

A photograph of a child in a purple winter jacket and dark pants running through a snowy backyard. In the background, there is a yellow house with a white roof, a wooden fence, and a small toy car. Snow is falling around the child.

ING profile

4Q/FY2020

Global CoE Communications & Brand Experience

February 2021





Why we're here

ING's purpose is to empower people to stay a step ahead in life and in business. This purpose guides us in everything we do.

It represents our conviction in people's potential. We don't judge, coach or to tell people how to live their lives. However big or small, modest or grand, we help people and businesses to realise their own vision for a better future.

We know people don't need banks, they need banking. Our promise to customers is to make banking frictionless, removing barriers to progress and giving people confidence in their ability to make decisions and to move forward. It frees them from the constraints that stand between them and their passions and encourages them to do more of the things that give their lives meaning.

Who we are

ING is a global bank with a strong European base. Our 57,000 employees serve around 39.3 million customers, corporate clients and financial institutions in over 40 countries. Our purpose is to empower people to stay a step ahead in life and in business.

Our products include savings, payments, investments, loans and mortgages in most of our retail markets. For our Wholesale Banking clients we provide specialised lending, tailored corporate finance, debt and equity market solutions, sustainable finance solutions, payments & cash management and trade and treasury services.

Customer experience is what differentiates us and we're continuously innovating to improve it. We also partner with others to bring disruptive ideas to the market faster.





What we promise our customers

Clear and easy

- 🔍 Banking doesn't have to be difficult and time consuming. It's all about clear products, plain language, fair prices and simple processes that save both time and money.

Anytime, anywhere

- 📍 Banking should be possible anytime and anywhere, irrespective of where and how people access our products and services.

Empower

- ✅ The best financial decisions are informed decisions. Customers want relevant, up-to-date information at their fingertips. They need to understand the available choices, and their implications, both today and for the future.

Keep getting better

- ↑ Life and business are about moving forward. We will keep looking for ways to improve. With new ideas, new solutions and new approaches to make things easier for our customers. That way, we can all stay a step ahead.

How we help society stay a step ahead

We want to help create a healthy planet with prosperous people. A planet not threatened by the climate crisis. People with basic human rights, decent work, good labour conditions and, ultimately, good financial health.

At the very least, we must ensure that our own operations are in line with the low-carbon economy of the future. That our employees are treated well and that neither we nor our suppliers infringe on human rights.

But as a bank with hundreds of billions of euros flowing through our books, we have a huge opportunity – and responsibility – to make an impact for the better. We must bring aspects of fighting climate change and protecting human rights into our dialogue with clients and financing decisions.

Being sustainable is in all the choices we make—as a lender, as an investor and through the services we offer our customers.

We believe we can make the most impact and address the biggest challenges in two areas: **climate action** and **financial health**.



Where you'll find us

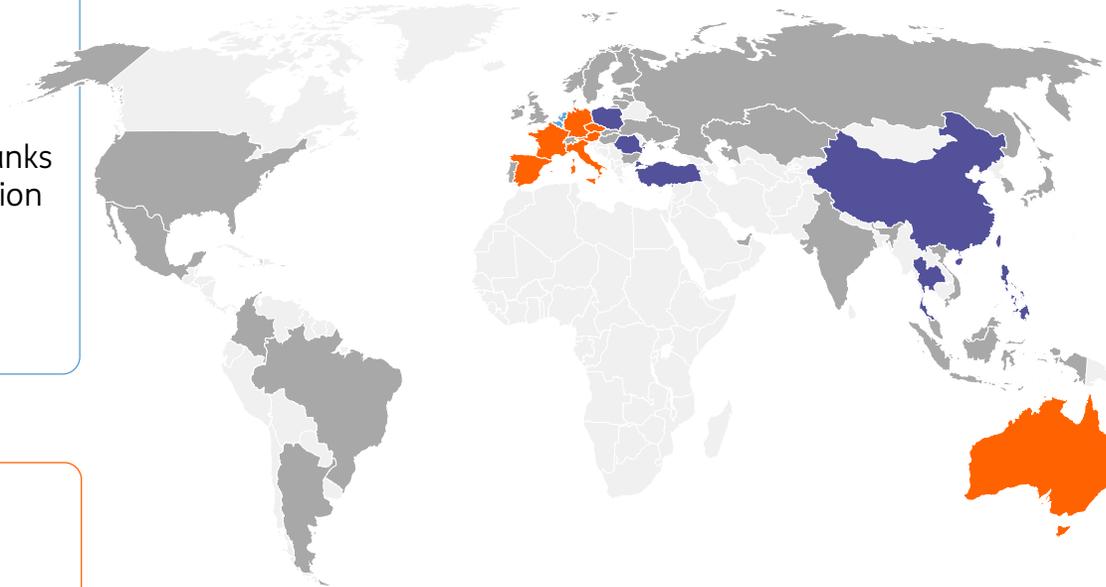
We operate in more than 40 countries

Market leaders: The Netherlands, Belgium, Luxembourg

- Leading retail and wholesale banks
- Cross-border customer interaction platform with mobile-first customer experience and cost efficiency

Challenger countries: Australia, Austria, Czech Republic, France, Germany, Italy, Spain

- Digital retail banks developing scalable platform with uniform, mobile-first customer experience
- Broadening product capabilities
- Wholesale banks



Growth markets: Poland, Romania, Turkey, the Philippines, and our stakes in Asia

- Retail and wholesale banks in economies with high growth potential
- Developing differentiating customer experience, based on mobile-first approach

Wholesale Banking only: international network and global franchises

- Extensive international client base across all regions
- Sector-focused client business in lending, capital structuring and advisory, transaction services, sustainable finance solutions and financial markets

How we're doing: our fourth quarter 2020 in numbers

“As the pandemic impacted our customers, business clients and society, it also had an impact on us. Despite these corona-related headwinds and the continuing negative interest rate environment, our results were resilient and we continued to see more customers choose ING.”

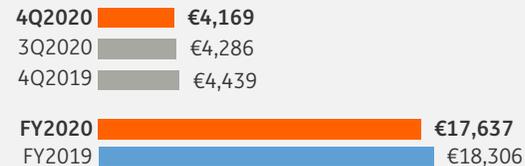
Steven van Rijswijk - ING CEO Group



Results

ING's results were resilient, with higher fee income and lower risk costs.

Income (in €mln)



€208 mln

risk costs ▼

15.5%

CET1 ratio ▲

Net result (in €mln)



Customers

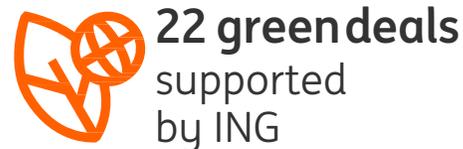
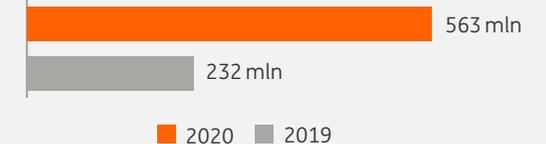
We help people and businesses to realise their own vision for a better future.

Net lending - Deposit growth
(vs. 3Q2020)



NPS score
#1 in six
out of 14
Retail markets

Mobile card transactions
more than **doubled** in 2020



Society

We're helping to build back a financially healthy and low-carbon society.

7th consecutive year named
climate action leader
by the non-profit CDP

ESG practices
rated 'strong'
by S&P Global Ratings

In the fourth quarter we spent
€3 mln on projects
for long-term corona recovery

How we respond to the coronavirus pandemic

Our employees

- Around 81% of our employees working from home
- Holding frequent global surveys to measure employee sentiment and wellbeing
- Supporting parents with flexibility in working hours and time off
- Offering resources ranging from online childcare to time-management tips and access to coaches

Our retail customers

- Keeping a large part of our branch network open to support our customers and help them make the move to digital banking
- Supporting safe payment behaviour by increased limits for contactless payments
- Offering our regular financial health tools and resources to our customers, which are now especially useful

Our business customers

- Continuing our regular contact with customers to discuss their business outlook
- Offering payment holidays and credit facilities under government guarantee schemes for SME and mid-corporate customers
- Offering tailored solutions for larger corporate clients

Our society

- Matching employee donations to charities and supporting short-term relief initiatives in 25 countries
- Joining UNICEF to raise funds to aid the most vulnerable children and their caregivers
- Supporting projects that focus on longer-term recovery in one of three categories: financial health, digital skills and social entrepreneurship

Payment holidays and government-guaranteed loans

- In 2020 we have granted payment holidays to around 200,000 customers, amounting to €19.4 billion. 93% of those had expired by the end of 2020
- Monitoring is done through our early warning system, risk assessments and regular personal contact
- We also provided around €1.5 billion of government-guaranteed facilities to support our business clients

Our leadership

Management Board Banking

**Chief executive officer
ING Group**

Steven van Rijswijk



Chief risk officer

Ljiljana Čortan



Chief financial officer

Tanate Phutrakul



**Head of
Market
Leaders**

Pinar Abay



**Head of
Challengers &
Growth Markets**

Aris Bogdaneris



**Head of
Wholesale
Banking a.i.**

Steven van
Rijswijk



**Chief operations
officer & chief
transformation
officer**

Roel Louwhoff



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