

ING GROUP HISTORICAL TREND DATA



Second quarter 2012

INTRODUCTION

General comments

- The Historical Trend Data document is published on a quarterly basis.
- Allocation keys are used to calculate segmental information; e.g. Life vs. Non-life, Retail vs. Commercial banking and product information. These allocation keys might be refined over time.
- ING analyses its results on an underlying basis. Underlying results are derived from results based on IFRS as adopted by the European Union (IFRS-EU), i.e. IFRS-EU result, excluding the impact of divestments and special items. In case of a divestment, historical results are revised by excluding both the transaction gain/loss and the operating results of the divested unit.
- For insurance we include a life margin analysis tying to an operating result before tax which eliminated most market volatility from the underlying result before tax.
- Rounding could cause some small differences.
- All figures are unaudited.

Discontinued operations

- As of 30 June 2012, the Asian Insurance and Investment Management businesses and the reinsured Japan SPVA businesses in Corporate Reinsurance are classified as discontinued operations. The prior quarters have been restated accordingly.

Historical trend data include:

- Breakdown shareholders' equity
- Income statement for each segment
- Condensed income statement for product groups within Commercial Banking
- Income statement for corporate lines
- Client Balances Roll forward
- Additional detail is included for Retail Banking International
- Additional detail is included for Insurance US (excluding Closed Block VA) and US Closed Block VA.
- ING IM: different breakdowns of Assets under Management and an Assets under Management roll-forward
- Full geographical breakdown of banking results

Product segmentation Commercial Banking

Product Group

• Industry Lending

• General Lending & Transaction Services

• Financial Markets

• Bank Treasury, Real Estate & Other

Sub products

- Structured Finance
- Real Estate Finance

- Corporate & Financial Institutions Lending
- Payment & Cash Management
- General Lease and Commercial Finance
- Trade Finance Services

- Financial Markets Clients & Products
- Strategic Trading
- Corporate Finance & Equity Markets

- Bank Treasury (Asset & Liability Management and Treasury)
- Real Estate Development
- REIM Investment Portfolio
- General Lease run-off portfolio
- Other

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ING GROUP 1.1 PROFIT AND LOSS

ING Group: Profit and loss										
in EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Gross premium income			4,739	6,051	4,681	4,373	4,626	6,328	10,790	10,954
Interest result Banking operations			2,929	3,042	3,110	2,996	3,051	3,089	5,971	6,140
Commission income			916	873	836	886	955	934	1,788	1,890
Total investment & other income			2,772	272	483	3,503	1,722	1,380	3,044	3,102
Total underlying income			11,355	10,238	9,110	11,759	10,355	11,731	21,593	22,085
Underwriting expenditure			6,513	5,774	6,332	7,059	5,448	6,636	12,287	12,085
Staff expenses			1,777	1,768	1,639	1,706	1,750	1,751	3,544	3,501
Other expenses			1,149	1,212	1,293	1,204	1,183	1,196	2,361	2,379
Intangibles amortisation and impairments			56	69	122	73	42	70	125	112
Operating expenses			2,981	3,049	3,054	2,983	2,976	3,016	6,030	5,992
Interest expenses Insurance operations			87	78	105	17	6	52	166	58
Addition to loan loss provisions			541	441	447	348	304	242	982	546
Other			8	4	3	5	3	4	12	7
Total underlying expenditure			10,131	9,346	9,942	10,412	8,738	9,950	19,477	18,688
Underlying result before tax			1,224	892	-832	1,347	1,617	1,780	2,116	3,397
Taxation			162	306	-89	240	333	522	467	855
Minority interests			17	43	30	8	12	33	60	45
Underlying net result			1,045	543	-773	1,099	1,271	1,225	1,588	2,497
Net gains/losses on divestments			-188	489	1,261	516	25	11	301	36
Net result from divested units			-3		58	126	105	105	-3	211
Net result from discontinued operations ¹⁾			111	162	233	74	215	156	273	371
Special items after tax			206	-515	407	-122	-109	-117	-309	-226
Net result			1,171	680	1,186	1,693	1,507	1,381	1,851	2,888

1) The results of Insurance/IM Asia (2012 and 2011 periods) and Insurance Latin America (2011 periods) have been transferred to "net result from discontinued operations".

ING GROUP 1.2 CONSOLIDATED BALANCE SHEET: ASSETS

ING Group: Assets								
in EUR million	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012	31 Dec 2011	30 Sep 2011	30 Jun 2011	31 Mar 2011
Cash and balances with central banks			16,181	46,587	31,194	25,077	12,091	16,301
Amounts due from banks			47,395	50,441	45,323	55,098	56,580	55,435
Financial assets at fair value through P&L								
- trading assets			123,915	119,600	123,688	138,130	127,951	120,224
- investments for risk policyholders			99,402	121,593	116,438	108,997	113,486	116,090
- non-trading derivatives			15,811	16,010	17,159	17,544	8,367	7,054
- other			5,456	5,660	5,437	5,506	5,386	5,940
Investments								
- Available-for-sale investments			198,057	211,569	208,539	206,020	198,875	219,026
of which equity securities			10,538	11,517	9,304	8,595	9,613	9,799
of which debt securities			187,519	200,052	199,234	197,425	189,262	209,226
- Held-to-maturity investments			7,261	7,579	8,868	8,874	8,932	10,478
Loans and advances to customers			610,204	606,032	602,525	597,083	589,108	611,137
- securities at amortised cost and IABF			34,676	36,371	38,133	39,381	31,424	44,573
- customer lending			575,528	569,661	564,392	557,702	557,684	566,564
Reinsurance contracts			5,679	5,632	5,870	5,807	5,447	5,544
Investments in associates			2,255	2,330	2,370	3,329	3,235	3,761
Real estate investments			1,342	1,443	1,670	1,742	1,743	1,857
Property and equipment			2,746	2,840	2,886	2,874	2,920	6,159
Intangible assets			2,929	3,550	3,558	3,728	3,975	5,104
Deferred acquisition costs			4,670	10,054	10,204	10,138	10,021	10,125
Assets held for sale			63,876		62,483	61,955	61,188	680
Other assets			30,069	30,808	31,016	30,394	31,426	34,319
- deferred tax assets			2,349	2,405	2,801	2,616	2,751	3,284
- other			27,720	28,404	28,215	27,778	28,675	31,035
Total assets			1,237,248	1,241,729	1,279,228	1,282,296	1,240,731	1,229,235

ING GROUP 1.3 CONSOLIDATED BALANCE SHEET: TOTAL EQUITY AND LIABILITIES

ING Group: Total equity and liabilities								
in EUR million	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012	31 Dec 2011	30 Sep 2011	30 Jun 2011	31 Mar 2011
Shareholders' equity (in parent)			50,514	47,616	46,663	44,528	40,288	40,067
Minority interests			927	831	777	748	832	742
Non-voting equity securities			3,000	3,000	3,000	3,000	3,000	5,000
Total equity			54,441	51,447	50,440	48,276	44,120	45,809
Preference shares								
Subordinated loans			9,089	8,687	8,858	10,844	10,180	10,213
Debt securities in issue			157,926	163,968	139,861	139,790	151,593	140,145
Other borrowed funds			19,560	17,726	19,684	21,608	19,526	19,829
Insurance and investment contracts								
Life insurance provisions excluding provisions for risk of policyholders			124,947	150,193	152,505	148,240	136,479	136,582
Provision for life insurance for risk of policyholders			92,292	114,693	109,624	102,777	107,904	110,649
Provision for unearned premiums and unexpired risks			542	678	302	468	586	696
Claims provision			3,265	3,243	3,204	3,207	3,210	3,217
Investment contracts for risk of company			5,973	5,828	6,259	5,824	5,377	6,067
Investment contracts for risk of policyholders			7,233	6,920	6,939	6,547	6,043	5,942
Total Insurance and investment contracts			234,252	281,554	278,833	267,063	259,598	263,154
Amounts due to banks			58,873	69,317	72,233	86,803	81,889	79,341
Customer deposits and other funds on deposits			472,916	474,533	467,547	458,620	458,262	513,275
Financial liabilities at fair value through profit and loss								
Trading liabilities			100,651	104,823	107,682	119,055	97,319	97,333
Non-trading derivatives			21,921	21,729	22,165	20,772	13,620	12,788
Designated as at fair value through profit and loss			13,769	13,638	13,021	12,535	12,235	12,063
Liabilities held for sale			61,559	0	64,265	62,767	58,991	399
Other liabilities								
Deferred tax liabilities			2,715	3,412	3,679	3,618	2,385	2,236
Other			29,575	30,895	30,960	30,547	31,011	32,650
Total liabilities			1,182,807	1,190,282	1,228,788	1,234,020	1,196,611	1,183,426
Total equity and liabilities			1,237,248	1,241,729	1,279,228	1,282,296	1,240,731	1,229,235

ING GROUP 1.4 TOTAL EQUITY

ING Group: Total equity								
in EUR million	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012	31 Dec 2011	30 Sep 2011	30 Jun 2011	31 Mar 2011
Share capital			919	919	919	919	919	919
Share premium			16,034	16,034	16,034	16,034	16,034	16,034
Revaluation reserve equity securities			2,648	2,826	2,304	2,153	3,017	3,593
Revaluation reserve debt securities			6,311	4,856	4,143	4,416	1,006	165
Revaluation reserve crediting to life policyholders			-4,460	-3,723	-3,492	-3,260	-1,397	-1,089
Revaluation reserve cashflow hedge			2,375	2,062	1,971	1,754	639	543
Other revaluation reserve			612	606	624	631	644	656
Currency translation reserve			109	-827	93	-895	-1,598	-1,263
Treasury shares			-429	-547	-665	-655	-677	-671
Retained earnings and other reserves			26,395	25,410	24,732	23,431	21,702	21,180
Shareholders' equity			50,514	47,616	46,663	44,528	40,288	40,067
Minority interests			927	831	777	748	832	742
Non-voting equity securities			3,000	3,000	3,000	3,000	3,000	5,000
Total equity			54,441	51,447	50,440	48,276	44,120	45,809
Key figures								
Shareholders' equity per share in EUR			13.29	12.56	12.33	11.76	10.65	10.59

ING GROUP 1.5 CASH FLOW STATEMENT

ING Group: Cash flow statement								
in EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Net cash flow from operating activities			-13,166	-2,441	11,020	18,255	-13,242	-1,867
Investments and advances:								
Group companies								
Associates			-3	-7	-12	-72	-13	-43
Available-for-sale investments			-39,640	-33,826	-52,945	-57,456	-57,078	-56,065
Held-to-maturity investments			-16					
Real estate investments			-2	-52		-28	-3	-1
Property and equipment			-85	-68	-146	-114	-118	-121
Assets subject to operating leases					-4	-406	-401	-377
Investments for risk of policyholders			-13,409	-16,482	-14,946	-14,480	-12,284	-15,420
Other investments			-106	-91	-62	-102	-99	-77
Disposals and redemptions:								
Group companies				-10,316	2,942	990	158	30
Associates			5	44	26	58	183	116
Available-for-sale investments			34,294	32,815	56,710	57,355	53,334	52,043
Held-to-maturity investments			315	1,283	55	118	1,025	1,172
Real estate investments			7	238	79	35	4	
Property and equipment			12	4	19	15	14	19
Assets subject to operating leases						14	15	14
Investments for risk of policyholders			14,184	18,203	15,747	16,097	12,966	17,088
Other investments			1,852	228	649	-46	327	5
Net cash flow from investing activities			-2,592	-8,027	8,112	1,978	-1,970	-1,617
Proceeds from borrowed funds and debt securities			109,031	141,976	124,164	130,042	77,267	96,908
Repayments from borrowed funds and debt securities			-118,088	-118,420	-131,603	-145,199	-65,822	-89,730
Issuance of ordinary shares								
Issuance of non-voting securities								
Repurchase of non-voting equity securities							-2,000	
Repurchase premium							-1,000	
Purchase of treasury shares			-1	-3	5		-2	-3
Sale of treasury shares			69	66	-9	1	10	39
Dividends paid/received								
Net cash flow from financing activities			-8,989	23,619	-7,443	-15,156	8,453	7,214
Net cash flow			-24,747	13,151	11,689	5,077	-6,759	3,730
Cash and cash equivalents at beginning of period			47,675	34,277	22,549	17,506	24,283	20,741
Effect of exchange rates on cash and equivalents			-430	245	39	-33	-19	-187
Cash and cash equivalents at end of period			22,498	47,675	34,277	22,549	17,505	24,283
- of which Treasury bills and other eligible bills			3,651	2,762	2,611	2,813	3,808	6,291
- of which Amounts due to/from banks			925	-1,674	-4,506	-7,708	-895	1,691
- of which Cash and balances with central banks			16,181	46,587	31,192	25,077	12,091	16,302
- of which Cash and cash equivalents classified as Assets held for sale			1,742		4,980	2,367	2,501	

BANKING 2.1.1 PROFIT AND LOSS: ING BANK

Banking: Profit and loss										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Interest income			15,508	15,613	15,587	15,354	16,122	17,257	31,121	33,379
Minus: interest expense			12,555	12,561	12,473	12,360	13,069	14,165	25,116	27,234
Interest result			2,953	3,052	3,114	2,995	3,054	3,092	6,005	6,145
Funds transfer			157	152	155	152	150	145	310	295
Securities business			122	111	104	112	140	152	232	293
Insurance broking			43	40	38	38	37	47	83	84
Management fees			30	30	31	34	32	37	60	69
Brokerage and advisory fees			68	58	69	75	69	65	126	134
Other			149	155	87	137	161	140	304	301
Commission income			569	546	485	548	589	587	1,115	1,176
Rental income			4	8	4	5	7	8	12	15
Other investment income			27	6	-8	28	17	1	33	18
Investment income			31	14	-4	33	24	9	45	33
Realised gains/losses on bonds			43	112	-128	-259	-181	50	156	-131
Realised gains/losses on equities			3	-0	-21	-13	-3	12	3	9
Change in fair value real estate investments			-3	-1	-2	-1	-19	0	-4	-19
Realised gains and fair value changes on investments			44	111	-151	-273	-204	63	155	-141
Total investment income			75	125	-155	-240	-179	72	200	-107
Valuation results non-trading derivatives			43	-453	-567	424	26	333	-410	360
Net trading income			160	493	514	-278	159	-91	653	68
Other income			-112	39	7	2	15	45	-73	59
Total other income			92	79	-46	148	200	287	171	487
Total underlying income			3,689	3,801	3,398	3,451	3,663	4,037	7,490	7,700
Staff expenses			1,285	1,301	1,239	1,267	1,324	1,333	2,586	2,657
Other expenses			813	865	908	885	848	859	1,678	1,706
Intangibles amortisation and impairments			56	69	122	73	42	70	125	112
Operating expenses			2,154	2,235	2,269	2,225	2,214	2,262	4,388	4,476
Gross result			1,535	1,567	1,129	1,226	1,449	1,775	3,102	3,224
Additions to loan loss provision			541	441	447	348	304	242	982	546
Underlying result before tax			995	1,126	682	878	1,145	1,533	2,120	2,678
Taxation			261	353	158	268	253	428	614	680
Minority interests			20	27	22	20	11	24	47	36
Underlying net result			714	746	501	590	881	1,081	1,460	1,961
Net gains/losses on divestments			-	489	265	520	25	11	489	36
Net result from divested units			-	-	58	125	106	108	-	215
Special items after tax			169	-404	428	-42	-52	-53	-235	-104
Net result			884	831	1,253	1,193	960	1,147	1,715	2,107
Key figures¹⁾										
Interest margin			1.26%	1.32%	1.36%	1.33%	1.38%	1.40%	1.29%	1.39%
Cost/income ratio			58.4%	58.8%	66.8%	64.5%	60.4%	56.0%	58.6%	58.1%
Return on equity based on IFRS-EU equity			7.9%	8.6%	5.9%	7.1%	10.5%	12.5%	8.2%	11.5%
Return on equity based on 10.0% core Tier 1 ²⁾			9.7%	10.4%	7.2%	8.6%	12.7%	15.6%	10.0%	14.1%
Risk costs in bp of average RWA			72	59	61	49	43	34	65	39
Risk-weighted assets (end of period)			303,401	299,628	297,241	284,478	280,662	282,767	303,401	280,662
RAROC after tax			12.5%	12.5%	8.8%	9.3%	13.5%	16.0%	12.5%	14.8%
Economic Capital (average over period)			25,215	24,536	24,350	23,668	23,410	24,139	24,875	23,774
Staff (FTEs end of period)			67,939	68,350	68,251	68,197	67,851	67,798	67,939	67,851

1) Key figures based on underlying figures

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

BANKING 2.1.2 PROFIT AND LOSS: RETAIL BANKING

Banking: Profit and loss Retail Banking										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2011	6M2010
Balance sheet related interest			2,063	2,042	2,111	2,139	2,118	2,113	4,104	4,232
Capital charge on book equity			-65	-66	-68	-68	-58	-52	-132	-110
Interest benefit on economic capital			80	85	87	86	81	85	165	166
Interest result			2,077	2,060	2,130	2,157	2,141	2,146	4,137	4,287
Funds transfer			141	140	137	138	132	129	280	262
Securities business			71	85	72	76	75	100	156	175
Insurance broking			41	38	36	36	35	45	79	79
Management fees			29	31	30	32	32	33	60	65
Brokerage and advisory fees			2	7	8	6	7	7	9	14
Other			24	20	11	21	20	26	44	46
Commission income			308	321	294	309	301	341	629	641
Rental income			1	1	-0	1	1	2	2	2
Other investment income			12	-1	-2	21	7	0	10	7
Investment income			13	-0	-2	22	7	2	12	9
Realised gains/losses on bonds			15	1	-126	-97	-177	2	16	-175
Realised gains/losses on equities			-1	0	-2	-2	-1	-	-0	-1
Change in fair value real estate investments			-	-	-	-1	-	-	-	-
Realised gains and fair value changes on investments			15	2	-128	-99	-177	2	16	-175
Total investment income			27	1	-131	-77	-170	4	28	-166
Valuation results non-trading derivatives			41	-11	-50	75	-9	36	30	27
Net trading income			6	85	51	-36	59	18	91	78
Other income			-158	5	-36	-22	-14	28	-152	14
Total other income			-110	79	-35	17	36	83	-31	119
Total underlying income			2,302	2,461	2,258	2,406	2,307	2,574	4,763	4,881
Staff and other expenses			1,532	1,567	1,599	1,557	1,551	1,548	3,099	3,099
Intangibles amortisation and impairments			4	3	27	4	2	3	7	5
Operating expenses			1,536	1,570	1,625	1,561	1,553	1,551	3,106	3,103
Gross result			766	891	633	845	755	1,023	1,657	1,778
Additions to loan loss provision			262	274	286	206	200	173	537	373
Underlying result before tax			504	617	347	640	554	850	1,120	1,405
Taxation			145	187	74	179	126	250	332	376
Minority interests			14	17	17	14	11	18	32	29
Underlying net result			345	412	256	446	418	583	757	1,000
Net gains/losses on divestments			-	489	-	-	-	-	489	-
Net result from divested units			-	-	77	104	85	80	-	165
Special items after tax			-29	-30	-153	-35	-38	-33	-58	-71
Net result			316	872	180	516	464	630	1,188	1,094
Key figures¹⁾										
Cost/income ratio			66.7%	63.8%	72.0%	64.9%	67.3%	60.3%	65.2%	63.6%
Return on equity based on 10.0% core Tier 1 ²⁾			9.5%	11.6%	7.5%	12.8%	11.9%	16.8%	10.6%	14.4%
Risk cost in bp of average RWA			70	74	79	57	56	48	72	52
Risk-weighted assets (end of period)			152,954	149,008	146,004	144,663	144,043	143,297	152,954	144,043
Staff (FTEs end of period)			56,655	57,166	56,618	56,493	56,236	56,185	56,655	56,236

1) Key figures based on underlying figures

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

BANKING 2.1.3 PROFIT AND LOSS: RETAIL BENELUX

Banking: Profit and loss Retail Benelux										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Balance sheet related interest			1,245	1,237	1,278	1,288	1,251	1,271	2,482	2,522
Capital charge on book equity			-1	-2	-5	-4	-2	-3	-3	-5
Interest benefit on economic capital			32	35	35	37	35	38	66	73
Interest result			1,276	1,269	1,308	1,321	1,284	1,306	2,545	2,590
Funds transfer			112	111	109	107	100	97	222	196
Securities business			48	52	45	41	43	62	100	105
Insurance broking			34	30	28	29	27	38	63	65
Management fees			29	31	30	32	32	33	60	65
Brokerage and advisory fees			1	1	2	1	1	0	2	1
Other			-9	-9	-12	-11	-11	-7	-18	-19
Commission income			215	215	202	200	192	223	430	415
Rental income			-	-	-	-	-	-	-	-
Other investment income			3	-1	-1	-2	4	0	2	5
Investment income			3	-1	-1	-2	4	0	2	5
Realised gains/losses on bonds			0	-0	-4	-6	-7	2	-0	-5
Realised gains/losses on equities			-1	0	-2	-2	-1	-	-1	-1
Change in fair value real estate investments			-	-	-	-	-	-	-	-
Realised gains and fair value changes on investments			-1	-0	-6	-8	-7	2	-1	-5
Total investment income			2	-1	-7	-10	-3	3	1	-1
Valuation results non-trading derivatives			-2	14	6	3	1	0	12	1
Net trading income			12	37	19	20	26	32	48	58
Other income			16	14	14	10	17	11	30	28
Total other income			25	64	40	32	43	43	90	87
Total underlying income			1,518	1,548	1,543	1,543	1,517	1,574	3,066	3,091
Staff and other expenses			901	947	961	963	948	952	1,848	1,900
Intangibles amortisation and impairments			4	3	26	5	1	3	7	4
Operating expenses			905	950	987	969	949	955	1,855	1,904
Gross result			613	597	556	574	568	619	1,210	1,187
Additions to loan loss provision			189	175	232	134	140	96	364	236
Underlying result before tax			424	422	324	440	428	523	846	952
Taxation			105	117	71	109	109	135	223	244
Minority interests			0	2	0	-0	-1	0	2	-0
Underlying net result			318	304	252	331	319	388	622	708
Net gains/losses on divestments			-	-	-	-	-	-	-	-
Net result from divested units			-	-	-0	4	6	5	-	11
Special items after tax			-29	-30	-153	-35	-38	-33	-58	-71
Net result			290	274	99	300	287	361	564	647
Key figures¹⁾										
Cost/income ratio			59.6%	61.4%	64.0%	62.8%	62.6%	60.7%	60.5%	61.6%
Return on equity based on 10.0% core Tier 1 ²⁾			18.1%	17.6%	14.7%	19.5%	18.8%	22.8%	17.9%	20.8%
Risk cost in bp of average RWA			107	101	135	79	82	56	104	69
Risk-weighted assets (end of period)			70,982	69,579	69,397	67,892	67,595	68,101	70,982	67,595
Staff (FTEs end of period)			23,585	23,824	24,087	24,304	24,202	23,852	23,585	24,202

1) Key figures based on underlying figures

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

BANKING 2.1.4 PROFIT AND LOSS: RETAIL NETHERLANDS

Banking: Profit and loss Retail Netherlands										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Balance sheet related interest			824	843	878	899	872	880	1,667	1,753
Capital charge on book equity			-1	-2	-5	-4	-3	-2	-3	-5
Interest benefit on economic capital			21	23	23	25	23	25	44	49
Interest result			844	864	896	920	893	903	1,708	1,796
Funds transfer			89	87	85	85	78	77	175	155
Securities business			16	13	16	15	15	17	28	31
Insurance broking			0	0	0	0	-7	7	0	0
Management fees			9	10	9	11	11	12	18	23
Brokerage and advisory fees			0	1	-	-	-	-	1	-
Other			15	13	13	11	13	12	28	25
Commission income			128	123	124	122	110	124	251	234
Rental income									-	-
Other investment income			2	-2	-	-	4	1	0	4
Investment income			2	-2	-	-	4	1	0	4
Realised gains/losses on bonds			-	-	-	-0	0	-	-	0
Realised gains/losses on equities			-	-	-	-	-	-	-	-
Change in fair value real estate investments									-	-
Realised gains and fair value changes on investments			-	-	-	-0	0	-	-	0
Total investment income			2	-2	-	-0	4	1	0	5
Valuation results non-trading derivatives			-4	0	3	0	1	-2	-4	-1
Net trading income			-3	11	3	4	-5	18	8	13
Other income			8	5	5	6	10	5	12	15
Total other income			-0	16	11	10	6	21	16	27
Total underlying income			974	1,001	1,031	1,051	1,013	1,050	1,975	2,063
Staff and other expenses			576	587	600	604	597	598	1,164	1,195
Intangibles amortisation and impairments			4	3	21	4	1	3	7	4
Operating expenses			581	591	621	609	598	601	1,171	1,199
Gross result			394	410	411	443	415	449	804	864
Additions to loan loss provision			161	131	191	99	90	78	291	168
Underlying result before tax			233	280	220	344	325	371	513	696
Taxation			56	72	56	85	82	93	127	175
Minority interests			-	-	-	-	-	-	-	-
Underlying net result			178	208	164	259	242	278	386	521
Net gains/losses on divestments									-	-
Net result from divested units			-	-	-0	3	4	4	-	9
Special items after tax			-27	-27	-149	-32	-35	-30	-54	-65
Net result			151	181	15	230	212	252	332	464
Key figures¹⁾										
Cost/income ratio			59.6%	59.0%	60.2%	57.9%	59.1%	57.2%	59.3%	58.1%
Return on equity based on 10.0% core Tier 1 ²⁾			14.3%	16.9%	13.4%	21.2%	19.6%	22.4%	15.6%	21.0%
Risk cost in bp of average RWA			129	106	155	80	72	63	118	68
Risk-weighted assets (end of period)			50,579	49,108	49,348	48,940	49,044	50,029	50,579	49,044
Staff (FTEs end of period)			14,002	14,213	14,561	14,762	14,803	14,561	14,002	14,803

1) Key figures based on underlying figures

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

BANKING 2.1.5 PROFIT AND LOSS: RETAIL BELGIUM

Banking: Profit and loss Retail Belgium										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Balance sheet related interest			421	394	400	389	379	390	814	769
Capital charge on book equity			-	-	-	0	1	-1	-	-0
Interest benefit on economic capital			11	12	12	12	12	13	22	24
Interest result			431	405	412	401	391	402	837	793
Funds transfer			23	24	24	22	22	20	47	42
Securities business			32	40	30	27	28	45	71	74
Insurance broking			33	30	28	29	34	31	63	65
Management fees			21	21	21	21	21	22	42	43
Brokerage and advisory fees			1	1	2	1	1	0	1	1
Other			-23	-23	-25	-23	-24	-20	-46	-44
Commission income			86	92	78	78	82	98	179	180
Rental income									-	-
Other investment income			1	1	-1	-2	1	-1	1	0
Investment income			1	1	-1	-2	1	-1	1	0
Realised gains/losses on bonds			0	-0	-4	-6	-7	2	-0	-5
Realised gains/losses on equities			-1	0	-2	-2	-1	-	-1	-1
Change in fair value real estate investments									-	-
Realised gains and fair value changes on investments			-1	-0	-6	-8	-7	2	-1	-5
Total investment income			-0	0	-7	-10	-7	2	0	-5
Valuation results non-trading derivatives			2	14	3	3	-0	2	16	1
Net trading income			15	25	16	16	31	15	41	45
Other income			8	9	9	4	7	6	17	13
Total other income			25	49	29	23	37	22	74	60
Total underlying income			543	547	512	491	504	524	1,090	1,028
Staff and other expenses			324	360	361	359	351	354	684	705
Intangibles amortisation and impairments			0	-	5	1	-0	-	0	-0
Operating expenses			324	360	366	360	351	354	684	705
Gross result			219	187	145	131	153	170	406	323
Additions to loan loss provision			28	44	42	35	50	18	72	68
Underlying result before tax			191	143	104	96	103	152	334	255
Taxation			50	46	15	24	27	42	95	69
Minority interests			0	2	0	-0	-1	0	2	-0
Underlying net result			141	96	88	72	77	110	236	187
Net gains/losses on divestments					-	0	1	1	-	-
Net result from divested units									-	2
Special items after tax			-2	-2	-4	-3	-4	-2	-4	-6
Net result			139	93	84	70	75	108	232	183
Key figures²⁾										
Cost/income ratio			59.7%	65.8%	71.6%	73.3%	69.6%	67.6%	62.8%	68.6%
Return on equity based on 10.0% core Tier 1 ³⁾			27.6%	19.2%	18.1%	15.3%	16.7%	23.8%	23.4%	20.3%
Risk cost in bp of average RWA			55	87	86	75	109	39	71	74
Risk-weighted assets (end of period)			20,403	20,471	20,049	18,952	18,551	18,072	20,403	18,551
Staff (FTEs end of period)			9,583	9,612	9,526	9,541	9,399	9,291	9,583	9,399

1) Including ING Luxembourg

2) Key figures based on underlying figures

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

BANKING 2.1.6 PROFIT AND LOSS: RETAIL BANKING INTERNATIONAL

Banking: Profit and loss Retail Banking International										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Balance sheet related interest			817	805	834	851	867	843	1,623	1,710
Capital charge on book equity			-64	-64	-64	-64	-56	-49	-129	-105
Interest benefit on economic capital			48	50	51	49	46	47	98	93
Interest result			801	791	821	836	856	841	1,592	1,697
Funds transfer			29	29	28	31	32	33	58	65
Securities business			24	32	27	34	32	38	56	70
Insurance broking			7	8	8	7	7	7	15	14
Management fees			-	-	-	-	-	-	-	-
Brokerage and advisory fees			2	6	6	5	6	7	7	13
Other			33	30	23	32	32	33	62	65
Commission income			94	105	92	109	109	118	199	227
Rental income			1	1	-0	1	1	2	2	2
Other investment income			9	-0	-1	23	2	-0	9	2
Investment income			10	1	-1	24	3	2	11	4
Realised gains/losses on bonds			15	1	-122	-90	-170	-0	17	-170
Realised gains/losses on equities			-0	0	-	-	-	-	0	-
Change in fair value real estate investments			-	-	-	-1	-	-	-	-
Realised gains and fair value changes on investments			15	2	-122	-91	-170	-0	17	-170
Total investment income			25	2	-123	-67	-167	1	28	-166
Valuation results non-trading derivatives			43	-25	-56	72	-10	36	18	26
Net trading income			-5	48	32	-55	33	-14	43	19
Other income			-173	-8	-50	-32	-31	17	-182	-14
Total other income			-136	14	-74	-15	-7	39	-121	32
Total underlying income			784	913	715	864	791	999	1,698	1,790
Staff and other expenses			631	620	638	594	603	596	1,251	1,199
Intangibles amortisation and impairments			-	-	1	-1	0	0	-	1
Operating expenses			631	620	638	592	604	596	1,251	1,200
Gross result			153	294	77	271	187	404	447	591
Additions to loan loss provision			74	99	54	72	61	77	173	137
Underlying result before tax			80	194	23	199	126	327	274	453
Taxation			39	70	3	70	17	115	109	132
Minority interests			14	16	17	14	12	17	30	29
Underlying net result			26	108	3	115	98	194	135	292
Net gains/losses on divestments			-	489	-	-	-	-	489	-
Net result from divested units			-	-	77	101	79	75	-	154
Special items after tax			-	-	-	-	-	-	-	-
Net result			26	598	81	216	177	269	624	446
Key figures¹⁾										
Cost/income ratio			80.5%	67.8%	89.3%	68.6%	76.3%	59.6%	73.7%	67.0%
Return on equity based on 10.0% core Tier 1 ²⁾			2.0%	6.4%	1.1%	6.8%	5.8%	11.3%	4.1%	8.5%
Risk cost in bp of average RWA			37	51	28	38	32	41	44	36
Risk-weighted assets (end of period)			81,972	79,429	76,607	76,771	76,448	75,196	81,972	76,448
Staff (FTEs end of period)			33,070	33,341	32,531	32,189	32,034	32,333	33,070	32,034

1) Key figures based on underlying figures

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

BANKING 2.1.7 PROFIT AND LOSS: RETAIL GERMANY

Banking: Profit and loss Retail Germany ¹⁾										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Balance sheet related interest			294	305	308	328	346	328	599	674
Capital charge on book equity			-25	-28	-32	-32	-30	-28	-53	-59
Interest benefit on economic capital			15	16	16	15	14	15	31	29
Interest result			284	293	292	311	329	314	577	644
Funds transfer			1	2	1	2	2	2	3	4
Securities business			16	22	18	24	20	26	37	46
Insurance broking			0	0	0	0	0	0	0	0
Management fees									-	-
Brokerage and advisory fees			2	2	2	2	2	2	4	4
Other			1	1	4	4	3	4	1	7
Commission income			20	26	24	32	27	34	45	61
Rental income			0	0	0	0	0	0	0	0
Other investment income			0	0	-0	0	0	0	0	0
Investment income			0	0	0	0	0	0	0	0
Realised gains/losses on bonds			-8	-6	-49	-51	-57	-	-14	-57
Realised gains/losses on equities									-	-
Change in fair value real estate investments					-	-1	-	-	-	-
Realised gains and fair value changes on investments			-8	-6	-49	-52	-57	-	-14	-57
Total investment income			-8	-6	-49	-52	-57	0	-14	-57
Valuation results non-trading derivatives			-6	-0	-37	15	11	-17	-6	-7
Net trading income			-0	-0	-0	-	-0	-0	-0	-0
Other income			-3	-2	-29	-5	-5	-4	-5	-9
Total other income			-8	-2	-67	10	6	-22	-10	-16
Total underlying income			287	311	201	301	306	326	598	632
Staff and other expenses			162	165	174	161	158	156	328	315
Intangibles amortisation and impairments			-	-	0	-1	-	-	-	-
Operating expenses			162	165	174	160	158	156	328	315
Gross result			124	146	27	142	147	170	270	317
Additions to loan loss provision			25	15	11	25	21	34	39	54
Underlying result before tax			100	131	15	116	126	136	231	263
Taxation			34	41	-2	50	37	49	75	87
Minority interests			0	0	0	0	0	0	0	1
Underlying net result			66	90	17	66	89	87	156	176
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax									-	-
Net result			66	90	17	66	89	87	156	176
Key figures²⁾										
Cost/income ratio			56.6%	53.1%	86.7%	52.9%	51.8%	47.9%	54.8%	49.8%
Return on equity based on 10.0% core Tier 1 ³⁾			12.2%	17.1%	3.4%	13.2%	18.1%	18.1%	14.6%	18.1%
Risk cost in bp of average RWA			45	28	22	50	42	70	37	56
Risk-weighted assets (end of period)			21,863	21,595	20,591	20,368	20,000	19,383	21,863	20,000
Staff (FTEs end of period)			3,386	3,358	3,225	3,233	3,141	3,098	3,386	3,141

1) Including ING Austria

2) Key figures based on underlying figures

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

BANKING 2.1.8 PROFIT AND LOSS: RETAIL BANKING REST OF WORLD

Banking: Profit and loss Retail Banking Rest of World										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Balance sheet related interest			524	500	525	523	521	515	1,024	1,036
Capital charge on book equity			-39	-36	-31	-31	-26	-21	-75	-46
Interest benefit on economic capital			33	34	35	34	32	32	67	64
Interest result			517	498	529	525	527	527	1,016	1,054
Funds transfer			28	28	28	29	30	31	55	61
Securities business			8	11	9	10	11	12	19	24
Insurance broking			7	8	8	7	7	7	15	14
Management fees			-	-	-	-	-	-	-	-
Brokerage and advisory fees			-0	4	4	4	4	5	4	9
Other			32	29	19	28	29	29	61	58
Commission income			74	80	68	78	81	84	154	165
Rental income			1	1	-0	1	1	1	2	2
Other investment income			9	-0	-1	23	2	-0	9	2
Investment income			10	0	-1	24	3	1	10	4
Realised gains/losses on bonds			23	7	-73	-39	-113	-0	30	-113
Realised gains/losses on equities			-0	0					0	-
Change in fair value real estate investments									-	-
Realised gains and fair value changes on investments			23	8	-73	-39	-113	-0	31	-113
Total investment income			33	8	-74	-15	-110	1	41	-109
Valuation results non-trading derivatives			49	-25	-19	57	-20	54	24	33
Net trading income			-5	48	32	-55	33	-14	43	19
Other income			-171	-7	-21	-26	-26	21	-177	-4
Total other income			-127	16	-8	-25	-13	61	-111	48
Total underlying income			498	602	514	562	485	673	1,100	1,158
Staff and other expenses			469	455	464	433	445	439	923	884
Intangibles amortisation and impairments			-	-	1	-0	0	0	-	1
Operating expenses			469	455	464	433	445	439	923	885
Gross result			29	148	50	130	40	234	177	273
Additions to loan loss provision			49	85	42	46	40	43	134	83
Underlying result before tax			-20	63	8	83	-0	191	43	190
Taxation			6	29	5	20	-21	66	35	45
Minority interests			14	16	17	14	11	17	29	28
Underlying net result			-40	18	-14	49	9	107	-21	117
Net gains/losses on divestments			-	489					489	-
Net result from divested units					77	101	79	75	-	154
Special items after tax									-	-
Net result			-40	508	64	149	88	183	468	271
Key figures¹⁾										
Cost/income ratio			94.2%	75.5%	90.3%	77.0%	91.8%	65.3%	83.9%	76.4%
Return on equity based on 10.0% core Tier 1 ²⁾			-1.7%	2.4%	0.2%	4.4%	1.5%	9.0%	0.3%	5.2%
Risk cost in bp of average RWA			33	60	30	33	28	31	46	30
Risk-weighted assets (end of period)			60,110	57,834	56,016	56,403	56,448	55,813	60,110	56,448
Staff (FTEs end of period)			29,683	29,983	29,306	28,956	28,893	29,235	29,683	28,893

1) Key figures based on underlying figures

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

BANKING 2.1.9 PROFIT AND LOSS: COMMERCIAL BANKING (CB)

Banking: Profit and loss Commercial Banking										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Balance sheet related interest			947	1,003	1,061	973	1,012	1,005	1,950	2,017
Capital charge on book equity			-167	-177	-174	-172	-164	-153	-344	-317
Interest benefit on economic capital			74	79	87	87	84	93	153	178
Interest result			853	905	974	888	933	945	1,759	1,877
Funds transfer			17	12	18	15	18	16	29	34
Securities business			50	27	33	36	67	52	77	118
Insurance broking			3	2	2	2	2	2	4	4
Management fees			1	-1	1	2	0	4	-1	4
Brokerage and advisory fees			66	54	62	68	62	58	121	120
Other			122	129	82	117	142	117	250	259
Commission income			258	222	197	241	291	248	481	539
Rental income			3	7	4	4	7	7	10	13
Other investment income			13	3	-3	14	9	1	17	9
Investment income			16	10	1	18	15	8	27	23
Realised gains/losses on bonds			4	111	1	-166	-4	51	115	47
Realised gains/losses on equities			4	2	-16	-2	-4	12	6	8
Change in fair value real estate investments			-3	-1	-2	-0	-19	0	-4	-19
Realised gains and fair value changes on investments			5	112	-16	-168	-27	63	117	36
Total investment income			21	122	-15	-150	-12	71	144	59
Valuation results non-trading derivatives			111	-343	-168	233	-63	213	-231	150
Net trading income			20	441	175	-302	202	23	461	226
Other income			26	54	3	61	2	35	80	37
Total other income			157	153	10	-8	142	271	310	412
Total underlying income			1,290	1,403	1,166	970	1,353	1,534	2,693	2,887
Staff and other expenses			547	567	573	556	585	603	1,115	1,188
Intangibles amortisation and impairments			44	59	56	62	33	59	103	92
Operating expenses			592	626	629	618	619	662	1,217	1,281
Gross result			698	777	537	352	735	872	1,475	1,607
Additions to loan loss provision			278	167	161	143	104	70	445	173
Underlying result before tax			420	611	376	210	631	803	1,031	1,433
Taxation			103	185	102	63	127	194	287	321
Minority interests			5	10	5	7	0	7	15	7
Underlying net result			312	416	270	140	503	602	728	1,106
Net gains/losses on divestments			-	-	265	520	25	11	-	36
Net result from divested units			-	-	-19	21	22	28	-	50
Special items after tax			-	-	-66	-0	-1	-13	-	-13
Net result			312	416	449	682	549	628	728	1,178
Key figures¹⁾										
Cost/income ratio			45.9%	44.6%	54.0%	63.7%	45.7%	43.1%	45.2%	44.4%
Return on equity based on 10.0% core Tier 1 ²⁾			9.4%	12.1%	7.8%	4.4%	15.0%	17.6%	10.8%	16.4%
Risk cost in bp of average RWA			82	47	46	43	31	20	65	25
Risk-weighted assets (end of period)			134,647	135,352	145,190	135,500	132,332	135,837	134,647	132,332
Staff (FTEs end of period)			11,284	11,185	11,633	11,704	11,616	11,613	11,284	11,616
Value at Risk trading and Treasury positions (avg.)			24.0	16.2	20.2	18.8	16.6	18.9		

1) Key figures based on underlying figures

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

BANKING 2.1.10 PROFIT AND LOSS: CB - INDUSTRY LENDING

Banking: Profit and loss Industry Lending										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Balance sheet related interest			367	351	367	360	376	372	718	748
Capital charge on book equity			-0	-0	-	-0	-0	-	-0	-0
Interest benefit on economic capital			23	24	27	25	25	27	47	51
Interest result			390	375	394	384	401	399	765	800
Commission income			132	112	115	145	148	125	244	274
Investment income			11	5	5	13	5	2	16	7
Realised gains and fair value changes on investments			-4	2	-17	-3	-1	7	-3	6
Total investment income			7	6	-12	10	4	9	14	13
Valuation results non-trading derivatives			11	-0	3	5	10	4	10	14
Net trading income			-19	-11	-9	-21	-30	-25	-30	-55
Other income			-10	-4	5	-3	-12	-0	-14	-12
Total other income			-18	-16	-1	-19	-32	-21	-33	-53
Total underlying income			511	477	496	520	522	511	989	1,033
Staff and other expenses			108	110	105	113	112	113	218	224
Intangibles amortisation and impairments			-	-	-	-	-	-	-	-
Operating expenses			108	110	105	113	112	113	218	224
Gross result			404	367	392	407	410	399	771	809
Additions to loan loss provision			223	91	83	91	75	-16	314	59
Underlying result before tax			181	276	308	316	335	415	457	750
Taxation			30	65	70	91	85	103	95	188
Minority interests			1	1	0	1	0	0	1	1
Underlying net result			150	210	238	224	250	312	360	562
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax									-	-
Net result			150	210	238	224	250	312	360	562
Key figures¹⁾										
Cost/income ratio			21.1%	23.1%	21.1%	21.8%	21.4%	22.0%	22.0%	21.7%
Return on equity based on 10.0% core Tier 1 ²⁾			13.8%	18.6%	20.8%	20.1%	22.1%	26.4%	16.3%	24.3%
Risk cost in bp of average RWA			204	81	73	82	67	-14	141	26
Risk-weighted assets (end of period)			43,399	44,037	46,198	45,472	43,926	46,434	43,399	43,926

1) Key figures based on underlying figures

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

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

Banking: Profit and loss General Lending & Transaction Services										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Balance sheet related interest			269	264	264	255	252	249	533	501
Capital charge on book equity			-0	-	-	-	-	-	-0	-
Interest benefit on economic capital			24	25	26	26	26	27	49	53
Interest result			293	289	291	281	278	276	582	554
Commission income			90	87	84	84	84	76	177	159
Investment income			-0	-1	0	0	-2	2	-1	0
Realised gains and fair value changes on investments			9	-	0	-0	2	-	9	2
Total investment income			9	-1	0	0	-0	2	8	2
Valuation results non-trading derivatives			0	0	-3	2	0	2	0	3
Net trading income			10	9	8	10	8	9	19	17
Other income			-1	-3	2	4	-1	0	-3	-1
Total other income			9	7	7	16	7	12	16	19
Total underlying income			401	382	382	381	368	366	783	734
Staff and other expenses			188	191	185	175	185	177	379	362
Intangibles amortisation and impairments			-	-	-	0	-	-	-	-
Operating expenses			188	191	185	176	185	177	379	362
Gross result			213	191	197	206	183	189	404	372
Additions to loan loss provision			21	39	46	28	19	67	60	86
Underlying result before tax			192	153	152	177	164	122	344	286
Taxation			50	32	20	50	49	21	82	71
Minority interests			1	2	2	3	2	2	3	4
Underlying net result			141	118	130	124	112	99	259	211
Net gains/losses on divestments										
Net result from divested units										
Special items after tax										
Net result			141	118	130	124	112	99	259	211
Key figures¹⁾										
Cost/income ratio			46.9%	50.0%	48.4%	46.1%	50.3%	48.4%	48.4%	49.4%
Return on equity based on 10.0% core Tier 1 ²⁾			12.7%	10.6%	11.3%	10.7%	9.6%	8.4%	11.6%	9.0%
Risk cost in bp of average RWA			19	34	39	24	16	56	27	36
Risk-weighted assets (end of period)			44,719	44,811	46,377	46,839	48,449	47,462	44,719	48,449

1) Key figures based on underlying figures

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

BANKING 2.1.12 PROFIT AND LOSS: CB - FINANCIAL MARKETS

Banking: Profit and loss Financial Markets										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Balance sheet related interest			110	190	163	38	120	182	300	301
Capital charge on book equity			-0	-0	-	-	-	-	-0	-
Interest benefit on economic capital			15	15	19	18	18	19	30	37
Interest result			125	205	182	56	138	200	330	338
Commission income			41	20	-7	6	54	37	61	90
Investment income			0	0	1	0	3	0	0	3
Realised gains and fair value changes on investments			-2	-2	-1	-28	-17	32	-4	15
Total investment income			-2	-2	-0	-28	-14	33	-4	18
Valuation results non-trading derivatives			180	-408	57	373	-5	-53	-228	-58
Net trading income			-27	465	109	-246	170	258	438	428
Other income			-21	-6	-7	-17	-21	-19	-27	-40
Total other income			132	51	159	110	144	186	183	329
Total underlying income			296	274	333	144	321	455	570	776
Staff and other expenses			213	217	223	209	228	229	430	458
Intangibles amortisation and impairments			-	-	1	-	-	-	-	-
Operating expenses			213	217	224	209	228	229	430	458
Gross result			83	58	109	-65	92	226	140	319
Additions to loan loss provision			-0	5	-1	-0	-0	1	5	0
Underlying result before tax			83	52	110	-65	93	225	135	318
Taxation			18	8	-0	1	26	47	27	73
Minority interests			3	6	3	3	5	5	9	10
Underlying net result			62	38	107	-69	61	174	100	235
Net gains/losses on divestments										
Net result from divested units										
Special items after tax										
Net result			62	38	107	-69	61	174	100	235
Key figures¹⁾										
Cost/income ratio			72.0%	79.0%	67.3%	145.1%	71.2%	50.4%	75.4%	59.0%
Return on equity based on 10.0% core Tier 1 ²⁾			7.7%	4.9%	13.1%	-9.7%	10.0%	25.4%	6.3%	17.9%
Risk cost in bp of average RWA			-0	6	-1	-0	-0	1	3	0
Risk-weighted assets (end of period)			33,402	33,441	38,610	28,612	25,833	27,298	33,402	25,833

1) Key figures based on underlying figures

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

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

Banking: Profit and loss Bank Treasury, Real Estate & Other										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Balance sheet related interest			202	198	267	321	264	202	399	466
Capital charge on book equity			-167	-176	-174	-172	-164	-153	-344	-317
Interest benefit on economic capital			12	15	16	18	16	21	26	37
Interest result			46	36	108	167	116	70	82	186
Commission income			-4	3	5	7	5	10	-1	16
Investment income			5	6	-6	4	9	3	11	13
Realised gains and fair value changes on investments			2	112	2	-137	-11	24	114	13
Total investment income			7	119	-3	-133	-1	27	125	26
Valuation results non-trading derivatives			-80	65	-225	-147	-68	259	-14	191
Net trading income			56	-21	67	-46	55	-219	35	-164
Other income			57	67	3	77	36	54	124	90
Total other income			34	111	-155	-116	22	94	144	116
Total underlying income			82	269	-45	-76	142	201	351	344
Staff and other expenses			39	49	61	58	60	84	88	144
Intangibles amortisation and impairments			44	59	55	61	33	59	103	92
Operating expenses			83	108	116	120	93	143	191	236
Gross result			-1	161	-161	-195	49	58	160	107
Additions to loan loss provision			34	31	32	23	10	18	66	28
Underlying result before tax			-35	130	-193	-218	39	40	94	79
Taxation			5	79	12	-80	-34	23	84	-11
Minority interests			1	1	-0	-0	-7	0	2	-7
Underlying net result			-41	50	-205	-138	80	17	9	97
Net gains/losses on divestments					265	520	25	11	-	36
Net result from divested units					-19	21	22	28	-	50
Special items after tax					-66	-0	-1	-13	-	-13
Net result			-41	50	-25	403	126	43	9	169
Key figures¹⁾										
Cost/income ratio			101.2%	40.1%	n.a.	n.a.	65.5%	71.0%	54.3%	68.7%
Return on equity based on 10.0% core Tier 1 ²⁾			-12.2%	15.0%	-57.4%	-38.6%	20.3%	4.7%	1.6%	12.4%
Risk cost in bp of average RWA			105	93	90	65	28	50	99	39
Risk-weighted assets (end of period)			13,127	13,063	14,006	14,576	14,123	14,644	13,127	14,123

1) Key figures based on underlying figures

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

BANKING 2.1.14 PROFIT AND LOSS: CORPORATE LINE BANKING

Banking: Profit and loss Corporate Line Banking										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Balance sheet related interest			-57	8	-42	-97	-60	-8	-49	-68
Capital charge on book equity			234	242	249	243	226	209	476	435
Interest benefit on economic capital			-154	-164	-197	-196	-186	-200	-318	-385
Interest result			23	86	10	-50	-20	1	109	-19
Funds transfer			-0	-0	-0	-0	0	0	-0	0
Securities business			0	-1	-0	-0	-1	1	-0	-0
Insurance broking									-	-
Management fees			0	0	0	-0	-0		0	-0
Brokerage and advisory fees			-1	-3	-	-0			-4	-
Other			3	6	-6	-2	-2	-2	9	-4
Commission income			3	3	-6	-2	-3	-2	5	-5
Rental income			-0	-0					-0	-
Other investment income			2	4	-3	-7	2	-0	6	2
Investment income			2	4	-3	-7	2	-0	6	2
Realised gains/losses on bonds			24	-0	-3	3	0	-3	24	-3
Realised gains/losses on equities			1	-3	-3	-9	1		-2	1
Change in fair value real estate investments									-	-
Realised gains and fair value changes on investments			25	-3	-7	-6	1	-3	22	-2
Total investment income			26	1	-9	-13	3	-3	28	-0
Valuation results non-trading derivatives			-109	-99	-350	116	98	84	-208	183
Net trading income			134	-33	288	59	-102	-133	101	-236
Other income			20	-21	40	-37	27	-18	-1	9
Total other income			45	-153	-22	139	22	-67	-108	-44
Total underlying income			97	-63	-27	75	2	-70	34	-68
Staff and other expenses			19	31	-25	39	35	42	50	77
Intangibles amortisation and impairments			7	7	39	7	7	8	14	15
Operating expenses			26	38	14	46	43	50	65	92
Gross result			71	-101	-41	29	-40	-120	-30	-160
Additions to loan loss provision			-	-	0	-	-	-	-	-
Underlying result before tax			71	-101	-41	29	-40	-120	-30	-160
Taxation			14	-19	-17	26	-0	-16	-6	-16
Minority interests			-	-	-	-	-	-	-	-
Underlying net result			57	-82	-24	3	-40	-104	-25	-144
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax			198	-374	647	-8	-13	-7	-177	-20
Net result			255	-456	623	-5	-53	-111	-201	-164
Key figures¹⁾										
Risk-weighted assets (end of period)			15,799	15,267	6,046	4,315	4,287	3,632	15,799	4,287

1) Key figures based on underlying figures

BANKING 2.2.1 CLIENT BALANCES: ING BANK

Banking: Client balances ING Bank								
In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Residential Mortgages								
Beginning of period Client Balances			306.8	337.4	328.3	321.9	316.6	315.8
Net production			3.1	1.6	3.9	5.4	5.8	4.6
Acquisitions / divestments			-	-31.9	-	-	-	-
Market performance			-	-	-	-	-	-
FX impact and other			2.0	-0.2	5.3	1.0	-0.5	-3.8
End of period			312.0	306.8	337.4	328.3	321.9	316.6
Other Lending								
Beginning of period Client Balances			229.8	229.4	231.5	233.2	228.9	227.1
Net production			-0.2	1.2	-4.0	-0.4	5.5	4.9
Acquisitions / divestments			-	-0.1	-	-3.2	-	-
Market performance			-	-	-	-	-	-
FX impact and other			3.0	-0.6	1.9	2.0	-1.3	-3.0
End of period			232.6	229.8	229.4	231.5	233.2	228.9
Funds Entrusted								
Beginning of period Client Balances			464.1	522.1	507.9	498.3	496.3	503.8
Net production			-1.8	5.3	8.1	6.5	3.8	0.4
Acquisitions / divestments			-	-64.1	-	-	-	-
Market performance			-	-	-	-	-	-
FX impact and other			2.0	0.8	6.1	3.0	-1.8	-7.9
End of period			464.3	464.1	522.1	507.9	498.3	496.3
Assets under Management/Mutual Funds								
Beginning of period Client Balances			55.7	54.8	84.3	102.0	121.3	124.6
Net production			-0.4	0.4	0.4	-0.2	-1.5	1.9
Acquisitions / divestments			-0.4	-0.3	-30.5	-14.7	-17.5	-2.2
Market performance			-0.9	2.1	0.8	-6.0	1.7	-0.2
FX impact and other			-0.0	-1.3	-0.2	3.1	-2.0	-2.8
End of period			54.0	55.7	54.8	84.3	102.0	121.3
Total								
Beginning of period Client Balances			1,056.4	1,143.7	1,151.9	1,155.4	1,163.2	1,171.3
Net production			0.8	8.5	8.4	11.3	13.7	11.9
Acquisitions / divestments			-0.4	-96.5	-30.5	-17.9	-17.5	-2.2
Market performance			-0.9	2.1	0.8	-6.0	1.7	-0.2
FX impact and other			7.0	-1.3	13.1	9.1	-5.6	-17.6
End of period			1,062.9	1,056.4	1,143.7	1,151.9	1,155.4	1,163.2

BANKING 2.2.2 CLIENT BALANCES: RETAIL BANKING

Banking: Client balances Retail Banking								
In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Residential Mortgages								
Beginning of period Client Balances			306.8	337.4	328.3	321.9	316.6	315.8
Net production			3.1	1.6	3.9	5.4	5.8	4.6
Acquisitions / divestments			-	-31.9	-	-	-	-
Market performance			-	-	-	-	-	-
FX impact and other			2.0	-0.2	5.3	1.0	-0.5	-3.8
End of period			312.0	306.8	337.4	328.3	321.9	316.6
Other Lending								
Beginning of period Client Balances			94.2	92.1	91.2	91.0	88.8	86.7
Net production			1.1	1.8	0.8	2.0	2.7	2.2
Acquisitions / divestments			-	-0.1	-	-0.8	-	-
Market performance			-	-	-	-	-	-
FX impact and other			0.0	0.5	0.0	-0.9	-0.5	-0.1
End of period			95.3	94.2	92.1	91.2	91.0	88.8
Funds Entrusted								
Beginning of period Client Balances			403.6	455.7	444.3	440.5	438.9	432.1
Net production			4.3	11.4	5.6	1.0	3.3	12.5
Acquisitions / divestments			-	-64.1	-	-	-	-
Market performance			-	-	-	-	-	-
FX impact and other			-1.6	0.6	5.9	2.7	-1.7	-5.7
End of period			406.3	403.6	455.7	444.3	440.5	438.9
Assets under Management/Mutual Funds								
Beginning of period Client Balances			55.3	54.4	53.5	57.5	58.9	58.4
Net production			-0.3	0.4	0.4	-0.1	-0.8	1.7
Acquisitions / divestments			-	-0.3	-	-	-	-
Market performance			-0.9	2.1	0.5	-6.3	0.8	-0.9
FX impact and other			-0.2	-1.3	0.0	2.3	-1.4	-0.4
End of period			53.8	55.3	54.4	53.5	57.5	58.9
Total								
Beginning of period Client Balances			860.0	939.6	917.3	910.9	903.2	893.1
Net production			8.2	15.1	10.6	8.3	11.0	21.1
Acquisitions / divestments			-	-96.5	-	-0.8	-	-
Market performance			-0.9	2.1	0.5	-6.3	0.8	-0.9
FX impact and other			0.2	-0.3	11.2	5.1	-4.1	-10.1
End of period			867.4	860.0	939.6	917.3	910.9	903.2

BANKING 2.2.3 CLIENT BALANCES: RETAIL NETHERLANDS

Banking: Client balances Retail Netherlands								
In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Residential Mortgages								
Beginning of period Client Balances			141.9	141.8	142.1	141.3	139.7	138.2
Net production			0.6	0.1	-0.2	0.8	1.6	1.5
Acquisitions / divestments								-
Market performance								-
FX impact and other					-	-	-	-
End of period			142.5	141.9	141.8	142.1	141.3	139.7
Other Lending								
Beginning of period Client Balances			41.5	41.5	42.5	42.7	42.9	42.3
Net production			-0.4	-0.0	-0.9	0.3	-0.1	0.6
Acquisitions / divestments						-0.6		-
Market performance								-
FX impact and other						-	-	-
End of period			41.1	41.5	41.5	42.5	42.7	42.9
Funds Entrusted								
Beginning of period Client Balances			111.2	106.7	104.2	105.3	103.2	103.7
Net production			2.6	4.4	2.5	-1.1	2.1	-0.5
Acquisitions / divestments								-
Market performance								-
FX impact and other					-	-	-	-
End of period			113.8	111.2	106.7	104.2	105.3	103.2
Assets under Management/Mutual Funds								
Beginning of period Client Balances			15.9	15.2	14.7	16.3	16.8	16.7
Net production			-0.2	0.1	0.2	0.1	-0.9	0.3
Acquisitions / divestments								-
Market performance			-0.4	0.5	0.3	-1.7	0.4	-0.1
FX impact and other				-	-	-	-	-
End of period			15.3	15.9	15.2	14.7	16.3	16.8
Total								
Beginning of period Client Balances			310.4	305.3	303.5	305.7	302.6	300.8
Net production			2.7	4.6	1.6	0.1	2.7	1.9
Acquisitions / divestments			-	-	-	-0.6	-	-
Market performance			-0.4	0.5	0.3	-1.7	0.4	-0.1
FX impact and other			-	-	-	-	-	-
End of period			312.7	310.4	305.3	303.5	305.7	302.6

BANKING 2.2.4 CLIENT BALANCES: RETAIL BELGIUM

Banking: Client balances Retail Belgium ¹⁾								
In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Residential Mortgages								
Beginning of period Client Balances			29.3	28.9	28.1	27.2	26.4	25.9
Net production			0.6	0.4	0.8	0.9	0.8	0.6
Acquisitions / divestments								-
Market performance								-
FX impact and other					-	-	-	-
End of period			29.8	29.3	28.9	28.1	27.2	26.4
Other Lending								
Beginning of period Client Balances			32.1	30.7	29.6	29.5	27.9	27.2
Net production			0.6	1.4	1.1	0.2	1.6	0.3
Acquisitions / divestments						-0.2		
Market performance								-
FX impact and other					-	-	-	0.4
End of period			32.7	32.1	30.7	29.6	29.5	27.9
Funds Entrusted								
Beginning of period Client Balances			73.5	71.3	71.4	72.0	70.4	68.3
Net production			0.3	2.2	-0.2	-0.6	1.6	2.1
Acquisitions / divestments								
Market performance								-
FX impact and other					-	-	-	-
End of period			73.8	73.5	71.3	71.4	72.0	70.4
Assets under Management/Mutual Funds								
Beginning of period Client Balances			25.5	26.1	26.3	27.1	27.9	27.9
Net production			0.2	-0.0	0.2	-0.2	0.2	1.0
Acquisitions / divestments								
Market performance			-0.2	0.8	-0.4	-3.2	0.5	-0.7
FX impact and other				-1.4	-	2.5	-1.4	-0.3
End of period			25.5	25.5	26.1	26.3	27.1	27.9
Total								
Beginning of period Client Balances			160.4	157.0	155.3	155.9	152.7	149.3
Net production			1.7	4.0	2.0	0.2	4.1	4.0
Acquisitions / divestments			-	-	-	-0.2	-	-
Market performance			-0.2	0.8	-0.4	-3.2	0.5	-0.7
FX impact and other			-	-1.4	-	2.5	-1.4	0.1
End of period			161.9	160.4	157.0	155.3	155.9	152.7

1) Including ING Luxembourg

BANKING 2.2.5 CLIENT BALANCES: RETAIL GERMANY

Banking: Client balances Retail Germany								
In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Residential Mortgages								
Beginning of period Client Balances			57.3	56.5	55.2	53.7	52.5	51.5
Net production			0.9	0.7	1.4	1.4	1.3	1.0
Acquisitions / divestments								-
Market performance								-
FX impact and other					-			-
End of period			58.2	57.3	56.5	55.2	53.7	52.5
Other Lending								
Beginning of period Client Balances			3.5	3.3	3.2	3.1	2.9	2.8
Net production			0.1	0.1	0.1	0.2	0.1	0.1
Acquisitions / divestments								
Market performance								-
FX impact and other					-	-	-	
End of period			3.6	3.5	3.3	3.2	3.1	2.9
Funds Entrusted								
Beginning of period Client Balances			90.0	87.6	87.1	86.6	87.0	81.8
Net production			1.9	2.5	0.5	0.4	-0.4	5.2
Acquisitions / divestments								
Market performance								-
FX impact and other					-	-	-	-
End of period			91.9	90.0	87.6	87.1	86.6	87.0
Assets under Management/Mutual Funds								
Beginning of period Client Balances			6.1	5.7	5.4	6.2	6.3	6.4
Net production			-0.0	-0.0	0.1	-0.0	-0.0	0.0
Acquisitions / divestments								
Market performance			-0.2	0.4	0.2	-0.8	-0.1	-0.1
FX impact and other					-			
End of period			5.9	6.1	5.7	5.4	6.2	6.3
Total								
Beginning of period Client Balances			156.8	153.1	150.8	149.7	148.8	142.5
Net production			2.9	3.3	2.0	2.0	1.0	6.3
Acquisitions / divestments			-	-	-	-	-	-
Market performance			-0.2	0.4	0.2	-0.8	-0.1	-0.1
FX impact and other			-	-	-	-	-	-
End of period			159.5	156.8	153.1	150.8	149.7	148.8

BANKING 2.2.6 CLIENT BALANCES: RETAIL BANKING REST OF WORLD

Banking: Client balances Retail Banking Rest of World								
In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Residential Mortgages								
Beginning of period Client Balances			78.4	110.2	103.0	99.6	98.0	100.2
Net production			1.0	0.4	1.9	2.3	2.2	1.6
Acquisitions / divestments				-31.9	-	-	-	-
Market performance					-	-	-	-
FX impact and other			2.0	-0.2	5.3	1.0	-0.5	-3.8
End of period			81.5	78.4	110.2	103.0	99.6	98.0
Other Lending								
Beginning of period Client Balances			17.2	16.5	16.0	15.6	15.0	14.3
Net production			0.7	0.3	0.5	1.3	1.1	1.2
Acquisitions / divestments				-0.1	-	-0.0	-	-
Market performance					-	-	-	-
FX impact and other			0.0	0.5	0.0	-0.9	-0.5	-0.5
End of period			17.9	17.2	16.5	16.0	15.6	15.0
Funds Entrusted								
Beginning of period Client Balances			128.9	190.1	181.6	176.5	178.3	178.4
Net production			-0.4	2.3	2.7	2.3	0.0	5.6
Acquisitions / divestments				-64.1	-	-	-	-
Market performance					-	-	-	-
FX impact and other			-1.6	0.6	5.9	2.7	-1.7	-5.7
End of period			126.8	128.9	190.1	181.6	176.5	178.3
Assets under Management/Mutual Funds								
Beginning of period Client Balances			7.8	7.4	7.1	7.8	7.9	7.5
Net production			-0.4	0.4	-0.1	0.1	-0.1	0.4
Acquisitions / divestments				-0.3	-	-	-	-
Market performance			-0.1	0.3	0.4	-0.6	0.0	0.1
FX impact and other			-0.2	0.1	0.0	-0.2	-0.0	-0.1
End of period			7.1	7.8	7.4	7.1	7.8	7.9
Total								
Beginning of period Client Balances			232.3	324.2	307.6	299.6	299.2	300.4
Net production			0.9	3.3	5.1	6.0	3.2	8.9
Acquisitions / divestments			-	-96.5	-	-0.0	-	-
Market performance			-0.1	0.3	0.4	-0.6	0.0	0.1
FX impact and other			0.2	1.1	11.2	2.6	-2.7	-10.2
End of period			233.4	232.3	324.2	307.6	299.6	299.2

BANKING 2.2.7 CLIENT BALANCES: COMMERCIAL BANKING

Banking: Client balances Commercial Banking								
In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Residential Mortgages								
Beginning of period Client Balances								
Net production								
Acquisitions / divestments								
Market performance								
FX impact and other								
End of period								
Other Lending								
Beginning of period Client Balances			135.6	137.3	140.3	142.2	140.2	140.4
Net production			-1.3	-0.5	-4.8	-2.4	2.9	2.7
Acquisitions / divestments						-2.5		-
Market performance								-
FX impact and other			2.9	-1.2	1.9	2.9	-0.8	-2.9
End of period			137.2	135.6	137.3	140.3	142.2	140.2
Funds Entrusted								
Beginning of period Client Balances			60.5	66.4	63.6	57.8	57.4	71.7
Net production			-6.1	-6.1	2.6	5.5	0.5	-12.1
Acquisitions / divestments								-
Market performance								-
FX impact and other			3.6	0.2	0.3	0.3	-0.1	-2.2
End of period			58.0	60.5	66.4	63.6	57.8	57.4
Assets under Management/Mutual Funds								
Beginning of period Client Balances			0.4	0.4	30.8	44.5	62.4	66.2
Net production			-0.0	0.0	0.0	-0.1	-0.7	0.2
Acquisitions / divestments			-0.4		-30.5	-14.7	-17.5	-2.2
Market performance				0.0	0.3	0.3	0.9	0.7
FX impact and other			0.2	-0.0	-0.2	0.8	-0.6	-2.4
End of period			0.2	0.4	0.4	30.8	44.5	62.4
Total								
Beginning of period Client Balances			196.5	204.1	234.7	244.5	260.0	278.2
Net production			-7.4	-6.6	-2.3	3.0	2.7	-9.2
Acquisitions / divestments			-0.4	-	-30.5	-17.2	-17.5	-2.2
Market performance			-	0.0	0.3	0.3	0.9	0.7
FX impact and other			6.8	-1.0	1.9	4.0	-1.5	-7.6
End of period			195.4	196.5	204.1	234.7	244.5	260.0

BANKING 2.3 ADDITIONAL INFORMATION: RETAIL BANKING INTERNATIONAL (1)

Retail Banking International: Underlying profit before tax										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
RB Germany before impairm. & cap.gains/losses			108	136	97	163	183	136	244	319
Impairments and capital gains/losses ¹⁾			-8	-4	-82	-46	-57	-	-13	-57
Retail Banking Germany			100	131	15	116	126	136	231	263
RB Direct Rest of Europe before impairm. & cap.gains/losses			-8	-41	-15	30	26	22	-49	48
Impairments and capital gains/losses ¹⁾			-164	-34	-93	-91	-159	-	-198	-159
Retail Banking Direct Rest of Europe			-172	-75	-107	-61	-132	22	-247	-111
RB Direct Outside Europe before impairm. & cap.gains/losses			89	64	55	82	99	94	153	193
Impairments and capital gains/losses ¹⁾			-	-	-	-	-	-	-	-
Retail Banking Direct Outside Europe			89	64	55	82	99	94	153	193
Total ING Direct countries			17	121	-37	138	93	252	137	345
Retail Banking Central Europe			44	62	45	29	28	56	106	84
Retail Banking Asia			19	12	15	32	6	19	30	25
Retail Banking International			80	194	23	199	126	327	274	453

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

Retail Banking International: Residential Mortgages								
In EUR million	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012	31 Dec 2011	30 Sep 2011	30 Jun 2011	31 Mar 2011
Germany			58,161	57,258	56,548	55,160	53,746	52,496
France			-	-	-	-	-	-
Italy			7,399	7,291	7,202	6,716	6,412	6,121
Spain			9,183	9,100	9,077	9,056	8,772	8,397
United Kingdom			6,691	6,257	5,840	4,578	3,190	2,745
Australia			30,602	29,240	29,345	26,772	27,372	26,708
Canada			22,776	21,815	22,276	21,042	20,660	20,476
Total ING Direct countries			134,812	130,963	130,289	123,325	120,153	116,942
Retail Banking Central Europe			4,326	4,165	3,953	3,812	3,954	3,806
Retail Banking Asia			511	531	529	561	706	703
Retail Banking International			139,649	135,658	134,771	127,697	124,813	121,451

BANKING 2.3 ADDITIONAL INFORMATION: RETAIL BANKING INTERNATIONAL (2)

Retail Banking International: Other Lending								
In EUR million	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012	31 Dec 2011	30 Sep 2011	30 Jun 2011	31 Mar 2011
Germany			3,602	3,455	3,320	3,249	3,069	2,929
France			2	2	2	2	2	1
Italy			6	5	4	4	3	2
Spain			386	467	462	438	387	369
United Kingdom			-	-	-	-	-	-
Australia			-	-	-	-	-	-
Canada			278	236	217	213	229	233
Total ING Direct countries			4,274	4,165	4,004	3,906	3,689	3,536
Retail Banking Central Europe			13,520	12,695	11,894	11,465	11,851	11,130
Retail Banking Asia			3,746	3,784	3,808	3,716	3,074	3,196
Retail Banking International			21,540	20,644	19,706	19,088	18,614	17,862

Retail Banking International: Funds Entrusted								
In EUR million	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012	31 Dec 2011	30 Sep 2011	30 Jun 2011	31 Mar 2011
Germany			91,874	90,018	87,552	87,059	86,620	86,988
France			12,147	12,380	12,152	11,581	11,384	11,623
Italy			15,803	16,505	15,830	15,448	15,426	15,642
Spain			19,157	18,459	18,598	18,028	17,457	17,315
United Kingdom			13,259	13,406	13,910	13,829	13,251	13,833
Australia			21,679	21,120	20,518	18,147	18,055	17,420
Canada			23,427	22,866	22,732	21,005	20,982	21,072
Total ING Direct countries			197,347	194,753	191,291	185,097	183,175	183,893
Retail Banking Central Europe			17,324	20,200	18,760	18,773	19,554	20,301
Retail Banking Asia			4,050	3,968	3,502	3,738	3,796	3,738
Retail Banking International			218,721	218,922	213,553	207,608	206,525	207,933

BANKING 2.3 ADDITIONAL INFORMATION: RETAIL BANKING INTERNATIONAL (3)

Retail Banking International: Assets under Management / Mutual Funds								
In EUR million	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012	31 Dec 2011	30 Sep 2011	30 Jun 2011	31 Mar 2011
Germany			5,860	6,074	5,676	5,367	6,228	6,343
France			2,254	2,364	2,108	2,081	2,040	1,973
Italy			479	541	547	563	615	598
Spain			1,752	1,834	1,712	1,680	1,836	1,832
United Kingdom			-	-	-	-	-	-
Australia			-	-	-	-	-	-
Canada			683	659	573	501	521	514
Total ING Direct countries			11,029	11,472	10,616	10,192	11,240	11,259
Retail Banking Central Europe			1,510	2,022	1,756	1,650	2,119	2,264
Retail Banking Asia			437	427	406	345	359	368
Retail Banking International			12,976	13,921	12,778	12,187	13,719	13,891

BANKING 2.4.1 GEOGRAPHICAL SPLIT: ING BANK

Banking: Geographical Split ING Bank

In EUR million	Total Banking		Netherlands		Belgium		Germany		Rest of Europe		Outside Europe		Other	
	2Q2012	2Q2011	2Q2012	2Q2011	2Q2012	2Q2011	2Q2012	2Q2011	2Q2012	2Q2011	2Q2012	2Q2011	2Q2012	2Q2011
Profit & Loss														
Interest result	2,953	3,054	1,072	1,176	552	467	302	340	619	619	394	482	15	-31
Commission income	569	589	205	186	109	119	23	36	173	191	56	61	3	-4
Investment income	75	-179	6	1	7	-10	-8	-57	0	-104	43	2	27	-12
Other income	92	200	81	13	11	107	-8	28	-106	32	62	-5	52	25
Total underlying income	3,689	3,663	1,363	1,376	678	683	309	347	687	738	555	541	97	-22
Staff and other expenses	2,098	2,171	717	755	418	446	171	168	511	521	251	231	30	50
Intangibles amortisation and impairments	56	42	4	1	-0	-0	-	-	0	1	-	-	51	40
Operating expenses	2,154	2,214	721	756	418	446	171	168	511	522	251	231	82	91
Gross result	1,535	1,449	643	619	261	237	137	179	175	216	304	310	15	-113
Additions to loan loss provision	541	304	283	136	26	44	25	6	153	80	53	37	-0	0
Underlying result before tax	995	1,145	359	484	234	192	112	173	22	136	251	272	15	-113
Retail Banking	504	554	233	325	191	103	100	126	-127	-105	107	105	-	-
Commercial Banking	420	631	126	159	43	89	13	46	150	241	144	168	-56	-72
Corporate Line	71	-40	-	-	-	-	-	-	-	-	-	-	71	-40
Underlying result before tax	995	1,145	359	484	234	192	112	173	22	136	251	272	15	-113
Client balances (in EUR billion)														
Residential Mortgages	312.0	321.9	142.5	141.3	29.8	27.2	58.2	53.7	27.6	22.3	53.9	77.3	-	-
Other lending	232.6	232.9	85.4	89.4	42.9	39.7	7.0	5.5	63.3	62.7	34.0	35.8	0.1	-0.2
Funds entrusted	464.3	498.3	143.2	136.2	86.0	85.4	92.3	87.2	91.2	87.6	51.6	102.1	-	-
AuM/Mutual funds	54.0	102.0	15.3	16.3	25.5	27.1	5.9	6.2	6.2	6.6	1.1	1.2	-	44.5
Key figures¹⁾														
Cost/income ratio	58.4%	60.4%	52.9%	55.0%	61.6%	65.3%	55.5%	48.4%	74.5%	70.7%	45.3%	42.7%	n.a.	n.a.
Return on equity based on 10.0% core Tier 1 ²⁾	9.7%	12.7%	13.1%	17.2%	18.9%	18.6%	12.3%	23.9%	0.1%	7.2%	15.5%	16.1%	1.1%	-60.6%
Risk¹⁾														
Risk costs in bp of average RWA	72	43	134	64	29	53	42	12	72	39	41	29	-0	0
Risk-weighted assets (end of period)	303,401	280,662	85,458	83,547	37,607	33,461	24,448	21,620	86,688	82,702	50,614	51,670	18,587	7,661

1) Key figures based on underlying figures

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

BANKING 2.4.2 GEOGRAPHICAL SPLIT: NETHERLANDS

Banking: Geographical Split Netherlands										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Profit & Loss										
Interest result			1,072	1,109	1,183	1,124	1,176	1,192	2,181	2,368
Commission income			205	166	166	173	186	191	371	378
Investment income			6	23	-31	-16	1	40	29	40
Other income			81	62	-61	16	13	134	143	147
Total underlying income			1,363	1,360	1,257	1,297	1,376	1,557	2,724	2,933
Staff and other expenses			717	742	761	752	755	774	1,459	1,529
Intangibles amortisation and impairments			4	3	22	5	1	3	7	4
Operating expenses			721	746	783	756	756	777	1,466	1,534
Gross result			643	615	475	540	619	780	1,257	1,399
Additions to loan loss provision			283	174	237	129	136	64	457	199
Underlying result before tax			359	441	238	412	484	716	800	1,200
Retail Banking			233	280	220	344	325	371	513	696
Commercial Banking			126	161	18	67	159	344	287	503
Corporate Line									-	-
Underlying result before tax			359	441	238	412	484	716	800	1,200
Client balances (in EUR billion)										
Residential Mortgages			142.5	141.9	141.8	142.1	141.3	139.7	142.5	141.3
Other lending			85.4	85.0	86.1	87.4	89.4	89.5	85.4	89.4
Funds entrusted			143.2	145.2	145.9	139.0	136.2	133.1	143.2	136.2
AuM/Mutual funds			15.3	15.9	15.2	14.7	16.3	16.8	15.3	16.3
Key figures¹⁾										
Cost/income ratio			52.9%	54.8%	62.2%	58.3%	55.0%	49.9%	53.8%	52.3%
Return on equity based on 10.0% core Tier 1 ²⁾			13.1%	15.3%	9.0%	14.7%	17.2%	24.8%	14.2%	21.1%
Risk¹⁾										
Risk costs in bp of average RWA			134	82	112	62	64	30	108	47
Risk-weighted assets (end of period)			85,458	83,960	86,096	82,586	83,547	85,170	85,458	83,547

1) Key figures based on underlying figures

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

BANKING 2.4.3 GEOGRAPHICAL SPLIT: BELGIUM

Banking: Geographical Split Belgium ¹⁾										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Profit & Loss										
Interest result			552	559	579	555	467	472	1,111	939
Commission income			109	122	91	102	119	126	231	245
Investment income			7	84	18	-171	-10	22	91	12
Other income			11	87	-18	6	107	71	98	178
Total underlying income			678	852	669	493	683	691	1,530	1,374
Staff and other expenses			418	455	454	451	446	449	873	895
Intangibles amortisation and impairments			-0	-0	6	1	-0	-	-0	-0
Operating expenses			418	455	460	452	446	449	873	895
Gross result			261	397	210	40	237	242	657	479
Additions to loan loss provision			26	47	39	40	44	18	73	63
Underlying result before tax			234	350	171	0	192	224	584	416
Retail Banking			191	143	104	96	103	152	334	255
Commercial Banking			43	207	67	-96	89	72	250	161
Corporate Line									-	-
Underlying result before tax			234	350	171	0	192	224	584	416
Client balances (in EUR billion)										
Residential Mortgages			29.8	29.3	28.9	28.1	27.2	26.4	29.8	27.2
Other lending			42.9	41.7	40.3	39.3	39.7	36.0	42.9	39.7
Funds entrusted			86.0	87.0	83.2	85.0	85.4	83.8	86.0	85.4
AuM/Mutual funds			25.5	25.5	26.1	26.3	27.1	27.9	25.5	27.1
Key figures²⁾										
Cost/income ratio			61.6%	53.4%	68.6%	91.8%	65.3%	65.0%	57.0%	65.1%
Return on equity based on 10.0% core Tier 1 ³⁾			18.9%	26.4%	19.4%	1.9%	18.6%	22.3%	22.7%	20.4%
Risk²⁾										
Risk costs in bp of average RWA			29	51	43	46	53	22	40	38
Risk-weighted assets (end of period)			37,607	36,302	37,582	35,821	33,461	33,149	37,607	33,461

1) Including ING Luxembourg

2) Key figures based on underlying figures

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

BANKING 2.4.4 GEOGRAPHICAL SPLIT: GERMANY

Banking: Geographical Split Germany ¹⁾										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Profit & Loss										
Interest result			302	309	309	324	340	328	610	668
Commission income			23	29	30	40	36	38	52	74
Investment income			-8	-6	-49	-52	-57	0	-14	-57
Other income			-8	0	-64	11	28	-20	-8	8
Total underlying income			309	333	225	323	347	346	641	693
Staff and other expenses			171	174	187	170	168	165	345	333
Intangibles amortisation and impairments			-	-	0	-1	-	-	-	-
Operating expenses			171	174	187	169	168	165	345	333
Gross result			137	159	38	154	179	181	296	360
Additions to loan loss provision			25	19	1	22	6	40	44	46
Underlying result before tax			112	140	37	132	173	141	252	314
Retail Banking			100	131	15	116	126	136	231	263
Commercial Banking			13	9	21	15	46	5	21	51
Corporate Line									-	-
Underlying result before tax			112	140	37	132	173	141	252	314
Client balances (in EUR billion)										
Residential Mortgages			58.2	57.3	56.5	55.2	53.7	52.5	58.2	53.7
Other lending			7.0	6.7	6.1	5.7	5.5	5.4	7.0	5.5
Funds entrusted			92.3	90.5	88.1	87.6	87.2	87.6	92.3	87.2
AuM/Mutual funds			5.9	6.1	5.7	5.4	6.2	6.3	5.9	6.2
Key figures²⁾										
Cost/income ratio			55.5%	52.2%	83.2%	52.3%	48.4%	47.7%	53.8%	48.1%
Return on equity based on 10.0% core Tier 1 ³⁾			12.3%	16.2%	3.8%	14.1%	23.9%	16.6%	14.2%	20.3%
Risk²⁾										
Risk costs in bp of average RWA			42	33	2	41	12	75	37	43
Risk-weighted assets (end of period)			24,448	23,967	22,910	22,115	21,620	21,357	24,448	21,620

1) Including ING Austria

2) Key figures based on underlying figures

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

BANKING 2.4.5 GEOGRAPHICAL SPLIT: REST OF EUROPE

Banking: Geographical Split Rest of Europe										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Profit & Loss										
Interest result			619	625	641	664	619	621	1,245	1,240
Commission income			173	171	162	183	191	183	344	374
Investment income			0	8	-68	-34	-104	3	9	-101
Other income			-106	9	165	-22	32	96	-97	128
Total underlying income			687	813	899	791	738	903	1,500	1,641
Staff and other expenses			511	510	519	491	521	502	1,021	1,023
Intangibles amortisation and impairments			0	-0	0	0	1	0	-0	1
Operating expenses			511	510	519	491	522	502	1,021	1,024
Gross result			175	304	380	300	216	401	479	617
Additions to loan loss provision			153	174	146	137	80	96	327	177
Underlying result before tax			22	130	234	162	136	305	152	441
Retail Banking			-127	-13	-62	-32	-105	78	-140	-27
Commercial Banking			150	142	296	194	241	227	292	468
Corporate Line									-	-
Underlying result before tax			22	130	234	162	136	305	152	441
Client balances (in EUR billion)										
Residential Mortgages			27.6	26.8	26.1	24.2	22.3	21.1	27.6	22.3
Other lending			63.3	63.3	62.3	62.7	62.7	61.6	63.3	62.7
Funds entrusted			91.2	91.2	91.9	89.2	87.6	89.0	91.2	87.6
AuM/Mutual funds			6.2	6.8	6.1	6.0	6.6	6.7	6.2	6.6
Key figures¹⁾										
Cost/income ratio			74.5%	62.6%	57.7%	62.1%	70.7%	55.6%	68.1%	62.4%
Return on equity based on 10.0% core Tier 1 ²⁾			0.1%	4.2%	7.4%	5.4%	7.2%	10.8%	2.1%	9.0%
Risk¹⁾										
Risk costs in bp of average RWA			72	82	69	66	39	46	77	42
Risk-weighted assets (end of period)			86,688	84,236	85,617	84,739	82,702	82,811	86,688	82,702

1) Key figures based on underlying figures

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

BANKING 2.4.6 GEOGRAPHICAL SPLIT: OUTSIDE EUROPE

Banking: Geographical Split Outside Europe										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Profit & Loss										
Interest result			394	376	405	387	482	491	770	974
Commission income			56	55	43	53	61	51	112	112
Investment income			43	8	-3	43	2	6	52	8
Other income			62	37	-22	-19	-5	55	99	50
Total underlying income			555	477	423	465	541	603	1,032	1,144
Staff and other expenses			251	240	233	234	231	244	492	475
Intangibles amortisation and impairments			-	-	-	-	-	-	-	-
Operating expenses			251	240	233	234	231	244	492	475
Gross result			304	237	190	230	310	359	541	669
Additions to loan loss provision			53	27	23	20	37	24	79	61
Underlying result before tax			251	210	167	210	272	335	461	607
Retail Banking			107	76	70	115	105	113	183	218
Commercial Banking			144	134	97	96	168	222	278	390
Corporate Line									-	-
Underlying result before tax			251	210	167	210	272	335	461	607
Client balances (in EUR billion)										
Residential Mortgages			53.9	51.6	84.1	78.8	77.3	76.9	53.9	77.3
Other lending			34.0	33.0	34.3	36.3	35.8	36.5	34.0	35.8
Funds entrusted			51.6	50.1	113.0	107.1	102.1	102.9	51.6	102.1
AuM/Mutual funds			1.1	1.1	1.3	1.1	1.2	1.2	1.1	1.2
Key figures¹⁾										
Cost/income ratio			45.3%	50.4%	55.1%	50.4%	42.7%	40.5%	47.6%	41.5%
Return on equity based on 10.0% core Tier 1 ²⁾			15.5%	10.5%	8.9%	11.6%	16.1%	17.7%	12.9%	16.9%
Risk¹⁾										
Risk costs in bp of average RWA			41	20	17	15	29	18	30	23
Risk-weighted assets (end of period)			50,614	52,922	55,909	51,470	51,670	53,004	50,614	51,670

1) Key figures based on underlying figures

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

BANKING 2.4.7 GEOGRAPHICAL SPLIT: OTHER

Banking: Geographical Split Other ¹⁾										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Profit & Loss										
Interest result			15	74	-2	-60	-31	-13	89	-44
Commission income			3	2	-6	-2	-4	-3	5	-7
Investment income			27	6	-21	-10	-12	1	33	-11
Other income			52	-116	-46	156	25	-48	-64	-23
Total underlying income			97	-34	-76	83	-22	-63	63	-85
Staff and other expenses			30	44	-6	54	50	58	75	108
Intangibles amortisation and impairments			51	66	94	68	40	67	117	107
Operating expenses			82	110	88	122	91	124	192	215
Gross result			15	-144	-164	-38	-113	-187	-129	-300
Additions to loan loss provision			-0	0	0	-0	0	-	-	0
Underlying result before tax			15	-144	-164	-38	-113	-187	-129	-300
Retail Banking			-	-	-	-	-	-	-	-
Commercial Banking			-56	-43	-123	-67	-72	-67	-98	-140
Corporate Line			71	-101	-41	29	-40	-120	-30	-160
Underlying result before tax			15	-144	-164	-38	-113	-187	-129	-300
Client balances (in EUR billion)										
Residential Mortgages			-	-	-	-	-	-	-	-
Other lending			0.1	0.1	0.1	0.1	-0.2	0.1	0.1	-0.2
Funds entrusted			-	-	-	-	-	-	-	-
AuM/Mutual funds			-	0.4	0.4	30.8	44.5	62.4	-	44.5
Key figures²⁾										
Cost/income ratio			n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 10.0% core Tier 1 ³⁾			1.1%	-36.0%	-67.8%	-26.5%	-60.6%	-94.1%	-14.7%	-76.7%
Risk²⁾										
Risk costs in bp of average RWA			-0	0	0	-0	0	-	-	0
Risk-weighted assets (end of period)			18,587	18,242	9,126	7,747	7,661	7,275	18,587	7,661

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% core Tier 1 ratio (annualised)

INSURANCE 3.1.1 PROFIT AND LOSS: ING INSURANCE

Insurance: Profit and loss										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Gross premium income			4,739	6,051	4,681	4,373	4,626	6,328	10,790	10,954
Commission income			346	327	350	338	367	347	673	714
Total investment and other income			2,620	95	718	3,697	1,815	1,115	2,714	2,930
Total underlying income			7,705	6,473	5,750	8,408	6,808	7,790	14,178	14,598
Reinsurance and retrocession premiums			376	351	438	330	307	357	726	664
Net benefits Life insurance for risk company and Non-Life claims incurred			6,464	5,829	5,890	5,007	5,263	5,684	12,293	10,947
Changes in Life insurance provisions for risk company			-711	-1,199	-699	1,280	-504	-100	-1,911	-604
Result sharing and rebates			62	46	41	40	95	47	108	142
Change in deferred acquisition costs			23	-29	443	162	42	-103	-6	-61
Other underwriting expenditure (incl. change in provision unearned premiums)			299	777	221	239	245	751	1,077	996
Underwriting expenditure			6,513	5,774	6,332	7,059	5,448	6,636	12,287	12,085
Staff expenses			492	467	400	439	426	417	959	844
Other operating expenses			335	348	385	319	336	337	683	673
Operating expenses			827	814	785	758	762	754	1,642	1,516
Interest expenses			127	114	143	117	122	148	241	271
Other			8	4	3	5	3	4	12	7
Total underlying expenditure			7,475	6,707	7,263	7,939	6,336	7,542	14,182	13,879
Underlying result before tax			229	-234	-1,514	469	472	247	-4	719
Taxation			-99	-47	-247	-27	80	94	-146	175
Minority interests			-2	16	8	-13	1	8	14	9
Underlying net result			331	-203	-1,274	509	390	145	128	535
Net gains/losses on divestments			-188	-	996	-5	-	-	-188	-
Net results from divested units			-3	-0	-0	-0	-1	-3	-3	-4
Net result from discontinued operations			111	162	233	74	215	156	273	371
Special items after tax			37	-111	-21	-79	-57	-64	-74	-121
Net result			288	-151	-68	499	547	234	136	781
New business figures										
Single premiums			2,555	2,528	2,698	2,438	2,647	2,877	5,083	5,524
Annual premiums			412	529	379	336	348	518	941	866
New sales (APE)			668	782	649	580	613	805	1,449	1,418
Other key figures										
Employees (FTEs, end of period)			20,399	20,493	20,595	20,545	20,737	20,483	20,399	20,737

INSURANCE 3.1.2 PROFIT AND LOSS: INSURANCE BENELUX

Insurance: Profit and loss Insurance Benelux										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Gross premium income			1,305	2,635	1,262	1,305	1,477	2,944	3,940	4,421
Commission income			13	15	12	17	27	17	29	44
Total investment and other income			679	468	611	1,384	857	519	1,147	1,377
Total underlying income			1,998	3,118	1,885	2,706	2,361	3,480	5,116	5,841
Reinsurance and retrocession premiums			13	32	13	12	11	40	45	50
Net benefits Life insurance for risk company and Non-Life claims incurred			1,785	1,730	1,870	1,486	1,585	1,768	3,514	3,353
Changes in Life insurance provisions for risk company			13	569	-215	346	121	883	581	1,004
Result sharing and rebates			24	29	22	19	55	18	54	73
Change in deferred acquisition costs			24	-25	32	28	21	-24	-1	-3
Other underwriting expenditure (incl. change in provision unearned premiums)			-32	503	-81	-22	-8	496	471	488
Underwriting expenditure			1,827	2,837	1,641	1,868	1,785	3,181	4,664	4,966
Operating expenses			248	242	271	244	242	233	490	475
Interest expenses			34	46	71	52	52	52	80	104
Other			-0	-0	-1	1	-0	-0	-0	-0
Total underlying expenditure			2,109	3,126	1,983	2,165	2,079	3,465	5,234	5,545
Underlying result before tax			-111	-8	-98	541	282	14	-119	296
Taxation			-40	-39	-40	103	33	-28	-79	5
Minority interests			-2	16	8	-13	1	8	14	9
Underlying net result			-69	16	-66	450	248	34	-54	282
Net gains/losses on divestments			-7	-	-	-	-	-	-7	-
Net results from divested units			-12	-	-	-	-	-	-12	-
Net result from discontinued operations			-	-	-	-	-	-	-	-
Special items after tax			-24	-49	-36	-33	-23	-12	-73	-35
Net result			-113	-33	-102	417	225	22	-146	246
New business figures										
Single premiums			426	444	491	521	486	732	870	1,219
Annual premiums			69	83	48	36	70	125	152	195
New sales (APE)			111	127	97	88	119	198	239	317
Other key figures										
Employees (FTEs, end of period)			6,498	6,663	6,750	6,756	6,805	6,636	6,498	6,805

INSURANCE 3.1.3 PROFIT AND LOSS: INSURANCE CENTRAL AND REST OF EUROPE

Insurance: Profit and loss Insurance Central and rest of Europe										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Gross premium income			453	535	557	471	527	599	989	1,126
Commission income			30	33	30	30	39	36	64	75
Total investment and other income			88	68	-33	-64	-12	78	156	67
Total underlying income			572	636	554	437	555	713	1,208	1,268
Reinsurance and retrocession premiums			9	23	11	8	9	24	31	33
Net benefits Life insurance for risk company and Non-Life claims incurred			462	564	463	358	531	397	1,026	928
Changes in Life insurance provisions for risk company			-61	-115	29	46	-56	113	-176	56
Result sharing and rebates			-15	6	7	7	-16	7	-9	-8
Change in deferred acquisition costs			-0	2	-1	0	-4	-1	2	-4
Other underwriting expenditure (incl. change in provision unearned premiums)			54	53	52	49	56	48	107	104
Underwriting expenditure			449	532	561	468	520	589	981	1,109
Operating expenses			70	85	86	71	77	84	154	161
Interest expenses			0	0	0	0	0	0	1	0
Other			0	-	0	-0	-0	0	0	-0
Total underlying expenditure			518	618	647	539	597	673	1,136	1,270
Underlying result before tax			53	19	-93	-103	-42	40	72	-2
Taxation			16	6	-9	14	4	12	22	16
Minority interests			2	2	2	2	3	3	4	6
Underlying net result			36	10	-86	-119	-49	25	46	-24
Net gains/losses on divestments			-	-	-	-	-	-	-	-
Net results from divested units			-	-	-	-	-	-	-	-
Net result from discontinued operations			-	-	-	-	-	-	-	-
Special items after tax			-5	-7	-20	-6	-11	-40	-12	-51
Net result			31	3	-106	-125	-60	-15	34	-75
New business figures										
Single premiums			146	204	233	161	198	245	350	443
Annual premiums			72	86	77	59	63	73	158	136
New sales (APE)			87	106	101	75	83	97	193	181
Other key figures										
Employees (FTEs, end of period)			3,761	3,716	3,672	3,662	3,826	3,768	3,761	3,826

INSURANCE 3.1.4 PROFIT AND LOSS: INSURANCE US

Insurance: Profit and loss Insurance US										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Gross premium income			2,925	2,848	2,808	2,562	2,570	2,730	5,774	5,300
Commission income			69	63	68	61	62	64	132	127
Total investment and other income			1,014	854	805	698	851	742	1,867	1,593
Total underlying income			4,008	3,765	3,682	3,322	3,483	3,537	7,773	7,020
Reinsurance and retrocession premiums			435	377	491	384	360	368	812	728
Net benefits Life insurance for risk company and Non-Life claims incurred			3,355	2,720	2,640	2,345	2,262	2,623	6,075	4,885
Changes in Life insurance provisions for risk company			-510	12	76	121	181	-21	-498	160
Result sharing and rebates			52	10	12	15	55	21	63	76
Change in deferred acquisition costs			-0	-6	-87	-48	-32	-46	-6	-78
Other underwriting expenditure (incl. change in provision unearned premiums)			199	181	207	173	160	165	380	326
Underwriting expenditure			3,531	3,295	3,339	2,990	2,986	3,110	6,826	6,097
Operating expenses			318	271	226	237	240	231	590	471
Interest expenses			14	8	12	9	12	12	21	24
Other			-	-	-	-	-	-	-	-
Total underlying expenditure			3,863	3,574	3,577	3,237	3,238	3,353	7,437	6,591
Underlying result before tax			145	191	105	85	244	184	336	429
Taxation			40	58	-37	-112	42	84	99	126
Minority interests			-	-	-	-	-	-	-	-
Underlying net result			105	132	142	196	202	100	238	302
Net gains/losses on divestments			-	-	-	-	-	-	-	-
Net results from divested units			-	-	-	-	-	-	-	-
Net result from discontinued operations			-	-	-	-	-	-	-	-
Special items after tax			-9	-11	-2	-23	-11	-7	-21	-18
Net result			96	121	140	173	191	93	217	284
New business figures										
Single premiums			1,983	1,880	1,974	1,756	1,962	1,900	3,862	3,862
Annual premiums			271	360	254	241	215	320	632	534
New sales (APE)			469	548	451	417	411	510	1,018	921
Other key figures										
Employees (FTEs, end of period) ¹⁾			7,399	7,397	7,452	7,476	7,445	7,480	7,399	7,445

1 US Closed Block VA FTEs are included in Insurance US FTEs.

INSURANCE 3.1.5 PROFIT AND LOSS: US CLOSED BLOCK VA

Insurance: Profit and loss Insurance US Closed Block VA										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Gross premium income			114	104	115	97	110	118	218	229
Commission income			46	41	49	43	46	39	88	86
Total investment and other income			804	-1,312	-652	1,580	121	-268	-508	-147
Total underlying income			964	-1,166	-488	1,720	277	-110	-202	167
Reinsurance and retrocession premiums			1	1	1	1	1	1	2	2
Net benefits Life insurance for risk company and Non-Life claims incurred			835	794	890	801	860	859	1,629	1,719
Changes in Life insurance provisions for risk company			-168	-1,640	-572	705	-758	-1,060	-1,808	-1,817
Result sharing and rebates			-	-	-	-	-	-	-	-
Change in deferred acquisition costs			-	-	498	182	56	-31	-	25
Other underwriting expenditure (incl. change in provision unearned premiums)			53	39	42	37	37	39	92	76
Underwriting expenditure			721	-806	860	1,727	196	-193	-85	3
Operating expenses			27	24	20	20	20	21	51	41
Interest expenses			0	0	0	0	0	0	0	0
Other			-	-	-	-	-	-	-	-
Total underlying expenditure			748	-782	880	1,747	216	-172	-34	45
Underlying result before tax			216	-384	-1,368	-27	61	61	-168	122
Taxation			-96	-64	-195	-40	-16	30	-160	14
Minority interests			-	-	-	-	-	-	-	-
Underlying net result			312	-320	-1,173	13	77	31	-8	108
Net gains/losses on divestments			-	-	-	-	-	-	-	-
Net results from divested units			-	-	-	-	-	-	-	-
Net result from discontinued operations			-	-	-	-	-	-	-	-
Special items after tax			-	-	-	-	-	-0	-	-0
Net result			312	-320	-1,173	13	77	31	-8	108
New business figures										
Single premiums			-	-	-	-	-	0	-	0
Annual premiums			-	-	-	-	-	-	-	-
New sales (APE)			-	-	-	-	-	0	-	0
Other key figures										
Employees (FTEs, end of period) ¹⁾									-	

1 US Closed Block VA FTEs are included in Insurance US FTEs.

INSURANCE 3.1.6 PROFIT AND LOSS: INSURANCE LATIN AMERICA

Insurance: Profit and loss Insurance Latin America										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Gross premium income										
Commission income										
Total investment and other income										
Total underlying income										
Reinsurance and retrocession premiums										
Net benefits Life insurance for risk company and Non-Life claims incurred										
Changes in Life insurance provisions for risk company										
Result sharing and rebates										
Change in deferred acquisition costs										
Other underwriting expenditure (incl. change in provision unearned premiums)										
Underwriting expenditure										
Operating expenses										
Interest expenses										
Other										
Total underlying expenditure										
Underlying result before tax										
Taxation										
Minority interests										
Underlying net result										
Net gains/losses on divestments					995					
Net results from divested units										
Net result from discontinued operations					29	13	38	28		66
Special items after tax										
Net result					1,024	13	38	28		66
New business figures										
Single premiums										
Annual premiums										
New sales (APE)										
Other key figures										
Employees (FTEs, end of period)										

INSURANCE 3.1.7 PROFIT AND LOSS: INSURANCE ASIA/PACIFIC

Insurance: Profit and loss Insurance Asia/Pacific										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Gross premium income										
Commission income										
Total investment and other income										
Total underlying income										
Reinsurance and retrocession premiums										
Net benefits Life insurance for risk company and Non-Life claims incurred										
Changes in Life insurance provisions for risk company										
Result sharing and rebates										
Change in deferred acquisition costs										
Other underwriting expenditure (incl. change in provision unearned premiums)										
Underwriting expenditure										
Operating expenses										
Interest expenses										
Other										
Total underlying expenditure										
Underlying result before tax										
Taxation										
Minority interests										
Underlying net result										
Net gains/losses on divestments										
Net results from divested units										
Net result from discontinued operations			112	186	152	81	129	126	298	255
Special items after tax										
Net result			112	186	152	81	129	126	298	255
New business figures										
Single premiums										
Annual premiums										
New sales (APE)										
Other key figures										
Employees (FTEs, end of period)										

INSURANCE 3.1.8 PROFIT AND LOSS: ING IM

Insurance: Profit and loss ING IM										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Gross premium income			-	-	-	-	-	-	-	-
Commission income			196	193	191	192	191	190	390	381
Total investment and other income			13	5	-3	2	9	12	19	21
Total underlying income			210	199	187	194	200	202	408	403
Reinsurance and retrocession premiums			-	-	-	-	-	-	-	-
Net benefits Life insurance for risk company and Non-Life claims incurred			-	-	-	-	-	-	-	-
Changes in Life insurance provisions for risk company			-	-	-	-	-	-	-	-
Result sharing and rebates			-	-	-	-	-	-	-	-
Change in deferred acquisition costs			0	0	0	0	0	-0	0	0
Other underwriting expenditure (incl. change in provision unearned premiums)			1	1	0	1	1	1	1	1
Underwriting expenditure			1	1	1	1	1	1	1	1
Operating expenses			155	150	135	146	146	148	305	294
Interest expenses			1	1	1	2	2	3	2	4
Other			0	0	-	-	-	-	0	-
Total underlying expenditure			157	152	137	149	149	151	309	300
Underlying result before tax			53	47	50	45	52	51	100	103
Taxation			19	17	16	18	20	17	37	37
Minority interests			0	0	0	-	-	-	0	-
Underlying net result			33	30	35	28	32	34	63	65
Net gains/losses on divestments			-180	-	-	-	-	-	-180	-
Net results from divested units			-	-	-	-	-	-	-	-
Net result from discontinued operations			-4	1	19	0	2	2	-3	4
Special items after tax			-1	-0	-2	-1	-2	-3	-1	-5
Net result			-151	30	52	27	31	33	-121	64
Key figures										
Employees (FTEs, end of period)			2,090	2,095	2,110	2,085	2,103	2,093	2,090	2,103

INSURANCE 3.1.9 PROFIT AND LOSS: CORPORATE LINE

Insurance: Profit and loss Corporate line										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Gross premium income			-59	-71	-61	-61	-58	-63	-130	-121
Commission income			-10	-20	-0	-6	1	1	-29	1
Total investment and other income			22	11	-9	97	-11	30	34	19
Total underlying income			-47	-79	-70	30	-68	-32	-126	-101
Reinsurance and retrocession premiums			-82	-82	-78	-75	-73	-76	-164	-149
Net benefits Life insurance for risk company and Non-Life claims incurred			28	20	27	17	25	38	49	63
Changes in Life insurance provisions for risk company			15	-25	-19	62	8	-14	-9	-7
Result sharing and rebates			-0	-0	0	0	-0	-0	-0	-0
Change in deferred acquisition costs			0	0	-0	-0	-0	-0	0	-0
Other underwriting expenditure (incl. change in provision unearned premiums)			24	1	0	0	0	1	25	1
Underwriting expenditure			-14	-85	-70	4	-40	-52	-100	-92
Operating expenses			9	42	47	39	37	38	51	75
Interest expenses			78	59	58	54	56	82	137	138
Other			8	4	4	4	3	4	12	7
Total underlying expenditure			80	19	40	101	57	71	100	128
Underlying result before tax			-127	-98	-110	-72	-125	-103	-226	-228
Taxation			-39	-26	18	-10	-3	-21	-64	-24
Minority interests			-2	-2	-2	-2	-3	-3	-4	-6
Underlying net result			-87	-70	-126	-60	-119	-79	-157	-198
Net gains/losses on divestments			-2	-	1	-5	-	-	-2	-
Net results from divested units			10	-0	-0	-0	-1	-3	10	-4
Net result from discontinued operations			3	-25	32	-21	46	0	-22	46
Special items after tax			76	-43	38	-15	-10	-2	33	-12
Net result			0	-138	-55	-100	-84	-84	-138	-168

INSURANCE 3.2.1 MARGIN ANALYSIS: ING INSURANCE

Insurance: Margin analysis										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Margin analysis										
Investment margin			475	425	413	435	455	356	900	811
Fees and premium based revenues			765	790	721	744	777	800	1,554	1,577
Technical margin			92	82	118	100	222	149	175	371
Income non-modelled life business			6	4	11	12	9	13	11	22
Life & ING IM operating income			1,338	1,301	1,263	1,291	1,463	1,318	2,639	2,781
Administrative expenses			625	633	581	571	576	572	1,258	1,148
DAC amortisation and trail commissions			318	324	288	290	288	301	642	589
Life & ING IM expenses			943	957	869	860	864	873	1,900	1,737
Life & ING IM operating result			395	344	394	431	599	446	739	1,044
Non-life operating result			31	7	38	38	67	41	39	108
Corporate line operating result			-122	-94	-84	-77	-100	-134	-216	-234
Operating result			304	258	349	392	565	353	562	918
Gains/losses and impairments			-54	93	-9	-339	-116	-145	39	-262
Revaluations			21	-177	-280	293	106	86	-156	192
Market & other impacts			-42	-407	-1,574	123	-83	-46	-449	-129
Underlying result before tax			229	-234	-1,514	469	472	247	-4	719
Key figures										
Gross premium income			4,739	6,051	4,681	4,373	4,626	6,328	10,790	10,954
Administrative expenses / operating income (Life & ING IM)			46.7%	48.7%	46.0%	44.2%	39.4%	43.4%	47.7%	41.3%
Life general account invested assets (end of period, in EUR billion)			136	131	133	130	125	127	136	125
Investment margin / Life general account invested assets (four quarter rolling average, in bps)			133	134	129	126	119	110		
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period)			99.5	121.6	116.6	109.3	113.9	116.6	99.5	113.9
Net production Client balances (in EUR billion)			-2.6	-2.3	-2.8	-2.3	-0.9	1.0	-5.0	0.2
Client balances (end of period, in EUR billion)			347.7	340.6	333.7	302.3	308.5	313.0	347.7	308.5
Administrative expenses (total)			730	763	733	711	715	705	1,494	1,420

INSURANCE 3.2.2 MARGIN ANALYSIS: INSURANCE BENELUX

Insurance: Margin analysis Insurance Benelux										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Margin analysis										
Investment margin			180	144	144	187	216	119	324	335
Fees and premium based revenues			143	174	132	146	141	165	317	306
Technical margin			56	36	56	36	145	78	92	223
Income non-modelled life business			1	-0	9	9	8	10	1	18
Life operating income			381	354	341	378	509	373	734	882
Administrative expenses			153	156	169	144	142	139	308	281
DAC amortisation and trail commissions			44	58	50	50	49	65	102	114
Life expenses			197	213	218	193	191	204	411	395
Life operating result			184	140	122	185	318	169	324	487
Non-life operating result			29	6	37	36	66	40	35	106
Operating result			212	147	160	220	384	209	359	593
Gains/losses and impairments			-50	70	173	-108	0	-111	20	-111
Revaluations			-44	-207	-184	230	7	9	-251	16
Market & other impacts			-229	-18	-247	199	-109	-93	-247	-202
Underlying result before tax			-111	-8	-98	541	282	14	-119	296
Key figures										
Gross premium income			1,305	2,635	1,262	1,305	1,477	2,944	3,940	4,421
Administrative expenses / operating income (Life & ING IM)			40.2%	44.1%	49.6%	38.1%	27.9%	37.3%	42.0%	31.9%
Life general account invested assets (end of period, in EUR billion)			60	60	59	59	58	59	60	58
Investment margin / Life general account invested assets (four quarter rolling average, in bps)			111	117	114	107	97	85		
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period)			22.1	22.7	22.2	22.0	21.8	22.1	22.1	21.8
Net production Client balances (in EUR billion)			-0.6	0.3	-1.1	-0.7	0.1	-0.1	-0.4	-0.1
Client balances (end of period, in EUR billion)			70.7	70.8	69.6	69.7	70.4	70.1	70.7	70.4
Administrative expenses (total)			248	243	271	244	242	233	491	475

INSURANCE 3.2.3 MARGIN ANALYSIS: INSURANCE CENTRAL & REST OF EUROPE

Insurance: Margin analysis Central and rest of Europe										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Margin analysis										
Investment margin			15	11	20	19	20	13	26	33
Fees and premium based revenues			103	110	110	108	124	120	213	244
Technical margin			43	46	36	45	48	40	89	89
Income non-modelled life business			5	5	2	3	1	3	10	4
Life operating income			166	171	168	174	192	177	336	369
Administrative expenses			68	82	83	69	75	82	150	157
DAC amortisation and trail commissions			54	56	51	51	52	48	110	100
Life expenses			122	138	134	119	127	130	260	257
Life operating result			44	33	34	55	66	47	77	113
Non-life operating result			2	1	1	2	1	1	3	2
Operating result			47	34	35	57	67	48	80	115
Gains/losses and impairments			-13	-16	-127	-160	-109	-8	-29	-117
Revaluations			20	1	-1	-	-	-	21	-
Market & other impacts			-	-	-	-	-	-	-	-
Underlying result before tax			53	19	-93	-103	-42	40	72	-2
Key figures										
Gross premium income			453	535	557	471	527	599	989	1,126
Administrative expenses / operating income (Life & ING IM)			41.0%	48.0%	49.4%	39.7%	39.1%	46.3%	44.6%	42.5%
Life general account invested assets (end of period, in EUR billion)			7	7	7	7	8	8	7	8
Investment margin / Life general account invested assets (four quarter rolling average, in bps)			90	95	96	95	98	96		
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period)			3.6	3.7	3.4	3.4	3.8	3.8	3.6	3.8
Net production Client balances (in EUR billion)			0.1	0.0	0.2	0.2	-1.7	0.4	0.2	-1.3
Client balances (end of period, in EUR billion)			27.0	27.2	25.0	24.9	27.9	29.2	27.0	27.9
Administrative expenses (total)			69	84	85	70	76	83	152	159

INSURANCE 3.2.4 MARGIN ANALYSIS: INSURANCE US

Insurance: Margin analysis Insurance US										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Margin analysis										
Investment margin			283	264	233	230	213	216	547	429
Fees and premium based revenues			298	287	277	259	260	268	585	528
Technical margin			-8	-8	17	14	23	23	-15	46
Income non-modelled life business			0	0	0	0	-0	-0	0	-0
Life operating income			573	543	527	503	496	507	1,116	1,003
Administrative expenses			222	221	174	192	193	182	443	375
DAC amortisation and trail commissions			183	173	164	161	149	151	356	300
Life expenses			405	395	339	353	342	333	799	675
Life operating result			168	149	188	151	154	174	317	327
Non-life operating result			-	-	-	-	-	-	-	-
Operating result			168	149	188	151	154	174	317	327
Gains/losses and impairments			6	18	-50	-75	-6	-40	24	-46
Revaluations			41	35	-65	62	119	43	76	162
Market & other impacts			-70	-11	32	-54	-22	8	-81	-15
Underlying result before tax			145	191	105	85	244	184	336	429
Key figures										
Gross premium income			2,925	2,848	2,808	2,562	2,570	2,730	5,774	5,300
Administrative expenses / operating income (Life & ING IM)			38.7%	40.7%	33.0%	38.2%	38.9%	35.9%	39.7%	37.4%
Life general account invested assets (end of period, in EUR billion)			64	59	63	59	55	56	64	55
Investment margin / Life general account invested assets (four quarter rolling average, in bps)			169	161	153	155	149	144		
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period)			40.7	39.7	36.4	33.3	34.9	35.9	40.7	34.9
Net production Client balances (in EUR billion)			-0.1	-0.6	-0.3	-0.5	-0.1	-0.7	-0.7	-0.8
Client balances (end of period, in EUR billion)			103.7	98.9	98.0	91.4	90.0	91.4	103.7	90.0
Administrative expenses (total)			222	221	174	192	193	182	443	375

INSURANCE 3.2.5 MARGIN ANALYSIS: US CLOSED BLOCK VA

Insurance: Margin analysis US Closed Block VA										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Margin analysis										
Investment margin			-4	6	14	-1	7	7	2	15
Fees and premium based revenues			24	25	11	39	61	57	50	118
Technical margin			0	9	10	5	6	7	9	13
Income non-modelled life business			0	-0	-0	-0	-0	0	0	-0
Life operating income			21	40	35	44	74	71	61	146
Administrative expenses			27	24	20	20	20	21	51	41
DAC amortisation and trail commissions			37	36	22	28	38	36	73	74
Life expenses			64	60	42	48	58	57	124	115
Life operating result			-43	-20	-7	-4	17	14	-63	31
Non-life operating result			-	-	-	-	-	-	-	-
Operating result			-43	-20	-7	-4	17	14	-63	31
Gains/losses and impairments			0	16	0	0	-5	6	16	1
Revaluations			1	-1	-2	-0	0	3	0	3
Market & other impacts			258	-379	-1,360	-23	49	39	-121	87
Underlying result before tax			216	-384	-1,368	-27	61	61	-168	122
Key figures										
Gross premium income			114	104	115	97	110	118	218	229
Administrative expenses / operating income (Life & ING IM)			128.6%	60.0%	57.1%	45.5%	27.0%	29.6%	83.6%	28.1%
Life general account invested assets (end of period, in EUR billion)			5	4	5	6	4	4	5	4
Investment margin / Life general account invested assets (four quarter rolling average, in bps)			32	58	58	53	55	17		
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period)			33.1	33.0	32.1	29.5	32.2	33.5	33.1	32.2
Net production Client balances (in EUR billion)			-0.6	-0.7	-0.6	-0.6	-0.7	-0.7	-1.3	-1.5
Client balances (end of period, in EUR billion)			34.0	33.8	32.9	30.3	32.9	34.2	34.0	32.9
Administrative expenses (total)			27	24	20	20	20	21	51	41

INSURANCE 3.2.6 MARGIN ANALYSIS: INSURANCE ASIA/PACIFIC

Insurance: Margin analysis Insurance Asia/Pacific										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Margin analysis										
Investment margin										
Fees and Premium based revenues										
Technical margin										
Income non-modelled life business										
Life operating income										
Administrative expenses										
DAC amortisation and trail commissions										
Life expenses										
Life operating result										
Non-life Insurance operating result										
Operating result										
Gains/losses and impairments										
Revaluations										
Market & Other impacts										
Underlying result before tax										
Key figures										
Gross premium income										
Administrative expenses / operating income (Life)										
Life general account invested assets (end of period, in EUR billion)										
Investment margin / Life general account invested assets (four quarter rolling average, in bps)										
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period)			0.0	22.5	22.4	21.2	21.2	21.1	0.0	21.2
Net production (in EUR billion)										
Client balances (in EUR billion)										
Administrative expenses (total)										

INSURANCE 3.2.7 MARGIN ANALYSIS: ING IM

Insurance: Margin analysis ING IM										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Margin analysis										
Investment margin			1	0	2	-0	-0	0	1	-0
Fees and premium based revenues			196	193	191	192	191	190	390	381
Technical margin			-	-	-	-	-	-	-	-
Income non-modelled life business			-0	0	0	0	0	-0	-0	0
Operating income			197	194	193	192	191	190	391	381
Administrative expenses			155	150	135	146	146	148	305	294
DAC amortisation and trail commissions			1	1	1	1	1	1	1	1
Expenses			156	151	136	147	147	149	306	296
Operating result			42	43	57	45	44	42	85	86
Gains/losses and impairments			0	0	0	-0	0	5	0	5
Revaluations			10	4	-7	1	7	5	15	12
Market & other impacts			-	-	-	-	-	-	-	-
Underlying result before tax			53	47	50	45	52	51	100	103
Key figures										
AUM (in EUR billion)			293.2	283.7	278.6	268.6	263.2	265.5	293.2	263.2
Net inflow AUM (in EUR billion)			0.4	1.3	-1.1	-0.5	-1.3	3.6	1.7	2.3
Fees / average AUM (annualised in bps)			27	28	28	29	29	28	27	29
Administrative expenses / operating income			78.7%	77.3%	69.9%	76.0%	76.4%	77.9%	78.0%	77.2%

INSURANCE 3.2.8 MARGIN ANALYSIS: CORPORATE LINE

Insurance: Margin analysis Corporate Line										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Margin analysis										
Operating result			-122	-94	-84	-77	-100	-134	-216	-234
Gains/losses and impairments			3	4	-5	5	3	3	7	6
Revaluations			-8	-9	-21	1	-28	27	-17	-1
Market & other impacts			-0	-	-	-	-0	0	-0	-0
Underlying result before tax			-127	-98	-110	-72	-125	-103	-226	-228
Key figures										
Gross premium income			-59	-71	-61	-61	-58	-63	-130	-121
Administrative expenses (total)			9	42	47	39	37	38	51	75

INSURANCE 3.3.1 CLIENT BALANCES: TOTAL LIFE INSURANCE & ING IM

Insurance: Client balances Total Life Insurance & ING IM								
In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Client Balances included on Balance Sheet								
Beginning of period			209.2	206.6	198.1	200.1	202.6	208.9
Deposits			4.2	4.6	4.3	3.5	4.4	5.3
Withdrawals / Benefits			-6.0	-6.0	-6.2	-5.5	-5.5	-6.7
Net production			-1.8	-1.4	-2.0	-2.0	-1.2	-1.4
Acquisition / Divestments / Transfers			0.1	0.0	-0.0	-	-	-0.7
Market performance / Interest credited			-1.2	7.3	5.7	-8.1	0.8	3.4
FX impact and other			7.5	-3.3	4.8	8.0	-2.1	-7.5
End of period			213.8	209.2	206.6	198.1	200.1	202.6
Off Balance Sheet Institutional Asset Management								
Beginning of period			85.1	84.7	64.6	63.6	64.3	64.2
Deposits			3.9	4.8	6.8	4.4	4.3	4.8
Withdrawals / Benefits			-5.0	-5.9	-7.0	-3.9	-2.8	-3.2
Net production			-1.0	-1.1	-0.3	0.5	1.5	1.6
Acquisition / Divestments / Transfers			-	-	-	-	-0.4	-0.2
Market performance / Interest credited			2.7	2.6	2.5	-0.9	-0.1	0.0
FX impact and other			0.2	-1.0	17.9	1.4	-1.8	-1.3
End of period			86.9	85.1	84.7	64.6	63.6	64.3
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period			46.3	42.4	39.6	44.8	46.0	45.5
Deposits			3.1	2.8	2.7	2.7	3.6	4.9
Withdrawals / Benefits			-2.9	-2.6	-3.3	-3.5	-4.9	-4.0
Net production			0.2	0.2	-0.5	-0.8	-1.2	0.8
Acquisition / Divestments / Transfers			0.0	-0.1	0.2	-0.2	0.0	-0.0
Market performance / Interest credited			-0.5	3.2	1.3	-4.5	0.4	1.2
FX impact and other			0.9	0.5	1.8	0.3	-0.4	-1.5
End of period			46.9	46.3	42.4	39.6	44.8	46.0
Total Client Balances								
Beginning of period			340.6	333.7	302.3	308.5	313.0	318.6
Deposits			11.2	12.2	13.8	10.6	12.3	14.9
Withdrawals / Benefits			-13.9	-14.6	-16.6	-12.9	-13.2	-13.9
Net production			-2.6	-2.3	-2.8	-2.3	-0.9	1.0
Acquisition / Divestments / Transfers			0.1	-0.1	0.2	-0.2	-0.4	-0.9
Market performance / Interest credited			1.1	13.1	9.4	-13.5	1.1	4.5
FX impact and other			8.6	-3.8	24.5	9.8	-4.3	-10.3
End of period			347.7	340.6	333.7	302.3	308.5	313.0

INSURANCE 3.3.2 CLIENT BALANCES: INSURANCE BENELUX

Insurance: Client balances Insurance Benelux								
In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Client Balances included on Balance Sheet								
Beginning of period			70.8	69.6	69.7	70.4	70.1	69.9
Deposits			1.1	1.5	1.0	0.6	1.3	2.1
Withdrawals / Benefits			-1.7	-1.3	-2.1	-1.3	-1.3	-2.2
Net production			-0.6	0.3	-1.1	-0.7	0.1	-0.1
Acquisition / Divestments / Transfers			0.1	-	-0.0	-	-	0.0
Market performance / Interest credited			0.4	0.9	1.0	-0.0	0.3	0.3
FX impact and other			-	-	-	-	-	-
End of period			70.7	70.8	69.6	69.7	70.4	70.1
Off Balance Sheet Institutional Asset Management								
Beginning of period			-	-	-	-	-	-
Deposits			-	-	-	-	-	-
Withdrawals / Benefits			-	-	-	-	-	-
Net production			-	-	-	-	-	-
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-	-	-	-	-	-
FX impact and other			-	-	-	-	-	-
End of period			-	-	-	-	-	-
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period			-	-	-	-	-	-
Deposits			-	-	-	-	-	-
Withdrawals / Benefits			-	-	-	-	-	-
Net production			-	-	-	-	-	-
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-	-	-	-	-	-
FX impact and other			-	-	-	-	-	-
End of period			-	-	-	-	-	-
Total Client Balances								
Beginning of period			70.8	69.6	69.7	70.4	70.1	69.9
Deposits			1.1	1.5	1.0	0.6	1.3	2.1
Withdrawals / Benefits			-1.7	-1.3	-2.1	-1.3	-1.3	-2.2
Net production			-0.6	0.3	-1.1	-0.7	0.1	-0.1
Acquisition / Divestments / Transfers			0.1	-	-0.0	-	-	0.0
Market performance / Interest credited			0.4	0.9	1.0	-0.0	0.3	0.3
FX impact and other			-	-	-	-	-	-
End of period			70.7	70.8	69.6	69.7	70.4	70.1

INSURANCE 3.3.3 CLIENT BALANCES: INSURANCE CENTRAL & REST OF EUROPE

Insurance: Client balances Insurance Central and rest of Europe								
In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Client Balances included on Balance Sheet								
Beginning of period			10.7	10.3	10.4	10.9	11.0	10.8
Deposits			0.4	0.4	0.5	0.3	0.5	0.5
Withdrawals / Benefits			-0.5	-0.6	-0.5	-0.3	-0.7	-0.4
Net production			-0.1	-0.2	0.0	0.0	-0.2	0.1
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-0.1	0.3	0.0	-0.2	0.1	0.0
FX impact and other			-0.1	0.3	-0.2	-0.3	0.0	0.1
End of period			10.4	10.7	10.3	10.4	10.9	11.0
Off Balance Sheet Institutional Asset Management								
Beginning of period			-	-	-	-	-	-
Deposits			-	-	-	-	-	-
Withdrawals / Benefits			-	-	-	-	-	-
Net production			-	-	-	-	-	-
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-	-	-	-	-	-
FX impact and other			-	-	-	-	-	-
End of period			-	-	-	-	-	-
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period			16.6	14.7	14.5	17.0	18.3	17.8
Deposits			0.4	0.3	0.3	0.3	0.6	0.5
Withdrawals / Benefits			-0.1	-0.1	-0.2	-0.1	-2.1	-0.2
Net production			0.2	0.2	0.2	0.2	-1.6	0.3
Acquisition / Divestments / Transfers			-	-0.1	0.2	-0.2	-	-
Market performance / Interest credited			0.0	0.8	0.0	-1.1	0.2	0.2
FX impact and other			-0.3	0.9	-0.1	-1.4	0.1	-0.1
End of period			16.5	16.6	14.7	14.5	17.0	18.3
Total Client Balances								
Beginning of period			27.2	25.0	24.9	27.9	29.2	28.6
Deposits			0.7	0.8	0.8	0.6	1.1	1.0
Withdrawals / Benefits			-0.6	-0.7	-0.6	-0.4	-2.8	-0.6
Net production			0.1	0.0	0.2	0.2	-1.7	0.4
Acquisition / Divestments / Transfers			-	-0.1	0.2	-0.2	-	-
Market performance / Interest credited			-0.0	1.1	0.0	-1.2	0.3	0.2
FX impact and other			-0.4	1.2	-0.3	-1.7	0.1	-0.0
End of period			27.0	27.2	25.0	24.9	27.9	29.2

INSURANCE 3.3.4 CLIENT BALANCES: INSURANCE US

Insurance: Client balances Insurance US								
In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Client Balances included on Balance Sheet								
Beginning of period			92.8	92.5	86.6	85.0	86.3	91.3
Deposits			2.6	2.5	2.7	2.4	2.4	2.5
Withdrawals / Benefits			-3.0	-3.4	-3.1	-3.1	-2.7	-3.2
Net production			-0.4	-0.9	-0.4	-0.7	-0.3	-0.7
Acquisition / Divestments / Transfers			-	-	-	-	-	-0.7
Market performance / Interest credited			-0.7	3.6	2.7	-3.8	0.5	1.9
FX impact and other			5.2	-2.5	3.6	6.1	-1.5	-5.4
End of period			96.9	92.8	92.5	86.6	85.0	86.3
Off Balance Sheet Institutional Asset Management								
Beginning of period			2.0	2.1	1.8	1.7	1.7	2.1
Deposits			0.2	0.2	0.2	0.2	0.3	0.3
Withdrawals / Benefits			-0.1	-0.1	-0.1	-0.1	-0.2	0.0
Net production			0.1	0.1	0.1	0.1	0.1	0.4
Acquisition / Divestments / Transfers			-	-	-	-	-	-0.6
Market performance / Interest credited			-0.4	0.1	0.1	-0.2	-0.0	0.1
FX impact and other			0.4	-0.3	0.1	0.1	-0.0	-0.1
End of period			2.1	2.0	2.1	1.8	1.7	1.7
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period			4.1	3.4	3.1	3.3	3.3	3.8
Deposits			0.3	0.3	0.2	0.2	0.2	0.2
Withdrawals / Benefits			-0.1	-0.2	-0.1	-0.1	-0.0	-0.5
Net production			0.1	0.1	0.0	0.1	0.1	-0.3
Acquisition / Divestments / Transfers			-	-	-	-	-	0.0
Market performance / Interest credited			0.1	0.6	0.4	-0.7	0.0	0.3
FX impact and other			0.2	-0.0	-0.1	0.4	-0.2	-0.4
End of period			4.6	4.1	3.4	3.1	3.3	3.3
Total Client Balances								
Beginning of period			98.9	98.0	91.4	90.0	91.4	97.1
Deposits			3.1	3.1	3.0	2.8	2.9	3.0
Withdrawals / Benefits			-3.2	-3.7	-3.3	-3.4	-3.0	-3.7
Net production			-0.1	-0.6	-0.3	-0.5	-0.1	-0.7
Acquisition / Divestments / Transfers			-0.0	0.0	-	-	-	-1.4
Market performance / Interest credited			-1.0	4.4	3.2	-4.7	0.6	2.2
FX impact and other			5.8	-2.8	3.7	6.6	-1.8	-5.9
End of period			103.7	98.9	98.0	91.4	90.0	91.4

INSURANCE 3.3.5 CLIENT BALANCES: US CLOSED BLOCK VA

Insurance: Client balances US Closed Block VA								
In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Client Balances included on Balance Sheet								
Beginning of period			33.8	32.9	30.3	32.9	34.2	35.9
Deposits			0.1	0.1	0.1	0.1	0.1	0.1
Withdrawals / Benefits			-0.8	-0.8	-0.7	-0.7	-0.8	-0.8
Net production			-0.6	-0.7	-0.6	-0.6	-0.7	-0.7
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-1.1	2.6	2.0	-4.1	-0.0	1.2
FX impact and other			2.0	-1.0	1.3	2.2	-0.6	-2.1
End of period			34.0	33.8	32.9	30.3	32.9	34.2
Off Balance Sheet Institutional Asset Management								
Beginning of period			-	-	-	-	-	-
Deposits			-	-	-	-	-	-
Withdrawals / Benefits			-	-	-	-	-	-
Net production			-	-	-	-	-	-
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-	-	-	-	-	-
FX impact and other			-	-	-	-	-	-
End of period			-	-	-	-	-	-
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period			-	-	-	-	-	-
Deposits			-	-	-	-	-	-
Withdrawals / Benefits			-	-	-	-	-	-
Net production			-	-	-	-	-	-
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-	-	-	-	-	-
FX impact and other			-	-	-	-	-	-
End of period			-	-	-	-	-	-
Total Client Balances								
Beginning of period			33.8	32.9	30.3	32.9	34.2	35.9
Deposits			0.1	0.1	0.1	0.1	0.1	0.1
Withdrawals / Benefits			-0.8	-0.8	-0.7	-0.7	-0.8	-0.8
Net production			-0.6	-0.7	-0.6	-0.6	-0.7	-0.7
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-1.1	2.6	2.0	-4.1	-0.0	1.2
FX impact and other			2.0	-1.0	1.3	2.2	-0.6	-2.1
End of period			34.0	33.8	32.9	30.3	32.9	34.2

INSURANCE 3.3.6 CLIENT BALANCES: ING IM

Insurance: Client balances ING IM								
In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Client Balances included on Balance Sheet								
Beginning of period			1.1	1.2	1.0	1.0	1.0	1.0
Deposits			0.0	0.0	0.0	0.0	0.0	0.1
Withdrawals / Benefits			-0.1	-0.0	0.1	-0.0	-0.0	-0.0
Net production			-0.1	-0.0	0.1	0.0	-0.0	0.1
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			0.3	-0.1	0.0	-0.0	-0.0	-0.0
FX impact and other			0.4	-0.0	0.0	0.1	-0.0	-0.1
End of period			1.8	1.1	1.2	1.0	1.0	1.0
Off Balance Sheet Institutional Asset Management								
Beginning of period			83.1	82.6	62.9	61.9	62.6	62.2
Deposits			3.7	4.6	6.6	4.2	4.1	4.5
Withdrawals / Benefits			-4.9	-5.9	-7.0	-3.8	-2.6	-3.2
Net production			-1.1	-1.3	-0.4	0.3	1.5	1.3
Acquisition / Divestments / Transfers			-	-	-	-	-0.4	0.4
Market performance / Interest credited			3.1	2.5	2.4	-0.7	-0.1	-0.0
FX impact and other			-0.2	-0.7	17.8	1.3	-1.7	-1.2
End of period			84.8	83.1	82.6	62.9	61.9	62.6
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period			25.6	24.2	22.1	24.5	24.4	23.9
Deposits			2.5	2.2	2.3	2.2	2.9	4.2
Withdrawals / Benefits			-2.7	-2.3	-3.0	-3.2	-2.7	-3.3
Net production			-0.2	-0.1	-0.7	-1.0	0.2	0.8
Acquisition / Divestments / Transfers			-	-	-	-	0.0	-0.0
Market performance / Interest credited			-0.6	1.8	0.9	-2.7	0.2	0.7
FX impact and other			1.0	-0.4	2.0	1.3	-0.3	-1.0
End of period			25.7	25.6	24.2	22.1	24.5	24.4
Total Client Balances								
Beginning of period			109.7	108.1	86.0	87.4	88.1	87.1
Deposits			6.3	6.8	8.9	6.4	7.0	8.7
Withdrawals / Benefits			-7.7	-8.1	-9.9	-7.1	-5.3	-6.6
Net production			-1.4	-1.3	-1.0	-0.7	1.7	2.2
Acquisition / Divestments / Transfers			-	-	-	-	-0.4	0.4
Market performance / Interest credited			2.8	4.2	3.3	-3.4	0.1	0.6
FX impact and other			1.2	-1.2	19.8	2.7	-2.0	-2.2
End of period			112.4	109.7	108.1	86.0	87.4	88.1

INSURANCE 3.4 ADDITIONAL INFORMATION: KEY FIGURES BY COUNTRY

Insurance: Gross written premiums by country

In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Netherlands			1,059	2,372	1,022	1,050	1,214	2,625	3,430	3,838
Belgium / Luxembourg			247	263	240	255	263	319	510	582
Insurance Benelux			1,305	2,635	1,262	1,305	1,477	2,944	3,940	4,421
Poland			97	137	131	104	126	133	235	259
Czech Republic			81	91	89	88	91	88	172	179
Hungary			51	54	74	64	63	62	104	126
Spain			105	105	100	98	118	197	209	315
Other			120	148	163	116	130	118	268	248
Insurance CRE			453	535	557	471	527	599	989	1,126

Insurance: Underlying result before tax by country

In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Netherlands			-101	4	-24	578	291	45	-98	336
Belgium / Luxembourg			-10	-11	-74	-37	-9	-31	-21	-39
Insurance Benelux			-111	-8	-98	541	282	14	-119	296
Poland			26	29	29	27	33	37	55	70
Czech Republic			10	9	7	12	14	12	19	26
Hungary			2	-7	1	7	3	-10	-5	-7
Spain			14	-3	-65	-19	0	-2	12	-1
Other			2	-10	-66	-132	-93	3	-8	-89
Insurance CRE			53	19	-93	-103	-42	40	72	-2

Insurance: New sales (APE) by country

In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Netherlands			78	95	64	57	88	161	173	248
Belgium / Luxembourg			34	32	34	32	31	38	66	69
Insurance Benelux			111	127	97	88	119	198	239	317
Poland			16	27	25	20	22	37	43	59
Czech Republic			14	9	9	8	8	7	23	15
Hungary			5	9	20	7	7	5	14	12
Spain			16	22	12	12	16	20	38	36
Other			36	39	35	28	30	28	74	58
Insurance CRE			87	106	101	75	83	97	193	181

INSURANCE 3.5 ADDITIONAL INFORMATION: NON-LIFE INSURANCE BENELUX

Non-life insurance Benelux										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Combined ratio			104.0%	105.5%	98.1%	98.0%	96.5%	98.6%	104.0%	96.5%
Claims ratio			73.7%	75.9%	67.1%	66.8%	65.7%	67.2%	73.7%	65.7%
Expense ratio			30.3%	29.5%	31.0%	31.2%	30.8%	31.4%	30.3%	30.8%

Gross premiums by line of business										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Fire			90	143	87	89	90	142	233	232
Marine & Aviation			4	12	4	4	4	11	16	15
Motor			71	118	64	66	71	113	189	183
Health			-	-	-	-0	-	-	-	-
Income/Accident			115	433	80	111	114	420	549	535
Miscellaneous			32	85	30	32	31	87	117	118
Indirect business			0	0	1	1	0	1	1	1
Total			312	792	266	302	311	774	1,104	1,085

Underlying result before tax by line of business ¹⁾										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Fire			4	-1	9	9	10	11	3	21
Marine & Aviation			2	-1	0	0	2	1	1	3
Motor			-0	-5	-1	-1	-13	-10	-5	-24
Health			-	-	-0	0	0	0	-	0
Income/Accident			3	-7	20	10	45	10	-4	54
Miscellaneous			12	10	-3	10	18	10	22	28
Indirect business			-1	0	1	2	-0	0	-0	0
Total			20	-4	26	31	61	21	16	82

1) Underlying result before tax by line of business of previous quarters has been restated.

INSURANCE 3.6.1 ADDITIONAL INFORMATION: INSURANCE US

Operating result before tax ¹⁾										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Retirement Solutions										
Retirement			91	87	73	87	79	76	178	155
Annuities			23	15	13	14	12	9	37	21
Insurance Solutions										
Individual Life			31	47	53	54	69	60	77	129
Employee Benefits			24	9	17	11	19	8	34	27
Operating result from ongoing businesses (CFX)			168	158	156	168	180	153	326	333
Closed Blocks Institutional Spread Products and Other			1	-5	40	-1	-7	33	-4	27
Operating result (CFX)			169	153	196	166	173	186	322	359
FX impact			-1	-4	-8	-16	-19	-13	-5	-32
Operating result (HFX)			168	149	188	151	154	174	317	327
Gains/losses and impariments			6	18	-50	-75	-6	-40	24	-46
Revaluations			41	35	-65	62	119	43	76	162
Market & other impacts			-70	-11	32	-54	-22	8	-81	-15
Underlying result before tax (HFX)			145	191	105	85	244	184	336	429

1) Current FX: Average FX 2Q2012

Gross premiums ¹⁾										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Retirement Solutions										
Retirement			1,614	1,669	1,637	1,631	1,576	1,635	3,283	3,212
Annuities			317	287	285	302	390	345	604	735
Insurance Solutions										
Individual Life			478	464	450	386	414	410	942	825
Employee Benefits			243	243	233	240	243	249	486	492
Total gross premiums from ongoing businesses (CFX)			2,652	2,664	2,605	2,560	2,623	2,640	5,315	5,263
Closed Blocks Institutional Spread Products and Other			270	265	310	271	275	275	535	550
Total (CFX)			2,921	2,929	2,915	2,831	2,899	2,915	5,850	5,814
FX impact			4	-81	-107	-269	-329	-185	-76	-514
Total (HFX)			2,925	2,848	2,808	2,562	2,570	2,730	5,774	5,300

1) Current FX: Average FX 2Q2012

INSURANCE 3.6.1 ADDITIONAL INFORMATION: INSURANCE US

Operating expenses ¹⁾										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Retirement Solutions										
Retirement			146	147	146	137	144	143	293	287
Annuities			18	18	21	19	21	20	36	40
Insurance Solutions										
Individual Life			66	68	66	64	66	65	135	132
Employee Benefits			32	35	30	31	32	33	67	65
Total operating expenses from ongoing businesses (CFX)			262	268	264	251	262	261	530	523
Closed Blocks Institutional Spread Products and Other			54	11	-27	12	9	-15	65	-7
Total (CFX)			316	279	237	262	271	246	596	517
FX impact			2	-8	-11	-25	-31	-15	-6	-46
Total (HFX)			318	271	226	237	240	231	590	471

1) Current FX: Average FX 2Q2012

ING IM US: Operating result before tax ^{1, 2)}										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Operating result (CFX)			11	19	26	17	11	19	30	29
FX impact			0	-1	-1	-2	-1	-1	-1	-2
Operating result (HFX)			11	18	25	15	9	17	29	27
Gains/losses and impariments			0	0	0	-0	-0	0	0	0
Revaluations			10	4	-7	1	7	5	15	12
Market & other impacts			-	-	-	-	-	-	-	-
Underlying result before tax (HFX)			22	22	18	16	17	22	44	39

1) Current FX: Average FX 2Q2012

2) ING IM US result is included in total ING IM

INSURANCE 3.6.2 ADDITIONAL INFORMATION: INSURANCE US

New business sales (US basis at CFX) ^{1,2)}										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Retirement Solutions										
Retirement:										
- Full service plans			963	942	1,138	1,082	908	850	1,905	1,758
- Recordkeeping plans			1,212	802	555	230	192	452	2,014	643
- Stable value			598	564	600	467	779	670	1,161	1,449
- Other			134	175	106	100	96	107	308	203
Annuities:										
- Fixed rate annuity			13	17	13	16	21	15	30	36
- Fixed index annuity			237	224	221	253	338	297	461	635
- Mutual funds/Other			174	176	133	188	217	241	349	458
Insurance Solutions										
Individual life:										
- Universal / Variable			32	27	30	24	25	28	59	53
- Term			27	26	28	31	33	29	53	61
Employee benefits			26	120	27	31	18	99	146	117

Annual premium equivalent (APE) new business sales ^{1, 2)}										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Retirement Solutions										
Retirement:										
- Full service plans			265	272	278	272	242	254	537	496
- Recordkeeping plans			-	-	-	-	-	-	-	-
- Stable value			60	56	60	47	78	67	116	145
- Other			13	17	11	10	10	11	31	20
Annuities:										
- Fixed annuity			1	2	1	2	2	2	3	4
- Fixed index annuity			24	22	22	25	34	30	46	64
- Mutual funds/Other			17	18	13	19	22	24	35	46
Insurance Solutions										
Individual life:										
- Universal / Variable			34	29	31	24	25	28	62	53
- Term			27	26	28	31	33	29	53	61
Employee benefits			26	120	27	31	18	99	146	117
Total ongoing business (CFX)			468	563	471	460	463	543	1,031	1,006
FX impact			1	-14	-20	-44	-52	-33	-13	-86
Total ongoing business (HFX)			469	548	451	417	411	509	1,018	920
Closed Blocks Institutional Spread Products and Other (HFX)			-	0	-	-	0	0	0	0
Total (HFX)			469	548	451	417	411	510	1,018	921

1) New business sales (US basis) are presented in a manner consistent with other US companies and the calculation varies by product. Retirement plan sales represent initial deposits for the first twelve months for products issued by ING insurance companies (full service plans) and for products issued by ING non-insurance companies (recordkeeping plans). Annual premium equivalent new business sales ("APE") represent 10% of single premium new sales and 100% of annual premiums on new sales for insurance company products only, therefore there is no APE reported for recordkeeping plans. For full service retirement plans, single premiums represents the initial deposit (takeover assets) and the annual premiums represents new deposits for the first twelve months after the initial sale.

2) Current FX: Average FX 2Q2012

INSURANCE 3.6.3 ADDITIONAL INFORMATION: INSURANCE US

Account value rollforward: Retirement - Full Service & Stable Value Plans¹⁾

In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Beginning of period			63,738	61,392	55,288	55,186	55,713	56,564
Deposits			2,291	2,375	2,417	2,097	1,894	2,153
Withdrawals/Benefits			-1,859	-1,906	-1,460	-1,390	-1,602	-1,941
Net flows			432	468	956	707	293	212
Transfers to Individual Retirement			-	-	-	-	-	625
Market performance/interest credited			-1,104	3,765	2,740	-4,505	175	1,733
FX impact and other			3,813	-1,888	2,408	3,901	-994	-3,421
End of period			66,879	63,738	61,392	55,288	55,186	55,713

1) Stable Value Plans managed by ING Investment Management

Account value rollforward: Annuities (Excl. Payout)

In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Beginning of period			18,535	19,202	18,662	17,500	17,631	19,244
Deposits			426	404	350	416	513	516
Withdrawals/Benefits			-1,351	-755	-815	-554	-543	-603
Net flows			-925	-351	-465	-137	-30	-87
Transfers to Individual Retirement			-	-	-	-	-	-625
Market performance/interest credited			78	263	247	7	214	221
FX impact and other			1,093	-578	758	1,292	-315	-1,122
End of period			18,781	18,535	19,202	18,662	17,500	17,631

Account value rollforward: Closed Block Institutional Spread Products

In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Beginning of period			3,683	4,011	4,057	4,333	4,644	5,270
Deposits			229	-	-	-	1	4
Withdrawals/Benefits			-134	-223	-220	-581	-250	-350
Net flows			95	-223	-220	-581	-249	-346
Market performance/interest credited			240	13	16	13	21	21
FX impact and other			229	-119	159	292	-83	-301
End of period			4,246	3,683	4,011	4,057	4,333	4,644

INSURANCE 3.6.4 ADDITIONAL INFORMATION: INSURANCE US

Deferred Acquisition Costs and Value of Business Acquired - Retirement

In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Beginning of period			2,163	2,318	2,160	2,098	2,223	2,384
Capitalisation			69	65	68	66	72	70
Amortisation			-114	-109	33	-37	-75	-68
Adjustment for unrealised gains (losses)			-77	-42	-33	-119	-82	-23
FX impact and other			127	-69	91	151	-40	-140
End of period			2,168	2,163	2,318	2,160	2,098	2,223

Deferred Acquisition Costs and Value of Business Acquired - Insurance Solutions, Closed Blocks Institutional Spread Products and Other

In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Beginning of period			2,386	2,293	2,384	2,523	2,572	2,689
Capitalisation			111	99	95	82	88	89
Amortisation			-66	-49	-117	-76	-45	-44
Adjustment for unrealised gains (losses)			-184	114	-161	-317	-46	-2
FX impact and other			140	-71	91	171	-46	-160
End of period			2,387	2,386	2,293	2,384	2,523	2,572

Deferred Acquisition Costs and Value of Business Acquired - Total US Retirement and Insurance

In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Beginning of period			4,549	4,611	4,544	4,622	4,795	5,073
Capitalisation			181	164	163	148	160	160
Amortisation			-181	-158	-84	-113	-119	-112
Adjustment for unrealised gains (losses)			-261	72	-194	-436	-128	-25
FX impact and other			267	-140	182	322	-86	-300
End of period			4,555	4,549	4,611	4,544	4,622	4,795

INSURANCE 3.6.5 ADDITIONAL INFORMATION: INSURANCE US

Margin Analysis - Insurance US On-Going Business¹⁾

In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Investment margin			264	249	230	232	224	204	512	428
Fees and premium based revenues			296	294	288	285	291	284	591	575
Technical margin			3	9	24	28	43	35	12	78
Operating Income			563	552	542	545	557	523	1,115	1,081
Administrative expenses			212	216	213	200	210	209	429	419
DAC amortisation and trail commissions			182	178	172	177	168	161	360	329
Life expenses			394	395	386	378	378	370	789	748
Operating result (CFX)			168	158	156	168	180	153	326	333
FX impact			-1	-4	-7	-16	-20	-10	-5	-30
Operating result (HFX)			168	153	149	152	159	143	321	302
Non-operating volatile items			2	48	-64	6	80	36	50	116
Underlying result before tax (HFX)			170	201	85	157	239	179	372	418

1) Current FX: Average FX 2Q2012

Margin Analysis - Insurance US Closed Blocks Institutional Spread Products and Other¹⁾

In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Investment margin			18	23	14	22	16	27	41	44
Fees and premium based revenues			1	1	2	1	2	3	2	5
Technical margin			-9	-17	-6	-13	-16	-11	-26	-28
Operating Income			10	6	10	10	2	18	16	21
Administrative expenses			9	11	-30	12	9	-15	21	-7
DAC amortisation and trail commissions			0	0	0	0	0	0	0	0
Life expenses			10	11	-30	12	9	-15	21	-6
Operating result (CFX)			1	-5	40	-1	-7	33	-4	27
FX impact			0	0	-1	0	1	-3	0	-2
Operating result (HFX)			1	-5	39	-1	-6	31	-4	25
Non-operating volatile items			-25	-6	-19	-72	11	-25	-31	-15
Underlying result before tax (HFX)			-25	-10	20	-73	5	5	-35	10

1) Current FX: Average FX 2Q2012

INSURANCE 3.6.5 ADDITIONAL INFORMATION: INSURANCE US

Margin Analysis - ING IM US ^{1) 2)}

In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Investment margin			-0	-0	-0	-1	-1	1	-1	0
Fees and premium based revenues			92	98	93	96	94	96	190	190
Technical margin			-	-	-	-	-	-	0	0
Operating income			91	98	93	95	93	97	189	190
Administrative expenses			80	78	67	78	82	77	158	159
DAC amortisation and trail commissions			1	1	1	1	1	1	1	2
Expenses			80	79	67	79	83	78	159	161
Operating result (CFX)			11	19	26	17	11	19	30	29
FX impact			0	-1	-1	-2	-1	-1	-1	-2
Operating result (HFX)			11	18	25	15	9	17	29	27
Non-operating volatile items			10	4	-7	1	7	5	15	12
Underlying result before tax (HFX)			22	22	18	16	17	22	44	39

1) Current FX: Average FX 2Q2012

2) ING IM US result is included in total ING IM

INSURANCE 3.7 ADDITIONAL INFORMATION: US CLOSED BLOCK VA

Account value rollforward								
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Beginning of period			33,812	32,941	30,306	32,854	34,228	35,859
Deposits			103	95	80	90	102	119
Withdrawals/Benefits			-751	-772	-696	-725	-838	-844
Net flows			-648	-677	-615	-635	-736	-725
Market performance/interest credited			-1,129	2,558	1,956	-4,109	-26	1,227
FX impact and other			1,989	-1,010	1,294	2,196	-612	-2,134
End of period			34,024	33,812	32,941	30,306	32,854	34,228

Deferred Acquisition Costs and Value of Business Acquired								
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Beginning of period			0	0	378	606	698	694
Capitalisation			0	0	3	3	3	5
Amortisation			0	0	-480	-181	-60	28
Adjustment for unrealised gains (losses)			0	0	97	-81	-23	15
FX impact and other			0	0	1	32	-13	-42
End of period			0	0	0	378	606	698

Margin Analysis ¹⁾										
In EUR million	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011	6M2012	6M2011
Investment margin			-4	6	15	-1	8	8	2	16
Fees and premium based revenues			25	26	12	43	69	61	51	130
Technical margin			0	9	10	6	7	8	10	15
Operating Income			21	41	37	48	84	77	62	161
Administrative expenses			27	25	21	22	23	23	52	45
DAC amortisation and trail commissions			37	37	23	31	42	39	74	81
Life expenses			64	62	44	53	65	61	126	126
Operating result (CFX)			-43	-21	-7	-5	19	15	-63	34
FX impact			0	1	0	0	-2	-1	0	-3
Operating result (HFX)			-43	-20	-7	-4	17	14	-63	31
Non-operating volatile items			259	-364	-1,361	-23	44	47	-105	91
Underlying result before tax (HFX)			216	-384	-1,368	-27	61	61	-168	122

1) Current FX: Average FX 2Q2012

INSURANCE 3.8 ADDITIONAL INFORMATION: ING IM

ING IM: Assets under Management (AUM) and Assets under Administration (AUA)

In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Proprietary (general account assets)			138.2	129.4	132.2	129.3	120.2	119.9
Retail			72.2	72.5	65.9	63.9	69.5	70.3
Institutional			82.8	81.8	80.5	75.4	73.5	75.3
Total Assets under Management			293.2	283.7	278.6	268.6	263.2	265.5
Assets under Administration			71.9	69.4	70.8	69.6	68.5	69.4

ING IM: AUM by geographic region (managed view)

In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
IIM Europe			155.9	156.3	149.9	148.1	151.6	153.3
IIM US			137.3	127.4	128.7	120.6	111.7	112.2
Total			293.2	283.7	278.6	268.6	263.2	265.5

ING IM: AUM by investor category and Investor class

In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Equity			62.6	64.1	60.2	60.3	68.1	71.5
Fixed income			219.9	211.1	209.2	202.0	188.5	185.6
Money Market			10.7	8.4	9.2	6.4	6.7	8.4
Total			293.2	283.7	278.6	268.6	263.2	265.5

ING IM: AUM rollforward

In EUR billion	4Q2012	3Q2012	2Q2012	1Q2012	4Q2011	3Q2011	2Q2011	1Q2011
Beginning of period			283.7	278.6	268.6	263.2	265.5	270.0
Net inflow			0.4	1.3	-1.1	-0.5	-1.3	3.6
Acquisition/ Divestments			0.0	0.0	-0.1	0.0	0.9	-0.9
Market performance			1.2	7.1	6.0	-1.7	3.2	-1.7
FX impact and other			7.9	-3.3	5.1	7.6	-5.1	-5.4
End of period			293.2	283.7	278.6	268.6	263.2	265.5

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 2011 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 Annual 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. This document does not constitute an offer to sell, or a solicitation of an offer to buy, any securities.