

# ING Historical Trend Data 3Q2023 Introduction

## General comments

- The Historical Trend Data document includes quarterly financial trend data and details of restatements. The Historical Trend Data document is published on a quarterly basis.
- In this document consolidated results of ING Group are based on IFRS as adopted by the European Union (IFRS-EU).
- Hyperinflation accounting (IAS 29) has become applicable for ING's subsidiary in Turkey since 2Q2022 with retrospective application from 1 January 2022.
- Allocation keys are used to calculate segmental information; e.g. Retail vs. Wholesale Banking and product information. These allocation keys might be refined over time.
- Small differences are possible due to rounding.
- All figures are unaudited.

## Product segmentation Wholesale Banking

### Product Group

- Lending
- Daily Banking & Trade Finance
- Financial Markets
- Treasury & Other

### Sub products

Project and Asset-based Finance excluding Trade & Commodity Finance  
Real Estate Finance Corporate Clients  
General Lending

Transaction Services  
Trade & Commodity Finance

Financial Markets Clients & Products

WB-part Treasury (Asset & Liability Management and Treasury)  
General Lease and Real Estate run-off portfolios  
General Leasing (non run-off)  
Corporate Finance  
Other

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## ING 1.1 Profit or loss: Comparable quarters

Profit or loss												
In € million	ING Group			of which: Retail Banking			of which: Wholesale Banking			of which: Corporate Line		
	3Q2023	3Q2022	2Q2023	3Q2023	3Q2022	2Q2023	3Q2023	3Q2022	2Q2023	3Q2023	3Q2022	2Q2023
<b>Profit or loss</b>												
Net interest income	4,028	3,332	4,061	2,936	2,059	2,911	989	1,124	1,017	103	149	134
Net fee and commission income	909	876	912	608	583	569	294	295	346	7	-1	-3
Investment income	103	111	1	7	1	1	-2	-1	-2	98	111	2
Other income	802	93	785	346	18	285	544	138	485	-88	-63	14
<b>Total income</b>	<b>5,842</b>	<b>4,412</b>	<b>5,759</b>	<b>3,897</b>	<b>2,661</b>	<b>3,766</b>	<b>1,825</b>	<b>1,556</b>	<b>1,846</b>	<b>120</b>	<b>195</b>	<b>147</b>
Expenses excl. regulatory costs	2,684	2,533	2,534	1,739	1,693	1,660	759	708	759	186	133	115
Regulatory costs <sup>1)</sup>	109	96	91	94	85	81	14	10	11	1	1	-1
<b>Operating expenses</b>	<b>2,793</b>	<b>2,629</b>	<b>2,626</b>	<b>1,833</b>	<b>1,778</b>	<b>1,741</b>	<b>773</b>	<b>718</b>	<b>770</b>	<b>187</b>	<b>133</b>	<b>114</b>
<b>Gross result</b>	<b>3,049</b>	<b>1,783</b>	<b>3,133</b>	<b>2,064</b>	<b>883</b>	<b>2,025</b>	<b>1,052</b>	<b>838</b>	<b>1,076</b>	<b>-67</b>	<b>62</b>	<b>32</b>
Addition to loan loss provisions	183	403	98	166	274	113	15	128	-15	3	1	0
<b>Result before tax</b>	<b>2,866</b>	<b>1,380</b>	<b>3,035</b>	<b>1,898</b>	<b>609</b>	<b>1,911</b>	<b>1,037</b>	<b>710</b>	<b>1,091</b>	<b>-70</b>	<b>62</b>	<b>32</b>
Taxation	817	427	818	540	180	488	254	185	225	23	62	105
Non-controlling interests	67	-26	62	48	-48	46	18	22	17	-	1	-
<b>Net result</b>	<b>1,982</b>	<b>979</b>	<b>2,155</b>	<b>1,310</b>	<b>477</b>	<b>1,377</b>	<b>765</b>	<b>503</b>	<b>850</b>	<b>-93</b>	<b>-1</b>	<b>-73</b>
<b>Key figures</b>												
Interest margin	1.57%	1.28%	1.56%									
Cost/income ratio	47.8%	59.6%	45.6%	47.0%	66.8%	46.2%	42.4%	46.1%	41.7%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	11	25	6	15	24	10	3	27	-3	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	16.0%	7.7%	17.5%									
Return on equity based on 12.5% CET1 <sup>2)</sup>	20.4%	9.0%	21.8%	27.8%	8.8%	29.1%	16.7%	10.1%	18.1%	-19.2%	-0.1%	-14.8%
Risk-weighted assets (end of period)	320,797	338,561	322,926	155,449	157,487	157,248	150,179	166,347	149,934	15,168	14,727	15,744
Employees (internal FTEs, end of period)	60,174	58,216	59,474	44,865	43,542	44,403	15,277	14,348	15,031	32	326	40
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.52%	1.35%	1.45%									
Cost/income ratio	51.6%	61.5%	54.4%	51.7%	63.9%	56.0%	47.0%	47.1%	48.1%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	13.8%	6.8%	11.7%									
Return on equity based on 12.5% CET1 <sup>2)</sup>	17.2%	8.9%	14.3%	23.2%	14.0%	18.5%	14.2%	7.4%	12.5%	-14.0%	-39.2%	-9.3%

<sup>1)</sup> Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and the (European) single resolution fund ('SRF').

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.2 Profit or loss: 3Q2023 Segment split

Profit or loss 3Q2023								
In € million	Total	Retail Banking	Retail Netherlands	Retail Belgium	Retail Germany	Retail Other	Wholesale Banking	Corporate Line
Balance sheet related interest	4,028	3,272	788	626	837	1,022	1,240	-484
Capital charge on book equity	-	-268	-19	-69	-72	-109	-188	457
Interest benefit on total capital	-	-68	-23	-14	-12	-19	-62	130
Net interest income	4,028	2,936	746	543	753	895	989	103
Net fee and commission income	909	608	246	133	93	136	294	7
Investment income	102	6	1	4	0	0	-1	98
Realised gains and fair value changes on investments	0	1	2	0	0	-1	-1	0
Total investment income	103	7	3	4	1	-1	-2	98
Valuation result and net trading income	885	331	276	15	-10	50	529	26
Other income	-83	15	10	-1	3	3	15	-114
Total other income	802	346	286	15	-7	53	544	-88
<b>Total income</b>	<b>5,842</b>	<b>3,897</b>	<b>1,281</b>	<b>695</b>	<b>839</b>	<b>1,082</b>	<b>1,825</b>	<b>120</b>
Expenses excl. regulatory costs	2,684	1,739	489	437	284	528	759	186
Regulatory costs <sup>1)</sup>	109	94	27	-	18	49	14	1
<b>Operating expenses</b>	<b>2,793</b>	<b>1,833</b>	<b>516</b>	<b>437</b>	<b>303</b>	<b>577</b>	<b>773</b>	<b>187</b>
<b>Gross result</b>	<b>3,049</b>	<b>2,064</b>	<b>765</b>	<b>257</b>	<b>537</b>	<b>505</b>	<b>1,052</b>	<b>-67</b>
Addition to loan loss provisions	183	166	-1	50	46	72	15	3
<b>Result before tax</b>	<b>2,866</b>	<b>1,898</b>	<b>766</b>	<b>208</b>	<b>491</b>	<b>433</b>	<b>1,037</b>	<b>-70</b>
Taxation	817	540	198	55	173	114	254	23
Non-controlling interests	67	48	-	0	0	48	18	-
<b>Net result</b>	<b>1,982</b>	<b>1,310</b>	<b>569</b>	<b>153</b>	<b>318</b>	<b>271</b>	<b>765</b>	<b>-93</b>
<b>Key figures</b>								
Interest margin	1.57%							
Cost/income ratio	47.8%	47.0%	40.3%	63.0%	36.0%	53.3%	42.4%	n.a.
Risk costs in bps of average customer lending	11	15	-0	21	18	27	3	n.a.
Return on equity based on IFRS-EU equity	16.0%							
Return on equity based on 12.5% CET1 <sup>2)</sup>	20.4%	27.8%	35.7%	14.5%	36.3%	23.4%	16.7%	-19.2%
Risk-weighted assets (end of period)	320,797	155,449	51,094	33,699	27,070	43,587	150,179	15,168
Employees (internal FTEs, end of period)	60,174	44,865	12,199	7,601	5,899	19,165	15,277	32
<b>Four-quarter rolling average key figures</b>								
Interest margin	1.52%							
Cost/income ratio	51.6%	51.7%	43.8%	68.4%	40.2%	58.5%	47.0%	n.a.
Return on equity based on IFRS-EU equity	13.8%							
Return on equity based on 12.5% CET1 <sup>2)</sup>	17.2%	23.2%	30.7%	10.9%	30.3%	19.3%	14.2%	-14.0%

<sup>1)</sup> Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and the (European) single resolution fund ('SRF').

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.3 Profit or loss: Quarterly overview

Profit or loss										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
Interest income		14,975	13,665	11,708	9,333	7,315	6,368	5,454	40,348	19,138
Minus: interest expense		10,947	9,604	7,697	5,788	3,983	2,903	2,040	28,248	8,926
Net interest income		4,028	4,061	4,012	3,545	3,332	3,465	3,415	12,101	10,212
Net fee and commission income		909	912	896	888	876	888	933	2,716	2,698
Investment income		102	2	1	15	114	23	4	104	141
Realised gains and fair value changes on investments		0	-0	15	0	-3	8	26	15	31
Total investment income		103	1	15	15	111	31	29	119	171
Valuation result and net trading income		885	727	692	701	-19	478	341	2,305	800
Other income		-83	58	-48	-281	111	-181	-119	-74	-188
Total other income		802	785	644	420	93	297	222	2,231	612
<b>Total income</b>		<b>5,842</b>	<b>5,759</b>	<b>5,567</b>	<b>4,868</b>	<b>4,412</b>	<b>4,682</b>	<b>4,600</b>	<b>17,167</b>	<b>13,694</b>
Staff expenses		1,689	1,704	1,616	1,633	1,542	1,524	1,453	5,009	4,519
Regulatory costs <sup>1)</sup>		109	91	525	291	96	214	649	725	958
Other expenses		995	830	929	963	991	1,000	843	2,755	2,834
<b>Operating expenses</b>		<b>2,793</b>	<b>2,626</b>	<b>3,071</b>	<b>2,888</b>	<b>2,629</b>	<b>2,738</b>	<b>2,945</b>	<b>8,489</b>	<b>8,311</b>
<b>Gross result</b>		<b>3,049</b>	<b>3,133</b>	<b>2,496</b>	<b>1,980</b>	<b>1,783</b>	<b>1,944</b>	<b>1,655</b>	<b>8,678</b>	<b>5,382</b>
Addition to loan loss provisions		183	98	152	269	403	202	987	434	1,592
<b>Result before tax</b>		<b>2,866</b>	<b>3,035</b>	<b>2,344</b>	<b>1,711</b>	<b>1,380</b>	<b>1,743</b>	<b>668</b>	<b>8,245</b>	<b>3,791</b>
Taxation		817	818	715	575	427	530	194	2,350	1,151
Non-controlling interests		67	62	38	48	-26	34	46	167	54
<b>Net result</b>		<b>1,982</b>	<b>2,155</b>	<b>1,591</b>	<b>1,089</b>	<b>979</b>	<b>1,178</b>	<b>429</b>	<b>5,728</b>	<b>2,586</b>
<b>Key figures</b>										
Interest margin		1.57%	1.56%	1.59%	1.36%	1.28%	1.36%	1.37%	1.57%	1.34%
Cost/income ratio		47.8%	45.6%	55.2%	59.3%	59.6%	58.5%	64.0%	49.4%	60.7%
Risk costs in bps of average customer lending		11	6	9	17	25	13	62	9	33
Return on equity based on IFRS-EU equity		16.0%	17.5%	13.0%	8.8%	7.7%	9.2%	3.3%	15.5%	6.7%
Return on equity based on 12.5% CET1 <sup>2)</sup>		20.4%	21.8%	15.8%	10.9%	9.0%	11.6%	4.7%	19.3%	8.5%
Risk-weighted assets (end of period)		320,797	322,926	327,377	331,520	338,561	335,898	334,905	320,797	338,561
Employees (internal FTEs, end of period)		60,174	59,474	58,693	58,232	58,216	57,402	57,048	60,174	58,216
<b>Four-quarter rolling average key figures</b>										
interest margin		1.52%	1.45%	1.40%	1.34%	1.35%	1.37%	1.37%		
Cost/income ratio		51.6%	54.4%	58.0%	60.3%	61.5%	61.0%	60.5%		
Return on equity based on IFRS-EU equity		13.8%	11.7%	9.7%	7.2%	6.8%	7.5%	8.0%		
Return on equity based on 12.5% CET1 <sup>2)</sup>		17.2%	14.3%	11.8%	9.1%	8.9%	10.2%	11.1%		

<sup>1)</sup> Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and the (European) single resolution fund ('SRF').

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
Balance sheet related interest		3,272	3,202	3,066	2,588	2,218	2,341	2,345	9,541	6,904
Capital charge on book equity		-268	-231	-187	-138	-79	-44	-24	-686	-147
Interest benefit on total capital		-68	-60	-62	-74	-81	-58	-48	-191	-186
Net interest income		2,936	2,911	2,817	2,376	2,059	2,239	2,273	8,664	6,571
Net fee and commission income		608	569	575	573	583	610	609	1,752	1,802
Investment income		6	2	0	7	3	15	2	8	20
Realised gains and fair value changes on investments		1	-0	11	-0	-2	6	22	12	26
Total investment income		7	1	12	7	1	22	24	20	46
Valuation result and net trading income		331	248	295	424	-141	168	246	874	273
Other income		15	38	13	-161	159	52	30	66	241
Total other income		346	285	308	262	18	220	276	940	514
<b>Total income</b>		<b>3,897</b>	<b>3,766</b>	<b>3,712</b>	<b>3,219</b>	<b>2,661</b>	<b>3,091</b>	<b>3,182</b>	<b>11,375</b>	<b>8,933</b>
Expenses excl. regulatory costs		1,739	1,660	1,703	1,682	1,693	1,682	1,537	5,102	4,912
Regulatory costs		94	81	389	194	85	199	478	564	762
<b>Operating expenses</b>		<b>1,833</b>	<b>1,741</b>	<b>2,092</b>	<b>1,876</b>	<b>1,778</b>	<b>1,881</b>	<b>2,015</b>	<b>5,666</b>	<b>5,674</b>
<b>Gross result</b>		<b>2,064</b>	<b>2,025</b>	<b>1,620</b>	<b>1,343</b>	<b>883</b>	<b>1,210</b>	<b>1,166</b>	<b>5,709</b>	<b>3,259</b>
Addition to loan loss provisions		166	113	242	203	274	113	48	521	436
<b>Result before tax</b>		<b>1,898</b>	<b>1,911</b>	<b>1,379</b>	<b>1,140</b>	<b>609</b>	<b>1,097</b>	<b>1,118</b>	<b>5,188</b>	<b>2,823</b>
Taxation		540	488	443	319	180	300	270	1,471	749
Non-controlling interests		48	46	26	37	-48	24	37	120	13
<b>Net result</b>		<b>1,310</b>	<b>1,377</b>	<b>910</b>	<b>785</b>	<b>477</b>	<b>772</b>	<b>811</b>	<b>3,597</b>	<b>2,061</b>
<b>Key figures</b>										
Cost/income ratio		47.0%	46.2%	56.4%	58.3%	66.8%	60.9%	63.3%	49.8%	63.5%
Risk costs in bps of average customer lending		15	10	21	18	24	10	4	15	13
Return on equity based on 12.5% CET1 <sup>1)</sup>		27.8%	29.1%	19.2%	16.7%	8.8%	16.2%	17.3%	25.4%	14.1%
Risk-weighted assets (end of period)		155,449	157,248	155,587	156,757	157,487	153,361	161,167	155,449	157,487
Employees (internal FTEs, end of period)		44,865	44,403	43,853	43,583	43,542	42,885	42,672	44,865	43,542
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		51.7%	56.0%	60.1%	62.1%	63.9%	62.5%	61.9%		
Return on equity based on 12.5% CET1 <sup>1)</sup>		23.2%	18.5%	15.2%	14.8%	14.0%	16.4%	16.8%		

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

# ING 1.5 Profit or loss: Retail Banking Netherlands

Profit or loss Retail Banking Netherlands										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
Balance sheet related interest		788	838	874	685	770	739	781	2,500	2,290
Capital charge on book equity		-19	-11	-10	-6	0	1	2	-40	3
Interest benefit on total capital		-23	-20	-21	-25	-26	-19	-15	-64	-60
Net interest income		746	807	843	655	745	721	767	2,396	2,233
Net fee and commission income		246	235	235	224	235	224	209	717	668
Investment income		1	0	1	7	4	14	2	2	20
Realised gains and fair value changes on investments		2	-0	2	-0	-2	2	8	4	9
Total investment income		3	0	3	7	2	16	10	6	29
Valuation result and net trading income		276	176	216	117	49	74	85	668	209
Other income		10	7	8	9	10	21	15	25	46
Total other income		286	183	224	126	59	95	101	693	255
<b>Total income</b>		<b>1,281</b>	<b>1,226</b>	<b>1,305</b>	<b>1,011</b>	<b>1,041</b>	<b>1,056</b>	<b>1,087</b>	<b>3,811</b>	<b>3,185</b>
Expenses excl. regulatory costs		489	466	474	466	531	432	435	1,429	1,398
Regulatory costs		27	21	93	74	28	34	113	140	176
<b>Operating expenses</b>		<b>516</b>	<b>487</b>	<b>567</b>	<b>541</b>	<b>559</b>	<b>466</b>	<b>549</b>	<b>1,569</b>	<b>1,574</b>
<b>Gross result</b>		<b>765</b>	<b>739</b>	<b>738</b>	<b>470</b>	<b>482</b>	<b>590</b>	<b>539</b>	<b>2,242</b>	<b>1,611</b>
Addition to loan loss provisions		-1	-14	56	28	45	11	-17	41	39
<b>Result before tax</b>		<b>766</b>	<b>753</b>	<b>682</b>	<b>442</b>	<b>437</b>	<b>579</b>	<b>556</b>	<b>2,201</b>	<b>1,572</b>
Taxation		198	193	178	120	119	161	140	569	419
Non-controlling interests		-	-	-	-	-	-	-	-	-
<b>Net result</b>		<b>569</b>	<b>559</b>	<b>504</b>	<b>322</b>	<b>319</b>	<b>418</b>	<b>416</b>	<b>1,632</b>	<b>1,152</b>
<b>Key figures</b>										
Cost/income ratio		40.3%	39.7%	43.4%	53.5%	53.7%	44.1%	50.5%	41.2%	49.4%
Risk costs in bps of average customer lending		-0	-4	15	7	12	3	-4	4	3
Return on equity based on 12.5% CET1 <sup>1)</sup>		35.7%	35.2%	31.8%	20.2%	20.5%	26.6%	27.5%	34.3%	24.8%
Risk-weighted assets (end of period)		51,094	50,820	50,807	50,573	51,589	48,185	52,262	51,094	51,589
Employees (internal FTEs, end of period)		12,199	11,925	11,670	11,122	10,953	10,230	9,974	12,199	10,953
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		43.8%	47.0%	48.3%	50.4%	49.8%	52.4%	54.0%		
Return on equity based on 12.5% CET1 <sup>1)</sup>		30.7%	26.9%	24.8%	23.6%	24.9%	25.9%	27.0%		

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.6 Profit or loss: Retail Banking Belgium

Profit or loss Retail Banking Belgium <sup>1)</sup>										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
Balance sheet related interest		626	585	546	422	462	420	425	1,757	1,306
Capital charge on book equity		-69	-55	-38	-17	2	8	6	-163	17
Interest benefit on total capital		-14	-13	-14	-16	-18	-14	-12	-41	-44
Net interest income		543	516	494	389	445	415	419	1,552	1,279
Net fee and commission income		133	125	115	136	118	133	125	374	376
Investment income		4	-0	0	0	0	0	0	4	0
Realised gains and fair value changes on investments		0	-0	1	-0	-0	-0	11	1	10
Total investment income		4	-1	1	-0	-0	-0	11	5	10
Valuation result and net trading income		15	22	30	269	-234	25	53	67	-156
Other income		-1	26	1	-190	6	19	10	27	35
Total other income		15	48	31	79	-227	44	63	94	-121
<b>Total income</b>		<b>695</b>	<b>689</b>	<b>641</b>	<b>603</b>	<b>335</b>	<b>591</b>	<b>618</b>	<b>2,025</b>	<b>1,544</b>
Expenses excl. regulatory costs		437	396	383	370	365	455	351	1,216	1,171
Regulatory costs		-	3	177	29	-1	-4	220	180	215
<b>Operating expenses</b>		<b>437</b>	<b>399</b>	<b>560</b>	<b>400</b>	<b>364</b>	<b>450</b>	<b>571</b>	<b>1,397</b>	<b>1,386</b>
<b>Gross result</b>		<b>257</b>	<b>290</b>	<b>81</b>	<b>203</b>	<b>-29</b>	<b>140</b>	<b>47</b>	<b>628</b>	<b>158</b>
Addition to loan loss provisions		50	13	78	22	93	28	-4	141	116
<b>Result before tax</b>		<b>208</b>	<b>277</b>	<b>3</b>	<b>181</b>	<b>-122</b>	<b>113</b>	<b>51</b>	<b>487</b>	<b>42</b>
Taxation		55	69	26	50	-27	34	15	150	22
Non-controlling interests		0	0	0	0	0	0	0	0	0
<b>Net result</b>		<b>153</b>	<b>207</b>	<b>-22</b>	<b>131</b>	<b>-95</b>	<b>79</b>	<b>36</b>	<b>338</b>	<b>20</b>
<b>Key figures</b>										
Cost/income ratio		63.0%	57.9%	87.4%	66.3%	108.6%	76.2%	92.5%	69.0%	89.8%
Risk costs in bps of average customer lending		21	6	34	10	41	12	-2	20	17
Return on equity based on 12.5% CET1 <sup>2)</sup>		14.5%	19.4%	-2.1%	12.0%	-8.6%	6.8%	2.9%	10.5%	0.6%
Risk-weighted assets (end of period)		33,699	33,641	34,602	34,803	35,166	35,096	39,625	33,699	35,166
Employees (internal FTEs, end of period)		7,601	7,630	7,588	7,666	7,647	7,797	7,832	7,601	7,647
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		68.4%	76.0%	81.8%	83.2%	84.1%	72.7%	68.2%		
Return on equity based on 12.5% CET1 <sup>2)</sup>		10.9%	5.1%	2.1%	3.3%	2.4%	9.4%	10.2%		

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

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.7 Profit or loss: Retail Banking Germany

Profit or loss Retail Banking Germany										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
Balance sheet related interest		837	809	718	558	450	351	350	2,364	1,152
Capital charge on book equity		-72	-63	-41	-18	2	10	11	-176	22
Interest benefit on total capital		-12	-11	-12	-14	-15	-10	-9	-35	-34
Net interest income		753	736	665	526	437	351	352	2,153	1,139
Net fee and commission income		93	83	96	89	99	113	136	273	348
Investment income		0	-0	-0	-0	-1	-0	-	0	-1
Realised gains and fair value changes on investments		0	-	3	1	-	1	1	4	2
Total investment income		1	-0	3	1	-1	1	1	4	1
Valuation result and net trading income		-10	-30	-14	-17	-20	35	60	-54	75
Other income		3	2	2	3	1	2	3	7	6
Total other income		-7	-29	-12	-14	-19	37	62	-47	81
<b>Total income</b>		<b>839</b>	<b>790</b>	<b>753</b>	<b>603</b>	<b>516</b>	<b>502</b>	<b>552</b>	<b>2,383</b>	<b>1,569</b>
Expenses excl. regulatory costs		284	270	283	269	256	265	258	837	778
Regulatory costs		18	12	40	24	-4	27	46	70	69
<b>Operating expenses</b>		<b>303</b>	<b>282</b>	<b>323</b>	<b>293</b>	<b>253</b>	<b>291</b>	<b>303</b>	<b>908</b>	<b>847</b>
<b>Gross result</b>		<b>537</b>	<b>508</b>	<b>430</b>	<b>310</b>	<b>263</b>	<b>210</b>	<b>249</b>	<b>1,475</b>	<b>722</b>
Addition to loan loss provisions		46	16	33	52	43	13	22	94	79
<b>Result before tax</b>		<b>491</b>	<b>493</b>	<b>397</b>	<b>258</b>	<b>220</b>	<b>197</b>	<b>226</b>	<b>1,381</b>	<b>643</b>
Taxation		173	148	141	79	40	41	42	462	123
Non-controlling interests		0	0	-0	0	1	1	1	0	3
<b>Net result</b>		<b>318</b>	<b>344</b>	<b>256</b>	<b>179</b>	<b>180</b>	<b>155</b>	<b>183</b>	<b>918</b>	<b>517</b>
<b>Key figures</b>										
Cost/income ratio		36.0%	35.7%	42.9%	48.6%	49.0%	58.1%	54.9%	38.1%	54.0%
Risk costs in bps of average customer lending		18	6	13	21	17	5	9	13	11
Return on equity based on 12.5% CET1 <sup>1)</sup>		36.3%	38.3%	28.1%	19.2%	19.6%	17.2%	20.2%	34.2%	19.0%
Risk-weighted assets (end of period)		27,070	28,997	28,541	29,811	29,739	29,194	28,739	27,070	29,739
Employees (internal FTEs, end of period)		5,899	5,857	5,849	5,848	5,790	5,795	5,831	5,899	5,790
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		40.2%	43.2%	48.9%	52.5%	55.0%	57.5%	59.0%		
Return on equity based on 12.5% CET1 <sup>1)</sup>		30.3%	26.2%	21.0%	19.1%	18.0%	16.1%	14.6%		

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.8 Profit or loss: Retail Banking Other

Profit or loss Retail Banking Other <sup>1)</sup>										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
Balance sheet related interest		1,022	970	929	923	536	831	789	2,921	2,156
Capital charge on book equity		-109	-102	-98	-97	-83	-63	-43	-308	-189
Interest benefit on total capital		-19	-16	-16	-19	-21	-15	-12	-51	-48
Net interest income		895	853	815	806	432	753	734	2,562	1,919
Net fee and commission income		136	125	128	124	131	140	139	389	410
Investment income		0	2	-0	0	-0	2	0	2	2
Realised gains and fair value changes on investments		-1	0	5	-1	-0	4	1	4	5
Total investment income		-1	2	5	-1	-0	5	1	6	6
Valuation result and net trading income		50	80	63	55	64	33	48	192	145
Other income		3	3	2	17	141	11	2	8	154
Total other income		53	82	65	72	205	44	50	200	299
<b>Total income</b>		<b>1,082</b>	<b>1,061</b>	<b>1,013</b>	<b>1,002</b>	<b>769</b>	<b>942</b>	<b>924</b>	<b>3,157</b>	<b>2,635</b>
Expenses excl. regulatory costs		528	528	562	576	540	531	493	1,619	1,564
Regulatory costs		49	45	80	67	62	142	99	173	302
<b>Operating expenses</b>		<b>577</b>	<b>573</b>	<b>642</b>	<b>643</b>	<b>602</b>	<b>673</b>	<b>592</b>	<b>1,792</b>	<b>1,867</b>
<b>Gross result</b>		<b>505</b>	<b>488</b>	<b>371</b>	<b>359</b>	<b>167</b>	<b>269</b>	<b>332</b>	<b>1,365</b>	<b>768</b>
Addition to loan loss provisions		72	99	75	100	94	61	47	246	202
<b>Result before tax</b>		<b>433</b>	<b>389</b>	<b>296</b>	<b>259</b>	<b>73</b>	<b>208</b>	<b>285</b>	<b>1,119</b>	<b>566</b>
Taxation		114	78	98	69	48	65	72	290	185
Non-controlling interests		48	45	26	37	-49	23	36	120	10
<b>Net result</b>		<b>271</b>	<b>266</b>	<b>172</b>	<b>153</b>	<b>73</b>	<b>121</b>	<b>178</b>	<b>709</b>	<b>372</b>
<b>Key figures</b>										
Cost/income ratio		53.3%	54.0%	63.4%	64.1%	78.3%	71.4%	64.0%	56.8%	70.8%
Risk costs in bps of average customer lending		27	37	28	37	34	22	17	31	24
Return on equity based on 12.5% CET1 <sup>2)</sup>		23.4%	23.4%	15.2%	14.7%	1.9%	11.3%	16.7%	20.7%	10.0%
Risk-weighted assets (end of period)		43,587	43,791	41,636	41,571	40,993	40,886	40,542	43,587	40,993
Employees (internal FTEs, end of period)		19,165	18,990	18,745	18,947	19,152	19,063	19,035	19,165	19,152
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		58.5%	64.0%	68.7%	69.0%	73.9%	70.3%	68.9%		
Return on equity based on 12.5% CET1 <sup>2)</sup>		19.3%	13.9%	10.8%	11.2%	9.0%	12.4%	13.6%		

<sup>1)</sup> Includes: Australia, Italy, Spain, Poland, Romania, Türkiye, France (up to and including 4Q2022, after which ING discontinued its retail activities), Philippines (up to and including 4Q2022, after which ING discontinued its retail activities), and Other.

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

# ING 1.9 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
Balance sheet related interest		1,240	1,248	1,270	1,188	1,277	1,171	1,127	3,758	3,575
Capital charge on book equity		-188	-172	-148	-116	-69	-35	-22	-509	-126
Interest benefit on total capital		-62	-58	-63	-76	-84	-58	-44	-184	-186
Net interest income		989	1,017	1,059	997	1,124	1,078	1,061	3,065	3,263
Net fee and commission income		294	346	323	318	295	280	324	963	899
Investment income		-1	-2	-0	0	-0	6	2	-3	7
Realised gains and fair value changes on investments		-1	0	3	0	-1	1	4	3	5
Total investment income		-2	-2	3	1	-1	7	6	-0	12
Valuation result and net trading income		529	487	405	289	136	375	152	1,420	663
Other income		15	-2	1	-97	2	-8	-12	14	-19
Total other income		544	485	406	192	138	367	139	1,435	644
<b>Total income</b>		<b>1,825</b>	<b>1,846</b>	<b>1,791</b>	<b>1,507</b>	<b>1,556</b>	<b>1,732</b>	<b>1,530</b>	<b>5,462</b>	<b>4,818</b>
Expenses excl. regulatory costs		759	759	725	775	708	694	644	2,242	2,046
Regulatory costs		14	11	136	98	10	15	171	161	196
<b>Operating expenses</b>		<b>773</b>	<b>770</b>	<b>860</b>	<b>872</b>	<b>718</b>	<b>708</b>	<b>815</b>	<b>2,403</b>	<b>2,241</b>
<b>Gross result</b>		<b>1,052</b>	<b>1,076</b>	<b>931</b>	<b>635</b>	<b>838</b>	<b>1,024</b>	<b>715</b>	<b>3,059</b>	<b>2,577</b>
Addition to loan loss provisions		15	-15	-90	65	128	88	939	-91	1,155
<b>Result before tax</b>		<b>1,037</b>	<b>1,091</b>	<b>1,021</b>	<b>570</b>	<b>710</b>	<b>935</b>	<b>-224</b>	<b>3,150</b>	<b>1,422</b>
Taxation		254	225	270	207	185	201	-13	749	374
Non-controlling interests		18	17	11	11	22	10	9	46	41
<b>Net result</b>		<b>765</b>	<b>850</b>	<b>739</b>	<b>351</b>	<b>503</b>	<b>724</b>	<b>-220</b>	<b>2,354</b>	<b>1,007</b>
<b>Key figures</b>										
Cost/income ratio		42.4%	41.7%	48.0%	57.9%	46.1%	40.9%	53.3%	44.0%	46.5%
Income over average risk-weighted assets (in bps) <sup>1)</sup>		487	482	454	370	374	419	391	474	395
Risk costs in bps of average customer lending		3	-3	-19	13	27	19	205	-6	82
Return on equity based on 12.5% CET1 <sup>2)</sup>		16.7%	18.1%	15.2%	7.1%	10.1%	14.2%	-4.3%	16.7%	6.9%
Risk-weighted assets (end of period)		150,179	149,934	156,218	159,433	166,347	166,674	163,897	150,179	166,347
Employees (internal FTEs, end of period)		15,277	15,031	14,687	14,420	14,348	14,169	14,029	15,277	14,348
Value at Risk trading positions (average)		18.1	15.4	14.4	12.4	13.2	12.1	10.4		
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		47.0%	48.1%	48.0%	49.2%	47.1%	47.7%	49.6%		
Return on equity based on 12.5% CET1 <sup>2)</sup>		14.2%	12.5%	11.6%	6.9%	7.4%	7.8%	7.7%		

<sup>1)</sup> Total income divided by average risk-weighted assets (annualised).

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.10 Wholesale Banking income by product

Wholesale Banking income by product										
In € million	4Q2023	3Q2023	2Q2023 <sup>2)</sup>	1Q2023 <sup>2)</sup>	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
<b>WB Lending</b>										
Net interest income		688	653	653	660	669	658	665	1,994	1,991
Net fee and commission income		141	157	152	157	130	117	140	451	387
Total investment income		0	-0	-	0	-0	1	-	0	1
Total other income		-25	-2	1	-72	20	17	-5	-26	32
<b>Total income WB Lending</b>		<b>804</b>	<b>809</b>	<b>807</b>	<b>746</b>	<b>819</b>	<b>793</b>	<b>800</b>	<b>2,419</b>	<b>2,411</b>
<b>Key figures</b>										
Income over average risk-weighted assets (in bps) <sup>1)</sup>		317	313	302	272	300	305	323	311	309
Risk-weighted assets (end of period)		101,697	101,135	105,692	107,878	111,058	107,365	100,671	101,697	111,058
<b>WB Daily Banking &amp; Trade Finance</b>										
Net interest income		363	384	382	310	284	238	197	1,128	720
Net fee and commission income		123	134	128	128	138	142	146	385	427
Total investment income		-	-1	-	-	-	-	-	-1	-
Total other income		40	45	19	5	15	22	35	104	72
<b>Total income WB Daily Banking &amp; Trade Finance</b>		<b>527</b>	<b>561</b>	<b>529</b>	<b>443</b>	<b>437</b>	<b>402</b>	<b>379</b>	<b>1,617</b>	<b>1,219</b>
<b>Key figures</b>										
Income over average risk-weighted assets (in bps) <sup>1)</sup>		1,274	1,318	1,139	876	797	707	728	1,240	744
Risk-weighted assets (end of period)		16,622	16,454	17,615	19,542	20,931	22,970	22,600	16,622	20,931
<b>WB Financial Markets</b>										
Net interest income		-61	-73	-19	50	78	78	117	-153	273
Net fee and commission income		28	47	41	22	27	19	31	116	77
Total investment income		3	-2	-0	-0	0	1	-1	1	0
Total other income		405	387	327	215	176	345	68	1,119	589
<b>Total income WB Financial Markets</b>		<b>375</b>	<b>359</b>	<b>349</b>	<b>287</b>	<b>282</b>	<b>443</b>	<b>215</b>	<b>1,082</b>	<b>939</b>
<b>Key figures</b>										
Income over average risk-weighted assets (in bps) <sup>1)</sup>		625	594	576	456	409	576	293	598	429
Risk-weighted assets (end of period)		24,017	23,983	24,345	24,076	26,333	28,693	32,793	24,017	26,333
<b>WB Treasury &amp; Other</b>										
Net interest income		-2	54	43	-24	93	104	82	95	279
Net fee and commission income		1	8	2	10	-1	2	6	11	7
Total investment income		-5	1	3	1	-1	5	7	-1	11
Total other income		124	55	59	44	-73	-17	41	238	-48
<b>Total income WB Treasury &amp; Other</b>		<b>119</b>	<b>117</b>	<b>107</b>	<b>31</b>	<b>19</b>	<b>94</b>	<b>136</b>	<b>343</b>	<b>249</b>
<b>Key figures</b>										
Income over average risk-weighted assets (in bps) <sup>1)</sup>		587	554	520	158	95	486	738	553	433
Risk-weighted assets (end of period)		7,844	8,362	8,566	7,936	8,025	7,646	7,832	7,844	8,025
<b>Total Wholesale Banking</b>										
Net interest income		989	1,017	1,059	997	1,124	1,078	1,061	3,065	3,263
Net fee and commission income		294	346	323	318	295	280	324	963	899
Total investment income		-2	-2	3	1	-1	7	6	-0	12
Total other income		544	485	406	192	138	367	139	1,435	644
<b>Total income Wholesale Banking</b>		<b>1,825</b>	<b>1,846</b>	<b>1,791</b>	<b>1,507</b>	<b>1,556</b>	<b>1,732</b>	<b>1,530</b>	<b>5,462</b>	<b>4,818</b>
<b>Key figures</b>										
Income over average risk-weighted assets (in bps) <sup>1)</sup>		487	482	454	370	374	419	391	474	395
Risk-weighted assets (end of period)		150,179	149,934	156,218	159,433	166,347	166,674	163,897	150,179	166,347

<sup>1)</sup> Total income divided by average risk-weighted assets (annualised).

<sup>2)</sup> In 3Q2023, an updated classification of transactions within Wholesale Banking led to a shift between Net interest income and Other income for Financial Markets, with an offset in Treasury & Other. Historical figures of 1Q2023 and 2Q2023 have been adjusted; in 2022 the impact was negligible.

## ING 1.11 Profit or loss: Corporate Line

Profit or loss Corporate Line										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
Balance sheet related interest		-484	-389	-325	-231	-164	-46	-57	-1,198	-267
Capital charge on book equity		457	403	335	254	148	79	46	1,195	273
Interest benefit on total capital		130	119	125	150	165	115	92	374	372
Net interest income		103	134	136	172	149	148	81	372	378
Net fee and commission income		7	-3	-3	-3	-1	-2	0	1	-3
Investment income		98	2	0	7	111	2	0	100	113
Realised gains and fair value changes on investments		0	-	0	0	-0	-0	-0	0	-0
Total investment income		98	2	0	7	111	2	0	100	113
Valuation result and net trading income		26	-8	-8	-12	-14	-64	-57	10	-136
Other income		-114	22	-62	-23	-49	-225	-136	-154	-410
Total other income		-88	14	-70	-34	-63	-289	-194	-143	-546
<b>Total income</b>		<b>120</b>	<b>147</b>	<b>63</b>	<b>142</b>	<b>195</b>	<b>-141</b>	<b>-112</b>	<b>330</b>	<b>-58</b>
Expenses excl. regulatory costs		186	115	118	140	133	148	114	420	395
Regulatory costs		1	-1	-0	-0	1	0	-0	-0	1
<b>Operating expenses</b>		<b>187</b>	<b>114</b>	<b>118</b>	<b>140</b>	<b>133</b>	<b>148</b>	<b>114</b>	<b>420</b>	<b>396</b>
<b>Gross result</b>		<b>-67</b>	<b>32</b>	<b>-55</b>	<b>2</b>	<b>62</b>	<b>-289</b>	<b>-226</b>	<b>-90</b>	<b>-454</b>
Addition to loan loss provisions		3	0	0	1	1	-0	-0	3	1
<b>Result before tax</b>		<b>-70</b>	<b>32</b>	<b>-55</b>	<b>1</b>	<b>62</b>	<b>-289</b>	<b>-226</b>	<b>-94</b>	<b>-454</b>
Taxation		23	105	3	48	62	29	-63	130	28
Non-controlling interests		-	-	-	0	1	0	0	-	1
<b>Net result</b>		<b>-93</b>	<b>-73</b>	<b>-58</b>	<b>-47</b>	<b>-1</b>	<b>-319</b>	<b>-163</b>	<b>-223</b>	<b>-483</b>
<b>Key figures</b>										
Risk-weighted assets (end of period)		15,168	15,744	15,571	15,330	14,727	15,864	9,841	15,168	14,727
Employees (internal FTEs, end of period)		32	40	154	229	326	347	347	32	326

## ING 1.12 Geographical split: 3Q2023

### Geographical split 3Q2023

In € million	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Wholesale Banking Rest of World		Other <sup>1)</sup>		
	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Wholesale Banking	Total	Wholesale Banking	Corporate Line
<b>Profit or loss</b>																				
Net interest income	856	746	109	706	543	163	875	753	122	537	450	87	514	445	69	439	439	102	-1	103
Net fee and commission income	308	246	62	176	133	43	104	93	11	74	50	23	102	86	16	139	139	7	-0	7
Investment income	5	3	2	-1	4	-5	1	1	0	0	0	0	-2	-1	-1	2	2	98	-	98
Other income	568	286	283	30	15	16	-9	-7	-2	0	-1	1	96	53	42	204	204	-87	1	-88
<b>Total income</b>	<b>1,736</b>	<b>1,281</b>	<b>456</b>	<b>911</b>	<b>695</b>	<b>217</b>	<b>970</b>	<b>839</b>	<b>131</b>	<b>611</b>	<b>500</b>	<b>111</b>	<b>710</b>	<b>583</b>	<b>127</b>	<b>784</b>	<b>784</b>	<b>120</b>	<b>-0</b>	<b>120</b>
Expenses excl. regulatory costs	699	489	210	519	437	81	330	284	46	284	255	29	316	273	43	350	350	187	0	186
Regulatory costs	27	27	-0	-	-	-	19	18	0	16	16	0	41	33	8	5	5	1	-	1
<b>Operating expenses</b>	<b>726</b>	<b>516</b>	<b>210</b>	<b>519</b>	<b>437</b>	<b>81</b>	<b>349</b>	<b>303</b>	<b>46</b>	<b>301</b>	<b>271</b>	<b>29</b>	<b>357</b>	<b>305</b>	<b>51</b>	<b>355</b>	<b>355</b>	<b>187</b>	<b>0</b>	<b>187</b>
<b>Gross result</b>	<b>1,010</b>	<b>765</b>	<b>246</b>	<b>393</b>	<b>257</b>	<b>135</b>	<b>621</b>	<b>537</b>	<b>85</b>	<b>310</b>	<b>228</b>	<b>82</b>	<b>353</b>	<b>277</b>	<b>76</b>	<b>429</b>	<b>429</b>	<b>-68</b>	<b>-1</b>	<b>-67</b>
Addition to loan loss provisions	6	-1	7	36	50	-14	40	46	-6	29	25	4	38	47	-9	32	32	3	-	3
<b>Result before tax</b>	<b>1,005</b>	<b>766</b>	<b>239</b>	<b>357</b>	<b>208</b>	<b>150</b>	<b>582</b>	<b>491</b>	<b>90</b>	<b>282</b>	<b>203</b>	<b>78</b>	<b>315</b>	<b>230</b>	<b>85</b>	<b>397</b>	<b>397</b>	<b>-71</b>	<b>-1</b>	<b>-70</b>
Retail Banking	766	766		208	208		491	491		203	203		230	230						
Wholesale Banking	239		239	150		150	90		90	78		78	85		85	397	397	-1	-1	
Corporate Line																		-70		-70
<b>Result before tax</b>	<b>1,005</b>	<b>766</b>	<b>239</b>	<b>357</b>	<b>208</b>	<b>150</b>	<b>582</b>	<b>491</b>	<b>90</b>	<b>282</b>	<b>203</b>	<b>78</b>	<b>315</b>	<b>230</b>	<b>85</b>	<b>397</b>	<b>397</b>	<b>-71</b>	<b>-1</b>	<b>-70</b>
<b>Customer lending/deposits (in € billion)</b>																				
Residential mortgages	108.7	109.4	-0.8	40.7	40.8	-0.2	87.3	88.1	-0.9	65.6	65.6	0.0	14.7	14.7	-0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	69.0	42.0	27.0	67.0	51.0	16.0	41.9	12.3	29.6	24.2	6.6	17.6	29.6	19.7	9.9	88.5	88.5	0.3	0.0	0.3
Customer deposits	246.9	209.7	37.2	105.2	91.6	13.7	149.0	146.7	2.2	92.8	92.2	0.6	57.9	51.4	6.5	12.2	12.2	0.0	0.0	0.0
<b>Key figures</b>																				
Cost/income ratio	41.8%	40.3%	46.1%	56.9%	63.0%	37.4%	36.0%	36.0%	35.4%	49.2%	54.3%	26.3%	50.2%	52.4%	40.2%	45.3%	45.3%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	1	-0	11	13	21	-36	12	18	-8	13	14	8	34	54	-34	15	15	414	n.a.	414
Return on equity based on 12.5% CET1 <sup>2)</sup>	29.9%	35.7%	19.6%	18.3%	14.5%	28.5%	28.8%	36.3%	19.4%	19.7%	21.7%	15.9%	25.0%	24.9%	25.4%	13.0%	13.0%	-19.1%	-9.3%	-19.2%
Risk-weighted assets (end of period)	79,828	51,094	28,734	45,690	33,699	11,991	42,047	27,070	14,977	31,002	20,292	10,711	32,263	23,295	8,968	74,638	74,638	15,330	162	15,168
Employees (internal FTEs, end of period)	19,289	12,199	7,090	8,977	7,601	1,376	6,436	5,899	537	5,998	5,627	371	14,906	13,538	1,367	4,533	4,533	35	3	32
<b>Four-quarter rolling average key figures</b>																				
Cost/income ratio	47.4%	43.8%	58.6%	61.1%	68.4%	39.5%	39.3%	40.2%	34.3%	54.8%	60.7%	27.9%	52.1%	55.9%	36.2%	50.5%	50.6%	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 <sup>2)</sup>	24.8%	30.7%	14.7%	15.0%	10.9%	25.5%	25.3%	30.3%	16.7%	17.6%	19.3%	10.5%	21.5%	16.9%	27.1%	9.6%	10.2%	-13.4%	86.9%	-14.0%

<sup>1)</sup> Region Other consists mainly of Corporate Line.

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.13 Geographical split: Comparable quarters

### Geographical split comparable quarters

In € million	Total		Netherlands		Belgium		Germany		Other Challengers <sup>1)</sup>		Growth Markets <sup>2)</sup>		Wholesale Banking Rest of World		Other	
	3Q2023	3Q2022	3Q2023	3Q2022	3Q2023	3Q2022	3Q2023	3Q2022	3Q2023	3Q2022	3Q2023	3Q2022	3Q2023	3Q2022	3Q2023	3Q2022
<b>Profit or loss</b>																
Net interest income	4,028	3,332	856	1,071	706	538	875	549	537	488	514	94	439	443	102	149
Net fee and commission income	909	876	308	293	176	172	104	113	74	75	102	94	139	130	7	-1
Investment income	103	111	5	1	-1	-0	1	-1	0	-0	-2	0	2	0	98	111
Other income	802	93	568	-35	30	-276	-9	-18	0	141	96	116	204	225	-87	-61
<b>Total income</b>	<b>5,842</b>	<b>4,412</b>	<b>1,736</b>	<b>1,330</b>	<b>911</b>	<b>434</b>	<b>970</b>	<b>644</b>	<b>611</b>	<b>704</b>	<b>710</b>	<b>304</b>	<b>784</b>	<b>799</b>	<b>120</b>	<b>198</b>
Expenses excl. regulatory costs	2,684	2,533	699	722	519	442	330	298	284	325	316	279	350	334	187	134
Regulatory costs	109	96	27	28	-	-1	19	-4	16	16	41	53	5	3	1	1
<b>Operating expenses</b>	<b>2,793</b>	<b>2,629</b>	<b>726</b>	<b>749</b>	<b>519</b>	<b>441</b>	<b>349</b>	<b>294</b>	<b>301</b>	<b>341</b>	<b>357</b>	<b>332</b>	<b>355</b>	<b>337</b>	<b>187</b>	<b>135</b>
<b>Gross result</b>	<b>3,049</b>	<b>1,783</b>	<b>1,010</b>	<b>581</b>	<b>393</b>	<b>-8</b>	<b>621</b>	<b>349</b>	<b>310</b>	<b>364</b>	<b>353</b>	<b>-28</b>	<b>429</b>	<b>462</b>	<b>-68</b>	<b>63</b>
Addition to loan loss provisions	183	403	6	49	36	76	40	19	29	71	38	73	32	114	3	1
<b>Result before tax</b>	<b>2,866</b>	<b>1,380</b>	<b>1,005</b>	<b>531</b>	<b>357</b>	<b>-84</b>	<b>582</b>	<b>330</b>	<b>282</b>	<b>293</b>	<b>315</b>	<b>-102</b>	<b>397</b>	<b>349</b>	<b>-71</b>	<b>62</b>
Retail Banking	1,898	609	766	437	208	-122	491	220	203	237	230	-164	-	-	-	-
Wholesale Banking	1,037	710	239	94	150	38	90	110	78	56	85	63	397	349	-1	1
Corporate Line	-70	62	-	-	-	-	-	-	-	-	-	-	-	-	-70	62
<b>Result before tax</b>	<b>2,866</b>	<b>1,380</b>	<b>1,005</b>	<b>531</b>	<b>357</b>	<b>-84</b>	<b>582</b>	<b>330</b>	<b>282</b>	<b>293</b>	<b>315</b>	<b>-102</b>	<b>397</b>	<b>349</b>	<b>-71</b>	<b>62</b>
Taxation	817	427	261	154	94	-18	189	104	91	95	62	-9	98	39	23	62
Non-controlling interests	67	-26	-	-	0	0	0	1	-	-	66	-27	-	-	-	1
<b>Net result</b>	<b>1,982</b>	<b>979</b>	<b>744</b>	<b>377</b>	<b>263</b>	<b>-65</b>	<b>393</b>	<b>226</b>	<b>191</b>	<b>198</b>	<b>187</b>	<b>-66</b>	<b>299</b>	<b>310</b>	<b>-94</b>	<b>-0</b>
<b>Customer lending/deposits (in € billion)</b>																
Residential mortgages	316.8	312.5	108.7	107.7	40.7	39.0	87.3	84.9	65.6	66.6	14.7	14.2	0.0	0.0	0.0	0.0
Other customer lending	320.5	337.2	69.0	75.4	67.0	71.8	41.9	41.9	24.2	26.9	29.6	28.5	88.5	92.5	0.3	0.2
Customer deposits	664.0	664.3	246.9	263.5	105.2	109.4	149.0	134.5	92.8	90.9	57.9	52.5	12.2	13.6	0.0	0.0
<b>Key figures</b>																
Cost/income ratio	47.8%	59.6%	41.8%	56.3%	56.9%	101.7%	36.0%	45.7%	49.2%	48.4%	50.2%	109.3%	45.3%	42.1%	156.8%	68.2%
Risk costs in bps of average customer lending	11	25	1	11	13	28	12	6	13	31	34	68	15	49	414	113
Return on equity based on 12.5% CET1 <sup>3)</sup>	20.4%	9.0%	29.9%	14.5%	18.3%	-4.2%	28.8%	15.1%	19.7%	22.3%	25.0%	-9.2%	13.0%	12.4%	-19.1%	0.0%
Risk-weighted assets (end of period)	320,797	338,561	79,828	84,499	45,690	50,362	42,047	48,896	31,002	28,627	32,263	32,225	74,638	79,168	15,330	14,784
Employees (internal FTEs, end of period)	60,174	58,216	19,289	17,773	8,977	8,929	6,436	6,278	5,998	5,753	14,906	14,962	4,533	4,187	35	333
<b>Four-quarter rolling average key figures</b>																
Cost/income ratio	51.6%	61.5%	47.4%	52.7%	61.1%	77.5%	39.3%	50.8%	54.8%	66.5%	52.1%	64.9%	50.5%	45.7%	n.a.	n.a.
Return on equity based on 12.5% CET1 <sup>3)</sup>	17.2%	8.9%	24.8%	17.5%	15.0%	3.3%	25.3%	8.9%	17.6%	11.8%	21.5%	10.5%	9.6%	9.2%	-13.4%	-38.0%

<sup>1)</sup> Including Retail Banking in France, but only up to and including 4Q2022, after which ING discontinued its retail activities.

<sup>2)</sup> Including Retail Banking in the Philippines, but only up to and including 4Q2022, after which ING discontinued its retail activities.

<sup>3)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.14 Geographical split: Netherlands

Geographical split Netherlands										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
<b>Profit or loss</b>										
Net interest income		856	990	1,088	824	1,071	921	966	2,933	2,959
Net fee and commission income		308	315	302	300	293	296	282	925	871
Investment income		5	-1	4	7	1	22	15	7	38
Other income		568	329	332	173	-35	248	147	1,230	360
<b>Total income</b>		<b>1,736</b>	<b>1,633</b>	<b>1,725</b>	<b>1,303</b>	<b>1,330</b>	<b>1,488</b>	<b>1,410</b>	<b>5,095</b>	<b>4,228</b>
Expenses excl. regulatory costs		699	676	661	700	722	613	608	2,037	1,943
Regulatory costs		27	20	145	105	28	34	190	192	252
<b>Operating expenses</b>		<b>726</b>	<b>696</b>	<b>806</b>	<b>805</b>	<b>749</b>	<b>648</b>	<b>799</b>	<b>2,228</b>	<b>2,195</b>
<b>Gross result</b>		<b>1,010</b>	<b>937</b>	<b>919</b>	<b>498</b>	<b>581</b>	<b>840</b>	<b>611</b>	<b>2,867</b>	<b>2,032</b>
Addition to loan loss provisions		6	-65	44	4	49	-30	157	-15	177
<b>Result before tax</b>		<b>1,005</b>	<b>1,002</b>	<b>875</b>	<b>493</b>	<b>531</b>	<b>870</b>	<b>454</b>	<b>2,882</b>	<b>1,855</b>
Retail Banking		766	753	682	442	437	579	556	2,201	1,572
Wholesale Banking		239	249	193	51	94	291	-102	681	284
Corporate Line									-	-
<b>Result before tax</b>		<b>1,005</b>	<b>1,002</b>	<b>875</b>	<b>493</b>	<b>531</b>	<b>870</b>	<b>454</b>	<b>2,882</b>	<b>1,855</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages		108.7	109.1	108.3	108.0	107.7	107.5	109.0	108.7	107.7
Other customer lending		69.0	72.7	72.9	74.5	75.4	72.9	71.2	69.0	75.4
Customer deposits		246.9	253.5	252.0	234.2	263.5	244.3	233.6	246.9	263.5
<b>Key figures</b>										
Cost/income ratio		41.8%	42.6%	46.7%	61.8%	56.3%	43.5%	56.6%	43.7%	51.9%
Risk costs in bps of average customer lending		1	-14	10	1	11	-7	34	-1	13
Return on equity based on 12.5% CET1 <sup>1)</sup>		29.9%	32.2%	24.6%	13.0%	14.5%	24.7%	13.4%	28.9%	17.6%
Risk-weighted assets (end of period)		79,828	79,149	80,346	81,516	84,499	81,634	85,105	79,828	84,499
Employees (internal FTEs, end of period)		19,289	18,856	18,402	17,907	17,773	17,001	16,679	19,289	17,773
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		47.4%	51.0%	51.5%	54.3%	52.7%	55.6%	58.3%		
Return on equity based on 12.5% CET1 <sup>1)</sup>		24.8%	20.9%	19.2%	16.4%	17.5%	17.6%	16.5%		

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.15 Geographical split: Belgium

Geographical split Belgium <sup>1)</sup>										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
<b>Profit or loss</b>										
Net interest income		706	689	654	511	538	513	503	2,049	1,555
Net fee and commission income		176	189	176	182	172	175	186	540	532
Investment income		-1	-0	1	-1	-0	0	13	0	12
Other income		30	59	45	98	-276	62	90	134	-124
<b>Total income</b>		<b>911</b>	<b>937</b>	<b>876</b>	<b>790</b>	<b>434</b>	<b>750</b>	<b>791</b>	<b>2,724</b>	<b>1,975</b>
Expenses excl. regulatory costs		519	474	460	451	442	529	416	1,452	1,387
Regulatory costs		-	0	200	43	-1	-3	244	201	240
<b>Operating expenses</b>		<b>519</b>	<b>474</b>	<b>660</b>	<b>494</b>	<b>441</b>	<b>526</b>	<b>660</b>	<b>1,653</b>	<b>1,627</b>
<b>Gross result</b>		<b>393</b>	<b>463</b>	<b>216</b>	<b>296</b>	<b>-8</b>	<b>225</b>	<b>131</b>	<b>1,071</b>	<b>349</b>
Addition to loan loss provisions		36	18	72	-1	76	53	102	126	231
<b>Result before tax</b>		<b>357</b>	<b>444</b>	<b>143</b>	<b>297</b>	<b>-84</b>	<b>172</b>	<b>29</b>	<b>945</b>	<b>117</b>
Retail Banking		208	277	3	181	-122	113	51	487	42
Wholesale Banking		150	168	140	116	38	59	-22	457	76
Corporate Line									-	-
<b>Result before tax</b>		<b>357</b>	<b>444</b>	<b>143</b>	<b>297</b>	<b>-84</b>	<b>172</b>	<b>29</b>	<b>945</b>	<b>117</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages		40.7	40.4	40.4	40.2	39.0	39.3	39.4	40.7	39.0
Other customer lending		67.0	69.0	69.4	68.3	71.8	69.5	67.3	67.0	71.8
Customer deposits		105.2	108.5	109.8	109.5	109.4	109.7	107.8	105.2	109.4
<b>Key figures</b>										
Cost/income ratio		56.9%	50.6%	75.4%	62.5%	101.7%	70.0%	83.4%	60.7%	82.4%
Risk costs in bps of average customer lending		13	7	26	-0	28	20	38	15	29
Return on equity based on 12.5% CET1 <sup>2)</sup>		18.3%	22.5%	5.1%	14.5%	-4.2%	7.7%	1.2%	15.2%	1.6%
Risk-weighted assets (end of period)		45,690	46,457	47,920	48,519	50,362	49,936	53,163	45,690	50,362
Employees (internal FTEs, end of period)		8,977	9,018	8,945	8,979	8,929	9,028	9,070	8,977	8,929
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		61.1%	68.2%	74.4%	76.7%	77.5%	67.5%	63.9%		
Return on equity based on 12.5% CET1 <sup>2)</sup>		15.0%	9.3%	5.8%	4.7%	3.3%	9.0%	10.6%		

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

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.16 Geographical split: Germany

Geographical split Germany										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
<b>Profit or loss</b>										
Net interest income		875	867	800	639	549	465	474	2,541	1,488
Net fee and commission income		104	103	103	111	113	120	149	310	383
Investment income		1	-0	4	1	-1	1	1	4	2
Other income		-9	-32	-12	-15	-18	48	75	-53	106
<b>Total income</b>		<b>970</b>	<b>937</b>	<b>896</b>	<b>736</b>	<b>644</b>	<b>635</b>	<b>699</b>	<b>2,802</b>	<b>1,978</b>
Expenses excl. regulatory costs		330	318	327	315	298	308	298	974	904
Regulatory costs		19	10	47	25	-4	26	51	76	74
<b>Operating expenses</b>		<b>349</b>	<b>328</b>	<b>374</b>	<b>340</b>	<b>294</b>	<b>334</b>	<b>350</b>	<b>1,051</b>	<b>979</b>
<b>Gross result</b>		<b>621</b>	<b>609</b>	<b>522</b>	<b>396</b>	<b>349</b>	<b>300</b>	<b>350</b>	<b>1,752</b>	<b>999</b>
Addition to loan loss provisions		40	-23	-17	3	19	25	413	0	457
<b>Result before tax</b>		<b>582</b>	<b>631</b>	<b>538</b>	<b>393</b>	<b>330</b>	<b>275</b>	<b>-63</b>	<b>1,751</b>	<b>542</b>
Retail Banking		491	493	397	258	220	197	226	1,381	643
Wholesale Banking		90	139	142	135	110	79	-290	371	-101
Corporate Line		-	-	-	-	-	-	-	-	-
<b>Result before tax</b>		<b>582</b>	<b>631</b>	<b>538</b>	<b>393</b>	<b>330</b>	<b>275</b>	<b>-63</b>	<b>1,751</b>	<b>542</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages		87.3	87.1	86.7	85.9	84.9	85.3	85.6	87.3	84.9
Other customer lending		41.9	42.6	41.6	41.0	41.9	41.4	41.2	41.9	41.9
Customer deposits		149.0	154.4	138.8	138.9	134.5	130.2	128.9	149.0	134.5
<b>Key figures</b>										
Cost/income ratio		36.0%	35.0%	41.7%	46.1%	45.7%	52.7%	50.0%	37.5%	49.5%
Risk costs in bps of average customer lending		12	-7	-5	1	6	8	130	0	48
Return on equity based on 12.5% CET1 <sup>1)</sup>		28.8%	30.5%	24.5%	18.0%	15.1%	12.7%	-3.2%	27.9%	8.3%
Risk-weighted assets (end of period)		42,047	45,216	45,348	48,009	48,896	47,288	47,158	42,047	48,896
Employees (internal FTEs, end of period)		6,436	6,384	6,366	6,360	6,278	6,273	6,305	6,436	6,278
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		39.3%	41.6%	46.1%	48.6%	50.8%	52.0%	52.9%		
Return on equity based on 12.5% CET1 <sup>1)</sup>		25.3%	21.9%	17.5%	10.8%	8.9%	8.2%	8.2%		

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.17 Geographical split: Other Challengers

Geographical split Other Challengers <sup>1)</sup>										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
<b>Profit or loss</b>										
Net interest income		537	536	525	538	488	420	396	1,598	1,304
Net fee and commission income		74	74	77	67	75	74	74	225	223
Investment income		0	1	2	-1	-0	1	1	3	1
Other income		0	5	8	17	141	17	6	13	165
<b>Total income</b>		<b>611</b>	<b>616</b>	<b>612</b>	<b>621</b>	<b>704</b>	<b>512</b>	<b>478</b>	<b>1,839</b>	<b>1,694</b>
Expenses excl. regulatory costs		284	303	318	360	325	317	291	905	932
Regulatory costs		16	15	22	28	16	18	26	53	59
<b>Operating expenses</b>		<b>301</b>	<b>318</b>	<b>340</b>	<b>388</b>	<b>341</b>	<b>335</b>	<b>316</b>	<b>958</b>	<b>991</b>
<b>Gross result</b>		<b>310</b>	<b>298</b>	<b>272</b>	<b>232</b>	<b>364</b>	<b>177</b>	<b>162</b>	<b>880</b>	<b>702</b>
Addition to loan loss provisions		29	71	27	45	71	3	21	126	94
<b>Result before tax</b>		<b>282</b>	<b>227</b>	<b>245</b>	<b>187</b>	<b>293</b>	<b>175</b>	<b>141</b>	<b>754</b>	<b>608</b>
Retail Banking		203	168	166	127	237	103	80	538	420
Wholesale Banking		78	59	79	60	56	72	61	216	189
Corporate Line									-	-
<b>Result before tax</b>		<b>282</b>	<b>227</b>	<b>245</b>	<b>187</b>	<b>293</b>	<b>175</b>	<b>141</b>	<b>754</b>	<b>608</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages		65.6	64.9	63.7	64.8	66.6	66.9	66.4	65.6	66.6
Other customer lending		24.2	24.1	23.9	26.5	26.9	25.3	25.0	24.2	26.9
Customer deposits		92.8	91.3	90.3	90.1	90.9	93.0	96.4	92.8	90.9
<b>Key figures</b>										
Cost/income ratio		49.2%	51.6%	55.6%	62.6%	48.4%	65.4%	66.2%	52.1%	58.5%
Risk costs in bps of average customer lending		13	32	12	20	31	1	9	19	14
Return on equity based on 12.5% CET1 <sup>2)</sup>		19.7%	19.1%	18.0%	13.3%	22.3%	13.8%	10.9%	19.0%	15.7%
Risk-weighted assets (end of period)		31,002	30,866	30,123	29,403	28,627	28,246	28,035	31,002	28,627
Employees (internal FTEs, end of period)		5,998	5,830	5,691	5,738	5,753	5,674	5,629	5,998	5,753
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		54.8%	54.3%	57.3%	59.6%	66.5%	71.3%	71.1%		
Return on equity based on 12.5% CET1 <sup>2)</sup>		17.6%	18.2%	16.8%	15.1%	11.8%	10.1%	9.8%		

<sup>1)</sup> Including Australia, Italy, Spain and Portugal, Retail Banking France (up to and including 4Q2022, after which ING discontinued its retail activities), and Other.

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.18 Geographical split: Growth Markets

Geographical split Growth Markets <sup>1)</sup>										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
<b>Profit or loss</b>										
Net interest income		514	476	446	424	94	474	472	1,436	1,039
Net fee and commission income		102	92	93	90	94	95	97	287	285
Investment income		-2	1	5	-0	0	5	-0	4	6
Other income		96	154	113	93	116	77	95	363	287
<b>Total income</b>		<b>710</b>	<b>724</b>	<b>656</b>	<b>606</b>	<b>304</b>	<b>650</b>	<b>663</b>	<b>2,090</b>	<b>1,617</b>
Expenses excl. regulatory costs		316	295	314	278	279	282	263	925	824
Regulatory costs		41	39	74	49	53	133	89	154	275
<b>Operating expenses</b>		<b>357</b>	<b>334</b>	<b>388</b>	<b>327</b>	<b>332</b>	<b>415</b>	<b>353</b>	<b>1,079</b>	<b>1,100</b>
<b>Gross result</b>		<b>353</b>	<b>390</b>	<b>268</b>	<b>279</b>	<b>-28</b>	<b>235</b>	<b>310</b>	<b>1,011</b>	<b>517</b>
Addition to loan loss provisions		38	52	59	49	73	71	37	150	181
<b>Result before tax</b>		<b>315</b>	<b>338</b>	<b>209</b>	<b>230</b>	<b>-102</b>	<b>164</b>	<b>274</b>	<b>861</b>	<b>336</b>
Retail Banking		230	221	130	132	-164	106	205	582	147
Wholesale Banking		85	116	79	99	63	58	68	280	189
Corporate Line									-	-
<b>Result before tax</b>		<b>315</b>	<b>338</b>	<b>209</b>	<b>230</b>	<b>-102</b>	<b>164</b>	<b>274</b>	<b>861</b>	<b>336</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages		14.7	15.0	14.4	14.6	14.2	15.0	15.2	14.7	14.2
Other customer lending		29.6	30.2	29.9	29.4	28.5	28.3	27.7	29.6	28.5
Customer deposits		57.9	58.8	57.4	54.8	52.5	53.2	51.3	57.9	52.5
<b>Key figures</b>										
Cost/income ratio		50.2%	46.2%	59.1%	53.9%	109.3%	63.8%	53.2%	51.6%	68.0%
Risk costs in bps of average customer lending		34	46	54	45	68	66	34	45	56
Return on equity based on 12.5% CET1 <sup>2)</sup>		25.0%	26.8%	16.1%	18.0%	-9.2%	11.6%	21.3%	22.7%	7.8%
Risk-weighted assets (end of period)		32,263	32,483	32,017	31,930	32,225	32,069	31,856	32,263	32,225
Employees (internal FTEs, end of period)		14,906	14,866	14,717	14,792	14,962	14,926	14,923	14,906	14,962
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		52.1%	60.3%	66.0%	64.2%	64.9%	57.0%	55.2%		
Return on equity based on 12.5% CET1 <sup>2)</sup>		21.5%	12.9%	9.1%	10.4%	10.5%	17.3%	19.2%		

<sup>1)</sup> Including Poland, Romania, Türkiye, Retail Banking Philippines (up to and including 4Q2022, after which ING discontinued its retail activities).

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.19 Geographical split: Wholesale Banking Rest of World

Geographical split Wholesale Banking Rest of World										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
<b>Profit or loss</b>										
Net interest income		439	370	364	438	443	529	522	1,173	1,495
Net fee and commission income		139	141	148	142	130	130	146	428	406
Investment income		2	-2	0	0	0	-0	-1	0	-1
Other income		204	254	227	92	225	130	3	685	358
<b>Total income</b>		<b>784</b>	<b>763</b>	<b>739</b>	<b>672</b>	<b>799</b>	<b>788</b>	<b>670</b>	<b>2,286</b>	<b>2,258</b>
Expenses excl. regulatory costs		350	352	348	354	334	327	305	1,049	965
Regulatory costs		5	7	36	41	3	5	49	49	57
<b>Operating expenses</b>		<b>355</b>	<b>359</b>	<b>384</b>	<b>396</b>	<b>337</b>	<b>332</b>	<b>353</b>	<b>1,098</b>	<b>1,022</b>
<b>Gross result</b>		<b>429</b>	<b>404</b>	<b>355</b>	<b>277</b>	<b>462</b>	<b>456</b>	<b>317</b>	<b>1,188</b>	<b>1,236</b>
Addition to loan loss provisions		32	45	-33	167	114	80	257	43	451
<b>Result before tax</b>		<b>397</b>	<b>359</b>	<b>389</b>	<b>109</b>	<b>349</b>	<b>376</b>	<b>60</b>	<b>1,145</b>	<b>785</b>
Retail Banking									-	-
Wholesale Banking		397	359	389	109	349	376	60	1,145	785
Corporate Line									-	-
<b>Result before tax</b>		<b>397</b>	<b>359</b>	<b>389</b>	<b>109</b>	<b>349</b>	<b>376</b>	<b>60</b>	<b>1,145</b>	<b>785</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending		88.5	87.7	88.2	88.0	92.5	91.3	85.6	88.5	92.5
Customer deposits		12.2	11.5	11.8	13.2	13.6	11.8	11.9	12.2	13.6
<b>Key figures</b>										
Cost/income ratio		45.3%	47.1%	52.0%	58.8%	42.1%	42.2%	52.7%	48.0%	45.3%
Risk costs in bps of average customer lending		15	20	-15	74	49	36	122	7	68
Return on equity based on 12.5% CET1 <sup>1)</sup>		13.0%	11.1%	12.6%	2.1%	12.4%	13.6%	0.2%	12.2%	8.9%
Risk-weighted assets (end of period)		74,638	72,727	76,051	76,814	79,168	80,861	79,748	74,638	79,168
Employees (internal FTEs, end of period)		4,533	4,477	4,415	4,221	4,187	4,149	4,092	4,533	4,187
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		50.5%	49.6%	48.3%	48.4%	45.7%	46.1%	47.8%		
Return on equity based on 12.5% CET1 <sup>1)</sup>		9.6%	9.6%	10.2%	7.2%	9.2%	9.5%	10.0%		

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.20 Geographical split: Other

Geographical split Other <sup>1)</sup>										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
<b>Profit or loss</b>										
Net interest income		102	133	135	172	149	143	81	370	373
Net fee and commission income		7	-3	-3	-3	-1	-2	0	1	-3
Investment income		98	2	0	8	111	2	0	100	113
Other income		-87	16	-69	-37	-61	-285	-194	-141	-539
<b>Total income</b>		<b>120</b>	<b>148</b>	<b>63</b>	<b>140</b>	<b>198</b>	<b>-141</b>	<b>-112</b>	<b>331</b>	<b>-56</b>
Expenses excl. regulatory costs		187	116	118	139	134	148	115	421	397
Regulatory costs		1	-1	0	-1	1	0	-0	0	1
<b>Operating expenses</b>		<b>187</b>	<b>115</b>	<b>118</b>	<b>138</b>	<b>135</b>	<b>148</b>	<b>114</b>	<b>421</b>	<b>398</b>
<b>Gross result</b>		<b>-68</b>	<b>33</b>	<b>-55</b>	<b>2</b>	<b>63</b>	<b>-289</b>	<b>-226</b>	<b>-90</b>	<b>-453</b>
Addition to loan loss provisions		3	0	0	1	1	-0	-0	3	1
<b>Result before tax</b>		<b>-71</b>	<b>33</b>	<b>-55</b>	<b>0</b>	<b>62</b>	<b>-289</b>	<b>-226</b>	<b>-94</b>	<b>-454</b>
Retail Banking									-	-
Wholesale Banking		-1	1	0	-1	1	0	0	-0	1
Corporate Line		-70	32	-55	1	62	-289	-226	-94	-454
<b>Result before tax</b>		<b>-71</b>	<b>33</b>	<b>-55</b>	<b>0</b>	<b>62</b>	<b>-289</b>	<b>-226</b>	<b>-94</b>	<b>-454</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending		0.3	0.3	0.2	0.2	0.2	0.2	0.2	0.3	0.2
Customer deposits		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Key figures</b>										
Cost/income ratio		n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending		414	22	21	233	113	-2	-18	164	35
Return on equity based on 12.5% CET1 <sup>2)</sup>		-19.1%	-12.0%	-11.9%	-10.5%	0.0%	-79.1%	-46.3%	-14.3%	-38.8%
Risk-weighted assets (end of period)		15,330	16,027	15,571	15,330	14,784	15,864	9,841	15,330	14,784
Employees (internal FTEs, end of period)		35	43	157	235	333	350	350	35	333
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 <sup>2)</sup>		-13.4%	-8.6%	-23.2%	-30.8%	-38.0%	-45.0%	-26.2%		

<sup>1)</sup> Region Other consists mainly of Corporate Line.

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

Geographical split Other - Asian stakes										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	9M2023	9M2022
Result before tax		120	22	20	22	114	18	-134	162	-2
Risk-weighted assets (end of period)		6,897	6,760	6,870	6,808	6,799	7,230	7,228	6,897	6,799

Market value <sup>3)</sup> - Asian stakes	
In € million	30 Sep 2023
TTB (22.9%)	987
Bank of Beijing (13.0%)	1,665
<b>Total valuation</b>	<b>2,652</b>

<sup>3)</sup> Value of ING's stake, Bloomberg end of quarter data and FX rates.

## ING 2.1 Consolidated Balance Sheet: Total assets - Comparable quarters

ING Group: Total assets						
In € million	ING Group		ING Bank		Holding/Eliminations	
	30 Sep 2023	30 Jun 2023	30 Sep 2023	30 Jun 2023	30 Sep 2023	30 Jun 2023
Cash and balances with central banks	116,725	113,636	116,725	113,636		
Loans and advances to banks	24,705	32,905	24,704	32,904	1	1
<b>Financial assets at fair value through profit or loss</b>						
- trading assets	68,150	62,827	68,157	62,831	-7	-4
- non-trading derivatives	2,865	2,935	2,865	2,935		
- designated as at fair value through profit or loss	6,026	6,005	6,026	6,005		
- mandatorily at fair value through profit or loss	70,962	70,216	70,962	70,216		
<b>Financial assets at fair value OCI</b>						
- equity securities FV OCI	1,916	1,888	1,916	1,888		
- debt securities FV OCI	36,082	34,776	36,082	34,776		
- loans and advances FV OCI	804	727	804	727		
Securities at amortised cost	46,779	48,212	46,779	48,212		
<b>Loans and advances to customers</b>						
- customer lending	637,289	643,245	637,340	643,296	-51	-51
- provision for loan losses	-5,723	-5,663	-5,723	-5,663		
Investments in associates and joint ventures	1,514	1,485	1,514	1,485		
Property and equipment	2,363	2,425	2,363	2,425		
Intangible assets	1,152	1,120	1,152	1,120		
Current tax assets	285	283	285	283		
Deferred tax assets	1,465	1,565	1,465	1,565		
Other assets	8,247	10,593	8,232	10,559	15	34
Assets held for sale	23		23			
<b>Total assets</b>	<b>1,021,627</b>	<b>1,029,181</b>	<b>1,021,669</b>	<b>1,029,200</b>	<b>-42</b>	<b>-19</b>

## ING 2.2 Consolidated Balance Sheet: Total assets - Quarterly overview

ING Group: Total assets								
In € million	31 Dec 2023	30 Sep 2023	30 Jun 2023	31 Mar 2023	31 Dec 2022	30 Sep 2022	30 Jun 2022	31 Mar 2022
Cash and balances with central banks		116,725	113,636	118,002	87,614	135,089	126,030	131,374
Loans and advances to banks		24,705	32,905	32,655	35,104	26,244	22,966	26,180
<b>Financial assets at fair value through profit or loss</b>								
- trading assets		68,150	62,827	57,343	56,870	71,397	60,733	55,609
- non-trading derivatives		2,865	2,935	2,843	3,893	3,313	2,693	1,868
- designated as at fair value through profit or loss		6,026	6,005	5,848	6,159	6,831	6,565	6,409
- mandatorily at fair value through profit or loss		70,962	70,216	73,854	46,844	75,173	68,636	64,512
<b>Financial assets at fair value OCI</b>								
- equity securities FV OCI		1,916	1,888	1,897	1,887	1,900	2,065	2,539
- debt securities FV OCI		36,082	34,776	31,937	29,095	28,494	27,876	26,468
- loans and advances FV OCI		804	727	592	643	752	805	819
Securities at amortised cost		46,779	48,212	47,722	48,160	47,895	48,371	48,214
<b>Loans and advances to customers</b>								
- customer lending		637,289	643,245	639,490	641,490	649,662	642,867	633,850
- provision for loan losses		-5,723	-5,663	-5,785	-5,984	-5,985	-5,867	-5,778
Investments in associates and joint ventures		1,514	1,485	1,520	1,500	1,473	1,477	1,490
Property and equipment		2,363	2,425	2,477	2,446	2,500	2,562	2,540
Intangible assets		1,152	1,120	1,108	1,102	1,106	1,119	1,136
Current tax assets		285	283	375	349	514	842	842
Deferred tax assets		1,465	1,565	1,623	1,796	1,850	1,547	1,497
Other assets		8,247	10,593	8,687	8,850	10,619	8,778	8,354
Assets held for sale		23						
<b>Total assets</b>		<b>1,021,627</b>	<b>1,029,181</b>	<b>1,022,188</b>	<b>967,817</b>	<b>1,058,830</b>	<b>1,020,064</b>	<b>1,007,922</b>

## ING 2.3 Consolidated Balance Sheet: Total liabilities and equity - Comparable quarters

ING Group: Total liabilities and equity						
In € million	ING Group		ING Bank		Holding/Eliminations	
	30 Sep 2023	30 Jun 2023	30 Sep 2023	30 Jun 2023	30 Sep 2023	30 Jun 2023
Deposits from banks	26,387	31,156	26,387	31,156		
Customer deposits	664,002	677,959	714,965	728,306	-50,963	-50,347
<b>Financial liabilities at fair value through profit or loss</b>						
- trading liabilities	47,816	40,075	47,816	40,075		
- non-trading derivatives	2,725	2,340	2,725	2,340		
- designated as at fair value through profit or loss	71,093	73,866	71,093	73,871	1	-5
Current tax liability	657	555	631	540	27	15
Deferred tax liabilities	207	220	207	220		
Provisions	895	872	867	847	28	25
Other liabilities	13,332	14,786	13,321	13,408	11	1,378
Debt securities in issue	126,706	120,129	84,996	79,571	41,709	40,558
Subordinated loans	15,274	15,761	15,276	15,764	-2	-3
<b>Total liabilities</b>	<b>969,094</b>	<b>977,718</b>	<b>978,284</b>	<b>986,097</b>	<b>-9,190</b>	<b>-8,379</b>
Shareholders' equity	51,716	50,742	42,569	42,383	9,148	8,359
Non-controlling interests	816	721	816	721		
<b>Total equity</b>	<b>52,533</b>	<b>51,463</b>	<b>43,385</b>	<b>43,103</b>	<b>9,148</b>	<b>8,359</b>
<b>Total liabilities and equity</b>	<b>1,021,627</b>	<b>1,029,181</b>	<b>1,021,669</b>	<b>1,029,200</b>	<b>-42</b>	<b>-19</b>

## ING 2.4 Consolidated Balance Sheet: Total liabilities and equity - Quarterly overview

ING Group: Total liabilities and equity								
In € million	31 Dec 2023	30 Sep 2023	30 Jun 2023	31 Mar 2023	31 Dec 2022	30 Sep 2022	30 Jun 2022	31 Mar 2022
Deposits from banks		26,387	31,156	54,211	56,632	91,778	90,513	88,742
Customer deposits		664,002	677,959	660,189	640,770	664,344	642,076	629,870
<b>Financial liabilities at fair value through profit or loss</b>								
- trading liabilities		47,816	40,075	40,914	39,088	55,221	45,261	34,627
- non-trading derivatives		2,725	2,340	2,377	3,048	5,524	4,501	2,661
- designated as at fair value through profit or loss		71,093	73,866	70,780	50,883	65,436	58,219	62,079
Current tax liability		657	555	598	325	325	280	330
Deferred tax liabilities		207	220	231	257	467	550	694
Provisions		895	872	906	1,052	1,095	1,029	965
Other liabilities		13,332	14,786	14,760	13,646	16,589	16,997	18,379
Debt securities in issue		126,706	120,129	107,963	95,918	89,811	93,123	99,111
Subordinated loans		15,274	15,761	16,985	15,786	16,571	15,473	16,388
<b>Total liabilities</b>		<b>969,094</b>	<b>977,718</b>	<b>969,914</b>	<b>917,405</b>	<b>1,007,160</b>	<b>968,023</b>	<b>953,846</b>
Shareholders' equity		51,716	50,742	51,679	49,909	51,292	51,628	53,475
Non-controlling interests		816	721	595	504	378	413	601
<b>Total equity</b>		<b>52,533</b>	<b>51,463</b>	<b>52,274</b>	<b>50,413</b>	<b>51,670</b>	<b>52,042</b>	<b>54,076</b>
<b>Total liabilities and equity</b>		<b>1,021,627</b>	<b>1,029,181</b>	<b>1,022,188</b>	<b>967,817</b>	<b>1,058,830</b>	<b>1,020,064</b>	<b>1,007,922</b>

## ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank		Holdings/Eliminations	
	30 Sep 2023	30 Jun 2023	30 Sep 2023	30 Jun 2023	30 Sep 2023	30 Jun 2023
Share capital	36	36	525	525	-489	-489
Share premium	17,116	17,116	16,542	16,542	575	575
Revaluation reserve equity securities	1,203	1,187	1,203	1,187		
Revaluation reserve debt instruments	-322	-225	-322	-225		
Revaluation reserve cashflow hedge	-2,669	-2,893	-2,669	-2,893		
Other revaluation reserve	180	182	180	182		
Remeasurement of the net defined benefit asset/liability	-290	-275	-290	-275		
Currency translation reserve	-2,440	-2,601	-2,440	-2,602	0	0
Treasury shares	-1,510	-150			-1,510	-150
Liability credit reserve	62	105	62	105		
Retained earnings and other reserves	34,622	34,514	24,120	26,129	10,502	8,385
Net result year to date	5,728	3,746	5,657	3,707	71	39
<b>Shareholders' equity</b>	<b>51,716</b>	<b>50,742</b>	<b>42,569</b>	<b>42,383</b>	<b>9,148</b>	<b>8,359</b>
Non-controlling interests	816	721	816	721		
<b>Total equity</b>	<b>52,533</b>	<b>51,463</b>	<b>43,385</b>	<b>43,103</b>	<b>9,148</b>	<b>8,359</b>
<b>Key figures</b>						
Shareholders' equity per share in €	14.77	14.07				
Shares outstanding in the market (in million)	3,503	3,607				

## ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
In € million	31 Dec 2023	30 Sep 2023	30 Jun 2023	31 Mar 2023	31 Dec 2022	30 Sep 2022	30 Jun 2022	31 Mar 2022
Share capital		36	36	36	37	38	39	39
Share premium		17,116	17,116	17,116	17,116	17,116	17,116	17,116
Revaluation reserve equity securities		1,203	1,187	1,195	1,187	1,207	1,377	1,364
Revaluation reserve debt instruments		-322	-225	-263	-339	-315	-244	-57
Revaluation reserve cashflow hedge		-2,669	-2,893	-2,824	-3,055	-2,944	-2,230	-1,243
Other revaluation reserve		180	182	179	176	187	192	206
Remeasurement of the net defined benefit asset/liability		-290	-275	-246	-232	-328	-180	-209
Currency translation reserve		-2,440	-2,601	-2,537	-2,395	-1,558	-1,934	-3,356
Treasury shares		-1,510	-150	-12	-1,205	-388	-1,977	-1,752
Liability credit reserve		62	105	178	70	170	140	67
Retained earnings and other reserves		34,622	34,514	37,265	34,873	35,522	37,722	40,871
Net result year to date		5,728	3,746	1,591	3,674	2,586	1,606	429
<b>Shareholders' equity</b>		<b>51,716</b>	<b>50,742</b>	<b>51,679</b>	<b>49,909</b>	<b>51,292</b>	<b>51,628</b>	<b>53,475</b>
Non-controlling interests		816	721	595	504	378	413	601
<b>Total equity</b>		<b>52,533</b>	<b>51,463</b>	<b>52,274</b>	<b>50,413</b>	<b>51,670</b>	<b>52,042</b>	<b>54,076</b>
<b>Key figures</b>								
Shareholders' equity per share in €		14.77	14.07	14.28	13.79	13.77	13.79	14.20

## ING 2.7 Capital position

Capital position	ING Group		ING Bank	
	30 Sep 2023	30 Jun 2023	30 Sep 2023	30 Jun 2023
In € million				
Shareholders' equity (parent)	51,716	50,742	42,569	42,383
- Reserved profit not included in CET1 capital	-1,709	-1,917	-1,847	-2,020
- Minority interests, counting as CET1 capital	297	301	477	486
- Goodwill and intangibles deductible from CET1	-945	-893	-945	-893
- Deferred tax liabilities associated to intangible assets	7	8	7	8
- Shortfall on expected loan loss provision	-326	-123	-327	-123
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	2,669	2,893	2,669	2,893
- Treasury shares (ING Group)			-7	-4
- Prudent Valuation adjustment	-613	-600	-613	-600
- Own credit risk	-62	-105	-62	-105
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-416	-440	-416	-440
- Deferred tax assets	-193	-276	-193	-276
- Own credit risk adjustments to derivatives (DVA)	-71	-63	-71	-63
- Irrevocable Payment Commitment (IPC)	-628	-582	-628	-582
- Excess of provisions over expected losses eligible	11	11	11	11
- Non-Performing Exposure Prudential Backstop (Pillar I)	-159	-137	-159	-137
- Non-Performing Exposure Prudential Backstop (Pillar II)	-693	-693		
Regulatory adjustments	-2,832	-2,617	-2,104	-1,844
<b>Available common equity Tier 1 capital</b>	<b>48,885</b>	<b>48,125</b>	<b>40,465</b>	<b>40,538</b>
Subordinated loans qualifying as Tier 1 capital	7,280	7,096	7,261	7,077
Regulatory adjustments additional Tier 1	54	56	81	82
<b>Available Tier 1 capital</b>	<b>56,218</b>	<b>55,277</b>	<b>47,807</b>	<b>47,698</b>
Supplementary capital - Tier 2 bonds	9,123	9,157	9,123	9,157
Regulatory adjustments Tier 2	41	27	54	52
<b>Available BIS capital</b>	<b>65,383</b>	<b>64,461</b>	<b>56,984</b>	<b>56,906</b>
Risk-weighted assets	320,797	322,926	323,009	324,391
<b>Common equity Tier 1 ratio</b>	<b>15.2%</b>	<b>14.9%</b>	<b>12.5%</b>	<b>12.5%</b>
Tier 1 ratio	17.5%	17.1%	14.8%	14.7%
Total capital ratio	20.4%	20.0%	17.6%	17.5%

## ING 2.8 Funding

### ING Group: Maturity ladder outstanding long-term debt 30 September 2023

In € million	Long-term debt issued			Maturing <sup>1)</sup>										
	2021	2022	2023	Remaining 2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	>2032
ING Bank senior debt <sup>2)</sup>	1,221	2,187	1,682	78	542	583	1,039	700	1,165	558	134	279	200	1,892
ING Bank covered bond	3,390	10,029	5,250	1,161	1,242	4,633	4,566	4,050	3,313	5,188	3,600	1,651	11	4,690
ING Bank RMBS	76	54	1,175											1,534
ING Group senior debt <sup>2)</sup>	8,039	11,268	5,832	2,568	1,506	3,250	7,779	7,234	7,407	4,139	3,953	1,713	708	4,922
ING Bank Tier 2							2							
ING Group Tier 2	1,500	1,000	1,374							1,826	1,750	1,500	1,745	2,367

<sup>1)</sup> All bond instruments with an early redemption option are included as per their contractual maturity date.

<sup>2)</sup> Figures shown for issued senior bonds are only included with original tenors  $\geq$  1 year.

### ING Group: Loan-to-deposit ratio and funding mix

	30 Sep 2023	30 Jun 2023
Loan-to-deposit ratio	0.95	0.94
<b>Funding mix</b>		
Customer deposits (private individuals)	50%	50%
Customer deposits (other)	23%	22%
Repurchase agreement	9%	9%
Interbank	2%	3%
CD/CP	6%	5%
Long-term senior debt	9%	9%
Subordinated debt	2%	2%
<b>Total <sup>1)</sup></b>	<b>100%</b>	<b>100%</b>

<sup>1)</sup> Financial liabilities excluding trading securities and IFRS equity.

## ING 2.9 Investments: ING Group

### ING Group: Investments - 30 September 2023

In € billion	Securities at amortised cost	Financial assets at fair value through other comprehensive income (FV OCI)		Fair value through profit or loss	Total	
	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total debt securities	46.8	36.1	-0.3	6.2	89.0	-0.3
of which Government bonds	23.0	18.4	-0.3	0.3	41.7	-0.3
of which Central bank bonds	1.8	0.0	0.0	0.4	2.2	0.0
of which Sub-sovereign, Supranationals and Agencies	14.4	11.3	0.0	1.8	27.5	0.0
of which Covered bonds	5.3	3.9	0.0	0.0	9.2	0.0
of which Corporate bonds	0.1	0.1	0.0	0.9	1.1	0.0
of which Financial institutions bonds	0.2	1.2	0.0	2.0	3.4	0.0
of which asset-backed securities	2.0	1.1	0.0	0.8	3.9	0.0
Total equity securities		1.9	1.2		1.9	1.2
<b>Total Investments</b>	<b>46.8</b>	<b>38.0</b>	<b>0.9</b>	<b>6.2</b>	<b>90.9</b>	<b>0.9</b>

Total investments contains banking book but excludes the trading book.

## ING 3.1 Customer lending/deposits: 3Q2023 Segment split

Customer lending/deposits												
In € billion	Total	Retail Banking	Retail Netherlands	Retail Belgium	Retail Germany	Retail Other	Wholesale Banking <sup>1)</sup>	Lending	Daily Banking & Trade Finance	Financial Markets	Treasury & Other <sup>1)</sup>	Corporate Line
<b>Residential mortgages</b>												
<b>Beginning of period</b>	<b>316.6</b>	<b>318.0</b>	<b>109.6</b>	<b>40.5</b>	<b>87.9</b>	<b>80.0</b>	<b>-1.4</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>-1.4</b>	<b>0.0</b>
Net production	2.1	2.1	0.5	0.5	0.5	0.7	-0.0				-0.0	
Treasury												
Acquisitions / divestments												
FX impact and other	-1.9	-1.5	-0.7	-0.1	-0.3	-0.4	-0.4				-0.4	
<b>End of period</b>	<b>316.8</b>	<b>318.6</b>	<b>109.4</b>	<b>40.8</b>	<b>88.1</b>	<b>80.2</b>	<b>-1.8</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>-1.8</b>	<b>0.0</b>
<b>Other customer lending</b>												
<b>Beginning of period</b>	<b>326.7</b>	<b>136.0</b>	<b>43.9</b>	<b>53.0</b>	<b>12.1</b>	<b>27.0</b>	<b>190.4</b>	<b>155.0</b>	<b>25.6</b>	<b>3.0</b>	<b>6.9</b>	<b>0.3</b>
Net production	-4.6	-1.8	0.0	-1.9	0.2	-0.1	-2.9	-2.2	-0.4	0.1	-0.4	
Treasury	-2.5	-1.9	-1.8	-0.1	-0.0	0.1	-0.7				-0.7	
Acquisitions / divestments												
FX impact and other	1.0	-0.7				-0.7	1.7	1.3	0.3		-0.0	0.0
<b>End of period</b>	<b>320.5</b>	<b>131.7</b>	<b>42.0</b>	<b>51.0</b>	<b>12.3</b>	<b>26.3</b>	<b>188.6</b>	<b>154.1</b>	<b>25.5</b>	<b>3.2</b>	<b>5.8</b>	<b>0.3</b>
<b>Customer deposits</b>												
<b>Beginning of period</b>	<b>678.0</b>	<b>600.5</b>	<b>213.8</b>	<b>92.2</b>	<b>151.8</b>	<b>142.6</b>	<b>77.5</b>	<b>0.3</b>	<b>60.4</b>	<b>3.8</b>	<b>13.0</b>	<b>0.0</b>
Net production	-7.0	-4.7	-1.1	-2.3	-5.7	4.5	-2.3	0.0	-3.8	1.4	-0.0	
Treasury	-5.1	-3.6	-3.0	0.7	0.6	-1.9	-1.4				-1.4	
Acquisitions / divestments												
FX impact and other <sup>2)</sup>	-1.9	-0.6		1.0		-1.6	-1.3	0.0	-0.3	-1.2	0.2	
<b>End of period</b>	<b>664.0</b>	<b>591.6</b>	<b>209.7</b>	<b>91.6</b>	<b>146.7</b>	<b>143.6</b>	<b>72.4</b>	<b>0.3</b>	<b>56.3</b>	<b>4.1</b>	<b>11.6</b>	<b>0.0</b>

<sup>1)</sup> Net production in Other customer lending of Wholesale Banking Treasury & Other in 3Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

<sup>2)</sup> In 3Q2023, Customer deposits includes a transfer of €1.2 billion from Wholesale Banking Belgium Financial Markets to Retail Banking Belgium Treasury (€1.0 billion) and Wholesale Banking Belgium Treasury (€0.2 billion), recorded on FX impact and other.

## ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits								
In € billion	4Q2023	3Q2023 <sup>1)</sup>	2Q2023 <sup>2)</sup>	1Q2023	4Q2022 <sup>4)</sup>	3Q2022 <sup>5)</sup>	2Q2022 <sup>6)</sup>	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		<b>316.6</b>	<b>313.6</b>	<b>313.5</b>	<b>312.5</b>	<b>313.9</b>	<b>315.6</b>	<b>313.8</b>
Net production		2.1	2.6	0.7	1.3	1.7	3.9	3.6
Treasury								
Acquisitions / divestments								
FX impact and other		-1.9	0.4	-0.6	-0.3	-3.2	-5.5	-1.8
<b>End of period</b>		<b>316.8</b>	<b>316.6</b>	<b>313.6</b>	<b>313.5</b>	<b>312.5</b>	<b>313.9</b>	<b>315.6</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>		<b>326.7</b>	<b>325.9</b>	<b>328.0</b>	<b>337.2</b>	<b>328.9</b>	<b>318.2</b>	<b>319.0</b>
Net production		-4.6	0.0	0.2	1.5	2.7	5.9	-3.5
Treasury		-2.5	0.3	0.3	-2.4	1.2	0.3	1.2
Acquisitions / divestments								
FX impact and other <sup>3)</sup>		1.0	0.4	-2.6	-8.3	4.3	4.5	1.5
<b>End of period</b>		<b>320.5</b>	<b>326.7</b>	<b>325.9</b>	<b>328.0</b>	<b>337.2</b>	<b>328.9</b>	<b>318.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>		<b>678.0</b>	<b>660.2</b>	<b>640.8</b>	<b>664.3</b>	<b>642.1</b>	<b>629.9</b>	<b>617.3</b>
Net production		-7.0	17.2	1.3	5.9	7.6	4.4	-0.7
Treasury		-5.1	-0.2	19.6	-28.3	16.2	7.7	12.3
Acquisitions / divestments								
FX impact and other		-1.9	0.8	-1.4	-1.1	-1.4	0.2	1.0
<b>End of period</b>		<b>664.0</b>	<b>678.0</b>	<b>660.2</b>	<b>640.8</b>	<b>664.3</b>	<b>642.1</b>	<b>629.9</b>

<sup>1)</sup> Net production in Other customer lending in 3Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

<sup>2)</sup> Net production in Other customer lending in 2Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

<sup>3)</sup> In 1Q2023, FX impact and other includes a reclassification of €0.7 billion in Retail Banking Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

<sup>4)</sup> Net production in 4Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €1.3 billion in customer deposits due to outflows.

<sup>5)</sup> Net production in 3Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €2.9 billion in customer deposits due to outflows.

<sup>6)</sup> Net production in 2Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €3.8 billion in customer deposits due to outflows.

## ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022 <sup>3)</sup>	3Q2022 <sup>4)</sup>	2Q2022 <sup>5)</sup>	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		<b>318.0</b>	<b>315.0</b>	<b>315.0</b>	<b>314.1</b>	<b>315.1</b>	<b>315.7</b>	<b>313.4</b>
Net production		2.1	2.6	0.7	1.3	1.7	3.9	3.6
Treasury								
Acquisitions / divestments								
FX impact and other		-1.5	0.4	-0.8	-0.4	-2.7	-4.5	-1.2
<b>End of period</b>		<b>318.6</b>	<b>318.0</b>	<b>315.0</b>	<b>315.0</b>	<b>314.1</b>	<b>315.1</b>	<b>315.7</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>		<b>136.0</b>	<b>135.0</b>	<b>136.7</b>	<b>138.3</b>	<b>139.3</b>	<b>136.6</b>	<b>134.4</b>
Net production		-1.8	0.6	1.4	0.7	-1.1	2.9	1.8
Treasury		-1.9	0.3	0.3	-1.7	0.6	0.1	0.5
Acquisitions / divestments								
FX impact and other <sup>1)</sup>		-0.7	0.1	-3.4	-0.6	-0.5	-0.3	-0.1
<b>End of period</b>		<b>131.7</b>	<b>136.0</b>	<b>135.0</b>	<b>136.7</b>	<b>138.3</b>	<b>139.3</b>	<b>136.6</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>		<b>600.5</b>	<b>581.0</b>	<b>566.2</b>	<b>578.1</b>	<b>564.0</b>	<b>554.6</b>	<b>553.0</b>
Net production		-4.7	18.9	1.7	9.1	3.9	5.0	-7.0
Treasury		-3.6	-0.3	14.3	-20.6	11.4	5.5	7.6
Acquisitions / divestments								
FX impact and other <sup>2)</sup>		-0.6	0.8	-1.3	-0.4	-1.2	-1.0	1.0
<b>End of period</b>		<b>591.6</b>	<b>600.5</b>	<b>581.0</b>	<b>566.2</b>	<b>578.1</b>	<b>564.0</b>	<b>554.6</b>

<sup>1)</sup> FX impact and other in 1Q2023 includes the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Retail Banking Other, and a reclassification of €0.7 billion in Retail Banking Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

<sup>2)</sup> In 3Q2023, Customer deposits includes a transfer of €1.0 billion from Wholesale Banking Belgium to Retail Banking Belgium, recorded on FX impact and other.

<sup>3)</sup> Net production in 4Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €1.3 billion in customer deposits due to outflows.

<sup>4)</sup> Net production in 3Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €2.9 billion in customer deposits due to outflows.

<sup>5)</sup> Net production in 2Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €3.8 billion in customer deposits due to outflows.

## ING 3.4 Customer lending/deposits: Retail Banking Netherlands

Customer lending/deposits Retail Banking Netherlands								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		<b>109.6</b>	<b>108.9</b>	<b>108.5</b>	<b>108.2</b>	<b>108.0</b>	<b>108.9</b>	<b>109.9</b>
Net production		0.5	0.6	0.4	0.2	0.6	0.6	0.1
Treasury								
Acquisitions / divestments								
FX impact and other		-0.7	0.1	-0.0	0.1	-0.3	-1.5	-1.1
<b>End of period</b>		<b>109.4</b>	<b>109.6</b>	<b>108.9</b>	<b>108.5</b>	<b>108.2</b>	<b>108.0</b>	<b>108.9</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>		<b>43.9</b>	<b>44.0</b>	<b>45.1</b>	<b>46.4</b>	<b>45.5</b>	<b>44.8</b>	<b>44.3</b>
Net production		0.0	-0.1	-0.3	0.1	-0.2	0.6	0.3
Treasury		-1.8	-0.1	-0.1	-1.4	1.0	0.1	0.2
Acquisitions / divestments								
FX impact and other <sup>1)</sup>				-0.7				
<b>End of period</b>		<b>42.0</b>	<b>43.9</b>	<b>44.0</b>	<b>45.1</b>	<b>46.4</b>	<b>45.5</b>	<b>44.8</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>		<b>213.8</b>	<b>211.5</b>	<b>201.1</b>	<b>219.1</b>	<b>206.7</b>	<b>195.7</b>	<b>185.6</b>
Net production		-1.1	1.7	-2.6	2.9	0.6	6.5	2.9
Treasury		-3.0	0.6	13.0	-20.9	11.7	4.6	7.1
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>		<b>209.7</b>	<b>213.8</b>	<b>211.5</b>	<b>201.1</b>	<b>219.1</b>	<b>206.7</b>	<b>195.7</b>

<sup>1)</sup> In 1Q2023, FX impact and other includes a reclassification of €0.7 billion from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

# ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium <sup>1)</sup>								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		40.5	40.5	40.3	39.2	39.3	39.4	39.5
Net production		0.5	-0.0	0.1	0.6	0.3	0.4	0.2
Treasury								
Acquisitions / divestments								
FX impact and other <sup>2)</sup>		-0.1	-0.0	0.1	0.6	-0.4	-0.4	-0.3
<b>End of period</b>		40.8	40.5	40.5	40.3	39.2	39.3	39.4
<b>Other customer lending</b>								
<b>Beginning of period</b>		53.0	52.7	51.4	51.0	52.4	51.1	50.2
Net production		-1.9	0.3	1.4	1.1	-1.4	1.5	0.9
Treasury		-0.1	-0.0	0.0	0.0	-0.1	-0.2	-0.0
Acquisitions / divestments								
FX impact and other <sup>2)</sup>					-0.7			
<b>End of period</b>		51.0	53.0	52.7	51.4	51.0	52.4	51.1
<b>Customer deposits</b>								
<b>Beginning of period</b>		92.2	93.0	91.5	90.8	90.7	89.8	91.3
Net production		-2.3	0.3	0.7	0.7	-0.4	0.8	-1.3
Treasury		0.7	-1.0	0.8	-0.0	0.5	0.1	-0.3
Acquisitions / divestments								
FX impact and other <sup>3)</sup>		1.0						
<b>End of period</b>		91.6	92.2	93.0	91.5	90.8	90.7	89.8

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

<sup>2)</sup> In 4Q2022, FX impact and other includes a reclassification of €0.6 billion from Other customer lending to Residential mortgages.

<sup>3)</sup> In 3Q2023, Customer deposits includes a transfer of €1.0 billion From Wholesale Banking Belgium to Retail Banking Belgium, recorded on FX impact and other.

## ING 3.6 Customer lending/deposits: Retail Banking Germany

Customer lending/deposits Retail Banking Germany								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		<b>87.9</b>	<b>87.5</b>	<b>86.9</b>	<b>85.9</b>	<b>85.9</b>	<b>85.9</b>	<b>85.8</b>
Net production		0.5	0.4	0.3	0.9	1.5	1.8	1.6
Treasury								
Acquisitions / divestments								
FX impact and other		-0.3	0.0	0.3	0.0	-1.5	-1.8	-1.5
<b>End of period</b>		<b>88.1</b>	<b>87.9</b>	<b>87.5</b>	<b>86.9</b>	<b>85.9</b>	<b>85.9</b>	<b>85.9</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>		<b>12.1</b>	<b>11.7</b>	<b>11.4</b>	<b>11.9</b>	<b>12.2</b>	<b>11.7</b>	<b>11.3</b>
Net production		0.2	0.0	-0.1	-0.2	0.2	0.2	0.0
Treasury		-0.0	0.4	0.3	-0.3	-0.4	0.2	0.4
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>		<b>12.3</b>	<b>12.1</b>	<b>11.7</b>	<b>11.4</b>	<b>11.9</b>	<b>12.2</b>	<b>11.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>		<b>151.8</b>	<b>135.8</b>	<b>135.9</b>	<b>131.7</b>	<b>127.8</b>	<b>127.3</b>	<b>134.6</b>
Net production		-5.7	16.3	0.5	3.3	4.4	0.5	-7.3
Treasury		0.6	-0.2	-0.6	0.8	-0.4	-0.0	0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>		<b>146.7</b>	<b>151.8</b>	<b>135.8</b>	<b>135.9</b>	<b>131.7</b>	<b>127.8</b>	<b>127.3</b>

## ING 3.7 Customer lending/deposits: Retail Banking Other

Customer lending/deposits Retail Banking Other <sup>1)</sup>								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022 <sup>3)</sup>	3Q2022 <sup>4)</sup>	2Q2022 <sup>5)</sup>	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		<b>80.0</b>	<b>78.1</b>	<b>79.4</b>	<b>80.8</b>	<b>81.8</b>	<b>81.5</b>	<b>78.1</b>
Net production		0.7	1.6	-0.1	-0.4	-0.7	1.1	1.7
Treasury								
Acquisitions / divestments								
FX impact and other		-0.4	0.3	-1.2	-1.1	-0.4	-0.8	1.7
<b>End of period</b>		<b>80.2</b>	<b>80.0</b>	<b>78.1</b>	<b>79.4</b>	<b>80.8</b>	<b>81.8</b>	<b>81.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>		<b>27.0</b>	<b>26.6</b>	<b>28.8</b>	<b>29.0</b>	<b>29.3</b>	<b>28.9</b>	<b>28.5</b>
Net production		-0.1	0.4	0.3	-0.3	0.3	0.6	0.5
Treasury		0.1	-0.1	0.0	-0.0	0.1	-0.0	-0.0
Acquisitions / divestments								
FX impact and other <sup>2)</sup>		-0.7	0.1	-2.6	0.2	-0.5	-0.3	-0.1
<b>End of period</b>		<b>26.3</b>	<b>27.0</b>	<b>26.6</b>	<b>28.8</b>	<b>29.0</b>	<b>29.3</b>	<b>28.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>		<b>142.6</b>	<b>140.6</b>	<b>137.7</b>	<b>136.5</b>	<b>138.8</b>	<b>141.8</b>	<b>141.4</b>
Net production		4.5	0.8	3.1	2.1	-0.7	-2.8	-1.4
Treasury		-1.9	0.4	1.1	-0.5	-0.4	0.8	0.7
Acquisitions / divestments								
FX impact and other		-1.6	0.8	-1.3	-0.4	-1.2	-1.0	1.0
<b>End of period</b>		<b>143.6</b>	<b>142.6</b>	<b>140.6</b>	<b>137.7</b>	<b>136.5</b>	<b>138.8</b>	<b>141.8</b>

<sup>1)</sup> Includes: Australia, Italy, Spain, Poland, Romania, Türkiye, France (up to and including 4Q2022, after which ING discontinued its retail activities), Philippines (up to and including 4Q2022, after which ING discontinued its retail activities), and Other.

<sup>2)</sup> FX impact and other in 1Q2023 includes the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Retail Banking Other.

<sup>3)</sup> Net production in 4Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €1.3 billion in customer deposits due to outflows.

<sup>4)</sup> Net production in 3Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €2.9 billion in customer deposits due to outflows.

<sup>5)</sup> Net production in 2Q2022 includes a change in run-off portfolio in Retail Banking France, of which €0.1 billion in customer lending and €3.8 billion in customer deposits due to outflows.

## ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In € billion	4Q2023	3Q2023 <sup>1)</sup>	2Q2023 <sup>2)</sup>	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		-1.4	-1.4	-1.6	-1.7	-1.1	-0.1	0.4
Net production		-0.0	0.0	-0.0	-0.0	-0.0	0.0	0.0
Treasury								
Acquisitions / divestments								
FX impact and other		-0.4	0.0	0.2	0.1	-0.5	-1.0	-0.6
<b>End of period</b>		<b>-1.8</b>	<b>-1.4</b>	<b>-1.4</b>	<b>-1.6</b>	<b>-1.7</b>	<b>-1.1</b>	<b>-0.1</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>		190.4	190.8	191.1	198.7	189.4	181.5	184.4
Net production		-2.9	-0.6	-1.2	0.9	3.8	2.9	-5.3
Treasury		-0.7	0.0	0.0	-0.7	0.6	0.1	0.7
Acquisitions / divestments								
FX impact and other <sup>3)</sup>		1.7	0.3	0.8	-7.8	4.8	4.8	1.6
<b>End of period</b>		<b>188.6</b>	<b>190.4</b>	<b>190.8</b>	<b>191.1</b>	<b>198.7</b>	<b>189.4</b>	<b>181.5</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>		77.5	79.2	74.5	86.2	78.1	75.3	64.3
Net production		-2.3	-1.7	-0.4	-3.2	3.6	-0.6	6.3
Treasury		-1.4	0.1	5.2	-7.8	4.8	2.2	4.7
Acquisitions / divestments								
FX impact and other <sup>4)</sup>		-1.3	-0.1	-0.1	-0.7	-0.3	1.2	-0.0
<b>End of period</b>		<b>72.4</b>	<b>77.5</b>	<b>79.2</b>	<b>74.5</b>	<b>86.2</b>	<b>78.1</b>	<b>75.3</b>

<sup>1)</sup> Net production in customer lending in 3Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

<sup>2)</sup> Net production in customer lending in 2Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

<sup>3)</sup> FX impact and other in 1Q2023 includes the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Retail Banking Other.

<sup>4)</sup> In 3Q2023, Customer deposits includes a transfer of €1.0 billion from Wholesale Banking Belgium to Retail Banking Belgium, recorded on FX impact and other.

## ING 3.9 Customer lending/deposits: WB - Lending

Customer lending/deposits Wholesale Banking - Lending								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>		155.0	152.6	152.1	155.4	146.3	141.5	140.5
Net production		-2.2	2.2	1.8	2.4	5.7	1.4	-0.3
Treasury								
Acquisitions / divestments								
FX impact and other		1.3	0.2	-1.3	-5.7	3.4	3.4	1.2
<b>End of period</b>		154.1	155.0	152.6	152.1	155.4	146.3	141.5
<b>Customer deposits</b>								
<b>Beginning of period</b>		0.3	0.3	0.3	0.5	0.5	0.6	0.9
Net production		0.0	0.0	-0.0	-0.1	-0.0	-0.1	-0.3
Treasury								
Acquisitions / divestments								
FX impact and other		0.0	-0.0	-0.0	-0.0	0.0	0.0	0.0
<b>End of period</b>		0.3	0.3	0.3	0.3	0.5	0.5	0.6

## ING 3.10 Customer lending/deposits: WB - Daily Banking & Trade Finance

Customer lending/deposits Wholesale Banking - Daily Banking & Trade Finance								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>		25.6	28.0	30.7	31.6	35.0	31.8	33.0
Net production		-0.4	-2.5	-2.3	0.9	-4.8	1.8	-1.6
Treasury								
Acquisitions / divestments								
FX impact and other		0.3	0.1	-0.4	-1.7	1.4	1.4	0.4
<b>End of period</b>		25.5	25.6	28.0	30.7	31.6	35.0	31.8
<b>Customer deposits</b>								
<b>Beginning of period</b>		60.4	63.1	63.3	65.6	63.6	63.4	57.4
Net production		-3.8	-2.7	-0.0	-1.8	2.2	-0.4	6.0
Treasury								
Acquisitions / divestments								
FX impact and other		-0.3	-0.0	-0.2	-0.5	-0.2	0.6	-0.1
<b>End of period</b>		56.3	60.4	63.1	63.3	65.6	63.6	63.4

## ING 3.11 Customer lending/deposits: WB - Financial Markets

Customer lending/deposits Wholesale Banking - Financial Markets								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>		3.0	4.0	4.1	3.5	3.6	3.6	7.2
Net production		0.1	-1.0	-0.0	0.5	-0.1	-0.0	-3.6
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>		3.2	3.0	4.0	4.1	3.5	3.6	3.6
<b>Customer deposits</b>								
<b>Beginning of period</b>		3.8	2.6	3.4	4.4	2.9	2.8	1.5
Net production		1.4	1.3	-0.8	-0.9	1.5	-0.4	1.3
Treasury								
Acquisitions / divestments								
FX impact and other <sup>1)</sup>		-1.2	-0.1	-0.0	-0.1	-0.1	0.6	-0.0
<b>End of period</b>		4.1	3.8	2.6	3.4	4.4	2.9	2.8

<sup>1)</sup> In 3Q2023, Customer deposits includes a transfer of €1.2 billion from Wholesale Banking Belgium Financial Markets to Retail Banking Belgium Treasury (€1.0 billion) and Wholesale Banking Belgium Treasury (€0.2 billion), recorded on FX impact and other.

## ING 3.12 Customer lending/deposits: WB - Treasury & Other

Customer lending/deposits Wholesale Banking - Treasury & Other								
In € billion	4Q2023	3Q2023 <sup>1)</sup>	2Q2023 <sup>2)</sup>	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		-1.4	-1.4	-1.6	-1.7	-1.1	-0.1	0.4
Net production		-0.0	0.0	-0.0	-0.0	-0.0	0.0	0.0
Treasury								
Acquisitions / divestments								
FX impact and other		-0.4	0.0	0.2	0.1	-0.5	-1.0	-0.6
<b>End of period</b>		<b>-1.8</b>	<b>-1.4</b>	<b>-1.4</b>	<b>-1.6</b>	<b>-1.7</b>	<b>-1.1</b>	<b>-0.1</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>		6.9	6.1	4.3	8.3	4.5	4.6	3.7
Net production		-0.4	0.7	-0.6	-2.9	3.1	-0.3	0.2
Treasury		-0.7	0.0	0.0	-0.7	0.6	0.1	0.7
Acquisitions / divestments								
FX impact and other <sup>3)</sup>		-0.0	-0.0	2.5	-0.3	-0.0	-0.0	0.0
<b>End of period</b>		<b>5.8</b>	<b>6.9</b>	<b>6.1</b>	<b>4.3</b>	<b>8.3</b>	<b>4.5</b>	<b>4.6</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>		13.0	13.3	7.6	15.8	11.1	8.5	4.5
Net production		-0.0	-0.4	0.4	-0.4	-0.1	0.3	-0.7
Treasury		-1.4	0.1	5.2	-7.8	4.8	2.2	4.7
Acquisitions / divestments								
FX impact and other <sup>4)</sup>		0.2	0.0	0.1	-0.0	0.0	0.0	0.0
<b>End of period</b>		<b>11.6</b>	<b>13.0</b>	<b>13.3</b>	<b>7.6</b>	<b>15.8</b>	<b>11.1</b>	<b>8.5</b>

<sup>1)</sup> Net production in customer lending in 3Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

<sup>2)</sup> Net production in customer lending in 2Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

<sup>3)</sup> FX impact and other in 1Q2023 includes the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Retail Banking Other.

<sup>4)</sup> In 3Q2023, Customer deposits includes a transfer of €0.2 billion From Wholesale Banking Belgium Financial Markets to Wholesale Banking Belgium Treasury & Other, recorded on FX impact and other.

## ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>		0.3	0.2	0.2	0.2	0.2	0.2	0.2
Net production			0.0					
Treasury								
Acquisitions / divestments								
FX impact and other		0.0	0.0	0.0	0.0	-0.0	0.0	0.0
<b>End of period</b>		0.3	0.3	0.2	0.2	0.2	0.2	0.2
<b>Customer deposits</b>								
<b>Beginning of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0

## ING 3.14 Customer lending/deposits: 3Q2023 Geographical split

Customer lending/deposits Geographical split								
In € billion	Total	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World <sup>1)</sup>	Other
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>316.6</b>	<b>109.1</b>	<b>40.4</b>	<b>87.1</b>	<b>64.9</b>	<b>15.0</b>	<b>0.0</b>	<b>0.0</b>
Net production	2.1	0.5	0.5	0.5	0.5	0.1		
Treasury								
Acquisitions / divestments								
FX impact and other	-1.9	-0.9	-0.2	-0.3	0.1	-0.5		
<b>End of period</b>	<b>316.8</b>	<b>108.7</b>	<b>40.7</b>	<b>87.3</b>	<b>65.6</b>	<b>14.7</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>326.7</b>	<b>72.7</b>	<b>69.0</b>	<b>42.6</b>	<b>24.1</b>	<b>30.2</b>	<b>87.7</b>	<b>0.3</b>
Net production	-4.6	-1.3	-2.0	-0.9	0.0	0.1	-0.6	-0.0
Treasury	-2.5	-2.5	-0.1	-0.0		0.1	0.0	
Acquisitions / divestments								
FX impact and other	1.0	0.2	0.1	0.2	0.0	-0.8	1.3	0.0
<b>End of period</b>	<b>320.5</b>	<b>69.0</b>	<b>67.0</b>	<b>41.9</b>	<b>24.2</b>	<b>29.6</b>	<b>88.5</b>	<b>0.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>678.0</b>	<b>253.5</b>	<b>108.5</b>	<b>154.4</b>	<b>91.3</b>	<b>58.8</b>	<b>11.5</b>	<b>0.0</b>
Net production	-7.0	-2.5	-4.0	-6.2	1.4	3.5	0.8	
Treasury	-5.1	-4.2	0.8	0.7	0.0	-2.4	-0.1	
Acquisitions / divestments								
FX impact and other	-1.9				0.1	-1.9	-0.1	
<b>End of period</b>	<b>664.0</b>	<b>246.9</b>	<b>105.2</b>	<b>149.0</b>	<b>92.8</b>	<b>57.9</b>	<b>12.2</b>	<b>0.0</b>

<sup>1)</sup> Net production in customer lending of WB Rest of World in 3Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

## ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		109.1	108.3	108.0	107.7	107.5	109.0	110.3
Net production		0.5	0.6	0.4	0.2	0.6	0.6	0.1
Treasury								
Acquisitions / divestments								
FX impact and other		-0.9	0.1	0.0	0.1	-0.5	-2.1	-1.3
<b>End of period</b>		108.7	109.1	108.3	108.0	107.7	107.5	109.0
<b>Other customer lending</b>								
<b>Beginning of period</b>		72.7	72.9	74.5	75.4	72.9	71.2	75.6
Net production		-1.3	-0.1	-0.6	1.7	0.6	1.1	-5.3
Treasury		-2.5	-0.1	-0.2	-1.9	1.4	0.1	0.7
Acquisitions / divestments								
FX impact and other <sup>1)</sup>		0.2	0.0	-0.9	-0.7	0.4	0.4	0.2
<b>End of period</b>		69.0	72.7	72.9	74.5	75.4	72.9	71.2
<b>Customer deposits</b>								
<b>Beginning of period</b>		253.5	252.0	234.2	263.5	244.3	233.6	216.2
Net production		-2.5	0.7	-0.0	-0.3	3.0	4.3	5.8
Treasury		-4.2	0.8	17.8	-28.9	16.3	6.3	11.6
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>		246.9	253.5	252.0	234.2	263.5	244.3	233.6

<sup>1)</sup> In 1Q2023, FX impact and other includes a reclassification of €0.7 billion in Retail Banking Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

## ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium <sup>1)</sup>								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		<b>40.4</b>	<b>40.4</b>	<b>40.2</b>	<b>39.0</b>	<b>39.3</b>	<b>39.4</b>	<b>39.6</b>
Net production		0.5	-0.0	0.1	0.6	0.3	0.4	0.2
Treasury								
Acquisitions / divestments								
FX impact and other <sup>2)</sup>		-0.2	-0.0	0.1	0.6	-0.5	-0.5	-0.3
<b>End of period</b>		<b>40.7</b>	<b>40.4</b>	<b>40.4</b>	<b>40.2</b>	<b>39.0</b>	<b>39.3</b>	<b>39.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>		<b>69.0</b>	<b>69.4</b>	<b>68.3</b>	<b>71.8</b>	<b>69.5</b>	<b>67.3</b>	<b>66.8</b>
Net production		-2.0	-0.3	1.0	-2.0	2.1	2.1	0.4
Treasury		-0.1	-0.0	0.0	0.1	0.0	-0.2	0.0
Acquisitions / divestments								
FX impact and other <sup>2)</sup>		0.1	0.0	-0.1	-1.5	0.3	0.3	0.1
<b>End of period</b>		<b>67.0</b>	<b>69.0</b>	<b>69.4</b>	<b>68.3</b>	<b>71.8</b>	<b>69.5</b>	<b>67.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>		<b>108.5</b>	<b>109.8</b>	<b>109.5</b>	<b>109.4</b>	<b>109.7</b>	<b>107.8</b>	<b>109.2</b>
Net production		-4.0	-0.2	-0.6	0.1	-0.8	1.8	-1.0
Treasury		0.8	-1.2	1.0	-0.0	0.6	0.1	-0.3
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>		<b>105.2</b>	<b>108.5</b>	<b>109.8</b>	<b>109.5</b>	<b>109.4</b>	<b>109.7</b>	<b>107.8</b>

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

<sup>2)</sup> In 4Q2022, FX impact and other includes a reclassification of €0.6 billion from Other customer lending to Residential mortgages in Retail Banking Belgium.

## ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		<b>87.1</b>	<b>86.7</b>	<b>85.9</b>	<b>84.9</b>	<b>85.3</b>	<b>85.6</b>	<b>85.8</b>
Net production		0.5	0.4	0.3	0.9	1.5	1.8	1.6
Treasury								
Acquisitions / divestments								
FX impact and other		-0.3	0.0	0.5	0.0	-1.9	-2.1	-1.8
<b>End of period</b>		<b>87.3</b>	<b>87.1</b>	<b>86.7</b>	<b>85.9</b>	<b>84.9</b>	<b>85.3</b>	<b>85.6</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>		<b>42.6</b>	<b>41.6</b>	<b>41.0</b>	<b>41.9</b>	<b>41.4</b>	<b>41.2</b>	<b>41.7</b>
Net production		-0.9	0.6	0.4	0.3	0.4	-0.6	-1.1
Treasury		-0.0	0.4	0.4	-0.3	-0.5	0.2	0.5
Acquisitions / divestments								
FX impact and other		0.2	0.0	-0.2	-0.8	0.5	0.6	0.2
<b>End of period</b>		<b>41.9</b>	<b>42.6</b>	<b>41.6</b>	<b>41.0</b>	<b>41.9</b>	<b>41.4</b>	<b>41.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>		<b>154.4</b>	<b>138.8</b>	<b>138.9</b>	<b>134.5</b>	<b>130.2</b>	<b>128.9</b>	<b>135.9</b>
Net production		-6.2	15.8	0.7	3.4	4.9	1.3	-7.1
Treasury		0.7	-0.2	-0.8	1.0	-0.5	-0.0	0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>		<b>149.0</b>	<b>154.4</b>	<b>138.8</b>	<b>138.9</b>	<b>134.5</b>	<b>130.2</b>	<b>128.9</b>

## ING 3.18 Customer lending/deposits: Geographical Other Challengers

Customer lending/deposits Geographical Other Challengers <sup>1)</sup>								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022 <sup>3)</sup>	3Q2022 <sup>4)</sup>	2Q2022 <sup>5)</sup>	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		<b>64.9</b>	<b>63.7</b>	<b>64.8</b>	<b>66.6</b>	<b>66.9</b>	<b>66.4</b>	<b>62.9</b>
Net production		0.5	1.5	0.1	-0.3	-0.4	1.2	1.6
Treasury								
Acquisitions / divestments								
FX impact and other		0.1	-0.3	-1.2	-1.5	0.0	-0.7	1.8
<b>End of period</b>		<b>65.6</b>	<b>64.9</b>	<b>63.7</b>	<b>64.8</b>	<b>66.6</b>	<b>66.9</b>	<b>66.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>		<b>24.1</b>	<b>23.9</b>	<b>26.5</b>	<b>26.9</b>	<b>25.3</b>	<b>25.0</b>	<b>25.4</b>
Net production		0.0	0.4	0.1	0.1	1.5	0.5	-0.8
Treasury				0.1	0.0	0.0	-0.1	-0.1
Acquisitions / divestments								
FX impact and other <sup>2)</sup>		0.0	-0.1	-2.9	-0.4	0.0	-0.1	0.5
<b>End of period</b>		<b>24.2</b>	<b>24.1</b>	<b>23.9</b>	<b>26.5</b>	<b>26.9</b>	<b>25.3</b>	<b>25.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>		<b>91.3</b>	<b>90.3</b>	<b>90.1</b>	<b>90.9</b>	<b>93.0</b>	<b>96.4</b>	<b>95.4</b>
Net production		1.4	1.3	1.2	0.6	-2.2	-2.8	-0.6
Treasury		0.0	0.0	0.0	0.0	-0.0	0.0	-0.0
Acquisitions / divestments								
FX impact and other		0.1	-0.2	-1.1	-1.3	0.0	-0.6	1.6
<b>End of period</b>		<b>92.8</b>	<b>91.3</b>	<b>90.3</b>	<b>90.1</b>	<b>90.9</b>	<b>93.0</b>	<b>96.4</b>

<sup>1)</sup> Including Australia, Italy, Spain and Portugal, Retail Banking France (up to and including 4Q2022, after which ING discontinued its retail activities), Other.

<sup>2)</sup> FX impact and other in 1Q2023 includes the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Rest of World from Retail Banking Other Challengers.

<sup>3)</sup> Net production in 4Q2022 of Retail Banking Other Challengers includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €1.3 billion in customer deposits due to outflows.

<sup>4)</sup> Net production in 3Q2022 of Retail Banking Other Challengers includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €2.9 billion in customer deposits due to outflows.

<sup>5)</sup> Net production in 2Q2022 of Retail Banking Other Challengers includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €3.8 billion in customer deposits due to outflows.

## ING 3.19 Customer lending/deposits: Geographical Growth Markets

Customer lending/deposits Geographical Growth Markets <sup>1)</sup>								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		15.0	14.4	14.6	14.2	15.0	15.2	15.2
Net production		0.1	0.0	-0.2	-0.1	-0.3	-0.1	0.1
Treasury								
Acquisitions / divestments								
FX impact and other		-0.5	0.6	0.0	0.4	-0.4	-0.1	-0.2
<b>End of period</b>		14.7	15.0	14.4	14.6	14.2	15.0	15.2
<b>Other customer lending</b>								
<b>Beginning of period</b>		30.2	29.9	29.4	28.5	28.3	27.7	26.7
Net production		0.1	0.2	0.6	0.6	0.8	0.7	1.3
Treasury		0.1	-0.1	0.1	-0.1	0.1	0.1	0.0
Acquisitions / divestments								
FX impact and other		-0.8	0.2	-0.1	0.3	-0.6	-0.2	-0.3
<b>End of period</b>		29.6	30.2	29.9	29.4	28.5	28.3	27.7
<b>Customer deposits</b>								
<b>Beginning of period</b>		58.8	57.4	54.8	52.5	53.2	51.3	50.8
Net production		3.5	-0.3	1.3	1.9	1.1	1.5	0.2
Treasury		-2.4	0.4	1.3	-0.6	-0.4	1.0	0.9
Acquisitions / divestments								
FX impact and other		-1.9	1.2	-0.0	1.0	-1.4	-0.5	-0.7
<b>End of period</b>		57.9	58.8	57.4	54.8	52.5	53.2	51.3

<sup>1)</sup> Includes: Poland, Romania, Türkiye, and Retail Banking Philippines (up to and including 4Q2022, after which ING discontinued its retail activities).

## ING 3.20 Customer lending/deposits: Geographical WB Rest of World

Customer lending/deposits Geographical Wholesale Banking Rest of World								
In € billion	4Q2023	3Q2023 <sup>1)</sup>	2Q2023 <sup>2)</sup>	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>		87.7	88.2	88.0	92.5	91.3	85.6	82.5
Net production		-0.6	-0.7	-1.3	0.9	-2.6	2.0	2.0
Treasury		0.0	0.0	-0.1	-0.2	0.2	0.1	0.1
Acquisitions / divestments								
FX impact and other <sup>3)</sup>		1.3	0.2	1.5	-5.2	3.7	3.6	1.0
<b>End of period</b>		88.5	87.7	88.2	88.0	92.5	91.3	85.6
<b>Customer deposits</b>								
<b>Beginning of period</b>		11.5	11.8	13.2	13.6	11.8	11.9	9.9
Net production		0.8	-0.1	-1.2	0.2	1.6	-1.6	1.9
Treasury		-0.1	-0.0	0.2	0.2	0.3	0.3	0.1
Acquisitions / divestments								
FX impact and other		-0.1	-0.2	-0.3	-0.8	-0.1	1.3	-0.0
<b>End of period</b>		12.2	11.5	11.8	13.2	13.6	11.8	11.9

<sup>1)</sup> Net production in Other customer lending in 3Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

<sup>2)</sup> Net production in Other customer lending in 2Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

<sup>3)</sup> FX impact and other in 1Q2023 includes the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Rest of World from Retail Banking Other Challengers.

## ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other <sup>1)</sup>								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>		0.3	0.2	0.2	0.2	0.2	0.2	0.2
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other		0.0	0.0	0.0	0.0	-0.0	0.0	0.0
<b>End of period</b>		0.3	0.3	0.2	0.2	0.2	0.2	0.2
<b>Customer deposits</b>								
<b>Beginning of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0

<sup>1)</sup> Region Other consists mainly of Corporate Line.

## Important legal information

ING Group's annual accounts are prepared in accordance with International Financial Reporting Standards as adopted by the European Union ('IFRS-EU'). In preparing the financial information in this document, except as described otherwise, the same accounting principles are applied as in the 2022 ING Group consolidated annual accounts. All figures in this document are unaudited. Small differences are possible in the tables due to rounding.

Certain of the statements contained herein 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 a number of factors, including, without limitation: (1) changes in general economic conditions and customer behaviour, in particular economic conditions in ING's core markets, including changes affecting currency exchange rates and the regional and global economic impact of the invasion of Russia into Ukraine and related international response measures (2) ongoing and residual effects of the Covid-19 pandemic and related response measures on economic conditions in countries in which ING operates (3) changes affecting interest rate levels (4) any default of a major market participant and related market disruption (5) changes in performance of financial markets, including in Europe and developing markets (6) fiscal uncertainty in Europe and the United States (7) discontinuation of or changes in 'benchmark' indices (8) inflation and deflation in our principal markets (9) changes in conditions in the credit and capital markets generally, including changes in borrower and counterparty creditworthiness (10) failures of banks falling under the scope of state compensation schemes (11) non-compliance with or changes in laws and regulations, including those concerning financial services, financial economic crimes and tax laws, and the interpretation and application thereof (12) geopolitical risks, political instabilities and policies and actions of governmental and regulatory authorities, including in connection with the invasion of Russia into Ukraine and related international response measures (13) legal and regulatory risks in certain countries with less developed legal and regulatory frameworks (14) prudential supervision and regulations, including in relation to stress tests and regulatory restrictions on dividends and distributions (also among members of the group) (15) ING's ability to meet minimum capital and other prudential regulatory requirements (16) changes in regulation of US commodities and derivatives businesses of ING and its customers (17) application of bank recovery and resolution regimes, including write-down and conversion powers in relation to our securities (18) outcome of current and future litigation, enforcement proceedings, investigations or other regulatory actions, including claims by customers or stakeholders who feel misled or treated unfairly, and other conduct issues (19) changes in tax laws and regulations and risks of non-compliance or investigation in connection with tax laws, including FATCA (20) operational and IT risks, such as system disruptions or failures, breaches of security, cyber-attacks, human error, changes in operational practices or inadequate controls including in respect of third parties with which we do business (21) risks and challenges related to cybercrime including the effects of cyberattacks and changes in legislation and regulation related to cybersecurity and data privacy (22) changes in general competitive factors, including ability to increase or maintain market share (23) inability to protect our intellectual property and infringement claims by third parties (24) inability of counterparties to meet financial obligations or ability to enforce rights against such counterparties (25) changes in credit ratings (26) business, operational, regulatory, reputation, transition and other risks and challenges in connection with climate change and ESG-related matters, including data gathering and reporting (27) inability to attract and retain key personnel (28) future liabilities under defined benefit retirement plans (29) failure to manage business risks, including in connection with use of models, use of derivatives, or maintaining appropriate policies and guidelines (30) changes in capital and credit markets, including interbank funding, as well as customer deposits, which provide the liquidity and capital required to fund our operations, and (31) the other risks and uncertainties detailed in the most recent annual report of ING Groep N.V. (including the Risk Factors contained therein) and ING's more recent disclosures, including press releases, which are available on [www.ING.com](http://www.ING.com).

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