Risk-weighted assets (end of period)	-	-	732	1,087	-732	-1,087	-	-
Employees (FTEs, end of period)	-	-	-177	-166	177	166	-	-

ING 1.1 SUMMARY ING GROUP BY LINE OF BUSINESS - UPDATED

Summary by Line of Business - updated

	Total Group		Retail Banking		Commercial Banking		Corporate Line Banking	
In EUR million	FY2014	FY2013	FY2014	FY2013	FY2014	FY2013	FY2014	FY2013
Profit & Loss								
Interest result Banking operations	12,376	11,804	9,082	8,577	3,534	3,250	-240	-23
Commission income	2,290	2,244	1,312	1,260	980	989	-2	-5
Investment income	206	319	120	175	78	147	8	-3
Other income	424	938	385	377	300	911	-261	-350
Total underlying income	15,296	15,305	10,898	10,388	4,893	5,297	-496	-380
Staff and other expenses	8,891	8,558	6,419	6,186	2,370	2,274	102	98
Intangibles amortisation and impairments	88	136	37	31	37	78	14	27
Operating expenses	8,979	8,694	6,456	6,217	2,407	2,352	116	125
Gross result	6,317	6,611	4,442	4,172	2,487	2,945	-611	-505
Additions to loan loss provision	1,594	2,288	1,093	1,420	500	868	-	-
Underlying result before tax Banking	4,724	4,323	3,349	2,751	1,986	2,077	-611	-505
Taxation	1,221	1,078	868	758	470	504	-117	-184
Minority interests	79	90	54	63	26	27	-	-
Underlying net result Banking	3,424	3,155	2,427	1,931	1,491	1,546	-494	-322
Net gains/losses on divestments	202	-6	202	-6	-	-	-	-
Net result from divested units	-	-37	-	-37	-	-	-	-
Special items after tax	-1,021	-82	-63	-107	-	-	-957	25
Net result Banking	2,606	3,031	2,566	1,781	1,491	1,546	-1,451	-297
Net result Insurance Other	107	117						
Net result intercompany elimination between ING Bank and NN Group	-55	-97						
Net result from discontinued operations NN Group ¹⁾	65	455						
Net result from discontinued operations Voya Financial	-1,471	40						
Net result ING Group	1,251	3,545						
Key figures ²⁾								
Interest margin	1.51%	1.42%						
Cost/income ratio	58.7%	56.8%	59.2%	59.8%	49.2%	44.4%	n.a.	n.a.
Return on equity based on IFRS-EU equity	9.9%	9.0%						
Return on equity based on 10.0% common equity Tier 1 ³⁾	12.0%	11.7%	16.1%	14.0%	11.3%	12.3%	-128.5%	-51.4%
Risk costs in bps of average RWA	55	83	71	100	37	68	-	-
Risk-weighted assets (end of period)	296,319	282,503	155,199	153,221	137,244	126,078	3,876	3,204
Employees (FTEs, end of period)	52,898	63,805	42,121	53,111	10,775	10,692	2	2

¹⁾ The FY2014 net result from discontinued operations NN Group includes EUR -321 million on the classification of NN Group as Held for sale as per 30 September 2014

²⁾ Key figures based on underlying figures

³⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.2 PROFIT AND LOSS: FY2014 Segment split

Profit and loss FY2014

	Total Group	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Commercial Banking	Industry Lending	General Lending & Transaction Services	Financial Markets	Bank Treasury Real Estate & Other	Corporate Line Banking
In EUR million			Netherlands	Belgium	Germany	Other						
Balance sheet related interest	12,376	8,895	3,645	1,946	1,518	1,786	3,875	1,521	922	669	764	-395
Capital charge on book equity	-	-134	-2	0	-72	-60	-628	-1	-5	-1	-622	762
Interest benefit on total capital	-	321	135	52	54	79	287	105	79	76	27	-608
Interest result Banking operations	12,376	9,082	3,778	1,998	1,500	1,806	3,534	1,625	995	745	169	-240
Commission income	2,290	1,312	464	376	143	329	980	513	361	100	5	-2
Investment income	40	19	-9	2	0	26	13	6	1	3	3	8
Realised gains and fair value changes on investments	165	100	18	78	1	3	66	7	0	-1	59	-1
Total investment income	206	120	9	81	1	29	78	13	1	2	62	8
Valuation results non-trading derivatives	-393	-49	66	5	-30	-90	28	-1	7	-76	98	-371
Net trading income	623	297	15	126	-4	161	247	-16	30	278	-45	78
Other income	194	137	-3	32	6	101	25	8	17	-41	41	32
Total other income	424	385	78	163	-28	173	300	-9	54	161	94	-261
Total underlying income	15,296	10,898	4,330	2,617	1,615	2,336	4,893	2,143	1,412	1,008	330	-496
Staff and other expenses	8,891	6,419	2,651	1,523	773	1,472	2,370	525	765	876	204	102
Intangibles amortisation and impairments	88	37	27	2	-	9	37	11	-0	-0	26	14
Operating expenses	8,979	6,456	2,678	1,524	773	1,481	2,407	536	765	876	230	116
Gross result	6,317	4,442	1,652	1,093	843	855	2,487	1,607	648	132	100	-611
Additions to loan loss provision	1,594	1,093	714	142	72	165	500	288	139	-1	75	-
Underlying result before tax Banking	4,724	3,349	938	951	771	690	1,986	1,319	509	133	25	-611
Taxation	1,221	868	243	256	230	139	470	295	118	36	20	-117
Minority interests	79	54	-	1	1	51	26	4	6	5	10	-
Underlying net result Banking	3,424	2,427	694	693	540	500	1,491	1,020	384	92	-6	-494
Net gains/losses on divestments	202	202	-	-	-	202	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-	-	-
Special items after tax	-1,021	-63	-63	-	-	-	-	-	-	-	-	-957
Net result Banking	2,606	2,566	631	693	540	702	1,491	1,020	384	92	-6	-1,451
Net result Insurance Other	107											
Net result ic elimination between ING Bank and NN Group	-55											
Net result from discontinued operations NN Group ¹⁾	65											
Net result from discontinued operations Voya Financial	-1,471											
Net result ING Group	1,251											
Key figures Banking²⁾												
Interest margin	1.51%											
Cost/income ratio	58.7%	59.2%	61.8%	58.2%	47.8%	63.4%	49.2%	25.0%	54.1%	86.9%	69.7%	n.a.
Return on equity based on IFRS-EU equity	9.9%											
Return on equity based on 10.0% common equity Tier 1 ³⁾	12.0%	16.1%	11.0%	27.7%	21.8%	13.4%	11.3%	20.8%	10.6%	2.7%	0.4%	-128.5%
Risk costs in bps of average RWA	55	71	113	57	29	40	37	58	38	-0	59	-
Risk-weighted assets (end of period)	296,319	155,199	61,201	27,534	24,446	42,018	137,244	51,181	38,934	36,833	10,297	3,876
Employees (FTEs, end of period)	52,898	42,121	10,675	9,034	3,917	18,495	10,775					2

¹⁾ The FY2014 net result from discontinued operations NN Group includes EUR -321 million on the classification of NN Group as Held for sale as per 30 September 2014

²⁾ Key figures based on underlying figures

³⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.3 PROFIT AND LOSS: Quarterly overview

Profit and loss										
In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Interest income	12,203	12,021	11,892	12,822	12,178	12,038	13,980	14,273	48,938	52,469
Minus: interest expense	8,996	8,865	8,907	9,795	9,232	9,101	10,974	11,357	36,562	40,665
Interest result	3,208	3,156	2,985	3,027	2,946	2,936	3,006	2,916	12,376	11,804
Commission income	556	579	595	560	562	546	582	554	2,290	2,244
Investment income	7	24	9	-0	22	69	26	14	40	131
Realised gains and fair value changes on investments	18	13	29	105	42	9	27	110	165	188
Total investment income	25	37	38	105	64	78	52	124	206	319
Valuation results non-trading derivatives	-201	-149	-132	90	-33	-77	417	-100	-393	207
Net trading income	116	245	276	-14	131	312	-245	344	623	542
Other income	51	75	18	49	145	-22	40	26	194	189
Total other income	-34	171	163	125	242	213	212	270	424	938
Total underlying Income	3,756	3,942	3,781	3,818	3,815	3,774	3,853	3,863	15,296	15,305
Staff expenses	1,204	1,194	1,207	1,240	1,194	1,194	1,236	1,239	4,844	4,863
Other expenses	1,339	921	866	921	1,125	888	828	855	4,047	3,695
Intangibles amortisation and impairments	29	19	26	13	32	39	26	39	88	136
Operating expenses	2,572	2,134	2,098	2,174	2,351	2,120	2,090	2,133	8,979	8,694
Gross result	1,183	1,808	1,683	1,644	1,464	1,655	1,762	1,730	6,317	6,611
Additions to loan loss provision	400	322	405	468	560	552	616	561	1,594	2,288
Underlying result before tax Banking	783	1,486	1,278	1,176	904	1,103	1,147	1,169	4,724	4,323
Taxation	215	349	338	318	199	265	283	331	1,221	1,078
Minority interests	20	14	17	28	19	18	23	30	79	90
Underlying net result Banking	548	1,123	923	830	686	820	840	809	3,424	3,155
Net gains/losses on divestments	-	-	-	202	-	-	-	-6	202	-6
Net result from divested units	-	-	-	-	-	-	-	-37	-	-37
Special items after tax	-18	-117	-117	-768	-19	-19	-22	-23	-1,021	-82
Net result Banking	530	1,006	806	264	666	801	819	744	2,606	3,031
Net result Insurance Other	14	43	-6	56	-26	2	42	99	107	117
Net result ic elimination between ING Bank and NN Group	-12	-3	-19	-21	-22	-26	-25	-24	-55	-97
Net result from discontinued operations NN Group ¹⁾	226	-159	264	-266	-171	-728	81	1,275	65	455
Net result from discontinued operations Voya Financial	418	41	22	-1,952	179	79	-23	-195	-1,471	40
Net result ING Group	1,176	928	1,067	-1,917	626	128	895	1,897	1,251	3,545
Key figures ²⁾										
Interest margin	1.53%	1.53%	1.46%	1.50%	1.45%	1.44%	1.42%	1.38%	1.51%	1.42%
Cost/income ratio	68.5%	54.1%	55.5%	56.9%	61.6%	56.2%	54.3%	55.2%	58.7%	56.8%
Return on equity based on IFRS-EU equity	5.9%	12.7%	11.1%	10.2%	8.1%	9.4%	9.5%	9.0%	9.9%	9.0%
Return on equity based on 10.0%common equity Tier 1 ³⁾	7.7%	15.5%	12.9%	12.0%	10.2%	12.2%	12.4%	12.1%	12.0%	11.7%
Risk costs in bps of average RWA	54	44	55	65	81	80	89	81	55	83
Risk-weighted assets (end of period)	296,319	294,903	293,399	290,792	282,503	271,211	277,632	278,225	296,319	282,503
Employees (FTEs, end of period)	52,898	52,854	52,736	63,477	63,805	64,152	64,298	64,359	52,898	63,805

¹⁾ The 4Q2014, 3Q2014 and FY2014 net result from discontinued operations NN Group includes EUR 82 million, EUR -403 million and EUR -321 million, respectively, on the classification of NN Group as Held for sale as per 30 September 2014

²⁾ Key figures based on underlying figures

³⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.4 PROFIT AND LOSS: RETAIL BANKING

Profit and loss Retail Banking

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Balance sheet related interest	2,290	2,259	2,175	2,172	2,172	2,105	2,121	1,988	8,895	8,386
Capital charge on book equity	-34	-35	-36	-30	-31	-30	-25	-26	-134	-112
Interest benefit on total capital	74	80	82	85	70	75	76	82	321	303
Interest result	2,329	2,305	2,222	2,226	2,211	2,150	2,172	2,044	9,082	8,577
Commission income	313	331	326	342	311	312	325	312	1,312	1,260
Investment income	1	20	-11	9	3	53	2	7	19	65
Realised gains and fair value changes on investments	8	6	19	66	12	4	10	83	100	109
Total investment income	10	26	9	76	15	57	13	90	120	175
Valuation results non-trading derivatives	-50	-34	51	-17	23	44	-46	-28	-49	-7
Net trading income	55	111	44	88	-4	39	112	100	297	247
Other income	44	45	22	27	24	23	60	30	137	137
Total other income	49	122	117	98	43	106	125	103	385	377
Total underlying income	2,701	2,783	2,674	2,741	2,580	2,625	2,635	2,549	10,898	10,388
Staff and other expenses	1,872	1,494	1,463	1,589	1,648	1,500	1,515	1,523	6,419	6,186
Intangibles amortisation and impairments	12	13	6	6	2	14	9	6	37	31
Operating expenses	1,884	1,507	1,470	1,596	1,650	1,514	1,524	1,529	6,456	6,217
Gross result	817	1,276	1,204	1,146	930	1,111	1,111	1,020	4,442	4,172
Additions to loan loss provision	247	287	263	296	383	324	370	343	1,093	1,420
Underlying result before tax	569	989	941	850	547	787	741	677	3,349	2,751
Taxation	155	261	226	227	162	208	206	181	868	758
Minority interests	15	7	10	22	15	12	15	22	54	63
Underlying net result	399	721	705	601	370	566	520	474	2,427	1,931
Net gains/losses on divestments	-	-	-	202	-	-	-	-6	202	-6
Net result from divested units	-	-	-	-	-	-	-	-37	-	-37
Special items after tax	-18	-16	-15	-13	-19	-18	-49	-21	-63	-107
Net result	381	705	690	791	351	548	472	410	2,566	1,781
Key figures ¹⁾										
Cost/income ratio	69.8%	54.2%	55.0%	58.2%	64.0%	57.7%	57.8%	60.0%	59.2%	59.8%
Return on equity based on 10.0% common equity Tier 1 ²⁾	10.7%	18.8%	18.5%	16.3%	10.5%	16.4%	15.4%	13.9%	16.1%	14.0%
Risk costs in bps of average RWA	64	74	68	77	104	92	106	96	71	100
Risk-weighted assets (end of period)	155,199	154,206	155,762	152,540	153,221	140,846	140,582	137,974	155,199	153,221
Employees (FTEs, end of period)	42,121	42,007	42,023	52,718	53,111	53,425	53,603	53,472	42,121	53,111

¹⁾ Key figures based on underlying figures

²⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.5 PROFIT AND LOSS: RETAIL BANKING BENELUX

Profit and loss Retail Banking Benelux

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Balance sheet related interest	1,426	1,410	1,390	1,365	1,373	1,341	1,335	1,263	5,591	5,313
Capital charge on book equity	-0	-0	-1	-1	-0	-0	-0	-0	-2	-2
Interest benefit on total capital	43	47	49	49	38	40	40	41	188	158
Interest result	1,469	1,456	1,438	1,412	1,411	1,381	1,374	1,304	5,777	5,470
Commission income	212	209	207	212	194	197	207	205	840	804
Investment income	-0	-4	-11	9	-0	-0	1	0	-6	1
Realised gains and fair value changes on investments	8	6	17	65	5	2	10	43	96	60
Total investment income	8	2	6	74	5	2	11	43	90	61
Valuation results non-trading derivatives	-1	-26	76	21	10	5	3	-18	70	0
Net trading income	19	86	1	34	13	58	54	74	141	199
Other income	4	11	1	13	10	11	18	23	29	62
Total other income	22	72	78	69	32	74	76	79	241	261
Total underlying income	1,711	1,740	1,729	1,767	1,642	1,655	1,668	1,631	6,947	6,596
Staff and other expenses	1,305	927	929	1,012	1,079	930	939	932	4,173	3,880
Intangibles amortisation and impairments	3	13	6	6	-0	14	9	6	28	29
Operating expenses	1,309	940	935	1,018	1,078	943	948	939	4,202	3,909
Gross result	402	800	794	749	564	711	720	692	2,745	2,687
Additions to loan loss provision	182	224	227	223	305	242	259	254	857	1,060
Underlying result before tax	220	575	567	526	259	469	461	438	1,888	1,627
Taxation	50	158	155	136	84	117	115	137	500	453
Minority interests	5	-2	-1	-1	-0	-1	-2	-1	1	-4
Underlying net result	164	419	412	391	175	353	347	302	1,387	1,177
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-18	-16	-15	-13	-19	-18	-49	-21	-63	-107
Net result	145	403	397	378	155	335	299	281	1,324	1,070
Key figures ¹⁾										
Cost/income ratio	76.5%	54.0%	54.1%	57.6%	65.7%	57.0%	56.9%	57.6%	60.5%	59.3%
Return on equity based on 10.0% common equity Tier 1 ²⁾	7.7%	19.0%	18.5%	17.6%	8.3%	17.9%	18.0%	16.4%	15.7%	15.0%
Risk costs in bps of average RWA	83	102	102	100	145	123	135	138	97	135
Risk-weighted assets (end of period)	88,735	86,133	89,639	87,959	89,695	78,737	78,654	74,731	88,735	89,695
Employees (FTEs, end of period)	19,709	19,659	20,074	20,193	20,319	20,686	21,419	21,868	19,709	20,319

¹⁾ Key figures based on underlying figures

²⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.6 PROFIT AND LOSS: RETAIL BANKING NETHERLANDS

Profit and loss Retail Banking Netherlands

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Balance sheet related interest	935	920	896	894	892	879	895	834	3,645	3,501
Capital charge on book equity	-0	-0	-1	-1	-0	-0	-0	-0	-2	-1
Interest benefit on total capital	31	34	36	35	27	28	28	28	135	110
Interest result	966	954	930	928	919	907	923	862	3,778	3,610
Commission income	118	120	113	112	115	117	117	111	464	460
Investment income	-	-4	1	-6	-0	-0	1	-	-9	1
Realised gains and fair value changes on investments	1	3	0	13	0	4	7	20	18	31
Total investment income	1	-1	1	7	0	4	8	20	9	31
Valuation results non-trading derivatives	7	9	41	9	-2	22	7	-17	66	10
Net trading income	-8	1	12	10	8	8	17	25	15	58
Other income	2	9	-17	4	4	8	10	7	-3	29
Total other income	1	19	36	23	10	38	34	15	78	97
Total underlying income	1,086	1,092	1,081	1,071	1,044	1,066	1,081	1,008	4,330	4,198
Staff and other expenses	937	564	574	575	683	556	569	577	2,651	2,385
Intangibles amortisation and impairments	4	13	4	6	0	10	7	6	27	24
Operating expenses	941	577	578	581	684	566	577	583	2,678	2,409
Gross result	144	515	503	490	360	500	504	425	1,652	1,789
Additions to loan loss provision	165	180	178	192	234	210	218	215	714	877
Underlying result before tax	-20	335	325	298	126	290	286	210	938	912
Taxation	3	84	82	75	43	74	59	64	243	241
Minority interests	-	-	-	-	-	-	-	-	-	-
Underlying net result	-23	251	243	224	82	216	227	147	694	672
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-18	-16	-15	-13	-19	-18	-49	-21	-63	-107
Net result	-42	235	228	211	63	197	179	125	631	564
Key figures ¹⁾										
Cost/income ratio	86.7%	52.9%	53.5%	54.2%	65.5%	53.1%	53.4%	57.9%	61.8%	57.4%
Return on equity based on 10.0% common equity Tier 1 ²⁾	-1.5%	16.0%	15.2%	13.9%	5.3%	15.0%	16.3%	11.1%	11.0%	11.8%
Risk costs in bps of average RWA	108	115	111	119	152	146	156	163	113	154
Risk-weighted assets (end of period)	61,201	61,224	64,233	63,901	65,309	57,707	57,260	54,251	61,201	65,309
Employees (FTEs, end of period)	10,675	10,613	10,994	11,043	11,139	11,451	12,122	12,518	10,675	11,139

¹⁾ Key figures based on underlying figures

²⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.7 PROFIT AND LOSS: RETAIL BANKING BELGIUM

Profit and loss Retail Banking Belgium ¹⁾

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Balance sheet related interest	491	489	495	471	481	462	440	429	1,946	1,812
Capital charge on book equity	0	-0	0	-0	-0	-0	-0	-0	0	-0
Interest benefit on total capital	12	14	13	13	11	12	12	13	52	48
Interest result	504	503	508	484	492	474	452	442	1,998	1,860
Commission income	94	89	93	100	79	80	90	94	376	343
Investment income	-0	0	-12	15	-0	0	0	0	2	0
Realised gains and fair value changes on investments	7	3	17	52	5	-1	3	23	78	30
Total investment income	7	3	4	67	5	-1	3	23	81	30
Valuation results non-trading derivatives	-8	-35	35	13	11	-17	-4	-0	5	-9
Net trading income	27	85	-11	24	5	50	37	48	126	141
Other income	2	3	18	9	6	3	8	16	32	32
Total other income	21	53	42	46	23	36	42	64	163	164
Total underlying income	625	648	648	696	598	589	587	623	2,617	2,397
Staff and other expenses	368	363	355	437	396	374	369	356	1,523	1,495
Intangibles amortisation and impairments	-0	-0	2	-0	-1	4	2	0	2	5
Operating expenses	368	363	357	437	395	378	371	356	1,524	1,500
Gross result	257	285	291	259	204	211	215	267	1,093	897
Additions to loan loss provision	18	44	49	31	70	32	41	39	142	183
Underlying result before tax	240	241	242	228	133	179	174	228	951	715
Taxation	47	74	74	61	41	42	56	73	256	213
Minority interests	5	-2	-1	-1	-0	-1	-2	-1	1	-4
Underlying net result	187	169	169	168	92	137	120	156	693	506
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	187	169	169	168	92	137	120	156	693	506
Key figures ²⁾										
Cost/income ratio	58.8%	56.0%	55.1%	62.8%	66.0%	64.2%	63.3%	57.1%	58.2%	62.6%
Return on equity based on 10.0% common equity Tier 1 ³⁾	29.4%	26.5%	27.2%	27.5%	16.2%	25.8%	22.6%	30.1%	27.7%	23.5%
Risk costs in bps of average RWA	27	70	79	52	124	60	78	76	57	85
Risk-weighted assets (end of period)	27,534	24,908	25,407	24,058	24,386	21,030	21,394	20,480	27,534	24,386
Employees (FTEs, end of period)	9,034	9,045	9,080	9,150	9,180	9,235	9,298	9,350	9,034	9,180

¹⁾ Including ING Luxembourg

²⁾ Key figures based on underlying figures

³⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.8 PROFIT AND LOSS: RETAIL BANKING CHALLENGERS & GROWTH MARKETS

Profit and loss Retail Banking Challengers & Growth Markets

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Balance sheet related interest	863	850	784	807	798	764	786	724	3,304	3,073
Capital charge on book equity	-34	-34	-35	-29	-30	-30	-25	-25	-132	-110
Interest benefit on total capital	30	33	34	36	32	35	36	41	133	145
Interest result	860	848	783	814	800	769	798	740	3,305	3,107
Commission income	101	121	120	130	117	115	117	107	472	456
Investment income	1	24	1	1	3	53	2	7	26	65
Realised gains and fair value changes on investments	1	0	2	1	7	2	0	40	4	49
Total investment income	2	24	3	2	10	55	2	47	30	113
Valuation results non-trading derivatives	-49	-8	-25	-38	14	39	-50	-10	-120	-7
Net trading income	36	24	43	53	-17	-19	58	27	157	48
Other income	40	34	21	13	14	12	42	7	108	75
Total other income	27	50	39	29	11	32	50	24	145	116
Total underlying income	990	1,043	945	974	938	970	967	917	3,952	3,793
Staff and other expenses	567	567	534	578	570	570	576	590	2,245	2,306
Intangibles amortisation and impairments	8	0	0	0	2	0	0	0	9	2
Operating expenses	575	567	535	578	571	571	576	590	2,254	2,308
Gross result	415	476	410	396	366	400	391	327	1,697	1,485
Additions to loan loss provision	65	63	37	73	78	82	111	89	237	361
Underlying result before tax	350	414	374	324	288	317	280	238	1,461	1,124
Taxation	105	102	70	91	78	91	91	45	369	304
Minority interests	10	10	11	23	15	13	17	22	52	67
Underlying net result	236	302	293	210	196	213	173	172	1,040	753
Net gains/losses on divestments	-	-	-	202	-	-	-	-6	202	-6
Net result from divested units	-	-	-	-	-	-	-	-37	-	-37
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	236	302	293	412	196	213	173	129	1,242	711
Key figures ¹⁾										
Cost/income ratio	58.1%	54.4%	56.6%	59.3%	60.9%	58.8%	59.5%	64.3%	57.0%	60.9%
Return on equity based on 10.0% common equity Tier 1 ²⁾	14.6%	18.5%	18.6%	14.5%	13.4%	14.6%	12.1%	11.2%	16.6%	12.8%
Risk costs in bps of average RWA	39	37	22	45	50	53	71	51	36	56
Risk-weighted assets (end of period)	66,463	68,073	66,123	64,581	63,526	62,109	61,928	63,243	66,463	63,526
Employees (FTEs, end of period)	22,412	22,348	21,949	32,525	32,793	32,739	32,183	31,603	22,412	32,793

¹⁾ Key figures based on underlying figures

²⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.9 PROFIT AND LOSS: RETAIL BANKING GERMANY

Profit and loss Retail Banking Germany ¹⁾

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Balance sheet related interest	388	406	364	360	362	352	328	295	1,518	1,336
Capital charge on book equity	-16	-17	-18	-22	-21	-21	-20	-22	-72	-83
Interest benefit on total capital	13	14	14	13	12	12	13	14	54	50
Interest result	385	404	359	352	353	343	320	287	1,500	1,303
Commission income	44	36	31	31	32	27	28	27	143	114
Investment income	0	0	1	-1	-0	0	0	-0	0	-0
Realised gains and fair value changes on investments	-	-	1	0	0	-0	-	-	1	0
Total investment income	0	0	2	-1	-0	0	0	-0	1	-0
Valuation results non-trading derivatives	-15	-10	4	-9	-10	-14	4	-16	-30	-36
Net trading income	-4	-0	-0	-0	0	0	0	-0	-4	-0
Other income	0	2	2	2	3	2	1	1	6	6
Total other income	-19	-8	6	-7	-7	-12	5	-15	-28	-30
Total underlying income	411	432	398	375	377	359	353	299	1,615	1,387
Staff and other expenses	197	202	188	186	179	181	173	176	773	709
Intangibles amortisation and impairments	-	-	-	-	0	-	-	-	-	0
Operating expenses	197	202	188	186	179	181	173	176	773	709
Gross result	214	230	210	188	198	177	180	123	843	679
Additions to loan loss provision	16	19	10	27	25	15	21	21	72	82
Underlying result before tax	198	212	200	161	173	162	159	102	771	597
Taxation	57	62	61	49	54	46	52	33	230	185
Minority interests	0	0	0	0	0	0	0	0	1	1
Underlying net result	141	149	138	112	119	116	107	69	540	412
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	141	149	138	112	119	116	107	69	540	412
Key figures ²⁾										
Cost/income ratio	47.9%	46.7%	47.3%	49.8%	47.4%	50.5%	49.0%	58.8%	47.8%	51.1%
Return on equity based on 10.0% common equity Tier 1 ³⁾	22.5%	23.4%	22.3%	18.6%	20.7%	21.1%	19.9%	12.6%	21.8%	18.6%
Risk costs in bps of average RWA	26	29	17	44	43	27	38	38	29	37
Risk-weighted assets (end of period)	24,446	25,854	25,137	24,438	23,687	22,329	21,787	21,479	24,446	23,687
Employees (FTEs, end of period)	3,917	3,903	3,855	3,807	3,756	3,734	3,692	3,591	3,917	3,756

¹⁾ Including ING Austria

²⁾ Key figures based on underlying figures

³⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.10 PROFIT AND LOSS: RETAIL BANKING OTHER CHALLENGERS & GROWTH MARKETS

Profit and loss Retail Banking Other Challengers & Growth Markets ¹⁾

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Balance sheet related interest	475	443	421	447	436	412	459	429	1,786	1,737
Capital charge on book equity	-18	-18	-17	-7	-9	-9	-5	-4	-60	-27
Interest benefit on total capital	17	19	20	23	21	23	24	27	79	94
Interest result	475	445	424	462	448	426	478	453	1,806	1,804
Commission income	57	85	89	98	85	88	90	80	329	342
Investment income	1	23	-1	2	3	53	2	7	26	65
Realised gains and fair value changes on investments	1	0	1	1	7	2	0	40	3	49
Total investment income	2	23	1	3	10	55	2	47	29	114
Valuation results non-trading derivatives	-34	2	-28	-29	24	53	-53	6	-90	28
Net trading income	40	24	43	53	-17	-19	58	27	161	48
Other income	40	31	19	12	11	11	41	6	101	69
Total other income	46	58	33	36	18	44	45	39	173	145
Total underlying income	579	611	547	599	561	612	615	618	2,336	2,405
Staff and other expenses	370	365	346	391	391	389	403	414	1,472	1,597
Intangibles amortisation and impairments	8	0	0	0	2	0	0	0	9	2
Operating expenses	378	365	346	391	393	390	403	414	1,481	1,600
Gross result	201	246	200	208	168	222	211	204	855	806
Additions to loan loss provision	49	44	26	46	53	67	91	68	165	279
Underlying result before tax	152	202	174	162	115	155	121	136	690	527
Taxation	48	40	9	42	24	46	39	12	139	120
Minority interests	9	9	10	22	15	12	16	22	51	66
Underlying net result	94	153	155	98	77	97	65	102	500	342
Net gains/losses on divestments	-	-	-	202	-	-	-	-6	202	-6
Net result from divested units	-	-	-	-	-	-	-	-37	-	-37
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	94	153	155	301	77	97	65	60	702	299
Key figures ²⁾										
Cost/income ratio	65.4%	59.8%	63.4%	65.3%	70.0%	63.7%	65.6%	67.0%	63.4%	66.5%
Return on equity based on 10.0% common equity Tier 1 ³⁾	9.8%	15.6%	16.3%	12.1%	9.2%	11.0%	8.0%	10.5%	13.4%	9.7%
Risk costs in bps of average RWA	46	42	26	46	53	67	89	58	40	66
Risk-weighted assets (end of period)	42,018	42,218	40,985	40,144	39,839	39,780	40,141	41,764	42,018	39,839
Employees (FTEs, end of period)	18,495	18,446	18,095	28,717	29,037	29,005	28,491	28,012	18,495	29,037

¹⁾ Includes: Australia, France, Italy, Spain, UK Legacy run-off portfolio, Poland, Romania, Turkey, Asian stakes

²⁾ Key figures based on underlying figures

³⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.11 PROFIT AND LOSS: COMMERCIAL BANKING

Profit and loss Commercial Banking

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Balance sheet related interest	1,008	1,001	950	916	819	858	921	996	3,875	3,595
Capital charge on book equity	-153	-152	-163	-159	-145	-148	-171	-171	-628	-635
Interest benefit on total capital	68	72	75	72	65	73	75	78	287	290
Interest result	923	921	861	829	739	783	826	903	3,534	3,250
Commission income	244	248	269	219	252	236	258	243	980	989
Investment income	-0	4	19	-9	20	16	23	6	13	65
Realised gains and fair value changes on investments	16	6	9	34	30	6	17	29	66	82
Total investment income	16	10	28	24	50	22	40	35	78	147
Valuation results non-trading derivatives	-61	56	-111	144	11	-2	144	-26	28	128
Net trading income	5	69	247	-74	203	253	104	298	247	857
Other income	26	-26	0	25	-54	-43	8	15	25	-74
Total other income	-31	99	137	95	160	209	256	287	300	911
Total underlying income	1,153	1,278	1,295	1,168	1,200	1,249	1,379	1,468	4,893	5,297
Staff and other expenses	689	552	556	572	613	550	536	574	2,370	2,274
Intangibles amortisation and impairments	16	5	15	1	24	18	10	26	37	78
Operating expenses	705	558	571	573	638	568	546	600	2,407	2,352
Gross result	447	720	724	595	563	682	833	868	2,487	2,945
Additions to loan loss provision	152	35	141	172	177	227	246	218	500	868
Underlying result before tax	295	686	582	423	385	454	587	650	1,986	2,077
Taxation	90	135	178	67	110	81	157	156	470	504
Minority interests	5	7	7	6	5	6	8	8	26	27
Underlying net result	200	544	397	350	271	367	422	486	1,491	1,546
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	200	544	397	350	271	367	422	486	1,491	1,546
Key figures ¹⁾										
Cost/income ratio	61.2%	43.6%	44.1%	49.0%	53.1%	45.5%	39.6%	40.9%	49.2%	44.4%
Return on equity based on 10.0% common equity Tier 1 ²⁾	6.0%	16.3%	12.1%	10.9%	8.8%	11.6%	13.1%	15.5%	11.3%	12.3%
Risk costs in bps of average RWA	45	10	42	53	56	71	75	68	37	68
Risk-weighted assets (end of period)	137,244	136,763	133,553	134,438	126,078	125,152	131,316	132,065	137,244	126,078
Employees (FTEs, end of period)	10,775	10,845	10,711	10,757	10,692	10,726	10,696	10,887	10,775	10,692
Value at Risk trading position (avg.)	9.4	8.7	9.3	9.0	7.7	10.5	9.7	7.3		

¹⁾ Key figures based on underlying figures

²⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.12 PROFIT AND LOSS: CB - INDUSTRY LENDING

Profit and loss CB - Industry Lending

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Balance sheet related interest	408	376	384	353	354	358	368	377	1,521	1,457
Capital charge on book equity	-0	-0	-0	-0	-0	-0	-0	-0	-1	-0
Interest benefit on total capital	25	26	27	27	26	30	28	27	105	112
Interest result	433	402	411	380	380	389	396	403	1,625	1,568
Commission income	135	142	137	98	128	111	125	120	513	484
Investment income	-2	3	2	3	4	10	10	4	6	27
Realised gains and fair value changes on investments	-4	2	8	2	21	5	5	2	7	34
Total investment income	-7	4	11	5	25	16	15	6	13	61
Valuation results non-trading derivatives	13	15	-10	-19	7	-6	4	-1	-1	3
Net trading income	-24	22	-3	-10	-2	-12	-11	-13	-16	-38
Other income	7	-21	5	16	-14	13	-9	-10	8	-19
Total other income	-5	17	-8	-13	-9	-5	-15	-25	-9	-54
Total underlying income	557	565	551	470	524	510	520	505	2,143	2,059
Staff and other expenses	151	125	125	123	144	110	112	110	525	477
Intangibles amortisation and impairments	2	0	9	0	-0	0	0	0	11	0
Operating expenses	153	125	134	123	144	110	113	110	536	477
Gross result	403	440	417	346	380	400	408	394	1,607	1,582
Additions to loan loss provision	122	49	63	53	102	181	154	178	288	616
Underlying result before tax	282	391	354	293	278	219	253	216	1,319	966
Taxation	55	87	93	60	60	28	44	52	295	184
Minority interests	1	1	1	1	1	1	1	1	4	4
Underlying net result	226	303	259	231	217	190	209	163	1,020	778
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	226	303	259	231	217	190	209	163	1,020	778
Key figures ¹⁾										
Cost/income ratio	27.5%	22.1%	24.4%	26.3%	27.5%	21.6%	21.6%	21.9%	25.0%	23.2%
Return on equity based on 10.0% common equity Tier 1 ²⁾	18.0%	24.7%	21.6%	19.0%	17.0%	14.3%	16.1%	14.1%	20.8%	15.4%
Risk costs in bps of average RWA	96	40	52	44	80	135	118	153	58	121
Risk-weighted assets (end of period)	51,181	49,901	48,736	47,707	50,409	52,047	54,921	49,518	51,181	50,409

¹⁾ Key figures based on underlying figures

²⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.13 PROFIT AND LOSS: CB - GENERAL LENDING & TRANSACTION SERVICES

Profit and loss CB - General Lending & Transaction Services

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Balance sheet related interest	231	235	239	216	221	223	225	229	922	898
Capital charge on book equity	-1	-1	-2	-1	-	-	-	-	-5	-
Interest benefit on total capital	19	20	20	20	19	21	22	25	79	87
Interest result	249	254	257	235	240	244	248	253	995	985
Commission income	88	89	96	88	97	98	100	90	361	385
Investment income	0	0	-0	1	0	0	0	0	1	0
Realised gains and fair value changes on investments	0	0	0	-	0	-	-	2	0	3
Total investment income	0	0	0	1	0	0	0	2	1	3
Valuation results non-trading derivatives	2	2	3	-0	0	0	0	0	7	0
Net trading income	9	9	7	5	8	10	8	11	30	38
Other income	9	-0	1	7	1	0	1	2	17	3
Total other income	21	11	11	12	9	10	9	13	54	41
Total underlying income	358	354	364	336	346	353	357	359	1,412	1,414
Staff and other expenses	201	186	187	191	218	187	184	187	765	776
Intangibles amortisation and impairments	-0	0	-0	0	0	0	-0	0	-0	0
Operating expenses	201	186	187	191	218	187	184	187	765	776
Gross result	157	168	178	145	128	166	173	171	648	638
Additions to loan loss provision	8	-28	57	101	48	13	44	6	139	111
Underlying result before tax	149	196	121	43	80	153	129	166	509	528
Taxation	31	47	33	7	24	32	38	35	118	128
Minority interests	1	2	2	1	0	2	2	2	6	6
Underlying net result	117	146	85	35	56	120	89	128	384	393
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	117	146	85	35	56	120	89	128	384	393
Key figures ¹⁾										
Cost/income ratio	56.1%	52.6%	51.2%	56.9%	63.0%	53.0%	51.5%	52.2%	54.1%	54.9%
Return on equity based on 10.0% common equity Tier 1 ²⁾	12.3%	15.9%	9.7%	4.1%	6.4%	13.3%	9.5%	13.4%	10.6%	10.7%
Risk costs in bps of average RWA	9	-30	64	114	54	14	46	6	38	30
Risk-weighted assets (end of period)	38,934	38,016	36,835	35,239	35,619	35,397	37,752	39,308	38,934	35,619

¹⁾ Key figures based on underlying figures

²⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.14 PROFIT AND LOSS: CB - FINANCIAL MARKETS

Profit and loss CB - Financial Markets

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Balance sheet related interest	181	209	123	156	61	102	109	176	669	448
Capital charge on book equity	-0	-0	-0	-0	-0	-0	-0	-0	-1	-1
Interest benefit on total capital	18	19	21	18	13	14	16	18	76	61
Interest result	199	228	143	174	74	116	125	194	745	509
Commission income	20	15	34	32	27	21	31	32	100	110
Investment income	2	0	1	0	4	0	6	1	3	11
Realised gains and fair value changes on investments	4	0	-2	-3	-0	0	-0	0	-1	-0
Total investment income	6	0	-1	-3	3	0	5	2	2	11
Valuation results non-trading derivatives	-104	19	-49	58	-104	-41	196	-21	-76	29
Net trading income	72	25	167	15	274	221	52	294	278	840
Other income	-9	-18	-10	-5	-10	-7	-11	-5	-41	-33
Total other income	-41	26	108	68	159	173	236	268	161	836
Total underlying income	184	269	285	271	264	310	397	495	1,008	1,465
Staff and other expenses	253	208	199	216	240	200	199	232	876	870
Intangibles amortisation and impairments	-0	-	-0	-	-	-	-	-	-0	-
Operating expenses	253	208	199	216	240	200	199	232	876	870
Gross result	-69	61	86	54	24	110	199	263	132	595
Additions to loan loss provision	-1	-0	-1	1	0	0	-1	-0	-1	-0
Underlying result before tax	-68	61	86	54	24	110	199	263	133	596
Taxation	-6	10	17	16	11	21	46	64	36	142
Minority interests	1	1	1	1	1	1	2	1	5	5
Underlying net result	-63	50	69	37	12	88	152	198	92	449
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	-63	50	69	37	12	88	152	198	92	449
Key figures ¹⁾										
Cost/income ratio	137.4%	77.3%	69.9%	80.0%	91.0%	64.5%	50.0%	46.9%	86.9%	59.4%
Return on equity based on 10.0% common equity Tier 1 ²⁾	-6.8%	5.7%	7.6%	4.8%	2.0%	14.2%	22.8%	27.5%	2.7%	17.1%
Risk costs in bps of average RWA	-1	-0	-1	1	0	1	-1	-0	-0	-0
Risk-weighted assets (end of period)	36,833	36,324	35,391	37,938	26,192	24,753	25,361	28,484	36,833	26,192

¹⁾ Key figures based on underlying figures

²⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.15 PROFIT AND LOSS: CB - BANK TREASURY, REAL ESTATE & OTHER

Profit and loss CB - Bank Treasury, Real Estate & Other

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Balance sheet related interest	188	181	204	191	183	175	219	215	764	792
Capital charge on book equity	-152	-151	-161	-158	-145	-148	-170	-171	-622	-634
Interest benefit on total capital	6	7	7	7	7	7	8	8	27	30
Interest result	42	37	50	40	45	34	57	53	169	188
Commission income	1	2	1	2	1	6	2	1	5	10
Investment income	-0	1	16	-14	12	6	7	2	3	27
Realised gains and fair value changes on investments	16	5	3	35	9	0	12	24	59	45
Total investment income	16	6	18	21	21	6	19	26	62	72
Valuation results non-trading derivatives	28	20	-56	105	108	45	-55	-3	98	95
Net trading income	-52	13	76	-83	-77	34	54	6	-45	18
Other income	18	12	4	6	-31	-48	27	28	41	-25
Total other income	-5	46	25	28	0	31	26	31	94	88
Total underlying income	54	90	95	92	67	77	104	110	330	358
Staff and other expenses	85	33	45	41	11	53	41	45	204	151
Intangibles amortisation and impairments	14	5	6	1	25	18	10	25	26	78
Operating expenses	98	39	51	42	36	71	51	70	230	228
Gross result	-45	51	44	50	31	6	53	40	100	130
Additions to loan loss provision	23	13	22	17	27	33	47	34	75	142
Underlying result before tax	-68	38	22	33	4	-27	6	5	25	-12
Taxation	10	-9	35	-16	15	1	30	5	20	50
Minority interests	2	3	3	3	2	2	3	4	10	12
Underlying net result	-80	44	-16	46	-14	-31	-27	-3	-6	-74
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	-80	44	-16	46	-14	-31	-27	-3	-6	-74
Key figures ¹⁾										
Cost/income ratio	182.8%	43.1%	54.1%	45.7%	53.3%	92.4%	49.1%	64.0%	69.7%	63.7%
Return on equity based on 10.0% common equity Tier 1 ²⁾	-27.3%	14.9%	-4.0%	14.3%	-3.3%	-8.6%	-6.8%	0.2%	0.4%	-4.7%
Risk costs in bps of average RWA	81	43	66	49	82	101	135	107	59	107
Risk-weighted assets (end of period)	10,297	12,522	12,592	13,553	13,858	12,955	13,282	14,754	10,297	13,858

¹⁾ Key figures based on underlying figures

²⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.16 PROFIT AND LOSS: CORPORATE LINE BANKING

Profit and loss Corporate Line Banking

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Balance sheet related interest	-90	-105	-139	-60	-45	-27	-36	-67	-395	-175
Capital charge on book equity	187	187	199	189	176	178	196	196	762	746
Interest benefit on total capital	-142	-152	-157	-157	-135	-147	-152	-160	-608	-594
Interest result	-45	-70	-97	-28	-4	4	8	-31	-240	-23
Commission income	-1	-0	-0	-0	-1	-2	-0	-1	-2	-5
Investment income	6	1	1	0	-0	0	1	-0	8	0
Realised gains and fair value changes on investments	-6	-	0	5	-0	-1	-0	-2	-1	-3
Total investment income	-0	1	2	5	-0	-1	0	-2	8	-3
Valuation results non-trading derivatives	-90	-171	-73	-38	-68	-119	319	-46	-371	87
Net trading income	56	65	-15	-28	-68	20	-460	-54	78	-563
Other income	-18	56	-3	-3	175	-2	-28	-19	32	126
Total other income	-52	-50	-91	-68	39	-101	-169	-119	-261	-350
Total underlying income	-98	-119	-187	-92	34	-100	-161	-153	-496	-380
Staff and other expenses	-18	68	53	-0	57	31	13	-3	102	98
Intangibles amortisation and impairments	1	1	5	6	6	7	7	7	14	27
Operating expenses	-17	70	58	6	63	38	20	4	116	125
Gross result	-81	-188	-245	-97	-29	-138	-181	-158	-611	-505
Additions to loan loss provision	0	-0	-0	-0	0	0	-0	0	-	-
Underlying result before tax	-81	-188	-245	-97	-29	-138	-181	-158	-611	-505
Taxation	-29	-47	-65	24	-73	-25	-79	-6	-117	-184
Minority interests	-	-	-	-	-	-	-	-	-	-
Underlying net result	-51	-142	-180	-121	45	-113	-102	-151	-494	-322
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-	-101	-101	-755	0	-0	27	-2	-957	25
Net result	-51	-243	-281	-876	45	-113	-75	-153	-1,451	-297
Key figures ¹⁾										
Risk-weighted assets (end of period)	3,876	3,935	4,084	3,814	3,204	5,213	5,734	8,187	3,876	3,204
Employees (FTEs, end of period)	2	2	2	2	2	-	-	-	2	2

¹⁾ Key figures based on underlying figures

ING 1.17 GEOGRAPHICAL SPLIT BANKING: FY2014

Geographical split: FY2014

	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Commercial Banking Rest of World		Other ¹⁾		
	Retail	Commercial		Retail	Commercial		Retail	Commercial		Retail	Commercial		Retail	Commercial		Commercial		Commercial	Corporate	
In EUR million	Total	Banking	Banking	Total	Banking	Banking	Total	Banking	Banking	Total	Banking	Banking	Total	Banking	Banking	Total	Banking	Banking	Line	
Profit & Loss																				
Interest result	4,699	3,778	921	2,447	1,998	448	1,616	1,500	116	1,158	888	271	1,072	918	154	1,625	1,625	-241	-0	-240
Commission income	730	464	266	464	376	88	171	143	29	147	56	91	333	274	59	447	447	-1	0	-2
Investment income	17	9	8	130	81	50	1	1	0	2	1	1	30	28	2	22	22	4	-4	8
Other income	147	78	69	157	163	-5	-18	-28	10	42	17	25	236	156	80	101	101	-241	20	-261
Total underlying income	5,593	4,330	1,263	3,198	2,617	581	1,770	1,615	155	1,349	961	388	1,671	1,375	296	2,194	2,194	-479	16	-496
Staff and other expenses	3,376	2,651	726	1,930	1,523	407	837	773	64	720	608	112	1,004	865	139	897	897	127	25	102
Intangibles amortisation and impairments	27	27	0	2	2	0	-	-	-	3	-	3	14	9	5	8	8	34	21	14
Operating expenses	3,403	2,678	726	1,931	1,524	407	837	773	64	723	608	115	1,018	874	144	905	905	161	45	116
Gross result	2,189	1,652	537	1,267	1,093	174	934	843	91	626	354	272	653	501	152	1,289	1,289	-641	-29	-611
Additions to loan loss provision	947	714	232	146	142	4	67	72	-5	185	49	136	125	116	10	123	123	-	-	-
Underlying result before tax	1,243	938	305	1,120	951	170	866	771	96	441	304	136	528	386	142	1,166	1,166	-641	-29	-611
Retail Banking	938	938		951	951		771	771		304	304		386	386						
Commercial Banking	305		305	170		170	96		96	136		136	142		142	1,166	1,166	-29	-29	
Corporate Line																		-611		-611
Underlying result before tax	1,243	938	305	1,120	951	170	866	771	96	441	304	136	528	386	142	1,166	1,166	-641	-29	-611
Customer lending/deposits (in EUR billion)																				
Residential mortgages	133.6	132.1	1.5	33.0	32.9	0.1	65.1	65.0	0.1	43.3	43.3	-	5.7	5.7	0.0	0.0	0.0	-	-	-
Other customer lending	71.8	38.7	33.1	49.5	37.5	11.9	18.7	10.9	7.9	18.3	3.0	15.4	21.6	15.7	5.9	52.7	52.7	0.3	0.0	0.3
Customer deposits	159.0	129.4	29.6	90.3	76.7	13.6	114.9	114.3	0.5	73.9	73.0	0.9	27.5	23.8	3.7	19.9	19.9	3.7	0.0	3.7
Key figures ²⁾																				
Cost/income ratio	60.9%	61.8%	n.a.	60.4%	58.2%	n.a.	47.3%	47.8%	n.a.	53.6%	63.2%	n.a.	60.9%	63.5%	n.a.	41.2%	41.2%	n.a.	n.a.	n.a.
Return on equity based on 10.0% common equity Tier 1 ³⁾	9.2%	11.0%	n.a.	21.0%	27.7%	n.a.	21.2%	21.8%	n.a.	11.7%	16.9%	n.a.	12.5%	11.7%	n.a.	15.9%	15.9%	-96.0%	n.a.	-128.5%
Risk costs in bps of average RWA	93	113	61	37	57	3	24	29	-13	70	36	105	36	42	14	22	22	-	-	-
Risk-weighted assets (end of period)	99,383	61,201	38,182	43,901	27,534	16,366	28,617	24,446	4,172	24,644	12,599	12,044	36,576	29,418	7,158	58,180	58,180	5,019	1,143	3,876
Employees (FTEs, end of period)	14,005	10,675	3,330	10,721	9,034	1,687	4,138	3,917	221	3,578	3,142	435	16,677	15,352	1,325	3,737	3,737	42	40	2

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

²⁾ Key figures based on underlying figures

³⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.18 GEOGRAPHICAL SPLIT BANKING: Comparable years

Geographical split comparable years

	Total Banking		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Commercial Banking Rest of World		Other	
In EUR million	FY2014	FY2013	FY2014	FY2013	FY2014	FY2013	FY2014	FY2013	FY2014	FY2013	FY2014	FY2013	FY2014	FY2013	FY2014	FY2013
Profit & Loss																
Interest result	12,376	11,804	4,699	4,554	2,447	2,256	1,616	1,388	1,158	1,050	1,072	1,186	1,625	1,411	-241	-42
Commission income	2,290	2,244	730	706	464	436	171	145	147	127	333	354	447	479	-1	-2
Investment income	206	319	17	68	130	59	1	-0	2	15	30	103	22	45	4	29
Other income	424	938	147	333	157	313	-18	-24	42	44	236	217	101	392	-241	-336
Total underlying income	15,296	15,305	5,593	5,660	3,198	3,065	1,770	1,509	1,349	1,235	1,671	1,861	2,194	2,327	-479	-352
Staff and other expenses	8,891	8,558	3,376	3,040	1,930	1,907	837	765	720	704	1,004	1,144	897	873	127	126
Intangibles amortisation and impairments	88	136	27	24	2	6	-	0	3	3	14	3	8	-0	34	100
Operating expenses	8,979	8,694	3,403	3,064	1,931	1,913	837	765	723	708	1,018	1,146	905	873	161	226
Gross result	6,317	6,611	2,189	2,597	1,267	1,152	934	744	626	527	653	714	1,289	1,454	-641	-577
Additions to loan loss provision	1,594	2,288	947	1,222	146	205	67	110	185	430	125	197	123	123	-	-
Underlying result before tax	4,724	4,323	1,243	1,374	1,120	947	866	634	441	97	528	517	1,166	1,331	-641	-577
Retail Banking	3,349	2,751	938	912	951	715	771	597	304	169	386	358	-	-	-	-
Commercial Banking	1,986	2,077	305	462	170	232	96	37	136	-72	142	159	1,166	1,331	-29	-72
Corporate Line	-611	-505	-	-	-	-	-	-	-	-	-	-	-	-	-611	-505
Underlying result before tax	4,724	4,323	1,243	1,374	1,120	947	866	634	441	97	528	517	1,166	1,331	-641	-577
Taxation	1,221	1,078	308	357	277	248	266	217	131	97	96	60	275	295	-133	-196
Minority interests	79	90	-	-	2	-4	1	1	-	-0	77	93	-	-	0	-
Underlying net result	3,424	3,155	935	1,017	841	703	599	416	310	0	356	363	891	1,036	-508	-381
Net gains/losses on divestments	202	-6	-	-	-	-	-	-	-2	-6	204	-	-	-	-	-
Net result from divested units	-	-37	-	-	-	-	-	-	-	-37	-	-	-	-	-	-
Special items after tax	-1,021	-82	-63	-107	-	-	-	-	-	-	-	-	-	-	-957	25
Net result	2,606	3,031	872	910	841	703	599	416	308	-42	560	363	891	1,036	-1,465	-356
Customer lending/deposits (in EUR billion)																
Residential mortgages	280.6	278.8	133.6	136.8	33.0	30.9	65.1	64.1	43.3	41.7	5.7	5.2	0.0	0.0	-	-
Other customer lending	232.9	220.0	71.8	75.6	49.5	44.3	18.7	15.0	18.3	18.4	21.6	22.6	52.7	43.1	0.3	1.0
Customer deposits	489.3	474.8	159.0	163.2	90.3	85.4	114.9	106.8	73.9	70.1	27.5	28.3	19.9	21.0	3.7	-0.0
Key figures ¹⁾																
Cost/income ratio	58.7%	56.8%	60.9%	54.1%	60.4%	62.4%	47.3%	50.7%	53.6%	57.3%	60.9%	61.6%	41.2%	37.5%	-33.6%	-64.2%
Return on equity based on 10.0% common equity Tier 1 ²⁾	12.0%	11.7%	9.2%	11.3%	21.0%	20.6%	21.2%	16.5%	11.7%	0.0%	12.5%	12.8%	15.9%	18.3%	-96.0%	-46.5%
Risk costs in bps of average RWA	55	83	93	136	37	60	24	44	70	158	36	55	22	22	-	-
Risk-weighted assets (end of period)	296,319	282,503	99,383	98,919	43,901	36,873	28,617	26,939	24,644	26,764	36,576	34,492	58,180	53,688	5,019	4,828
Employees (FTEs, end of period)	52,898	63,805	14,005	14,296	10,721	10,964	4,138	3,963	3,578	3,547	16,677	27,302	3,737	3,680	42	52

¹⁾ Key figures based on underlying figures

²⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.19 GEOGRAPHICAL SPLIT BANKING: NETHERLANDS

Geographical split Netherlands										
In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Profit & Loss										
Interest result	1,168	1,202	1,171	1,157	1,167	1,066	1,197	1,124	4,699	4,554
Commission income	187	194	179	171	172	176	189	168	730	706
Investment income	-7	3	5	17	2	15	19	31	17	68
Other income	64	33	26	24	56	116	74	87	147	333
Total underlying income	1,411	1,432	1,381	1,368	1,397	1,374	1,479	1,410	5,593	5,660
Staff and other expenses	1,174	715	744	743	863	723	724	729	3,376	3,040
Intangibles amortisation and impairments	4	13	4	6	0	10	8	6	27	24
Operating expenses	1,178	728	748	750	863	733	732	736	3,403	3,064
Gross result	233	704	633	619	534	641	747	674	2,189	2,597
Additions to loan loss provision	224	167	286	270	309	354	282	277	947	1,222
Underlying result before tax	10	537	347	348	225	288	465	397	1,243	1,374
Retail Banking	-20	335	325	298	126	290	286	210	938	912
Commercial Banking	30	203	23	50	99	-2	179	186	305	462
Corporate Line										
Underlying result before tax	10	537	347	348	225	288	465	397	1,243	1,374
Customer lending/deposits (in EUR billion)										
Residential mortgages	133.6	135.0	135.8	136.2	136.8	141.1	148.3	148.9	133.6	136.8
Other customer lending	71.8	76.6	74.1	76.0	75.6	78.9	81.0	81.9	71.8	75.6
Customer deposits	159.0	166.4	164.4	165.3	163.2	164.2	167.1	163.1	159.0	163.2
Key figures ¹⁾										
Cost/income ratio	83.5%	50.8%	54.1%	54.8%	61.8%	53.3%	49.5%	52.2%	60.9%	54.1%
Return on equity based on 10.0% common equity Tier 1 ²⁾	0.1%	15.9%	10.1%	10.6%	6.6%	9.6%	15.3%	14.1%	9.2%	11.3%
Risk costs in bps of average RWA	89	65	112	108	130	155	125	132	93	136
Risk-weighted assets (end of period)	99,383	100,864	103,087	101,922	98,919	90,887	92,179	87,822	99,383	98,919
Employees (FTEs, end of period)	14,005	14,057	14,367	14,436	14,296	14,632	15,243	15,676	14,005	14,296

¹⁾ Key figures based on underlying figures

²⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.20 GEOGRAPHICAL SPLIT BANKING: BELGIUM

Geographical split Belgium ¹⁾

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Profit & Loss										
Interest result	647	607	597	596	550	630	520	557	2,447	2,256
Commission income	107	109	120	128	107	106	107	116	464	436
Investment income	22	5	28	75	18	-2	8	35	130	59
Other income	-25	76	62	45	52	-1	154	108	157	313
Total underlying income	751	796	807	844	727	734	788	817	3,198	3,065
Staff and other expenses	473	465	443	548	508	465	458	475	1,930	1,907
Intangibles amortisation and impairments	-0	-0	2	-0	-2	4	3	0	2	6
Operating expenses	473	465	446	548	506	469	462	476	1,931	1,913
Gross result	278	331	361	296	221	265	326	341	1,267	1,152
Additions to loan loss provision	16	46	51	34	82	34	40	49	146	205
Underlying result before tax	263	286	310	262	138	231	286	292	1,120	947
Retail Banking	240	241	242	228	133	179	174	228	951	715
Commercial Banking	23	45	68	34	5	51	112	64	170	232
Corporate Line										
Underlying result before tax	263	286	310	262	138	231	286	292	1,120	947
Customer lending/deposits (in EUR billion)										
Residential mortgages	33.0	32.3	31.9	31.3	30.9	30.9	30.8	30.5	33.0	30.9
Other customer lending	49.5	47.0	47.0	45.7	44.3	43.1	45.7	45.0	49.5	44.3
Customer deposits	90.3	92.9	90.0	89.2	85.4	87.4	86.9	87.8	90.3	85.4
Key figures ²⁾										
Cost/income ratio	62.9%	58.4%	55.3%	64.9%	69.6%	63.9%	58.6%	58.3%	60.4%	62.4%
Return on equity based on 10.0% common equity Tier 1 ³⁾	19.3%	21.2%	21.8%	22.1%	11.1%	20.7%	26.7%	24.3%	21.0%	20.6%
Risk costs in bps of average RWA	15	45	51	36	94	41	48	57	37	60
Risk-weighted assets (end of period)	43,901	40,347	40,217	39,259	36,873	32,988	33,696	33,398	43,901	36,873
Employees (FTEs, end of period)	10,721	10,734	10,781	10,869	10,964	11,018	11,101	11,211	10,721	10,964

¹⁾ Including ING Luxembourg

²⁾ Key figures based on underlying figures

³⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.21 GEOGRAPHICAL SPLIT BANKING: GERMANY

Geographical split Germany ¹⁾

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Profit & Loss										
Interest result	417	434	388	376	374	367	342	304	1,616	1,388
Commission income	54	44	38	35	40	35	34	35	171	145
Investment income	0	0	2	-1	-0	0	0	-0	1	-0
Other income	-17	-6	9	-4	-7	-11	6	-12	-18	-24
Total underlying income	453	473	438	406	408	391	383	328	1,770	1,509
Staff and other expenses	219	215	203	199	200	194	184	186	837	765
Intangibles amortisation and impairments	-	-	-	-	0	-	-	-	-	0
Operating expenses	219	215	203	199	200	194	184	186	837	765
Gross result	234	258	235	207	208	197	198	141	934	744
Additions to loan loss provision	8	21	9	29	32	23	27	28	67	110
Underlying result before tax	226	237	226	178	176	174	171	113	866	634
Retail Banking	198	212	200	161	173	162	159	102	771	597
Commercial Banking	28	25	26	17	3	11	12	11	96	37
Corporate Line										
Underlying result before tax	226	237	226	178	176	174	171	113	866	634
Customer lending/deposits (in EUR billion)										
Residential mortgages	65.1	65.5	65.1	64.5	64.1	63.5	62.6	62.6	65.1	64.1
Other customer lending	18.7	16.9	17.2	15.9	15.0	15.6	13.7	13.6	18.7	15.0
Customer deposits	114.9	113.6	112.5	110.3	106.8	104.1	103.1	102.1	114.9	106.8
Key figures ²⁾										
Cost/income ratio	48.3%	45.5%	46.5%	49.0%	49.0%	49.7%	48.2%	56.9%	47.3%	50.7%
Return on equity based on 10.0% common equity Tier 1 ³⁾	21.8%	22.9%	21.3%	18.7%	17.5%	19.2%	17.5%	11.7%	21.2%	16.5%
Risk costs in bps of average RWA	11	29	13	43	49	37	43	45	24	44
Risk-weighted assets (end of period)	28,617	29,295	28,469	27,658	26,939	25,444	24,838	24,655	28,617	26,939
Employees (FTEs, end of period)	4,138	4,115	4,064	4,013	3,963	3,931	3,876	3,770	4,138	3,963

¹⁾ Including ING Austria

²⁾ Key figures based on underlying figures

³⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.22 GEOGRAPHICAL SPLIT BANKING: OTHER CHALLENGERS

Geographical split Other Challengers ¹⁾

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Profit & Loss										
Interest result	311	285	289	274	271	253	265	260	1,158	1,050
Commission income	24	42	42	39	37	33	27	29	147	127
Investment income	1	0	-1	1	7	4	1	3	2	15
Other income	26	6	10	1	-12	7	30	18	42	44
Total underlying income	362	332	340	314	304	298	323	310	1,349	1,235
Staff and other expenses	188	182	173	177	172	176	173	183	720	704
Intangibles amortisation and impairments	1	0	2	-	3	-	-	-	3	3
Operating expenses	189	182	175	177	176	176	173	183	723	708
Gross result	173	150	165	138	128	122	151	127	626	527
Additions to loan loss provision	50	28	52	55	87	95	156	92	185	430
Underlying result before tax	123	122	113	83	41	27	-6	35	441	97
Retail Banking	89	81	70	63	60	48	36	25	304	169
Commercial Banking	34	41	42	19	-19	-21	-42	10	136	-72
Corporate Line										
Underlying result before tax	123	122	113	83	41	27	-6	35	441	97
Customer lending/deposits (in EUR billion)										
Residential mortgages	43.3	44.4	43.8	42.7	41.7	42.9	43.1	47.9	43.3	41.7
Other customer lending	18.3	18.1	18.6	18.1	18.4	19.2	19.7	20.8	18.3	18.4
Customer deposits	73.9	73.7	73.4	71.6	70.1	70.9	70.0	73.5	73.9	70.1
Key figures ²⁾										
Cost/income ratio	52.2%	54.9%	51.4%	56.2%	57.9%	59.1%	53.4%	59.1%	53.6%	57.3%
Return on equity based on 10.0% common equity Tier 1 ³⁾	9.3%	13.1%	15.5%	8.7%	3.2%	0.0%	-3.6%	0.3%	11.7%	0.0%
Risk costs in bps of average RWA	79	42	77	81	130	141	232	129	70	158
Risk-weighted assets (end of period)	24,644	26,233	26,847	27,269	26,764	26,885	26,710	27,241	24,644	26,764
Employees (FTEs, end of period)	3,578	3,578	3,525	3,509	3,547	3,553	3,543	3,517	3,578	3,547

¹⁾ Includes: Australia, France, Italy, Spain, UK Legacy run-off portfolio

²⁾ Key figures based on underlying figures

³⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.23 GEOGRAPHICAL SPLIT BANKING: GROWTH MARKETS

Geographical split Growth Markets ¹⁾

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Profit & Loss										
Interest result	271	265	246	290	280	270	322	314	1,072	1,186
Commission income	74	81	87	91	84	89	96	85	333	354
Investment income	3	24	2	2	4	51	1	48	30	103
Other income	46	72	57	61	46	70	51	50	236	217
Total underlying income	394	442	392	443	414	480	471	496	1,671	1,861
Staff and other expenses	246	245	236	276	283	276	292	292	1,004	1,144
Intangibles amortisation and impairments	14	0	0	0	2	0	0	0	14	3
Operating expenses	260	245	237	276	285	276	293	292	1,018	1,146
Gross result	135	196	155	167	128	204	178	204	653	714
Additions to loan loss provision	46	33	10	36	50	55	51	42	125	197
Underlying result before tax	89	163	145	131	79	149	128	162	528	517
Retail Banking	62	121	104	99	55	107	85	111	386	358
Commercial Banking	26	43	41	32	23	42	43	51	142	159
Corporate Line										
Underlying result before tax	89	163	145	131	79	149	128	162	528	517
Customer lending/deposits (in EUR billion)										
Residential mortgages	5.7	5.4	5.2	4.9	5.2	5.2	5.1	5.2	5.7	5.2
Other customer lending	21.6	21.8	20.5	19.6	22.6	21.8	22.5	22.4	21.6	22.6
Customer deposits	27.5	26.6	25.7	24.2	28.3	27.8	26.9	27.1	27.5	28.3
Key figures ²⁾										
Cost/income ratio	65.9%	55.6%	60.4%	62.3%	69.0%	57.5%	62.1%	58.9%	60.9%	61.6%
Return on equity based on 10.0% common equity Tier 1 ³⁾	7.9%	15.9%	14.3%	12.3%	7.3%	15.0%	11.7%	17.0%	12.5%	12.8%
Risk costs in bps of average RWA	51	38	12	43	58	63	57	45	36	55
Risk-weighted assets (end of period)	36,576	35,872	33,757	32,877	34,492	34,391	35,230	35,808	36,576	34,492
Employees (FTEs, end of period)	16,677	16,618	16,295	26,935	27,302	27,264	26,742	26,317	16,677	27,302

¹⁾ Includes: Poland, Romania, Turkey, Asian stakes

²⁾ Key figures based on underlying figures

³⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.24 GEOGRAPHICAL SPLIT BANKING: COMMERCIAL BANKING REST OF WORLD

Geographical split Commercial Banking Rest of World

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Profit & Loss										
Interest result	438	431	393	363	308	351	360	392	1,625	1,411
Commission income	113	109	129	97	121	109	128	121	447	479
Investment income	7	4	7	3	15	6	16	8	22	45
Other income	-68	30	77	62	78	122	66	126	101	392
Total underlying income	490	575	606	524	522	588	570	646	2,194	2,327
Staff and other expenses	253	218	214	212	229	210	212	222	897	873
Intangibles amortisation and impairments	1	-	7	-	-0	-	0	-0	8	-0
Operating expenses	254	218	221	212	229	210	212	222	905	873
Gross result	236	357	384	312	293	378	359	424	1,289	1,454
Additions to loan loss provision	57	28	-4	43	-0	-9	60	73	123	123
Underlying result before tax	179	329	389	269	294	387	299	351	1,166	1,331
Retail Banking										
Commercial Banking	179	329	389	269	294	387	299	351	1,166	1,331
Corporate Line										
Underlying result before tax	179	329	389	269	294	387	299	351	1,166	1,331
Customer lending/deposits (in EUR billion)										
Residential mortgages	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	52.7	51.8	48.8	46.1	43.1	42.8	45.8	48.7	52.7	43.1
Customer deposits	19.9	21.5	21.3	23.1	21.0	24.1	24.3	23.1	19.9	21.0
Key figures ¹⁾										
Cost/income ratio	51.9%	37.9%	36.5%	40.4%	43.9%	35.7%	37.1%	34.4%	41.2%	37.5%
Return on equity based on 10.0% common equity Tier 1 ²⁾	9.9%	18.9%	19.7%	15.0%	16.8%	22.9%	15.0%	18.7%	15.9%	18.3%
Risk costs in bps of average RWA	39	20	-3	31	-0	-7	41	50	22	22
Risk-weighted assets (end of period)	58,180	57,179	55,499	56,216	53,688	53,699	57,370	58,831	58,180	53,688
Employees (FTEs, end of period)	3,737	3,708	3,658	3,662	3,680	3,696	3,728	3,799	3,737	3,680

¹⁾ Key figures based on underlying figures

²⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 1.25 GEOGRAPHICAL SPLIT BANKING: OTHER

Geographical split Other ¹⁾

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Profit & Loss										
Interest result	-44	-69	-98	-28	-5	-2	-1	-35	-241	-42
Commission income	-1	0	0	-0	1	-2	-0	-1	-1	-2
Investment income	-0	1	-5	8	18	5	7	-1	4	29
Other income	-61	-39	-79	-62	30	-91	-168	-106	-241	-336
Total underlying income	-107	-107	-182	-83	43	-90	-162	-143	-479	-352
Staff and other expenses	-11	74	58	5	63	38	20	5	127	126
Intangibles amortisation and impairments	10	7	11	7	28	24	15	33	34	100
Operating expenses	-1	81	69	12	91	62	35	38	161	226
Gross result	-106	-188	-251	-95	-48	-152	-197	-181	-641	-577
Additions to loan loss provision	-	-	-	-	-	-	-	-	-	-
Underlying result before tax	-106	-188	-251	-95	-48	-152	-197	-181	-641	-577
Retail Banking										
Commercial Banking	-25	0	-6	2	-19	-14	-15	-23	-29	-72
Corporate Line	-81	-188	-245	-97	-29	-138	-181	-158	-611	-505
Underlying result before tax	-106	-188	-251	-95	-48	-152	-197	-181	-641	-577
Customer lending/deposits (in EUR billion)										
Residential mortgages	-	-	-	-	-	-	-	-	-	-
Other customer lending	0.3	0.2	0.2	0.3	1.0	1.4	0.3	2.0	0.3	1.0
Customer deposits	3.7	3.8	1.1	-0.0	-0.0	0.4	0.9	1.3	3.7	-0.0
Key figures ²⁾										
Cost/income ratio	n.a.	n.a.	n.a.	n.a.	211.4%	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 10.0% common equity Tier 1 ²⁾	-53.9%	-105.1%	-132.9%	-88.5%	18.1%	-68.2%	-49.2%	-65.1%	-96.0%	-46.5%
Risk costs in bps of average RWA	-	-	-	-	-	-	-	-	-	-
Risk-weighted assets (end of period)	5,019	5,112	5,523	5,592	4,828	6,917	7,610	10,470	5,019	4,828
Employees (FTEs, end of period)	42	44	47	53	52	59	66	68	42	52

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

²⁾ Key figures based on underlying figures

³⁾ Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised)

ING 2.1 CONSOLIDATED BALANCE SHEET: ASSETS - Comparable quarters

ING Group: Assets

in EUR million	ING Group		ING Bank N.V.		NN Group N.V.		Holdings/Eliminations	
	31 Dec 2014	30 Sep 2014	31 Dec 2014	30 Sep 2014	31 Dec 2014	30 Sep 2014	31 Dec 2014	30 Sep 2014
Cash and balances with central banks	12,233	13,272	12,222	13,262			11	10
Amounts due from banks	37,119	41,876	37,122	41,879			-3	-3
Financial assets at fair value through P&L								
- trading assets	136,959	133,402	136,964	133,402			-5	
- non-trading derivatives	4,384	3,834	4,303	3,944			81	-110
- other	2,756	4,425	2,756	4,425				
Investments								
- Available-for-sale investments	95,401	92,639	95,401	92,639				
of which equity securities	2,718	2,086	2,718	2,086				
of which debt securities	92,683	90,553	92,683	90,553				
- Held-to-maturity investments	2,239	2,170	2,239	2,170				
Loans and advances to customers								
- securities at amortised cost	10,579	11,996	10,579	11,996				
- customer lending excl. provision for loan losses	512,888	514,261	513,529	514,924			-641	-663
- provision for loan losses	-5,989	-6,039	-5,989	-6,039				
Reinsurance contracts								
Investments in associates	953	1,592	861	1,511			92	81
Real estate investments	80	78	80	78				
Property and equipment	2,100	2,111	2,100	2,111				
Intangible assets	1,655	1,655	1,655	1,655				
Assets held for sale	165,532	159,480	729	26	165,481	160,186	-678	-732
Other assets								
- deferred tax assets	1,145	1,350	1,126	1,350			19	
- other	12,821	12,885	12,925	13,085			-104	-200
Total assets	992,856	990,987	828,602	832,418	165,481	160,186	-1,228	-1,617

ING 2.2 CONSOLIDATED BALANCE SHEET: ASSETS - Quarterly overview

ING Group: Assets

in EUR million	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013
Cash and balances with central banks	12,233	13,272	15,010	21,253	13,316	21,783	18,699	12,816
Amounts due from banks	37,119	41,876	43,185	49,481	42,996	44,249	43,017	47,262
Financial assets at fair value through P&L								
- trading assets	136,959	133,402	126,738	118,688	114,247	121,885	126,939	136,817
- investments for risk policyholders			38,822	37,683	39,589	24,476	99,566	103,060
- non-trading derivatives	4,384	3,834	7,773	6,637	8,546	8,119	9,183	12,582
- other	2,756	4,425	4,160	3,366	2,790	2,601	4,765	6,000
Investments								
- Available-for-sale investments	95,401	92,639	158,968	143,738	137,897	128,276	188,741	192,398
of which equity securities	2,718	2,086	7,855	7,649	7,265	7,105	7,117	7,162
of which debt securities	92,683	90,553	151,113	136,089	130,632	121,171	181,624	185,236
- Held-to-maturity investments	2,239	2,170	2,497	2,676	3,098	3,748	3,936	4,108
Loans and advances to customers								
- securities at amortised cost and IABF ¹⁾	10,579	11,996	17,278	18,611	22,173	26,367	26,819	27,691
- customer lending excl. provision for loan losses	512,888	514,261	528,534	519,769	515,705	519,257	535,396	544,443
- provision for loan losses	-5,989	-6,039	-6,294	-6,239	-6,223	-5,991	-5,964	-5,669
Reinsurance contracts			270	275	252	267	5,129	5,266
Investments in associates	953	1,592	3,074	2,813	2,022	2,264	2,386	2,541
Real estate investments	80	78	1,137	1,055	1,046	1,079	1,118	1,123
Property and equipment	2,100	2,111	2,275	2,368	2,446	2,466	2,627	2,689
Intangible assets	1,655	1,655	1,835	1,816	1,841	1,879	2,748	2,691
Deferred acquisition costs			1,441	1,411	1,353	706	5,212	4,810
Assets held for sale	165,532	159,480	3,036	3,074	156,884	206,022	48,567	53,542
Other assets								
- deferred tax assets	1,145	1,350	1,559	1,709	1,380	1,132	1,920	1,837
- other	12,821	12,885	19,219	18,264	19,959	21,319	23,672	23,702
Total assets	992,856	990,987	970,517	948,448	1,081,317	1,131,906	1,144,477	1,179,710

¹⁾ IABF is unwound in 1Q2014

ING 2.3 CONSOLIDATED BALANCE SHEET: TOTAL EQUITY AND LIABILITIES - Comparable quarters

ING Group: Total equity and liabilities

in EUR million	ING Group		ING Bank N.V.		NN Group N.V. ¹⁾		Holdings/Eliminations	
	31 Dec 2014	30 Sep 2014	31 Dec 2014	30 Sep 2014	31 Dec 2014	30 Sep 2014	31 Dec 2014	30 Sep 2014
Shareholders' equity	50,424	47,166	38,064	36,566	13,870	12,500	-1,510	-1,900
Minority interests	8,072	7,307	622	599	7,547	6,900	-97	-192
Non-voting equity securities		683						683
Total equity	58,496	55,156	38,686	37,165	21,417	19,400	-1,607	-1,409
Subordinated loans	6,861	6,678	16,599	17,257			-9,738	-10,579
Debt securities in issue	126,352	133,615	120,959	128,208			5,393	5,407
Other borrowed funds	11,297	12,485					11,297	12,485
Amounts due to banks	29,999	30,412	30,003	30,416			-4	-4
Customer deposits and other funds on deposits	483,871	492,277	489,282	498,592			-5,411	-6,315
Financial liabilities at fair value through profit and loss								
Trading liabilities	97,091	84,786	97,091	84,786				
Non-trading derivatives	6,040	5,824	6,357	6,232			-317	-408
Designated as at fair value through profit and loss	13,551	14,156	13,551	14,156				
Liabilities held for sale	142,132	138,889			144,064	140,786	-1,932	-1,897
Other liabilities								
Deferred tax liabilities	860	827	872	827			-12	
Other	16,306	15,882	15,202	14,779			1,104	1,103
Total liabilities	934,360	935,831	789,916	795,253	144,064	140,786	380	-208
Total equity and liabilities	992,856	990,987	828,602	832,418	165,481	160,186	-1,227	-1,617

¹⁾ Shareholders' equity represents ING's 68.1% shareholding in NN Group as per 31 December 2014.

ING 2.4 CONSOLIDATED BALANCE SHEET: TOTAL EQUITY AND LIABILITIES - Quarterly overview

ING Group: Total equity and liabilities

in EUR million	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013
Shareholders' equity (in parent)	50,424	47,166	48,461	45,380	45,776	49,303	49,603	54,055
Minority interests	8,072	7,307	616	625	5,913	4,465	4,437	1,702
Non-voting equity securities		683	683	683	1,500	2,250	2,250	2,250
Total equity	58,496	55,156	49,760	46,688	53,189	56,018	56,290	58,007
Subordinated loans	6,861	6,678	6,748	6,959	6,889	8,463	8,645	8,883
Debt securities in issue	126,352	133,615	135,420	131,662	127,727	137,405	139,904	146,535
Other borrowed funds	11,297	12,485	16,623	14,765	13,706	13,159	12,227	13,815
Insurance and investment contracts								
Life insurance provisions excluding provisions for risk of policyholders			72,569	71,345	67,700	59,925	120,938	124,144
Provision for life insurance for risk of policyholders			37,243	36,192	38,087	22,950	91,891	94,907
Provision for unearned premiums and unexpired risks			506	614	269	419	532	630
Claims provision			3,286	3,298	3,315	3,307	3,308	3,326
Investment contracts for risk of company			806	808	810	811	4,470	4,767
Investment contracts for risk of policyholders			1,626	1,580	1,588	1,620	7,793	8,254
Total Insurance and investment contracts			116,036	113,836	111,769	89,031	228,934	236,029
Amounts due to banks	29,999	30,412	32,401	29,882	27,200	31,980	35,097	37,425
Customer deposits and other funds on deposits	483,871	492,277	489,254	482,648	474,312	478,038	470,943	470,745
Financial liabilities at fair value through profit and loss								
Trading liabilities	97,091	84,786	79,530	78,554	73,491	79,730	90,757	97,102
Non-trading derivatives	6,040	5,824	7,918	7,971	11,155	11,552	14,207	17,644
Designated as at fair value through profit and loss	13,551	14,156	14,074	14,193	13,855	12,866	12,716	13,100
Liabilities held for sale	142,132	138,889	4	18	146,401	191,697	44,796	48,389
Other liabilities								
Deferred tax liabilities	860	827	1,968	1,675	998	1,256	1,820	2,637
Other	16,306	15,882	20,781	19,597	20,625	20,711	28,139	29,400
Total liabilities	934,360	935,831	920,757	901,760	1,028,128	1,075,888	1,088,186	1,121,703
Total equity and liabilities	992,856	990,987	970,517	948,448	1,081,317	1,131,906	1,144,477	1,179,710

ING 2.5 TOTAL EQUITY: Comparable quarters

ING Group: Total equity

in EUR million	ING Group		ING Bank N.V.		NN Group N.V.		Holdings / Eliminations	
	31 Dec 2014	30 Sep 2014	31 Dec 2014	30 Sep 2014	31 Dec 2014	30 Sep 2014	31 Dec 2014	30 Sep 2014
Share capital	925	925	525	525	29	29	371	371
Share premium	16,047	16,044	16,542	16,542	8,239	8,239	-8,734	-8,737
Revaluation reserve equity securities	2,847	2,097	2,019	1,460	751	635	77	2
Revaluation reserve debt securities	7,755	6,233	1,597	1,493	6,158	4,769		-29
Revaluation reserve crediting to life policyholders	-3,765	-3,092			-3,765	-3,092		
Revaluation reserve cashflow hedge	3,877	3,102	875	618	3,040	2,582	-38	-98
Other revaluation reserve	306	314	291	295	16	18	-1	1
Remeasurement of the net defined benefit asset/liability	-504	-542	-370	-432	-79	-63	-55	-47
Currency translation reserve	-741	-660	-610	-570	-135	-84	3	-7
Treasury shares	-46	-14					-46	-14
Retained earnings and other reserves	23,724	22,760	17,195	16,635	-385	-532	6,913	6,657
Shareholders' equity	50,424	47,166	38,064	36,566	13,870	12,500	-1,510	-1,900
Minority interests	8,072	7,307	622	599	7,547	6,900	-97	-192
Non-voting equity securities		683						683
Total equity	58,496	55,156	38,686	37,165	21,417	19,400	-1,607	-1,409
Key figures								
Shareholders' equity per share in EUR	13.08	12.23						
Shares outstanding in the market (in million)	3,855	3,857						

ING 2.6 TOTAL EQUITY: Quarterly overview

ING Group: Total equity

in EUR million	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013
Share capital	925	925	925	923	921	921	921	919
Share premium	16,047	16,044	16,044	16,043	16,038	16,035	16,034	16,034
Revaluation reserve equity securities	2,847	2,097	2,198	2,145	2,067	2,143	2,055	2,260
Revaluation reserve debt securities	7,755	6,233	6,739	5,126	4,227	5,297	5,579	9,639
Revaluation reserve crediting to life policyholders	-3,765	-3,092	-3,857	-3,198	-2,914	-3,284	-3,507	-5,214
Revaluation reserve cashflow hedge	3,877	3,102	3,475	2,607	1,878	1,981	2,124	2,557
Other revaluation reserve	306	314	336	344	298	615	814	254
Remeasurement of the net defined benefit asset/liability	-504	-542	-574	-652	-3,765	-1,608	-1,716	-1,756
Currency translation reserve	-741	-660	-1,443	-1,642	-2,161	-1,839	-1,300	-547
Treasury shares	-46	-14	-71	-64	-32	-25	-19	-267
Retained earnings and other reserves	23,724	22,760	24,689	23,748	29,219	29,067	28,618	30,176
Shareholders' equity	50,424	47,166	48,461	45,380	45,776	49,303	49,603	54,055
Minority interests	8,072	7,307	616	625	5,913	4,465	4,437	1,702
Non-voting equity securities		683	683	683	1,500	2,250	2,250	2,250
Total equity	58,496	55,156	49,760	46,688	53,189	56,018	56,290	58,007
Key figures								
Shareholders' equity per share in EUR	13.08	12.23	12.59	11.82	11.93	12.85	12.93	14.18

ING 2.7 CAPITAL BASE

ING Group: Capital base

In EUR million	ING Group		ING Bank N.V. ¹⁾	
	31 Dec 2014	30 Sep 2014	31 Dec 2014	30 Sep 2014
Shareholders' equity (parent)	50,424	47,166	38,064	36,566
Core Tier 1 securities		683		
Group hybrid capital	6,631	6,448	5,727	5,569
Group leverage (core debt)	1,506	1,537		
Total capitalisation	58,561	55,834	43,791	42,135
Adjustments to equity:				
Revaluation reserve debt securities	-7,755	-6,233	-1,593	-1,492
Revaluation reserve crediting to life policyholders	3,765	3,092		
Revaluation reserve cashflow hedge	-3,877	-3,102	-879	-619
Goodwill & intangibles	-1,060	-1,052	-1,655	-1,655
Revaluation reserves equity			-2,018	-1,459
Revaluation reserves real estate			-291	-296
Prudential filters	504	542	303	496
Minority interests			265	392
Deductions Tier 1			-822	-827
Available Tier 1 capital for Bank			37,100	36,676
Tier 2 capital			8,915	9,082
Group leverage (core debt)	-1,506	-1,537		
Adjusted equity	48,632	47,544		
BIS capital			46,015	45,757
FICO ratio (Voya full deduction)	179%	174%	n.a.	n.a.

¹⁾ phased-in

ING 2.8 FUNDING

ING Group: Maturity ladder outstanding long-term debt - 31 December 2014

in EUR million	LT debt Issued			Maturing										
	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	> 2024
ING Bank senior debt ¹⁾	24,349	13,760	11,440	16,010	11,011	6,217	3,498	6,106	695	3,488	3,007	254	251	2,617
ING Bank covered bond	7,262	2,725	98	2,145	3,408	2,075	5,814	1,927	3,745	2,724	3,531	1,758	758	4,546
ING Bank RMBS	1,516	5,130	843		2,411	1,322	45	3,770	51					
ING Group senior debt ¹⁾	1,307	1,000		1,988	2,088	1,750								123
ING Bank state guaranteed (Australia)				261										
ING Bank lower Tier-2		4,045	1,509	851	155	702		89	995			6,779		1,764

¹⁾ Figures shown for issued senior bonds are only included with the tenor >= 1 year

ING Bank: Loan-to-deposit ratio and funding mix

	31 Dec 2014	30 Sep 2014
Loan-to-deposit ratio	1.06	1.04
Loan-to-deposit ratio excl. securities at amortised cost	1.04	1.02
Funding mix:		
Customer deposits (retail)	47%	46%
Customer deposits (corporate)	22%	23%
Lending / repurchase agreement	6%	5%
Interbank	4%	4%
Public debt	19%	20%
Subordinated debt	2%	2%
Total¹⁾	100%	100%

¹⁾ Liabilities excluding trading liabilities, IFRS equity and assets held for sale

ING 2.9 INVESTMENTS: ING GROUP

ING Group: Total Investments - 31 December 2014

In EUR billion	Amounts due from Banks	Loans and advances	Investments HTM	Investments AFS		FV through P&L	Total	
	B/S value	B/S value	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total Debt securities	2.6	10.6	2.2	92.7	1.7	1.1	109.2	1.6
of which Government bonds		1.2	0.3	68.2	1.3	0.4	70.1	1.3
of which Covered bonds	2.5	2.8	1.5	10.9	0.2		17.7	0.2
of which Financial institutions	0.1	0.4		11.0	0.2	0.5	12.0	0.2
of which Corporate bonds		0.9		1.9		0.1	2.9	
of which ABS		5.3	0.4	0.7		0.1	6.5	-0.1
Public Equity Exposure				2.7	2.0		2.7	2.0
Other Equity Exposure								
Total Investments	2.6	10.6	2.2	95.4	3.7	1.1	111.9	3.6

Total investments contains banking book but excludes the trading book and investments indicated as assets held for sale.

ING 3.1 CUSTOMER LENDING/DEPOSITS: ING BANK FY2014 Segment split

Customer lending/deposits FY2014

	Total	Retail	Retail Benelux		Retail Challengers & Growth Markets		Commercial	Industry	General Lending & Transaction	Financial	Bank Treasury	Corporate
In EUR billion	Banking	Banking	Netherlands	Belgium	Germany	Other	Banking	Lending	Services	Markets	Real Estate & Other	Line
Residential mortgages												
Beginning of period	278.8	277.2	135.3	30.9	64.0	46.9	1.6	-	0.0	-	1.6	-
Net production	3.2	3.2	-2.1	1.8	1.1	2.4	-	-	-	-	-	-
Bank Treasury	-	-	-	-	-	-	-	-	-	-	-	-
Acquisitions / divestments	-2.6	-2.6	-1.2	-	-	-1.4	-	-	-	-	-	-
FX impact and other	1.3	1.1	0.1	0.2	-0.1	1.0	0.1	-	-0.0	-	0.1	-
End of period	280.6	278.9	132.1	32.9	65.0	49.0	1.7	-	0.0	-	1.7	-
Other customer lending												
Beginning of period	220.0	103.3	38.7	34.1	10.0	20.5	115.7	72.1	31.2	4.5	7.9	1.0
Net production	5.5	2.3	-2.8	3.2	-0.2	2.1	3.9	5.5	1.5	-1.0	-2.1	-0.7
Bank Treasury	4.7	3.4	2.8	0.2	1.1	-0.7	1.3	-	-	-	1.3	-
Acquisitions / divestments	-3.6	-3.6	-	-	-	-3.6	-	-	-	-	-	-
FX impact and other	6.3	0.3	-	-	-	0.3	6.0	4.9	0.8	0.2	0.2	-
End of period	232.9	105.7	38.7	37.5	10.9	18.7	126.9	82.5	33.5	3.7	7.2	0.3
Customer deposits												
Beginning of period	474.8	407.3	134.5	72.7	106.2	93.9	67.5	0.8	39.7	5.6	21.4	-0.0
Net production	27.3	17.3	0.6	4.0	7.2	5.5	6.2	1.1	4.8	0.3	0.0	3.8
Bank Treasury	-10.3	-4.4	-5.7	0.0	0.9	0.4	-6.0	-	-	-	-6.0	-
Acquisitions / divestments	-3.6	-3.6	-	-	-	-3.6	-	-	-	-	-	-
FX impact and other	1.2	0.7	-	-	-	0.7	0.4	0.1	-0.2	-0.0	0.6	-
End of period	489.3	417.3	129.4	76.7	114.3	96.8	68.2	2.0	44.3	5.9	16.0	3.7

ING 3.2 CUSTOMER LENDING/DEPOSITS: ING BANK Quarterly overview

Customer lending/deposits ING Bank								
In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period	282.6	281.7	279.6	278.8	283.7	286.0	295.1	294.4
Net production	-0.2	1.0	1.6	0.7	0.5	1.6	1.2	0.6
Bank Treasury	-	-	-	-	-	-	-	-
Acquisitions / divestments	-1.2	-0.3	-0.4	-0.8	-3.4	-2.9	-4.8	-
FX impact and other	-0.6	0.1	0.9	0.9	-2.0	-1.0	-5.5	0.1
End of period	280.6	282.6	281.7	279.6	278.8	283.7	286.0	295.1
Other customer lending								
Beginning of period	232.3	226.3	221.7	220.0	222.8	228.6	234.2	230.8
Net production	0.1	-2.0	2.9	4.5	-2.0	-3.1	-3.0	1.8
Bank Treasury	-0.9	4.2	0.7	0.7	0.6	0.2	0.1	0.4
Acquisitions / divestments	-	-	-	-3.6	-0.1	-0.9	-0.2	-
FX impact and other	1.4	3.9	1.0	0.1	-1.3	-1.9	-2.6	1.1
End of period	232.9	232.3	226.3	221.7	220.0	222.8	228.6	234.2
Customer deposits								
Beginning of period	498.6	488.4	483.7	474.8	478.7	475.7	478.1	460.3
Net production	2.7	8.4	5.3	10.9	-1.3	2.9	2.5	13.7
Bank Treasury	-10.7	1.1	-2.0	1.2	-0.8	0.9	4.0	3.7
Acquisitions / divestments	-	-	-	-3.6	-	-	-3.7	-
FX impact and other	-1.3	0.6	1.4	0.5	-1.8	-0.7	-5.2	0.4
End of period	489.3	498.6	488.4	483.7	474.8	478.7	475.7	478.1

ING 3.3 CUSTOMER LENDING/DEPOSITS: RETAIL BANKING

Customer lending/deposits Retail Banking								
In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period	280.9	280.1	278.0	277.2	282.1	284.2	293.1	292.2
Net production	-0.2	1.0	1.6	0.7	0.5	1.6	1.2	0.6
Bank Treasury	-	-	-	-	-	-	-	-
Acquisitions / divestments	-1.2	-0.3	-0.4	-0.8	-3.4	-2.9	-4.8	-
FX impact and other	-0.6	0.1	0.8	0.9	-2.0	-0.9	-5.3	0.3
End of period	278.9	280.9	280.1	278.0	277.2	282.1	284.2	293.1
Other customer lending								
Beginning of period	105.6	102.9	101.6	103.3	104.3	106.0	106.4	103.9
Net production	0.7	0.1	0.4	1.1	-1.0	-1.2	1.1	2.0
Bank Treasury	-0.5	2.5	0.7	0.7	0.5	0.3	0.0	0.2
Acquisitions / divestments	-	-	-	-3.6	-	-	-0.2	-
FX impact and other	-0.1	0.1	0.3	0.1	-0.5	-0.8	-1.4	0.3
End of period	105.7	105.6	102.9	101.6	103.3	104.3	106.0	106.4
Customer deposits								
Beginning of period	422.0	419.3	411.9	407.3	408.6	407.1	407.8	393.4
Net production	2.4	1.2	6.5	7.1	-0.4	2.0	5.5	11.6
Bank Treasury	-6.1	1.4	0.0	0.3	0.6	0.4	2.2	2.1
Acquisitions / divestments	-	-	-	-3.6	-	-	-3.7	-
FX impact and other	-0.9	0.1	0.8	0.7	-1.5	-0.9	-4.7	0.8
End of period	417.3	422.0	419.3	411.9	407.3	408.6	407.1	407.8

ING 3.4 CUSTOMER LENDING/DEPOSITS: RETAIL BANKING NETHERLANDS

Customer lending/deposits Retail Banking Netherlands								
In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period	133.5	134.3	134.7	135.3	139.6	142.8	147.1	147.5
Net production	-1.2	-0.5	-0.1	-0.3	-0.7	-0.1	0.4	-0.0
Bank Treasury	-	-	-	-	-	-	-	-
Acquisitions / divestments	-0.2	-0.3	-0.4	-0.3	-3.4	-2.9	-4.0	-
FX impact and other	-0.0	0.0	0.0	0.0	-0.2	-0.2	-0.6	-0.4
End of period	132.1	133.5	134.3	134.7	135.3	139.6	142.8	147.1
Other customer lending								
Beginning of period	40.9	37.4	38.6	38.7	40.1	40.9	41.2	40.8
Net production	-1.3	-0.1	-1.2	-0.2	-1.3	-0.7	-0.3	-0.0
Bank Treasury	-0.9	3.6	0.0	0.1	-0.1	-0.1	0.1	0.4
Acquisitions / divestments	-	-	-	-	-	-	-0.2	-
FX impact and other	-	-	-	-	-	-	0.2	-
End of period	38.7	40.9	37.4	38.6	38.7	40.1	40.9	41.2
Customer deposits								
Beginning of period	136.2	136.7	135.7	134.5	135.9	137.1	135.9	133.1
Net production	-1.4	-0.7	1.4	1.3	-2.1	-1.7	2.9	1.0
Bank Treasury	-5.3	0.1	-0.3	-0.1	0.7	0.5	2.0	1.8
Acquisitions / divestments	-	-	-	-	-	-	-3.7	-
FX impact and other	-	-	-	-	-	-	-	-
End of period	129.4	136.2	136.7	135.7	134.5	135.9	137.1	135.9

ING 3.5 CUSTOMER LENDING/DEPOSITS: RETAIL BANKING BELGIUM

Customer lending/deposits Retail Banking Belgium ¹⁾

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period	32.2	31.9	31.3	30.9	30.9	30.8	30.5	30.2
Net production	0.7	0.3	0.5	0.3	0.0	0.2	0.3	0.3
Bank Treasury	-	-	-	-	-	-	-	-
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	0.0	0.0	0.1	0.1	-0.0	-0.0	-0.1	-0.0
End of period	32.9	32.2	31.9	31.3	30.9	30.9	30.8	30.5
Other customer lending								
Beginning of period	35.8	36.4	35.3	34.1	33.0	35.3	35.0	33.9
Net production	1.7	-0.7	1.0	1.3	1.1	-2.2	0.2	1.2
Bank Treasury	0.1	0.1	0.0	-0.0	-0.0	-0.0	-0.0	-0.1
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	-	-	-	-	-	-	-	-
End of period	37.5	35.8	36.4	35.3	34.1	33.0	35.3	35.0
Customer deposits								
Beginning of period	77.2	75.9	74.7	72.7	74.8	74.5	73.2	69.2
Net production	-0.5	1.3	1.2	2.0	-2.1	0.4	1.3	3.9
Bank Treasury	0.0	0.0	0.0	0.0	-0.0	-0.0	-0.0	0.0
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	-	-	-	-	-	-	-	-
End of period	76.7	77.2	75.9	74.7	72.7	74.8	74.5	73.2

¹⁾ Including ING Luxembourg

ING 3.6 CUSTOMER LENDING/DEPOSITS: RETAIL BANKING GERMANY

Customer lending/deposits Retail Banking Germany ¹⁾

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period	65.4	65.0	64.4	64.0	63.5	62.5	62.5	62.7
Net production	-0.5	0.5	0.7	0.4	0.7	1.1	0.3	0.1
Bank Treasury	-	-	-	-	-	-	-	-
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.3	-0.3
End of period	65.0	65.4	65.0	64.4	64.0	63.5	62.5	62.5
Other customer lending								
Beginning of period	10.3	11.3	10.5	10.0	11.2	9.5	9.4	9.3
Net production	0.1	0.2	0.1	-0.7	-1.4	1.3	-0.0	0.6
Bank Treasury	0.5	-1.2	0.6	1.2	0.2	0.4	0.0	-0.4
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	-	-	-	-	-	-	-	-
End of period	10.9	10.3	11.3	10.5	10.0	11.2	9.5	9.4
Customer deposits								
Beginning of period	113.1	112.1	109.8	106.2	103.7	102.4	101.5	97.4
Net production	2.0	-0.3	2.2	3.3	2.6	1.2	0.9	4.1
Bank Treasury	-0.7	1.3	0.1	0.3	-	-	-	-0.0
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	-	-	-	-	-	-	-	-
End of period	114.3	113.1	112.1	109.8	106.2	103.7	102.4	101.5

¹⁾ Including ING Austria

ING 3.7 CUSTOMER LENDING/DEPOSITS: RB OTHER CHALLENGERS & GROWTH MARKETS

Customer lending/deposits Retail Banking Other Challengers & Growth Markets								
In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period	49.8	48.9	47.6	46.9	48.1	48.2	53.0	51.8
Net production	0.9	0.7	0.6	0.3	0.5	0.5	0.2	0.2
Bank Treasury	-	-	-	-	-	-	-	-
Acquisitions / divestments	-0.9	-	-	-0.4	-	-	-0.8	-
FX impact and other	-0.8	0.2	0.8	0.8	-1.6	-0.6	-4.3	1.0
End of period	49.0	49.8	48.9	47.6	46.9	48.1	48.2	53.0
Other customer lending								
Beginning of period	18.7	17.9	17.1	20.5	20.0	20.3	20.8	20.0
Net production	0.3	0.7	0.5	0.7	0.7	0.5	1.2	0.2
Bank Treasury	-0.2	0.0	0.0	-0.6	0.4	-0.0	-0.1	0.3
Acquisitions / divestments	-	-	-	-3.6	-	-	-	-
FX impact and other	-0.1	0.1	0.3	0.1	-0.5	-0.8	-1.6	0.3
End of period	18.7	18.7	17.9	17.1	20.5	20.0	20.3	20.8
Customer deposits								
Beginning of period	95.6	94.6	91.7	93.9	94.2	93.1	97.3	93.7
Net production	2.3	0.9	1.8	0.6	1.2	2.2	0.3	2.6
Bank Treasury	-0.1	0.0	0.2	0.2	-0.1	-0.1	0.2	0.3
Acquisitions / divestments	-	-	-	-3.6	-	-	-	-
FX impact and other	-0.9	0.1	0.8	0.7	-1.5	-0.9	-4.7	0.8
End of period	96.8	95.6	94.6	91.7	93.9	94.2	93.1	97.3

ING 3.8 CUSTOMER LENDING/DEPOSITS: COMMERCIAL BANKING

Customer lending/deposits Commercial Banking								
In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period	1.7	1.6	1.6	1.6	1.6	1.8	2.0	2.2
Net production	-	-	-	-	-	-	-	-
Bank Treasury	-	-	-	-	-	-	-	-
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	0.0	0.0	0.0	0.0	-0.0	-0.1	-0.2	-0.2
End of period	1.7	1.7	1.6	1.6	1.6	1.6	1.8	2.0
Other customer lending								
Beginning of period	126.5	123.1	119.8	115.7	117.1	122.3	125.7	124.9
Net production	-0.7	-2.1	2.6	4.1	-0.5	-3.1	-2.3	-0.2
Bank Treasury	-0.4	1.7	-0.0	-0.0	0.0	-0.1	0.1	0.2
Acquisitions / divestments	-	-	-	-	-0.1	-0.9	-	-
FX impact and other	1.5	3.8	0.7	-0.0	-0.8	-1.1	-1.2	0.9
End of period	126.9	126.5	123.1	119.8	115.7	117.1	122.3	125.7
Customer deposits								
Beginning of period	72.8	68.0	71.9	67.5	69.8	67.7	69.0	65.7
Net production	0.4	4.5	-2.4	3.7	-0.5	1.3	-2.6	2.1
Bank Treasury	-4.6	-0.2	-2.0	0.9	-1.4	0.5	1.8	1.7
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	-0.4	0.5	0.5	-0.2	-0.3	0.2	-0.5	-0.4
End of period	68.2	72.8	68.0	71.9	67.5	69.8	67.7	69.0

ING 3.9 CUSTOMER LENDING/DEPOSITS: CORPORATE LINE

Customer lending/deposits Corporate Line								
In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period								
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
End of period								
Other customer lending								
Beginning of period	0.2	0.2	0.2	1.0	1.4	0.3	2.0	2.0
Net production	0.0	-0.0	-0.0	-0.8	-0.4	1.2	-1.7	0.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
End of period	0.3	0.2	0.2	0.2	1.0	1.4	0.3	2.0
Customer deposits								
Beginning of period	3.8	1.1	-0.0	-0.0	0.3	0.8	1.2	1.2
Net production	-0.0	2.7	1.1	0.0	-0.4	-0.5	-0.4	0.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
End of period	3.7	3.8	1.1	-0.0	-0.0	0.3	0.8	1.2

ING 3.10 CUSTOMER LENDING/DEPOSITS: ING BANK FY2014 Geographical split

Customer lending/deposits Geographical split FY2014

In EUR billion	Total Banking	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	CB Rest of World	Other
Residential mortgages								
Beginning of period	278.8	136.8	30.9	64.1	41.7	5.2	0.0	-
Net production	3.2	-2.1	1.8	1.0	1.6	0.9	-	-
Bank Treasury	-	-	-	-	-	-	-	-
Acquisitions / divestments	-2.6	-1.2	-	-	-0.9	-0.4	-	-
FX impact and other	1.3	0.1	0.2	-0.1	1.0	-0.1	-0.0	-
End of period	280.6	133.6	33.0	65.1	43.3	5.7	0.0	-
Other customer lending								
Beginning of period	220.0	75.6	44.3	15.0	18.4	22.6	43.1	1.0
Net production	5.5	-8.8	4.6	2.4	-0.0	2.6	5.5	-0.7
Bank Treasury	4.7	4.1	0.3	1.2	-0.5	-0.4	-0.0	-
Acquisitions / divestments	-3.6	-	-	-	-	-3.6	-	-
FX impact and other	6.3	1.0	0.3	0.1	0.5	0.4	4.1	-
End of period	232.9	71.8	49.5	18.7	18.3	21.6	52.7	0.3
Customer deposits								
Beginning of period	474.8	163.2	85.4	106.8	70.1	28.3	21.0	-0.0
Net production	27.3	4.2	4.8	7.1	2.8	2.8	1.8	3.8
Bank Treasury	-10.3	-8.3	0.1	0.9	0.2	0.2	-3.4	-
Acquisitions / divestments	-3.6	-	-	-	-	-3.6	-	-
FX impact and other	1.2	-	-	-	0.9	-0.2	0.5	-
End of period	489.3	159.0	90.3	114.9	73.9	27.5	19.9	3.7

ING 3.11 CUSTOMER LENDING/DEPOSITS: GEOGRAPHICAL NETHERLANDS

Customer lending/deposits Geographical Netherlands

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period	135.0	135.8	136.2	136.8	141.1	144.4	148.9	149.5
Net production	-1.2	-0.5	-0.1	-0.3	-0.7	-0.1	0.4	-0.0
Bank Treasury	-	-	-	-	-	-	-	-
Acquisitions / divestments	-0.2	-0.3	-0.4	-0.3	-3.4	-2.9	-4.0	-
FX impact and other	-0.0	0.0	0.1	0.1	-0.3	-0.3	-0.9	-0.5
End of period	133.6	135.0	135.8	136.2	136.8	141.1	144.4	148.9
Other customer lending								
Beginning of period	76.6	74.1	76.0	75.6	78.9	80.9	81.9	81.5
Net production	-3.8	-3.3	-2.1	0.3	-2.9	-1.7	-0.9	-0.4
Bank Treasury	-1.3	5.2	0.0	0.1	-0.2	-0.1	0.1	0.6
Acquisitions / divestments	-	-	-	-	-	-	-0.2	-
FX impact and other	0.3	0.6	0.1	-0.0	-0.2	-0.3	-0.0	0.2
End of period	71.8	76.6	74.1	76.0	75.6	78.9	80.9	81.9
Customer deposits								
Beginning of period	166.4	164.4	165.3	163.2	164.2	163.5	163.1	159.1
Net production	0.4	2.0	-0.4	2.3	-2.1	-0.1	1.2	1.4
Bank Treasury	-7.8	0.1	-0.5	-0.2	1.1	0.8	2.9	2.6
Acquisitions / divestments	-	-	-	-	-	-	-3.7	-
FX impact and other	-	-	-	-	-	-	-	-
End of period	159.0	166.4	164.4	165.3	163.2	164.2	163.5	163.1

ING 3.12 CUSTOMER LENDING/DEPOSITS: GEOGRAPHICAL BELGIUM

Customer lending/deposits Geographical Belgium ¹⁾

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period	32.3	31.9	31.3	30.9	30.9	30.8	30.5	30.2
Net production	0.7	0.3	0.5	0.3	0.0	0.2	0.3	0.3
Bank Treasury	-	-	-	-	-	-	-	-
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	0.1	0.1	0.1	0.1	-0.0	-0.0	-0.1	-0.0
End of period	33.0	32.3	31.9	31.3	30.9	30.9	30.8	30.5
Other customer lending								
Beginning of period	47.0	47.0	45.7	44.3	43.1	45.7	45.0	43.6
Net production	2.3	-0.4	1.2	1.5	1.2	-2.5	0.8	1.4
Bank Treasury	0.1	0.2	0.0	-0.0	-0.0	-0.0	-0.0	-0.1
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	0.1	0.2	0.0	-0.0	-0.0	-0.1	-0.0	0.0
End of period	49.5	47.0	47.0	45.7	44.3	43.1	45.7	45.0
Customer deposits								
Beginning of period	92.9	90.0	89.2	85.4	87.4	86.9	87.8	81.1
Net production	-2.7	2.9	0.8	3.8	-1.9	0.4	-0.9	6.7
Bank Treasury	0.0	0.0	0.0	0.0	-0.0	-0.0	-0.0	0.0
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	-	-	-	-	-	-	-	-
End of period	90.3	92.9	90.0	89.2	85.4	87.4	86.9	87.8

¹⁾ Including ING Luxembourg

ING 3.13 CUSTOMER LENDING/DEPOSITS: GEOGRAPHICAL GERMANY

Customer lending/deposits Geographical Germany ¹⁾

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period	65.5	65.1	64.5	64.1	63.5	62.6	62.6	62.8
Net production	-0.5	0.5	0.7	0.4	0.8	1.0	0.3	0.1
Bank Treasury	-	-	-	-	-	-	-	-
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	0.1	-0.1	-0.1	-0.0	-0.1	-0.1	-0.3	-0.3
End of period	65.1	65.5	65.1	64.5	64.1	63.5	62.6	62.6
Other customer lending								
Beginning of period	16.9	17.2	15.9	15.0	15.6	13.7	13.6	12.9
Net production	1.3	0.9	0.6	-0.4	-0.8	1.5	0.0	1.2
Bank Treasury	0.5	-1.3	0.7	1.3	0.2	0.4	0.0	-0.4
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	0.0	0.1	0.0	-0.0	-0.0	-0.0	-0.0	0.0
End of period	18.7	16.9	17.2	15.9	15.0	15.6	13.7	13.6
Customer deposits								
Beginning of period	113.6	112.5	110.3	106.8	104.1	103.1	102.1	98.1
Net production	2.1	-0.3	2.2	3.2	2.7	1.0	1.0	4.0
Bank Treasury	-0.8	1.3	0.1	0.3	-	-	-	-0.0
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	-	-	-	-	-	-	-	-
End of period	114.9	113.6	112.5	110.3	106.8	104.1	103.1	102.1

¹⁾ Including ING Austria

ING 3.14 CUSTOMER LENDING/DEPOSITS: GEOGRAPHICAL OTHER CHALLENGERS

Customer lending/deposits Geographical Other Challengers ¹⁾

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period	44.4	43.8	42.7	41.7	42.9	43.1	47.9	46.7
Net production	0.5	0.5	0.4	0.2	0.3	0.4	0.1	0.1
Bank Treasury	-	-	-	-	-	-	-	-
Acquisitions / divestments	-0.9	-	-	-	-	-	-0.8	-
FX impact and other	-0.7	0.2	0.7	0.8	-1.6	-0.6	-4.0	1.0
End of period	43.3	44.4	43.8	42.7	41.7	42.9	43.1	47.9
Other customer lending								
Beginning of period	18.1	18.6	18.1	18.4	19.2	19.7	20.5	20.9
Net production	0.2	-0.7	0.4	0.1	-0.9	-0.6	0.0	-0.8
Bank Treasury	-0.0	-0.0	0.0	-0.5	0.3	0.2	-0.4	0.3
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	0.0	0.2	0.1	0.1	-0.2	-0.1	-0.4	0.1
End of period	18.3	18.1	18.6	18.1	18.4	19.2	19.7	20.5
Customer deposits								
Beginning of period	73.7	73.4	71.6	70.1	70.9	70.0	73.6	70.8
Net production	0.8	0.2	1.2	0.7	0.6	1.3	-0.2	2.0
Bank Treasury	-0.0	0.0	0.0	0.2	-0.1	0.0	-0.1	0.1
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	-0.6	0.1	0.6	0.6	-1.3	-0.5	-3.3	0.8
End of period	73.9	73.7	73.4	71.6	70.1	70.9	70.0	73.6

¹⁾ Includes: Australia, France, Italy, Spain, UK Legacy run-off portfolio

ING 3.15 CUSTOMER LENDING/DEPOSITS: GEOGRAPHICAL GROWTH MARKETS

Customer lending/deposits Geographical Growth Markets ¹⁾

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period	5.4	5.2	4.9	5.2	5.2	5.1	5.2	5.1
Net production	0.4	0.3	0.2	0.1	0.1	0.2	0.2	0.1
Bank Treasury	-	-	-	-	-	-	-	-
Acquisitions / divestments	-	-	-	-0.4	-	-	-	-
FX impact and other	-0.1	-0.0	0.0	-0.0	-0.0	-0.0	-0.3	-0.0
End of period	5.7	5.4	5.2	4.9	5.2	5.2	5.1	5.2
Other customer lending								
Beginning of period	21.8	20.5	19.6	22.6	21.8	22.5	22.4	21.8
Net production	0.1	1.1	0.7	0.7	0.9	0.4	1.0	0.3
Bank Treasury	-0.2	0.0	0.0	-0.2	0.3	-0.3	0.4	0.1
Acquisitions / divestments	-	-	-	-3.6	-	-	-	-
FX impact and other	-0.0	0.2	0.2	0.0	-0.4	-0.8	-1.2	0.2
End of period	21.6	21.8	20.5	19.6	22.6	21.8	22.5	22.4
Customer deposits								
Beginning of period	26.6	25.7	24.2	28.3	27.8	26.9	27.1	26.6
Net production	1.4	1.0	0.9	-0.5	0.7	1.5	1.0	0.2
Bank Treasury	-0.1	-0.1	0.3	-0.0	-0.0	-0.2	0.4	0.3
Acquisitions / divestments	-	-	-	-3.6	-	-	-	-
FX impact and other	-0.4	-0.0	0.2	-0.0	-0.1	-0.4	-1.5	-0.0
End of period	27.5	26.6	25.7	24.2	28.3	27.8	26.9	27.1

¹⁾ Includes: Poland, Romania, Turkey, Asian stakes

ING 3.16 CUSTOMER LENDING/DEPOSITS: GEOGRAPHICAL CB REST OF WORLD

Customer lending/deposits Geographical Commercial Banking Rest of World

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production	-	-	-	-	-	-	-	-
Bank Treasury	-	-	-	-	-	-	-	-
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	-0.0	-0.0	-0.0	-0.0	-0.0	-0.0	-0.0	-0.0
End of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period	51.8	48.8	46.1	43.1	42.8	45.8	48.7	48.1
Net production	-0.1	0.4	2.1	3.0	0.9	-1.4	-2.1	0.1
Bank Treasury	-0.0	-0.0	-0.1	0.1	-0.0	-0.0	-0.0	-0.0
Acquisitions / divestments	-	-	-	-	-0.1	-0.9	-	-
FX impact and other	1.0	2.6	0.5	-0.0	-0.5	-0.7	-0.8	0.5
End of period	52.7	51.8	48.8	46.1	43.1	42.8	45.8	48.7
Customer deposits								
Beginning of period	21.5	21.3	23.1	21.0	24.1	24.3	23.1	23.3
Net production	0.8	0.0	-0.4	1.4	-1.0	-0.7	0.8	-0.6
Bank Treasury	-2.0	-0.3	-2.0	0.9	-1.8	0.3	0.8	0.7
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	-0.3	0.5	0.5	-0.2	-0.3	0.2	-0.4	-0.4
End of period	19.9	21.5	21.3	23.1	21.0	24.1	24.3	23.1

ING 3.17 CUSTOMER LENDING/DEPOSITS: GEOGRAPHICAL OTHER

Customer lending/deposits Geographical Other ¹⁾

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Residential mortgages								
Beginning of period								
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
End of period								
Other customer lending								
Beginning of period	0.2	0.2	0.3	1.0	1.4	0.3	2.0	2.0
Net production	0.1	-0.0	-0.0	-0.8	-0.4	1.2	-1.7	-0.0
Bank Treasury								
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	-	-	-	-	-	-	-	-
End of period	0.3	0.2	0.2	0.3	1.0	1.4	0.3	2.0
Customer deposits								
Beginning of period	3.8	1.1	-0.0	-0.0	0.4	0.9	1.3	1.2
Net production	-0.0	2.7	1.1	-0.0	-0.4	-0.5	-0.4	0.0
Bank Treasury								
Acquisitions / divestments	-	-	-	-	-	-	-	-
FX impact and other	-	-	-	-	-	-	-	-
End of period	3.7	3.8	1.1	-0.0	-0.0	0.4	0.9	1.3

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

IMPORTANT LEGAL INFORMATION

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 2014 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..

Any forward-looking statements made by or on behalf of ING speak only as of the date they are made, and, ING assumes no obligation to publicly update or revise any forward-looking statements, whether as a result of new information or for any other reason.

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