

ING GROUP HISTORICAL TREND DATA



Third quarter 2013

INTRODUCTION

General comments

- The Historical Trend Data document is published on a quarterly basis.
- Allocation keys are used to calculate segmental information; e.g. Life vs. Non-life, Retail vs. Commercial banking and product information. These allocation keys might be refined over time.
- ING analyses its results on an underlying basis. Underlying results are derived from results based on IFRS as adopted by the European Union (IFRS-EU), i.e. IFRS-EU result, excluding the impact of divestments, discontinued operations and special items. In case of a divestment, historical results are revised by excluding both the transaction gain/loss and the operating results of the divested unit.
- As of 1 January 2013, ING applies the revised IAS 19 'Employee Benefits', which was already reflected in the previous Historical Trend Data documents. The most significant change relates to the accounting for defined benefit pension obligations and the corresponding plan assets. IAS 19 has been implemented retrospectively; as a result, comparative results for previous periods have been restated and are presented as if the new requirements were always applied.
- For insurance we include a life margin analysis tying to an operating result before tax which eliminated most market volatility from the underlying result before tax.
- Rounding could cause some small differences.
- All figures are unaudited.

Discontinued operations

- The net result of the Asia and ING U.S. insurance and Investment management operations has been transferred to 'net result from discontinued operations'.

Historical trend data include:

- Breakdown shareholders' equity
- Income statement for each segment
- Condensed income statement for product groups within Commercial Banking
- Income statement for corporate lines
- Client Balances Roll forward
- Additional detail is included for Retail Banking International
- Investment Management: different breakdowns of Assets under Management and an Assets under Management roll-forward
- Full geographical breakdown of banking results

Product segmentation Commercial Banking

Product Group

• Industry Lending

• General Lending & Transaction Services

• Financial Markets

• Bank Treasury, Real Estate & Other

Sub products

- Structured Finance
- Real Estate Finance

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

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

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

TABLE OF CONTENTS

1	ING Group	4					
1.1	Profit and loss	4	2.4.2	Geographical split: Netherlands	33	4	Insurance Other
1.2	Consolidated Balance sheet: Assets	5	2.4.3	Geographical split: Belgium	34	4.1.1	Profit and loss Insurance Other: Corporate Line
1.3	Consolidated Balance sheet: Total equity and liabilities	6	2.4.4	Geographical split: Germany	35	4.2.1	Margin analysis Insurance Other: Corporate Line
1.4	Total equity	7	2.4.5	Geographical split: Rest of Europe	36		
1.5	Cash flow statement	8	2.4.6	Geographical split: Outside Europe	37		
			2.4.7	Geographical split: Other	38		
2	Banking	9	3	Insurance EurAsia	39		
2.1.1	Profit and loss: ING Bank	9	3.1.1	Profit and loss Insurance EurAsia: Total	39		
2.1.2	Profit and loss: Retail Banking	10	3.1.2	Profit and loss Insurance EurAsia: Benelux	40		
2.1.3	Profit and loss: Retail Banking Benelux	11	3.1.3	Profit and loss Insurance EurAsia: CRE	41		
2.1.4	Profit and loss: Retail Banking Netherlands	12	3.1.4	Profit and loss Insurance EurAsia: Asia	42		
2.1.5	Profit and loss: Retail Banking Belgium	13	3.1.5	Profit and loss Insurance EurAsia: Investment Management	43		
2.1.6	Profit and loss: Retail Banking International	14	3.1.6	Profit and loss Insurance EurAsia: Corporate Line	44		
2.1.7	Profit and loss: Retail Banking Germany	15	3.2.1	Margin analysis Insurance EurAsia: Total	45		
2.1.8	Profit and loss: Retail Banking Rest of World	16	3.2.2	Margin analysis Insurance EurAsia: Benelux	46		
2.1.9	Profit and loss: Commercial Banking	17	3.2.3	Margin analysis Insurance EurAsia: CRE	47		
2.1.10	Profit and loss: Commercial Banking - Industry Lending	18	3.2.4	Margin analysis Insurance EurAsia: Investment Management	48		
2.1.11	Profit and loss: Commercial Banking - General Lending & Transaction Services	19	3.2.5	Margin analysis Insurance EurAsia: Corporate Line	49		
2.1.12	Profit and loss: Commercial Banking - Financial Markets	20	3.3.1	Client Balances Insurance EurAsia: Life Insurance & Investment Management	50		
2.1.13	Profit and loss: Commercial Banking - Bank Treasury, Real Estate & Other	21	3.3.2	Client Balances Insurance EurAsia: Benelux Life	51		
2.1.14	Profit and loss: Corporate Line Banking	22	3.3.3	Client Balances Insurance EurAsia: CRE Life	52		
2.2.1	Client Balances: ING Bank	23	3.3.4	Client Balances Insurance EurAsia: Investment Management	53		
2.2.2	Client Balances: Retail Banking	24	3.4	Additional information Insurance EurAsia: Key figures by country	54		
2.2.3	Client Balances: Retail Banking Netherlands	25	3.5	Additional information Insurance EurAsia: Benelux Non-life	55		
2.2.4	Client Balances: Retail Banking Belgium	26	3.6	Additional information Insurance EurAsia: Investment Management	56		
2.2.5	Client Balances: Retail Banking Germany	27					
2.2.6	Client Balances: Retail Banking Rest of World	28					
2.2.7	Client Balances: Commercial Banking	29					
2.3	Additional information Retail Banking International	30					
2.4.1	Geographical split: ING Bank	32					

ING GROUP 1.1 PROFIT AND LOSS

ING Group: Profit and loss										
in EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	9M2013	9M2012 ¹⁾
Gross premium income		1,385	1,498	2,848	1,573	1,603	1,774	3,172	5,731	6,549
Interest result Banking operations		2,919	2,978	2,892	2,841	2,946	2,831	2,960	8,789	8,738
Commission income		703	733	703	650	676	720	686	2,139	2,083
Total investment & other income		972	996	1,138	615	951	943	719	3,107	2,612
Total underlying income		5,979	6,205	7,581	5,680	6,176	6,269	7,537	19,765	19,982
Underwriting expenditure		1,630	1,729	3,047	2,000	1,886	2,326	3,343	6,406	7,556
Staff expenses		1,468	1,511	1,523	1,462	1,469	1,478	1,476	4,502	4,424
Other expenses		1,038	978	1,014	1,278	1,039	899	1,013	3,030	2,951
Intangibles amortisation and impairments		39	26	39	35	51	56	69	104	175
Operating expenses		2,544	2,515	2,577	2,775	2,559	2,433	2,558	7,636	7,550
Interest expenses Insurance operations		33	37	37	44	49	53	60	106	162
Addition to loan loss provisions		552	616	561	589	554	540	439	1,728	1,533
Other		2	2	2	3	1	6	2	5	9
Total underlying expenditure		4,760	4,898	6,223	5,410	5,050	5,358	6,402	15,881	16,809
Underlying result before tax		1,219	1,307	1,358	270	1,126	911	1,135	3,884	3,172
Taxation		309	325	340	85	261	221	320	974	802
Minority interests		19	25	30	21	21	17	43	73	82
Underlying net result		891	957	989	163	844	672	772	2,837	2,289
Net gains/losses on divestments		-950	-16	940	1,613	-200	-206	489	-26	84
Net result from divested units		1		-38	-50	-54	8	12	-37	-34
Net result from discontinued operations Insurance/IM Asia		143	-98	155	78	198	111	163	200	472
Net result from discontinued operations Insurance ING U.S. ²⁾		79	-23	-195	301	-46	445	-205	-140	193
Special items after tax		-63	-32	-47	-624	-83	262	-503	-141	-325
Net result		101	788	1,804	1,482	659	1,293	728	2,693	2,678

1) The comparative figures of this period have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013.

2) The results of Insurance ING U.S. have been transferred to "net result from discontinued operations" as of the third quarter 2013.

ING GROUP 1.2 CONSOLIDATED BALANCE SHEET: ASSETS

ING Group: Assets								
in EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012 ¹⁾	30 Sep 2012 ¹⁾	30 Jun 2012 ¹⁾	31 Mar 2012 ¹⁾
Cash and balances with central banks		21,783	18,699	12,816	17,657	28,367	16,204	46,587
Amounts due from banks		44,270	43,034	47,262	39,053	44,788	47,395	50,441
Financial assets at fair value through P&L								
- trading assets		121,885	125,562	135,434	114,895	129,561	123,915	119,600
- investments for risk policyholders		24,476	99,566	103,060	98,765	100,768	99,402	121,593
- non-trading derivatives		8,119	9,183	12,582	13,951	15,804	15,811	16,010
- other		2,601	4,765	6,000	4,760	5,299	5,456	5,660
Investments								
- Available-for-sale investments		128,276	188,741	192,398	193,584	192,448	198,057	211,569
of which equity securities		7,105	7,117	7,162	7,707	7,638	10,538	11,517
of which debt securities		121,171	181,624	185,236	185,877	184,810	187,519	200,052
- Held-to-maturity investments		3,748	3,936	4,108	6,545	6,887	7,261	7,579
Loans and advances to customers								
- securities at amortised cost and IABF		26,367	26,819	27,691	28,169	31,142	34,676	36,371
- customer lending		513,274	529,447	538,774	535,235	541,731	575,528	569,661
Reinsurance contracts		267	5,129	5,266	5,290	5,461	5,679	5,632
Investments in associates		1,980	2,101	2,284	2,203	2,235	2,255	2,330
Real estate investments		1,173	1,219	1,224	1,288	1,339	1,342	1,443
Property and equipment		2,466	2,627	2,689	2,674	2,689	2,746	2,840
Intangible assets		1,879	2,748	2,691	2,639	2,707	2,929	3,550
Deferred acquisition costs		706	5,212	4,810	4,549	4,634	4,670	10,054
Assets held for sale		205,217	48,981	56,012	68,472	103,714	63,844	
Other assets								
- deferred tax assets		1,132	1,920	1,837	2,245	2,705	2,837	2,801
- other		21,555	23,909	23,783	24,218	23,663	25,357	26,327
Total assets		1,131,175	1,143,598	1,180,720	1,166,191	1,245,942	1,235,365	1,240,050

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013.

ING GROUP 1.3 CONSOLIDATED BALANCE SHEET: TOTAL EQUITY AND LIABILITIES

ING Group: Total equity and liabilities								
in EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012 ¹⁾	30 Sep 2012 ¹⁾	30 Jun 2012 ¹⁾	31 Mar 2012 ¹⁾
Shareholders' equity (in parent)		49,554	49,881	54,438	51,777	50,600	48,511	45,880
Minority interests		3,946	3,885	1,133	1,081	1,020	927	831
Non-voting equity securities		2,250	2,250	2,250	2,250	3,000	3,000	3,000
Total equity		55,750	56,016	57,821	55,108	54,620	52,438	49,711
Preference shares								
Subordinated loans		8,463	8,645	8,883	8,786	8,938	9,089	8,687
Debt securities in issue		137,405	139,904	146,535	143,436	159,961	157,926	163,968
Other borrowed funds		13,159	12,227	13,815	16,723	18,060	19,560	17,726
Insurance and investment contracts								
Life insurance provisions excluding provisions for risk of policyholders		59,925	120,939	124,144	122,989	123,950	124,947	150,193
Provision for life insurance for risk of policyholders		22,950	91,891	94,907	90,803	93,513	92,292	114,693
Provision for unearned premiums and unexpired risks		419	532	630	268	425	542	678
Claims provision		3,307	3,308	3,326	3,263	3,256	3,265	3,243
Investment contracts for risk of company		811	4,470	4,767	4,561	5,237	5,973	5,828
Investment contracts for risk of policyholders		1,620	7,793	8,254	8,066	7,366	7,233	6,920
Total Insurance and investment contracts		89,031	228,934	236,028	229,950	233,747	234,252	281,554
Amounts due to banks		32,038	35,156	37,425	38,704	51,367	58,873	69,317
Customer deposits and other funds on deposits		478,041	470,955	470,645	455,003	444,955	472,916	474,533
Financial liabilities at fair value through profit and loss								
Trading liabilities		79,730	90,757	97,102	83,652	100,459	100,651	104,823
Non-trading derivatives		11,552	14,207	17,644	18,752	21,867	21,921	21,729
Designated as at fair value through profit and loss		12,866	12,716	13,100	13,399	13,965	13,769	13,638
Liabilities held for sale		191,160	44,934	50,476	69,899	106,477	61,555	0
Other liabilities								
Deferred tax liabilities		1,257	1,824	2,637	2,813	3,154	2,394	3,136
Other		20,723	27,323	28,610	29,966	28,372	30,020	31,228
Total liabilities		1,075,424	1,087,582	1,122,899	1,111,083	1,191,321	1,182,927	1,190,338
Total equity and liabilities		1,131,175	1,143,598	1,180,720	1,166,191	1,245,941	1,235,365	1,240,050

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013.

ING GROUP 1.4 TOTAL EQUITY

ING Group: Total equity								
in EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012 ¹⁾	30 Sep 2012 ¹⁾	30 Jun 2012 ¹⁾	31 Mar 2012 ¹⁾
Share capital		921	921	919	919	919	919	919
Share premium		16,035	16,034	16,034	16,034	16,034	16,034	16,034
Revaluation reserve equity securities		2,143	2,055	2,260	2,337	2,249	2,648	2,826
Revaluation reserve debt securities		5,297	5,579	9,639	10,516	9,571	6,311	4,856
Revaluation reserve crediting to life policyholders		-3,284	-3,507	-5,214	-5,673	-5,465	-4,460	-3,723
Revaluation reserve cashflow hedge		1,981	2,124	2,557	2,689	2,465	2,375	2,062
Other revaluation reserve		615	814	254	607	609	612	606
Remeasurement of the net defined benefit asset/liability		-1,608	-1,716	-1,756	-2,861	-2,872	-2,549	-2,159
Currency translation reserve		-1,837	-1,298	-546	-841	-111	128	-807
Treasury shares		-25	-19	-267	-410	-411	-429	-547
Retained earnings and other reserves		29,316	28,893	30,558	28,460	27,612	26,922	25,813
Shareholders' equity		49,554	49,881	54,438	51,777	50,600	48,511	45,880
Minority interests		3,946	3,885	1,133	1,081	1,020	927	831
Non-voting equity securities		2,250	2,250	2,250	2,250	3,000	3,000	3,000
Total equity		55,750	56,016	57,821	55,108	54,620	52,438	49,711
Key figures								
Shareholders' equity per share in EUR		12.92	13.00	14.28	13.62	13.32	12.76	12.10

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013.

ING GROUP 1.5 CASH FLOW STATEMENT

ING Group: Cash flow statement								
in EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Net cash flow from operating activities		-2,135	6,954	-4,703	-1,597	7,942	-13,161	-2,441
Investments and advances:								
Associates		-48	-8	-9	-7	-9	-3	-7
Available-for-sale investments		-14,129	-48,959	-44,735	-33,486	-36,729	-39,640	-33,826
Held-to-maturity investments						16	-16	
Real estate investments		-3	-1	-3	-4	-2	-2	-52
Property and equipment		-111	-91	-71	-153	-117	-85	-68
Assets subject to operating leases		7	-91					
Investments for risk of policyholders		-15,515	-17,028	-17,783	-19,600	-18,495	-13,409	-16,482
Other investments		-106	-88	-59	-86	-86	-106	-91
Disposals and redemptions:								
Group companies		23	-208	-5,556	3,780			-10,316
Associates		19	193	8	12	31	5	44
Available-for-sale investments		16,474	43,687	45,516	30,973	39,336	34,294	32,815
Held-to-maturity investments		187	170	2,434	340	370	315	1,283
Real estate investments		39		1	45		7	238
Property and equipment		9	10	24	20	35	12	4
Assets subject to operating leases		-4						
Investments for risk of policyholders		17,244	18,901	21,538	19,484	20,330	14,184	18,203
Loan portfolio		3,259	794	174	3,315	1,879	1,848	226
Other investments		1	7	2	1	2	4	2
Net cash flow from investing activities		7,323	-2,712	1,481	4,634	6,561	-2,592	-8,027
Proceeds from borrowed funds and debt securities		39,698	31,780	45,528	39,824	41,661	109,025	141,976
Repayments from borrowed funds and debt securities		-38,919	-33,850	-45,192	-56,083	-40,584	-118,088	-118,420
Issuance of ordinary shares								
Proceeds of IPO ING U.S.			1,061					
Repayment of non-voting equity securities					-750			
Repurchase premium					-375			
Purchase of treasury shares		17	-2	-3	-13		-1	-3
Sale of treasury shares		-298	101	55	12	13	69	66
Dividends paid/received								
Net cash flow from financing activities		498	-910	388	-17,385	1,090	-8,995	23,619
Net cash flow		5,686	3,332	-2,834	-14,348	15,593	-24,747	13,151
Cash and cash equivalents at beginning of period		25,212	21,204	24,150	38,146	22,498	47,675	34,280
Effect of exchange rates on cash and equivalents		386	676	-112	349	53	-430	245
Cash and cash equivalents at end of period		31,284	25,212	21,204	24,150	38,146	22,498	47,675
- of which Treasury bills and other eligible bills		1,261	661	1,222	518	4,318	3,651	2,762
- of which Amounts due to/from banks		5,863	4,643	5,668	4,633	4,051	925	-1,674
- of which Cash and balances with central banks		21,783	18,699	12,816	17,657	28,367	16,204	46,587
- of which Cash and cash equivalents classified as Assets held for sale		2,377	1,209	1,498	1,342	1,410	1,718	

BANKING 2.1.1 PROFIT AND LOSS: ING BANK

Banking: Profit and loss ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Interest income		12,038	13,980	14,273	14,721	14,942	15,169	15,297	40,291	45,408
Minus: interest expense		9,101	10,974	11,357	11,854	11,970	12,313	12,328	31,433	36,611
Interest result		2,936	3,006	2,916	2,867	2,972	2,856	2,969	8,858	8,797
Funds transfer		157	152	147	152	158	157	152	455	468
Securities business		101	104	104	79	99	120	109	309	328
Insurance broking		33	39	37	40	39	43	40	109	122
Management fees		32	29	32	33	30	30	30	93	90
Brokerage and advisory fees		61	78	65	58	68	69	59	203	195
Other		162	181	169	148	139	157	163	512	460
Commission income		546	582	554	510	532	577	553	1,682	1,662
Rental income		6	7	2	-1	5	4	8	14	17
Other investment income		63	19	12	10	29	27	6	94	62
Investment income		69	26	14	9	34	31	14	109	79
Realised gains/losses on bonds		4	19	96	10	26	20	108	120	155
Realised gains/losses on equities		5	7	14	-1	342	3	-0	26	345
Change in fair value real estate investments		-0	1	-	1	-8	-3	-1	1	-12
Realised gains and fair value changes on investments		9	27	110	9	359	21	107	146	488
Total investment income		78	52	124	18	393	52	121	255	566
Valuation results non-trading derivatives		-77	417	-100	-167	-395	38	-456	241	-814
Net trading income		312	-245	344	40	426	167	485	411	1,079
Other income		-22	40	26	-57	-137	-96	45	44	-188
Total other income		213	212	270	-185	-106	109	74	696	77
Total underlying income		3,774	3,853	3,863	3,211	3,791	3,594	3,718	11,490	11,102
Staff expenses		1,194	1,236	1,239	1,209	1,208	1,213	1,228	3,669	3,649
Other expenses		888	828	855	1,095	868	775	830	2,570	2,473
Intangibles amortisation and impairments		39	26	39	35	51	56	69	104	175
Operating expenses		2,120	2,090	2,133	2,340	2,127	2,044	2,128	6,343	6,298
Gross result		1,655	1,762	1,730	871	1,664	1,550	1,590	5,147	4,804
Additions to loan loss provision		552	616	561	589	554	540	439	1,728	1,533
Underlying result before tax		1,103	1,147	1,169	283	1,110	1,011	1,151	3,419	3,272
Taxation		265	283	331	137	264	257	356	879	877
Minority interests		18	23	30	20	24	20	27	71	71
Underlying net result		820	840	809	126	822	734	768	2,469	2,324
Net gains/losses on divestments		-	-	-6	891	-16	-	489	-6	473
Net result from divested units		-	-	-37	-55	-55	11	12	-37	-31
Special items after tax		-19	-22	-23	-348	-46	202	-404	-63	-247
Net result		801	819	744	615	706	948	865	2,364	2,519
Key figures²⁾										
Interest margin		1.44%	1.42%	1.38%	1.34%	1.35%	1.27%	1.33%	1.41%	1.32%
Cost/income ratio		56.2%	54.3%	55.2%	72.9%	56.1%	56.9%	57.2%	55.2%	56.7%
Return on equity based on IFRS-EU equity		9.4%	9.5%	9.0%	1.4%	9.2%	8.4%	8.9%	9.3%	8.8%
Return on equity based on 10.0% core Tier 1 ³⁾		12.2%	12.4%	12.1%	2.1%	11.8%	10.3%	10.9%	12.3%	11.0%
Risk costs in bp of average RWA		80	89	81	85	77	73	60	83	70
Risk-weighted assets (end of period)		271,211	277,632	278,225	275,636	279,337	295,568	291,986	271,211	279,337
Staff (FTEs end of period)		64,152	64,298	64,359	65,173	66,099	66,179	66,583	64,152	66,099

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

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

BANKING 2.1.2 PROFIT AND LOSS: RETAIL BANKING

Banking: Profit and loss Retail Banking ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Balance sheet related interest		2,107	2,094	2,000	1,971	2,010	1,966	1,959	6,200	5,936
Capital charge on book equity		-53	-44	-43	-45	-53	-61	-61	-140	-175
Interest benefit on economic capital		73	71	72	71	71	74	79	216	225
Interest result		2,127	2,121	2,028	1,996	2,028	1,980	1,978	6,277	5,985
Funds transfer		139	135	130	137	137	141	140	404	418
Securities business		74	83	90	65	54	70	83	247	207
Insurance broking		31	37	35	39	36	41	38	103	114
Management fees		29	29	31	32	31	29	31	88	91
Brokerage and advisory fees		14	9	8	7	8	3	8	31	18
Other		31	38	23	18	38	33	29	92	99
Commission income		318	330	318	298	304	316	328	966	948
Rental income		1	1	1	2	0	1	1	2	2
Other investment income		52	2	7	-2	22	12	-1	61	32
Investment income		53	2	7	0	22	13	-0	63	34
Realised gains/losses on bonds		3	0	30	5	0	-8	-3	34	-10
Realised gains/losses on equities		0	0	11	-3	4	-1	0	11	3
Change in fair value real estate investments		-0	-	-	0	-	-	-	-0	-
Realised gains and fair value changes on investments		3	0	41	3	4	-9	-2	45	-7
Total investment income		56	3	49	3	26	4	-3	108	27
Valuation results non-trading derivatives		4	-18	10	-29	-2	36	-14	-4	19
Net trading income		53	63	57	44	61	14	77	173	152
Other income		18	53	12	-59	-164	-143	12	84	-295
Total other income		75	99	80	-44	-105	-93	74	253	-123
Total underlying income		2,576	2,552	2,475	2,253	2,253	2,207	2,378	7,603	6,837
Staff and other expenses		1,493	1,508	1,518	1,560	1,464	1,438	1,479	4,520	4,381
Intangibles amortisation and impairments		14	9	6	6	6	4	3	30	14
Operating expenses		1,507	1,518	1,525	1,567	1,470	1,442	1,483	4,549	4,395
Gross result		1,069	1,035	950	687	783	765	895	3,054	2,442
Additions to loan loss provision		324	370	343	314	319	261	272	1,038	852
Underlying result before tax		745	664	607	373	464	504	623	2,016	1,590
Taxation		198	200	152	129	152	138	187	550	477
Minority interests		12	15	22	17	19	14	17	48	50
Underlying net result		535	450	433	226	294	351	418	1,418	1,063
Net gains/losses on divestments		-	-	-6	891	-16	-	489	-6	473
Net result from divested units		-	-	-37	-55	-55	11	12	-37	-31
Special items after tax		-18	-49	-21	-203	-45	-29	-30	-88	-103
Net result		517	401	369	860	178	334	890	1,288	1,402
Key figures²⁾										
Cost/income ratio		58.5%	59.5%	61.6%	69.5%	65.3%	65.3%	62.4%	59.8%	64.3%
Return on equity based on 10.0% core Tier 1 ³⁾		15.5%	13.2%	12.8%	6.8%	8.7%	10.2%	12.4%	13.8%	10.4%
Risk cost in bp of average RWA		92	105	97	88	89	73	78	98	80
Risk-weighted assets (end of period)		140,654	141,770	140,214	143,313	141,401	145,122	141,367	140,654	141,401
Staff (FTEs end of period)		53,593	53,738	53,605	54,154	54,850	54,895	55,398	53,593	54,850

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

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

BANKING 2.1.3 PROFIT AND LOSS: RETAIL BANKING BENELUX

Banking: Profit and loss Retail Banking Benelux ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Balance sheet related interest		1,334	1,301	1,250	1,234	1,260	1,245	1,237	3,885	3,742
Capital charge on book equity		-0	-0	-0	-1	-1	-1	-2	-1	-4
Interest benefit on economic capital		34	32	31	31	31	32	35	97	97
Interest result		1,367	1,333	1,281	1,265	1,290	1,276	1,269	3,981	3,835
Funds transfer		104	104	100	104	104	112	111	308	327
Securities business		48	56	62	41	31	48	52	166	130
Insurance broking		25	29	26	29	28	34	30	80	92
Management fees		35	33	31	32	31	29	31	99	91
Brokerage and advisory fees		3	1	1	2	1	1	1	5	4
Other		-17	-14	-13	-15	1	-9	-9	-44	-17
Commission income		198	208	207	194	196	215	215	613	626
Rental income		-	-	-	-	-	-	-	-	-
Other investment income		-0	1	0	0	-1	3	-1	1	1
Investment income		-0	1	0	0	-1	3	-1	1	1
Realised gains/losses on bonds		-0	-0	10	0	0	0	-0	10	-0
Realised gains/losses on equities		-0	0	-0	-3	3	-1	0	0	2
Change in fair value real estate investments		-	-	-	-	-	-	-	-	-
Realised gains and fair value changes on investments		-0	-0	10	-3	3	-1	-0	10	2
Total investment income		-0	0	10	-3	2	2	-1	11	3
Valuation results non-trading derivatives		1	-9	-2	-1	2	-2	14	-10	14
Net trading income		38	47	57	27	34	12	37	142	82
Other income		9	14	9	2	17	16	14	32	46
Total other income		48	52	64	28	53	25	64	165	142
Total underlying income		1,614	1,593	1,562	1,484	1,541	1,518	1,548	4,769	4,607
Staff and other expenses		916	924	920	955	900	877	922	2,760	2,699
Intangibles amortisation and impairments		14	9	6	6	6	4	3	29	14
Operating expenses		929	933	927	961	906	881	925	2,789	2,713
Gross result		685	660	636	523	635	637	622	1,981	1,894
Additions to loan loss provision		242	259	254	235	235	189	175	755	599
Underlying result before tax		443	401	382	288	400	448	448	1,226	1,296
Taxation		110	111	110	71	105	112	124	331	340
Minority interests		-1	-2	-1	-3	1	0	2	-3	3
Underlying net result		334	292	273	221	294	336	322	898	952
Net gains/losses on divestments		-	-	-	-	-	-	-	-	-
Net result from divested units		-	-	-	-	-	-	-	-	-
Special items after tax		-18	-49	-21	-203	-45	-29	-30	-88	-103
Net result		315	243	251	18	249	307	293	810	849
Key figures²⁾										
Cost/income ratio		57.6%	58.6%	59.3%	64.8%	58.8%	58.0%	59.8%	58.5%	58.9%
Return on equity based on 10.0% core Tier 1 ³⁾		17.3%	15.4%	15.1%	12.3%	16.7%	19.1%	18.6%	15.9%	18.2%
Risk cost in bp of average RWA		126	137	141	133	133	107	101	134	114
Risk-weighted assets (end of period)		76,719	77,269	73,414	70,984	70,170	70,982	69,579	76,719	70,170
Staff (FTEs end of period)		20,632	21,366	21,809	22,502	23,267	23,585	23,824	20,632	23,267

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

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

BANKING 2.1.4 PROFIT AND LOSS: RETAIL BANKING NETHERLANDS

Banking: Profit and loss Retail Banking Netherlands ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Balance sheet related interest		883	872	824	808	820	824	843	2,579	2,487
Capital charge on book equity		-0	-0	-0	-1	-1	-1	-2	-1	-4
Interest benefit on economic capital		23	21	21	21	21	21	23	65	65
Interest result		905	893	845	828	840	844	864	2,643	2,549
Funds transfer		78	80	77	76	80	89	87	234	255
Securities business		17	17	15	16	14	16	13	49	42
Insurance broking		0	0	0	1	0	0	0	1	0
Management fees		9	7	7	8	9	9	10	24	27
Brokerage and advisory fees		1	-0	-0	0	1	0	1	1	1
Other		13	13	12	15	14	15	13	38	42
Commission income		118	117	112	117	117	128	123	347	368
Rental income									-	-
Other investment income		-0	1	-	0	-0	2	-2	1	0
Investment income		-0	1	-	0	-0	2	-2	1	0
Realised gains/losses on bonds		-	-	-	-	-	-	-	-	-
Realised gains/losses on equities		-	-	-	-	-	-	-	-	-
Change in fair value real estate investments		-	-	-	-	-	-	-	-	-
Realised gains and fair value changes on investments		-	-	-	-	-	-	-	-	-
Total investment income		-0	1	-	0	-0	2	-2	1	0
Valuation results non-trading derivatives		2	-3	-3	4	1	-4	0	-4	-3
Net trading income		10	9	11	-2	10	-3	11	29	18
Other income		6	8	6	2	3	8	5	20	15
Total other income		18	13	13	4	15	-0	16	44	30
Total underlying income		1,041	1,024	970	950	972	974	1,001	3,035	2,947
Staff and other expenses		546	560	569	584	539	551	562	1,675	1,652
Intangibles amortisation and impairments		10	7	6	1	5	4	3	23	13
Operating expenses		556	567	575	584	544	555	565	1,699	1,664
Gross result		485	457	395	365	428	420	435	1,337	1,283
Additions to loan loss provision		210	218	215	193	181	161	131	643	472
Underlying result before tax		274	240	180	172	247	259	305	694	811
Taxation		70	59	45	41	62	62	78	174	203
Minority interests									-	-
Underlying net result		204	181	135	132	185	197	227	520	608
Net gains/losses on divestments									-	-
Net result from divested units		-	-	-	-	-	-	-	-	-
Special items after tax		-18	-49	-21	-187	-43	-27	-27	-88	-97
Net result		186	132	114	-55	141	170	199	432	511
Key figures²⁾										
Cost/income ratio		53.4%	55.3%	59.3%	61.5%	56.0%	56.9%	56.5%	56.0%	56.5%
Return on equity based on 10.0% core Tier 1 ³⁾		14.5%	13.1%	10.3%	10.5%	14.7%	15.8%	18.4%	12.7%	16.3%
Risk cost in bp of average RWA		149	158	164	153	144	129	106	157	127
Risk-weighted assets (end of period)		56,360	56,530	53,759	50,865	49,810	50,579	49,108	56,360	49,810
Staff (FTEs end of period)		11,425	12,098	12,495	12,965	13,671	14,002	14,213	11,425	13,671

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

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

BANKING 2.1.5 PROFIT AND LOSS: RETAIL BANKING BELGIUM

Banking: Profit and loss Retail Banking Belgium ^{1) 2)}										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Balance sheet related interest		451	429	426	426	440	421	394	1,306	1,254
Capital charge on book equity		-0	-0	-	-	-	-	-	-0	-
Interest benefit on economic capital		11	11	10	10	10	11	12	32	32
Interest result		462	440	436	437	450	431	405	1,337	1,287
Funds transfer		27	24	23	28	24	23	24	74	72
Securities business		31	39	47	25	17	32	40	117	88
Insurance broking		24	28	26	28	28	33	30	78	91
Management fees		26	26	24	23	22	21	21	75	64
Brokerage and advisory fees		2	1	1	2	1	1	1	4	2
Other		-29	-27	-25	-30	-13	-23	-23	-81	-59
Commission income		80	90	95	76	79	86	92	266	258
Rental income									-	-
Other investment income		0	0	0	0	-1	1	1	0	1
Investment income		0	0	0	0	-1	1	1	0	1
Realised gains/losses on bonds		-0	-0	10	0	0	0	-0	10	-0
Realised gains/losses on equities		-0	0	-0	-3	3	-1	0	0	2
Change in fair value real estate investments									-	-
Realised gains and fair value changes on investments		-0	-0	10	-3	3	-1	-0	10	2
Total investment income		-0	-0	10	-3	2	-0	0	10	3
Valuation results non-trading derivatives		-0	-6	0	-5	1	2	14	-6	17
Net trading income		29	38	47	29	23	15	25	113	64
Other income		3	7	3	-0	14	8	9	13	31
Total other income		31	39	51	24	38	25	49	120	112
Total underlying income		573	569	592	534	570	543	547	1,734	1,660
Staff and other expenses		369	364	351	372	361	326	360	1,085	1,047
Intangibles amortisation and impairments		4	2	0	5	1	0	-	6	1
Operating expenses		373	366	351	377	362	326	360	1,090	1,048
Gross result		200	202	241	157	207	217	187	644	611
Additions to loan loss provision		32	41	39	42	54	28	44	112	126
Underlying result before tax		168	161	202	116	153	189	143	532	485
Taxation		40	52	65	30	43	49	46	157	138
Minority interests		-1	-2	-1	-3	1	0	2	-3	3
Underlying net result		130	111	137	89	109	139	96	378	344
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax					-16	-2	-2	-2	-	-6
Net result		130	111	137	73	108	137	93	378	338
Key figures³⁾										
Cost/income ratio		65.1%	64.4%	59.3%	70.5%	63.6%	60.0%	65.8%	62.9%	63.2%
Return on equity based on 10.0% core Tier 1 ⁴⁾		25.1%	21.6%	27.5%	16.9%	21.7%	27.3%	19.2%	24.7%	22.8%
Risk cost in bp of average RWA		62	81	79	82	106	55	87	74	83
Risk-weighted assets (end of period)		20,359	20,739	19,656	20,119	20,360	20,403	20,471	20,359	20,360
Staff (FTEs end of period)		9,207	9,268	9,314	9,537	9,596	9,583	9,612	9,207	9,596

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Including ING Luxembourg

3) Key figures based on underlying figures

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

BANKING 2.1.6 PROFIT AND LOSS: RETAIL BANKING INTERNATIONAL

Banking: Profit and loss Retail Banking International ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Balance sheet related interest		773	793	749	737	750	721	722	2,315	2,194
Capital charge on book equity		-52	-43	-43	-45	-52	-60	-59	-139	-171
Interest benefit on economic capital		40	39	41	39	40	42	45	119	127
Interest result		760	789	747	731	738	704	709	2,296	2,150
Funds transfer		35	31	31	32	33	29	29	97	91
Securities business		26	27	28	24	24	22	31	81	77
Insurance broking		6	8	9	10	7	7	8	24	23
Management fees		-6	-4	-	-	-	-	-	-10	-
Brokerage and advisory fees		11	8	7	5	6	2	6	26	15
Other		48	52	36	33	37	41	38	136	116
Commission income		119	122	111	104	107	101	113	353	322
Rental income		1	1	1	2	0	1	1	2	2
Other investment income		52	1	7	-2	23	9	-0	60	31
Investment income		53	2	7	0	23	10	1	62	33
Realised gains/losses on bonds		3	0	20	5	0	-8	-2	24	-10
Realised gains/losses on equities		0	-0	11	0	0	-0	0	11	1
Change in fair value real estate investments		-0	-	-	0	-	-	-	-0	-
Realised gains and fair value changes on investments		3	0	31	5	1	-8	-2	35	-9
Total investment income		56	2	38	5	23	2	-1	97	24
Valuation results non-trading derivatives		2	-9	12	-28	-4	38	-28	6	5
Net trading income		15	16	-0	17	28	2	41	31	70
Other income		9	39	3	-61	-181	-158	-2	51	-341
Total other income		26	46	16	-72	-157	-118	10	88	-266
Total underlying income		962	959	913	769	712	689	830	2,834	2,230
Staff and other expenses		578	584	598	605	564	561	557	1,760	1,682
Intangibles amortisation and impairments		0	0	0	0	-	-	-	0	-
Operating expenses		578	584	598	605	564	561	557	1,761	1,682
Gross result		384	375	314	164	148	128	273	1,073	548
Additions to loan loss provision		82	112	89	79	84	73	97	283	254
Underlying result before tax		302	263	225	85	64	56	175	790	295
Taxation		88	88	43	58	47	26	64	219	136
Minority interests		13	17	22	20	17	14	15	52	47
Underlying net result		201	158	160	6	0	15	96	520	111
Net gains/losses on divestments		-	-	-6	891	-16	-	489	-6	473
Net result from divested units		-	-	-37	-55	-55	11	12	-37	-31
Special items after tax		-	-	-	-	-	-	-	-	-
Net result		201	158	118	843	-71	26	598	478	553
Key figures²⁾										
Cost/income ratio		60.1%	60.9%	65.6%	78.7%	79.2%	81.4%	67.2%	62.1%	75.4%
Return on equity based on 10.0% core Tier 1 ³⁾		13.3%	10.7%	10.5%	1.5%	0.9%	1.6%	6.3%	11.5%	2.9%
Risk cost in bp of average RWA		51	68	51	44	46	40	55	57	47
Risk-weighted assets (end of period)		63,935	64,501	66,800	72,329	71,231	74,140	71,788	63,935	71,231
Staff (FTEs end of period)		32,961	32,372	31,796	31,652	31,583	31,310	31,574	32,961	31,583

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

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

BANKING 2.1.7 PROFIT AND LOSS: RETAIL BANKING GERMANY

Banking: Profit and loss Retail Banking Germany ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Balance sheet related interest		353	326	294	291	288	294	305	973	887
Capital charge on book equity		-21	-20	-22	-22	-23	-25	-28	-62	-76
Interest benefit on economic capital		16	16	15	15	15	15	16	47	46
Interest result		348	322	287	285	280	284	293	957	857
Funds transfer		1	1	2	-0	0	1	2	3	3
Securities business		20	21	21	16	17	16	22	63	54
Insurance broking		-0	0	0	0	0	0	0	0	0
Management fees									-	-
Brokerage and advisory fees		6	5	3	3	3	2	2	14	7
Other		1	1	1	1	1	1	1	2	2
Commission income		27	28	27	20	21	20	26	82	67
Rental income		0	0	-0	0	-0	0	0	0	0
Other investment income		0	0	0	0	0	0	0	0	0
Investment income		0	0	-0	0	-0	0	0	0	0
Realised gains/losses on bonds		-	-	-	-	0	-8	-6	-	-14
Realised gains/losses on equities									-	-
Change in fair value real estate investments		-0							-0	-
Realised gains and fair value changes on investments		-0	-	-	-	0	-8	-6	-0	-14
Total investment income		0	0	-0	0	0	-8	-6	0	-13
Valuation results non-trading derivatives		-14	4	-17	-21	17	-6	-0	-27	11
Net trading income		0	0	-0	0	0	-0	-0	-0	-0
Other income		-0	-1	0	2	-10	-3	-2	-2	-15
Total other income		-14	3	-17	-19	7	-8	-2	-29	-3
Total underlying income		361	352	297	286	309	287	311	1,011	907
Staff and other expenses		181	173	176	174	168	162	165	530	495
Intangibles amortisation and impairments		-	-	-	-	-	-	-	-	-
Operating expenses		181	173	176	174	168	162	165	530	495
Gross result		180	179	121	112	141	124	146	481	411
Additions to loan loss provision		15	21	21	26	17	25	15	57	57
Underlying result before tax		165	159	100	86	124	100	131	424	355
Taxation		46	52	33	35	52	34	41	132	126
Minority interests		0	0	0	0	0	0	0	1	1
Underlying net result		118	107	67	51	72	66	90	291	228
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax									-	-
Net result		118	107	67	51	72	66	90	291	228
Key figures²⁾										
Cost/income ratio		50.2%	49.0%	59.2%	60.9%	54.3%	56.6%	53.1%	52.4%	54.6%
Return on equity based on 10.0% core Tier 1 ³⁾		21.4%	19.7%	12.1%	9.1%	13.2%	12.2%	17.1%	17.7%	14.1%
Risk cost in bp of average RWA		27	38	38	46	32	45	28	34	35
Risk-weighted assets (end of period)		22,366	21,850	21,549	22,605	21,993	21,863	21,595	22,366	21,993
Staff (FTEs end of period)		3,734	3,692	3,591	3,498	3,472	3,386	3,358	3,734	3,472

1) Including ING Austria

2) Key figures based on underlying figures

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

BANKING 2.1.8 PROFIT AND LOSS: RETAIL BANKING REST OF WORLD

Banking: Profit and loss Retail Banking Rest of World ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Balance sheet related interest		420	467	456	445	462	428	417	1,343	1,307
Capital charge on book equity		-32	-23	-21	-23	-29	-35	-30	-76	-95
Interest benefit on economic capital		24	23	25	24	25	27	29	72	81
Interest result		412	467	460	447	458	420	416	1,339	1,294
Funds transfer		34	30	29	33	33	28	28	93	88
Securities business		6	6	7	7	7	7	9	18	23
Insurance broking		6	8	9	9	7	7	8	24	22
Management fees		-6	-4						-10	-
Brokerage and advisory fees		5	3	4	2	3	0	5	12	8
Other		47	51	36	33	36	41	37	134	114
Commission income		92	94	84	84	86	82	87	271	255
Rental income		1	1	1	2	0	1	1	2	2
Other investment income		52	1	7	-2	23	9	-0	60	31
Investment income		53	2	7	-0	23	10	0	62	33
Realised gains/losses on bonds		3	0	20	5	-0	0	3	24	3
Realised gains/losses on equities		0	-0	11	0	0	-0	0	11	1
Change in fair value real estate investments					0				-	-
Realised gains and fair value changes on investments		4	0	31	5	0	0	4	35	4
Total investment income		56	2	39	5	23	10	4	97	38
Valuation results non-trading derivatives		16	-13	29	-8	-21	43	-28	32	-6
Net trading income		15	16	0	17	28	2	41	31	70
Other income		9	40	3	-63	-171	-155	-0	53	-326
Total other income		40	44	33	-53	-164	-110	12	117	-262
Total underlying income		601	607	615	483	403	402	519	1,823	1,324
Staff and other expenses		397	412	422	431	396	398	392	1,230	1,187
Intangibles amortisation and impairments		0	0	0	0	-	-	-	0	-
Operating expenses		397	412	422	431	396	398	392	1,231	1,187
Gross result		204	195	193	52	7	4	127	593	137
Additions to loan loss provision		67	91	68	53	66	48	83	226	197
Underlying result before tax		137	105	125	-1	-60	-44	44	366	-60
Taxation		41	36	9	23	-5	-8	23	87	10
Minority interests		12	16	22	20	17	14	15	51	46
Underlying net result		83	52	93	-45	-72	-50	6	228	-116
Net gains/losses on divestments		-	-	-6	891	-16	-	489	-6	473
Net result from divested units		-	-	-37	-55	-55	11	12	-37	-31
Special items after tax									-	-
Net result		83	52	51	792	-143	-40	508	186	325
Key figures²⁾										
Cost/income ratio		66.0%	67.8%	68.6%	89.2%	98.4%	99.1%	75.6%	67.5%	89.7%
Return on equity based on 10.0% core Tier 1 ³⁾		9.1%	6.2%	9.7%	-2.0%	-4.3%	-2.9%	1.7%	8.4%	-1.9%
Risk cost in bp of average RWA		64	83	58	43	52	37	67	68	52
Risk-weighted assets (end of period)		41,569	42,651	45,251	49,724	49,237	52,277	50,193	41,569	49,237
Staff (FTEs end of period)		29,227	28,680	28,205	28,154	28,111	27,923	28,216	29,227	28,111

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

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

BANKING 2.1.9 PROFIT AND LOSS: COMMERCIAL BANKING (CB)

Banking: Profit and loss Commercial Banking ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Balance sheet related interest		746	848	888	888	977	947	1,003	2,482	2,927
Capital charge on book equity		-126	-152	-153	-166	-171	-167	-177	-431	-515
Interest benefit on economic capital		60	61	64	66	68	74	79	185	221
Interest result		681	757	798	789	874	853	905	2,236	2,633
Funds transfer		17	17	17	16	21	17	12	51	50
Securities business		29	21	22	14	45	50	27	72	122
Insurance broking		3	2	1	1	3	3	2	6	7
Management fees		3	1	1	1	-1	1	-1	5	-1
Brokerage and advisory fees		47	72	57	51	60	66	54	176	181
Other		132	140	139	122	94	122	129	410	344
Commission income		230	253	236	205	222	258	222	720	702
Rental income		6	6	1	-3	5	3	7	13	15
Other investment income		11	17	5	13	5	13	3	33	21
Investment income		16	23	6	9	10	16	10	45	36
Realised gains/losses on bonds		1	19	67	-4	14	4	111	88	129
Realised gains/losses on equities		5	7	3	4	19	4	2	15	25
Change in fair value real estate investments		0	1		0	-8	-3	-1	1	-12
Realised gains and fair value changes on investments		6	27	71	0	24	5	112	104	142
Total investment income		23	49	77	10	34	21	122	149	178
Valuation results non-trading derivatives		38	115	-64	-197	-92	111	-343	90	-323
Net trading income		239	153	341	148	253	20	441	733	714
Other income		-49	3	22	45	-21	26	54	-24	59
Total other income		228	271	299	-4	140	157	153	799	450
Total underlying income		1,162	1,330	1,411	999	1,270	1,290	1,403	3,903	3,963
Staff and other expenses		557	543	578	567	560	533	550	1,678	1,643
Intangibles amortisation and impairments		18	10	26	22	37	44	59	54	140
Operating expenses		575	553	604	589	598	577	608	1,732	1,783
Gross result		587	778	807	410	673	713	795	2,172	2,180
Additions to loan loss provision		227	245	218	275	235	278	167	690	680
Underlying result before tax		360	532	589	135	437	434	628	1,482	1,500
Taxation		58	130	152	48	91	105	188	339	384
Minority interests		6	8	8	3	6	5	10	23	20
Underlying net result		296	394	429	84	341	324	430	1,119	1,095
Net gains/losses on divestments		-	-	-	-	-	-	-	-	-
Net result from divested units		-	-	-	-	-	-	-	-	-
Special items after tax		-	-	-	-129	-	-	-	-	-
Net result		296	394	429	-45	341	324	430	1,119	1,095
Key figures²⁾										
Cost/income ratio		49.5%	41.5%	42.8%	58.9%	47.0%	44.8%	43.4%	44.4%	45.0%
Return on equity based on 10.0% core Tier 1 ³⁾		9.5%	12.4%	13.8%	2.8%	10.5%	9.8%	12.5%	11.9%	11.0%
Risk cost in bp of average RWA		71	76	69	87	71	82	47	72	67
Risk-weighted assets (end of period)		125,344	130,128	129,824	123,725	129,297	134,647	135,352	125,344	129,297
Staff (FTEs end of period)		10,559	10,561	10,753	11,019	11,249	11,284	11,185	10,559	11,249
Value at Risk trading and Treasury positions (avg.)		10.5	9.7	7.3	8.5	11.7	24.0	16.2		

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

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

BANKING 2.1.10 PROFIT AND LOSS: CB - INDUSTRY LENDING

Banking: Profit and loss Industry Lending ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Balance sheet related interest		357	366	375	371	354	367	351	1,097	1,071
Capital charge on book equity		-0	-0	-0	-0	-0	-0	-0	-0	-0
Interest benefit on economic capital		21	21	21	22	22	23	24	63	69
Interest result		377	387	396	393	375	390	375	1,160	1,140
Commission income		111	124	119	104	115	132	112	354	359
Investment income		10	10	4	1	3	11	5	24	19
Realised gains and fair value changes on investments		5	5	2	3	6	-4	2	12	3
Total investment income		16	15	6	5	9	7	6	36	22
Valuation results non-trading derivatives		-6	4	-1	-4	4	11	-0	-4	15
Net trading income		-12	-11	-13	-1	-15	-19	-11	-36	-45
Other income		10	-12	-13	-8	-14	-10	-4	-15	-27
Total other income		-8	-18	-28	-13	-24	-18	-16	-54	-57
Total underlying income		495	507	493	488	476	511	477	1,495	1,464
Staff and other expenses		111	111	109	112	105	104	106	331	315
Intangibles amortisation and impairments		-	0	-	4	-	-	-	0	-
Operating expenses		111	111	109	116	105	104	106	332	315
Gross result		384	396	384	373	371	407	371	1,164	1,150
Additions to loan loss provision		181	155	178	219	142	223	91	514	456
Underlying result before tax		203	241	206	154	229	185	280	650	694
Taxation		24	40	49	10	45	30	66	114	141
Minority interests		1	1	1	0	0	1	1	3	2
Underlying net result		177	200	156	143	184	153	213	533	551
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax									-	-
Net result		177	200	156	143	184	153	213	533	551
Key figures²⁾										
Cost/income ratio		22.5%	21.9%	22.1%	23.7%	22.0%	20.3%	22.2%	22.2%	21.5%
Return on equity based on 10.0% core Tier 1 ³⁾		13.4%	15.4%	13.4%	13.3%	17.2%	14.1%	18.9%	14.1%	16.8%
Risk cost in bp of average RWA		135	118	153	202	131	204	81	135	138
Risk-weighted assets (end of period)		51,986	54,860	49,460	43,701	42,802	43,399	44,037	51,986	42,802

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

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

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

Banking: Profit and loss General Lending & Transaction Services ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Balance sheet related interest		220	222	225	249	255	244	236	667	735
Capital charge on book equity		-	-	-	-2	1	1	1	-	2
Interest benefit on economic capital		18	17	20	19	20	23	24	55	67
Interest result		238	239	245	266	276	268	261	722	805
Commission income		95	98	87	94	90	88	86	281	264
Investment income		0	0	-	-0	0	-0	-1	0	-1
Realised gains and fair value changes on investments		-	-	2	-	-	9	-	2	9
Total investment income		0	0	2	-0	0	9	-1	3	8
Valuation results non-trading derivatives		0	0	0	-0	-0	0	-0	0	-0
Net trading income		10	8	11	11	9	10	9	29	28
Other income		-4	-3	-2	-4	-3	-3	-4	-9	-11
Total other income		6	5	9	6	5	6	5	20	17
Total underlying income		340	342	343	365	372	371	351	1,025	1,094
Staff and other expenses		186	176	179	178	172	173	172	542	517
Intangibles amortisation and impairments		-	-0	0	0	-	-	-	-	-
Operating expenses		186	176	179	178	172	173	172	542	517
Gross result		154	166	164	187	200	199	178	484	577
Additions to loan loss provision		13	44	5	20	62	16	32	62	111
Underlying result before tax		141	122	159	166	137	183	146	422	466
Taxation		30	35	33	27	42	46	29	98	116
Minority interests		2	2	2	-0	1	1	2	6	4
Underlying net result		110	84	123	140	95	136	115	317	346
Net gains/losses on divestments										
Net result from divested units										
Special items after tax										
Net result		110	84	123	140	95	136	115	317	346
Key figures²⁾										
Cost/income ratio		54.8%	51.4%	52.3%	48.9%	46.2%	46.5%	49.2%	52.8%	47.3%
Return on equity based on 10.0% core Tier 1 ³⁾		12.5%	9.2%	13.0%	13.8%	9.0%	12.8%	10.7%	11.6%	10.9%
Risk cost in bp of average RWA		14	47	6	20	59	15	30	22	34
Risk-weighted assets (end of period)		34,263	36,674	38,410	38,735	41,971	42,883	42,813	34,263	41,971

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

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

BANKING 2.1.12 PROFIT AND LOSS: CB - FINANCIAL MARKETS

Banking: Profit and loss Financial Markets ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Balance sheet related interest		102	110	176	131	165	110	190	388	464
Capital charge on book equity		-0	-0	-0	-1	-0	-0	-0	-0	-0
Interest benefit on economic capital		13	14	14	13	14	15	15	40	44
Interest result		114	123	190	144	178	125	205	428	508
Commission income		20	30	31	8	19	41	20	82	80
Investment income		0	6	1	3	0	0	0	7	1
Realised gains and fair value changes on investments		0	-0	0	-3	2	-2	-2	0	-2
Total investment income		0	5	2	-0	3	-2	-2	7	-1
Valuation results non-trading derivatives		-41	196	-21	-243	-212	180	-408	133	-439
Net trading income		217	50	292	181	215	-27	465	559	652
Other income		-9	-13	-7	5	4	-21	-6	-29	-23
Total other income		168	232	264	-57	7	132	51	664	190
Total underlying income		303	391	487	94	207	296	274	1,180	777
Staff and other expenses		199	195	229	206	220	208	211	623	639
Intangibles amortisation and impairments		-	-	-	1	-	-	-	-	-
Operating expenses		199	195	229	206	220	208	211	623	639
Gross result		103	196	258	-112	-13	88	63	558	138
Additions to loan loss provision		0	-1	-0	1	0	-0	5	-0	5
Underlying result before tax		103	197	258	-113	-13	88	58	558	133
Taxation		20	45	62	-44	-4	19	9	127	23
Minority interests		1	2	1	2	4	3	6	4	12
Underlying net result		82	150	195	-71	-12	66	43	427	97
Net gains/losses on divestments										
Net result from divested units										
Special items after tax										
Net result		82	150	195	-71	-12	66	43	427	97
Key figures²⁾										
Cost/income ratio		65.9%	49.8%	47.0%	218.4%	106.2%	70.4%	77.0%	52.8%	82.2%
Return on equity based on 10.0% core Tier 1 ³⁾		13.3%	22.6%	27.1%	-9.1%	-1.1%	8.2%	5.4%	21.3%	4.3%
Risk cost in bp of average RWA		1	-1	-0	1	0	-0	6	-0	2
Risk-weighted assets (end of period)		24,638	25,317	28,408	29,597	30,530	33,402	33,441	24,638	30,530

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

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

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

Banking: Profit and loss Bank Treasury, Real Estate & Other ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Balance sheet related interest		68	150	112	137	203	226	226	330	655
Capital charge on book equity		-125	-152	-153	-163	-171	-168	-177	-430	-516
Interest benefit on economic capital		9	9	9	12	13	12	16	28	41
Interest result		-49	8	-32	-14	45	71	64	-73	180
Commission income		4	1	-2	-1	-3	-2	5	4	-0
Investment income		6	7	2	5	6	5	6	14	17
Realised gains and fair value changes on investments		1	22	66	0	17	2	112	89	131
Total investment income		7	29	67	5	23	7	119	103	148
Valuation results non-trading derivatives		86	-84	-41	51	116	-80	66	-40	101
Net trading income		23	106	51	-42	45	56	-21	180	79
Other income		-46	31	44	52	-8	60	68	28	120
Total other income		63	52	54	61	152	36	112	169	301
Total underlying income		25	90	87	52	216	111	301	202	628
Staff and other expenses		60	61	61	72	64	48	60	182	173
Intangibles amortisation and impairments		18	10	25	17	37	44	59	53	140
Operating expenses		78	71	87	89	102	93	118	236	313
Gross result		-53	20	0	-37	115	19	182	-33	316
Additions to loan loss provision		33	47	34	35	31	40	38	115	109
Underlying result before tax		-86	-28	-34	-72	83	-21	144	-148	207
Taxation		-16	9	7	56	9	10	84	0	103
Minority interests		2	3	4	1	1	1	1	9	2
Underlying net result		-73	-40	-44	-129	74	-31	59	-158	102
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax					-129				-	-
Net result		-73	-40	-44	-258	74	-31	59	-158	102
Key figures²⁾										
Cost/income ratio		311.7%	78.3%	99.5%	172.3%	47.0%	83.1%	39.4%	116.4%	49.8%
Return on equity based on 10.0% core Tier 1 ³⁾		-20.3%	-11.0%	-12.9%	-39.7%	20.5%	-8.1%	15.5%	-14.9%	9.2%
Risk cost in bp of average RWA		96	141	109	108	87	106	97	115	97
Risk-weighted assets (end of period)		14,458	13,277	13,546	11,693	13,994	14,964	15,062	14,458	13,994

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

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

BANKING 2.1.14 PROFIT AND LOSS: CORPORATE LINE BANKING

Banking: Profit and loss Corporate Line Banking ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Balance sheet related interest		84	63	30	9	-14	-57	8	177	-63
Capital charge on book equity		178	196	196	213	229	234	242	570	704
Interest benefit on economic capital		-134	-132	-137	-140	-145	-154	-164	-403	-462
Interest result		128	127	90	82	69	23	86	345	179
Funds transfer		-0	0	0	0	-0	-0	-0	0	-0
Securities business		-2	-0	-8	-0	-1	0	-1	-10	-1
Insurance broking									-	-
Management fees		-	-0		0	0	0	0	-0	0
Brokerage and advisory fees		-0	-3	-	-0	0	-1	-3	-3	-4
Other		-0	3	7	7	7	3	6	10	16
Commission income		-2	-0	-1	7	7	3	3	-3	12
Rental income		-0	-0	-0	-0	-0	-0	-0	-0	-0
Other investment income		0	1	0	-0	2	2	4	1	8
Investment income		0	1	-0	-0	2	2	4	1	8
Realised gains/losses on bonds		-1	-0	-1	9	12	24	-0	-2	36
Realised gains/losses on equities		-	-0	-1	-2	319	1	-3	-1	317
Change in fair value real estate investments									-	-
Realised gains and fair value changes on investments		-1	-0	-2	6	331	25	-3	-3	353
Total investment income		-1	0	-2	6	333	26	1	-2	361
Valuation results non-trading derivatives		-119	319	-46	59	-302	-109	-99	154	-510
Net trading income		20	-460	-54	-152	111	134	-33	-495	212
Other income		9	-16	-8	-43	48	20	-21	-15	48
Total other income		-90	-157	-109	-137	-142	45	-153	-355	-250
Total underlying income		36	-30	-22	-42	268	97	-63	-16	302
Staff and other expenses		31	13	-3	177	51	17	30	41	98
Intangibles amortisation and impairments		7	7	7	7	7	7	7	21	22
Operating expenses		38	20	4	184	59	25	37	62	120
Gross result		-2	-50	-27	-226	209	73	-100	-78	182
Additions to loan loss provision		-0	-0	0	-0	-	-	-	-0	-
Underlying result before tax		-2	-50	-27	-226	209	73	-100	-78	182
Taxation		9	-46	27	-41	21	14	-19	-11	16
Minority interests									-	-
Underlying net result		-11	-4	-53	-185	188	59	-81	-68	165
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax		-0	27	-2	-16	-1	231	-374	25	-144
Net result		-11	23	-55	-200	187	290	-455	-43	21
Key figures²⁾										
Risk-weighted assets (end of period)		5,213	5,734	8,187	8,597	8,640	15,799	15,267	5,213	8,640

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

BANKING 2.2.1 CLIENT BALANCES: ING BANK

Banking: Client balances ING Bank								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Residential Mortgages								
Beginning of period Client Balances		282.6	287.0	292.6	315.1	312.0	306.8	337.4
Net production		1.9	0.9	0.7	1.8	2.7	3.1	1.6
Acquisitions / divestments		-6.9	-0.8	-6.6	-23.3	-	-	-31.9
Market performance		-	-	-	-	-	-	-
FX impact and other		-0.6	-4.4	0.3	-1.0	0.4	2.0	-0.2
End of period		277.0	282.6	287.0	292.6	315.1	312.0	306.8
Other Lending								
Beginning of period Client Balances		222.1	223.8	220.2	226.1	232.6	229.8	229.4
Net production		-2.3	0.5	1.9	-4.2	-5.6	-0.2	1.2
Acquisitions / divestments		-1.1	-	-	-0.3	-	-	-0.1
Market performance		-	-	-	-	-	-	-
FX impact and other		-1.9	-2.2	1.7	-1.3	-0.8	3.0	-0.6
End of period		216.8	222.1	223.8	220.2	226.1	232.6	229.8
Funds Entrusted								
Beginning of period Client Balances		467.1	465.5	462.7	479.4	464.3	464.1	522.1
Net production		1.9	6.5	16.5	8.2	11.0	-1.8	5.3
Acquisitions / divestments		-3.7	-	-14.2	-23.6	-	-	-64.1
Market performance		-	-	-	-	-	-	-
FX impact and other		-0.9	-4.9	0.5	-1.3	4.1	2.0	0.8
End of period		464.4	467.1	465.5	462.7	479.4	464.3	464.1
Assets under Management/Mutual Funds								
Beginning of period Client Balances		56.6	57.3	56.5	56.3	54.0	55.7	54.8
Net production		-1.0	0.9	0.2	0.5	0.2	-0.4	0.4
Acquisitions / divestments		-	-	-	-0.7	-	-0.4	-0.3
Market performance		1.7	-1.5	1.8	0.4	2.0	-0.9	2.1
FX impact and other		0.1	-0.1	-1.2	-0.0	0.1	-0.0	-1.3
End of period		57.3	56.6	57.3	56.5	56.3	54.0	55.7
Total								
Beginning of period Client Balances		1,028.3	1,033.5	1,032.1	1,076.9	1,062.9	1,056.4	1,143.7
Net production		0.4	8.8	19.2	6.2	8.3	0.8	8.5
Acquisitions / divestments		-11.7	-0.8	-20.8	-47.8	-	-0.4	-96.5
Market performance		1.7	-1.5	1.8	0.4	2.0	-0.9	2.1
FX impact and other		-3.3	-11.7	1.3	-3.6	3.7	7.0	-1.3
End of period		1,015.5	1,028.3	1,033.5	1,032.1	1,076.9	1,062.9	1,056.4

BANKING 2.2.2 CLIENT BALANCES: RETAIL BANKING

Banking: Client balances Retail Banking								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Residential Mortgages								
Beginning of period Client Balances		282.6	287.0	292.6	315.1	312.0	306.8	337.4
Net production		1.9	0.9	0.7	1.8	2.7	3.1	1.6
Acquisitions / divestments		-6.9	-0.8	-6.6	-23.3	-	-	-31.9
Market performance		-	-	-	-	-	-	-
FX impact and other		-0.6	-4.4	0.3	-1.0	0.4	2.0	-0.2
End of period		277.0	282.6	287.0	292.6	315.1	312.0	306.8
Other Lending								
Beginning of period Client Balances		97.1	97.0	94.5	95.1	95.3	94.2	92.1
Net production		-2.2	1.3	1.6	-0.0	-0.4	1.1	1.8
Acquisitions / divestments		-0.2	-	-	-0.3	-	-	-0.1
Market performance		-	-	-	-	-	-	-
FX impact and other		-0.9	-1.2	0.9	-0.3	0.2	0.0	0.5
End of period		93.8	97.1	97.0	94.5	95.1	95.3	94.2
Funds Entrusted								
Beginning of period Client Balances		393.6	391.9	394.7	413.2	406.3	403.6	455.7
Net production		2.1	6.2	10.6	6.2	6.1	4.3	11.4
Acquisitions / divestments		-3.7	-	-14.2	-23.6	-	-	-64.1
Market performance		-	-	-	-	-	-	-
FX impact and other		-0.9	-4.6	0.8	-1.1	0.8	-1.6	0.6
End of period		391.1	393.6	391.9	394.7	413.2	406.3	403.6
Assets under Management/Mutual Funds								
Beginning of period Client Balances		56.4	57.1	56.3	56.1	53.8	55.3	54.4
Net production		-1.0	0.9	0.2	0.5	0.2	-0.3	0.4
Acquisitions / divestments		-	-	-	-0.7	-	-	-0.3
Market performance		1.7	-1.5	1.8	0.4	2.0	-0.9	2.1
FX impact and other		0.1	-0.1	-1.2	-0.0	0.1	-0.2	-1.3
End of period		57.1	56.4	57.1	56.3	56.1	53.8	55.3
Total								
Beginning of period Client Balances		829.7	833.0	838.2	879.5	867.4	859.9	939.6
Net production		0.7	9.3	13.1	8.5	8.7	8.2	15.1
Acquisitions / divestments		-10.8	-0.8	-20.8	-47.8	-	-	-96.5
Market performance		1.7	-1.5	1.8	0.4	2.0	-0.9	2.1
FX impact and other		-2.3	-10.3	0.7	-2.4	1.4	0.2	-0.3
End of period		819.0	829.7	833.0	838.2	879.5	867.4	859.9

BANKING 2.2.3 CLIENT BALANCES: RETAIL BANKING NETHERLANDS

Banking: Client balances Retail Banking Netherlands								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Residential Mortgages								
Beginning of period Client Balances		143.6	143.7	143.6	143.3	142.5	141.9	141.8
Net production		0.2	0.1	0.1	0.3	0.7	0.6	0.1
Acquisitions / divestments		-6.9						
Market performance								
FX impact and other			-0.2					
End of period		136.9	143.6	143.7	143.6	143.3	142.5	141.9
Other Lending								
Beginning of period Client Balances		38.4	38.3	38.5	40.1	41.1	41.5	41.5
Net production		-0.9	-0.1	-0.2	-1.6	-1.1	-0.4	-0.0
Acquisitions / divestments		-0.2						
Market performance								
FX impact and other			0.2					
End of period		37.3	38.4	38.3	38.5	40.1	41.1	41.5
Funds Entrusted								
Beginning of period Client Balances		119.5	116.7	115.8	114.1	113.8	111.2	106.7
Net production		-1.8	2.8	0.9	1.6	0.4	2.6	4.4
Acquisitions / divestments		-3.7						
Market performance								
FX impact and other								
End of period		114.0	119.5	116.7	115.8	114.1	113.8	111.2
Assets under Management/Mutual Funds								
Beginning of period Client Balances		16.8	16.9	16.0	15.6	15.3	15.9	15.2
Net production		0.0	0.2	0.3	0.1	0.0	-0.2	0.1
Acquisitions / divestments								
Market performance		0.3	-0.3	0.6	0.3	0.3	-0.4	0.5
FX impact and other								
End of period		17.2	16.8	16.9	16.0	15.6	15.3	15.9
Total								
Beginning of period Client Balances		318.3	315.6	313.8	313.1	312.7	310.4	305.3
Net production		-2.5	3.0	1.2	0.5	0.1	2.7	4.6
Acquisitions / divestments		-10.8	-	-	-	-	-	-
Market performance		0.3	-0.3	0.6	0.3	0.3	-0.4	0.5
FX impact and other		-	-	-	-	-	-	-
End of period		305.4	318.3	315.6	313.8	313.1	312.7	310.4

BANKING 2.2.4 CLIENT BALANCES: RETAIL BANKING BELGIUM

Banking: Client balances Retail Banking Belgium ¹⁾								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Residential Mortgages								
Beginning of period Client Balances		30.4	30.2	30.6	30.2	29.8	29.3	28.9
Net production		0.2	0.3	0.2	0.4	0.4	0.6	0.4
Acquisitions / divestments								
Market performance								
FX impact and other				-0.7				
End of period		30.6	30.4	30.2	30.6	30.2	29.8	29.3
Other Lending								
Beginning of period Client Balances		35.5	35.2	33.2	32.6	32.7	32.1	30.7
Net production		-2.2	0.3	1.3	0.6	-0.1	0.6	1.4
Acquisitions / divestments								
Market performance								
FX impact and other				0.7				
End of period		33.2	35.5	35.2	33.2	32.6	32.7	32.1
Funds Entrusted								
Beginning of period Client Balances		80.2	78.7	74.6	74.9	73.8	73.5	71.3
Net production		0.3	1.5	4.1	-0.3	1.1	0.3	2.2
Acquisitions / divestments								
Market performance								
FX impact and other								
End of period		80.5	80.2	78.7	74.6	74.9	73.8	73.5
Assets under Management/Mutual Funds								
Beginning of period Client Balances		25.8	26.4	27.3	26.9	25.5	25.5	26.1
Net production		-1.4	0.4	-0.5	0.3	0.2	0.2	-0.0
Acquisitions / divestments								
Market performance		1.0	-1.0	0.8	0.1	1.1	-0.2	0.8
FX impact and other				-1.2				-1.4
End of period		25.4	25.8	26.4	27.3	26.9	25.5	25.5
Total								
Beginning of period Client Balances		171.8	170.4	165.7	164.7	161.9	160.4	157.0
Net production		-3.1	2.4	5.1	1.0	1.6	1.7	4.0
Acquisitions / divestments		-	-	-	-	-	-	-
Market performance		1.0	-1.0	0.8	0.1	1.1	-0.2	0.8
FX impact and other		-	-	-1.2	-	-	-	-1.4
End of period		169.7	171.8	170.4	165.7	164.7	161.9	160.4

1) Including ING Luxembourg

BANKING 2.2.5 CLIENT BALANCES: RETAIL BANKING GERMANY

Banking: Client balances Retail Banking Germany ¹⁾								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Residential Mortgages								
Beginning of period Client Balances		60.4	60.0	59.9	59.1	58.2	57.3	56.5
Net production		1.0	0.3	0.1	0.8	0.9	0.9	0.7
Acquisitions / divestments								
Market performance								
FX impact and other								
End of period		61.4	60.4	60.0	59.9	59.1	58.2	57.3
Other Lending								
Beginning of period Client Balances		4.1	4.0	3.9	3.8	3.6	3.5	3.3
Net production		0.2	0.2	0.1	0.1	0.2	0.1	0.1
Acquisitions / divestments								
Market performance								
FX impact and other								
End of period		4.3	4.1	4.0	3.9	3.8	3.6	3.5
Funds Entrusted								
Beginning of period Client Balances		102.2	101.2	96.7	93.7	91.9	90.0	87.6
Net production		1.3	1.0	4.5	3.0	1.8	1.9	2.5
Acquisitions / divestments								
Market performance								
FX impact and other								
End of period		103.5	102.2	101.2	96.7	93.7	91.9	90.0
Assets under Management/Mutual Funds								
Beginning of period Client Balances		6.4	6.6	6.1	6.2	5.9	6.1	5.7
Net production		0.0	-0.1	0.1	0.1	-0.0	-0.0	-0.0
Acquisitions / divestments								
Market performance		0.2	-0.2	0.4	-0.1	0.3	-0.2	0.4
FX impact and other								
End of period		6.6	6.4	6.6	6.1	6.2	5.9	6.1
Total								
Beginning of period Client Balances		173.1	171.9	166.7	162.7	159.5	156.8	153.1
Net production		2.5	1.5	4.8	4.0	2.9	2.9	3.3
Acquisitions / divestments		-	-	-	-	-	-	-
Market performance		0.2	-0.2	0.4	-0.1	0.3	-0.2	0.4
FX impact and other		-	-	-	-	-	-	-
End of period		175.8	173.1	171.9	166.7	162.7	159.5	156.8

1) Including ING Austria

BANKING 2.2.6 CLIENT BALANCES: RETAIL BANKING REST OF WORLD

Banking: Client balances Retail Banking Rest of World								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Residential Mortgages								
Beginning of period Client Balances		48.2	53.1	58.5	82.5	81.5	78.4	110.2
Net production		0.5	0.2	0.2	0.2	0.6	1.0	0.4
Acquisitions / divestments			-0.8	-6.6	-23.3			-31.9
Market performance								
FX impact and other		-0.6	-4.3	1.0	-1.0	0.4	2.0	-0.2
End of period		48.1	48.2	53.1	58.5	82.5	81.5	78.4
Other Lending								
Beginning of period Client Balances		19.1	19.6	18.9	18.7	17.9	17.2	16.5
Net production		0.7	0.9	0.4	0.8	0.6	0.7	0.3
Acquisitions / divestments					-0.3			-0.1
Market performance								
FX impact and other		-0.9	-1.3	0.2	-0.3	0.2	0.0	0.5
End of period		18.9	19.1	19.6	18.9	18.7	17.9	17.2
Funds Entrusted								
Beginning of period Client Balances		91.7	95.3	107.7	130.4	126.8	128.9	190.1
Net production		2.4	0.9	1.1	1.9	2.8	-0.4	2.3
Acquisitions / divestments				-14.2	-23.6			-64.1
Market performance								
FX impact and other		-0.9	-4.6	0.8	-1.1	0.8	-1.6	0.6
End of period		93.1	91.7	95.3	107.7	130.4	126.8	128.9
Assets under Management/Mutual Funds								
Beginning of period Client Balances		7.4	7.2	6.9	7.4	7.1	7.8	7.4
Net production		0.3	0.3	0.3	0.1	-0.0	-0.4	0.4
Acquisitions / divestments					-0.7			-0.3
Market performance		0.1	-0.0	0.0	0.1	0.2	-0.1	0.3
FX impact and other		0.1	-0.1	-0.0	-0.0	0.1	-0.2	0.1
End of period		7.9	7.4	7.2	6.9	7.4	7.1	7.8
Total								
Beginning of period Client Balances		166.4	175.2	192.0	239.1	233.4	232.3	324.2
Net production		3.9	2.4	2.1	3.0	4.1	0.9	3.3
Acquisitions / divestments		-	-0.8	-20.8	-47.8	-	-	-96.5
Market performance		0.1	-0.0	0.0	0.1	0.2	-0.1	0.3
FX impact and other		-2.3	-10.3	1.9	-2.4	1.4	0.2	1.1
End of period		168.1	166.4	175.2	192.0	239.1	233.4	232.3

BANKING 2.2.7 CLIENT BALANCES: COMMERCIAL BANKING

Banking: Client balances Commercial Banking								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Residential Mortgages								
Beginning of period Client Balances								
Net production								
Acquisitions / divestments								
Market performance								
FX impact and other								
End of period								
Other Lending								
Beginning of period Client Balances		125.0	126.8	125.7	131.0	137.2	135.6	137.3
Net production		-0.1	-0.8	0.2	-4.2	-5.3	-1.3	-0.5
Acquisitions / divestments		-0.9						
Market performance								
FX impact and other		-1.0	-1.1	0.9	-1.1	-1.0	2.9	-1.2
End of period		122.9	125.0	126.8	125.7	131.0	137.2	135.6
Funds Entrusted								
Beginning of period Client Balances		73.5	73.5	68.0	66.2	58.0	60.5	66.4
Net production		-0.2	0.3	5.8	1.9	4.9	-6.1	-6.1
Acquisitions / divestments								
Market performance								
FX impact and other		0.1	-0.3	-0.3	-0.2	3.4	3.6	0.2
End of period		73.4	73.5	73.5	68.0	66.2	58.0	60.5
Assets under Management/Mutual Funds								
Beginning of period Client Balances		0.2	0.2	0.2	0.2	0.2	0.4	0.4
Net production		0.0	-0.0	-0.0	-0.0	0.0	-0.0	-
Acquisitions / divestments							-0.4	
Market performance								0.0
FX impact and other		0.0	-0.0	-0.0	-	0.0	0.2	-0.0
End of period		0.2	0.2	0.2	0.2	0.2	0.2	0.4
Total								
Beginning of period Client Balances		198.6	200.5	193.9	197.4	195.4	196.5	204.1
Net production		-0.3	-0.5	6.1	-2.3	-0.4	-7.4	-6.6
Acquisitions / divestments		-0.9	-	-	-	-	-0.4	-
Market performance		-	-	-	-	-	-	0.0
FX impact and other		-1.0	-1.4	0.6	-1.2	2.4	6.8	-1.0
End of period		196.5	198.6	200.5	193.9	197.4	195.4	196.5

BANKING 2.3 ADDITIONAL INFORMATION: RETAIL BANKING INTERNATIONAL (1)

Retail Banking International: Underlying profit before tax										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
RB Germany before impairm. & cap.gains/losses		165	159	100	86	132	108	136	424	376
Impairments and capital gains/losses ¹⁾		-	-	-	-	-8	-8	-4	-	-21
Retail Banking Germany		165	159	100	86	124	100	131	424	355
RB Direct Rest of Europe before impairm. & cap.gains/losses		28	14	3	-37	-2	0	-1	45	-3
Impairments and capital gains/losses ¹⁾		-	-	-	-76	-189	-150	-25	-	-364
Retail Banking Direct Rest of Europe		28	14	3	-114	-191	-149	-26	45	-367
RB Direct Outside Europe before impairm. & cap.gains/losses		48	64	52	73	61	46	39	164	145
Impairments and capital gains/losses ¹⁾		-	-	-	-	-	-	-	-	-
Retail Banking Direct Outside Europe		48	64	52	73	61	46	39	164	145
Total ING Direct countries		241	238	155	46	-7	-4	144	633	133
Retail Banking Central Europe		53	55	65	55	68	44	62	172	174
Retail Banking Asia ²⁾		48	25	40	12	42	19	12	113	72
Retail Banking International (excl. UK Legacy run-off results)		342	317	260	112	103	59	218	918	380
UK Legacy run-off results		-40	-53	-35	-28	-39	-3	-42	-128	-85
Retail Banking International		302	263	225	85	64	56	175	790	295

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

2) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

Retail Banking International: Residential Mortgages								
In EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012
Germany		61,387	60,361	60,043	59,938	59,095	58,161	57,258
France		-	-	-	-	-	-	-
Italy		7,905	7,870	7,755	7,657	7,509	7,399	7,291
Spain		9,395	9,372	9,384	9,431	9,271	9,183	9,100
Australia		25,606	25,851	30,716	29,647	30,458	30,602	29,240
Total ING Direct countries		104,293	103,455	107,898	106,673	106,333	105,345	102,890
Retail Banking Central Europe		4,797	4,638	4,667	4,639	4,545	4,326	4,165
Retail Banking Asia		424	476	529	495	519	511	531
Retail Banking International		109,515	108,569	113,094	111,806	111,396	110,181	107,586

BANKING 2.3 ADDITIONAL INFORMATION: RETAIL BANKING INTERNATIONAL (2)

Retail Banking International: Other Lending								
In EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012
Germany		4,341	4,138	3,973	3,895	3,777	3,602	3,455
France		5	4	4	4	3	2	2
Italy		14	11	9	7	7	6	5
Spain		688	642	586	551	521	386	467
Australia		-	-	-	-	-	-	-
Total ING Direct countries		5,047	4,795	4,572	4,458	4,307	3,996	3,929
Retail Banking Central Europe		14,735	14,635	14,823	14,445	13,924	13,520	12,695
Retail Banking Asia		3,504	3,843	4,133	3,934	3,959	3,746	3,784
Retail Banking International		23,287	23,273	23,528	22,837	22,190	21,262	20,408

Retail Banking International: Funds Entrusted								
In EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012
Germany		103,507	102,249	101,199	96,697	93,679	91,874	90,018
France		11,418	10,814	10,770	11,751	12,573	12,147	12,380
Italy		15,010	14,904	15,087	15,314	15,393	15,803	16,505
Spain		21,561	21,265	21,061	20,205	20,088	19,157	18,459
Australia		21,175	21,476	24,397	22,572	22,362	21,679	21,120
Total ING Direct countries		172,672	170,708	172,514	166,540	164,095	160,660	158,482
Retail Banking Central Europe		20,162	19,138	19,553	19,552	18,342	17,324	20,200
Retail Banking Asia		3,780	4,089	4,472	4,081	4,223	4,050	3,968
Retail Banking International		196,614	193,935	196,539	190,173	186,660	182,034	182,650

Retail Banking International: Assets under Management / Mutual Funds								
In EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012
Germany		6,604	6,384	6,635	6,123	6,155	5,860	6,074
France		2,758	2,626	2,533	2,414	2,350	2,254	2,364
Italy		540	508	499	467	468	479	541
Spain		2,539	2,292	2,167	2,002	1,873	1,752	1,834
Australia		116	-	-	-	-	-	-
Total ING Direct countries		12,558	11,811	11,834	11,006	10,846	10,346	10,813
Retail Banking Central Europe		1,600	1,564	1,582	1,561	1,526	1,510	2,022
Retail Banking Asia		355	401	440	444	459	437	427
Retail Banking International		14,513	13,776	13,856	13,011	12,832	12,293	13,262

BANKING 2.4.1 GEOGRAPHICAL SPLIT: ING BANK

Banking: Geographical Split ING Bank ¹⁾														
In EUR million	Total Banking		Netherlands		Belgium		Germany		Rest of Europe		Outside Europe		Other	
	3Q2013	3Q2012	3Q2013	3Q2012	3Q2013	3Q2012	3Q2013	3Q2012	3Q2013	3Q2012	3Q2013	3Q2012	3Q2013	3Q2012
Profit & Loss														
Interest result	2,936	2,972	949	1,065	631	567	371	299	538	632	325	346	124	62
Commission income	546	532	176	174	106	107	35	28	180	166	51	50	-2	7
Investment income	78	393	15	2	-2	11	0	0	1	2	59	45	5	333
Other income	213	-106	113	27	-2	73	-14	9	139	-111	56	13	-79	-116
Total underlying income	3,774	3,791	1,253	1,267	732	758	393	336	858	689	490	455	48	286
Staff and other expenses	2,081	2,076	723	690	465	455	194	177	478	489	184	204	38	61
Intangibles amortisation and impairments	39	51	10	5	4	1	-	-	0	-0	-	-	24	44
Operating expenses	2,120	2,127	733	696	469	456	194	177	478	489	184	204	62	105
Gross result	1,655	1,664	521	571	263	302	198	159	380	200	307	251	-14	181
Additions to loan loss provision	552	554	354	228	34	55	23	21	115	235	25	14	0	-0
Underlying result before tax	1,103	1,110	167	344	229	247	175	137	265	-35	281	236	-14	181
Retail Banking	745	464	274	247	168	153	165	124	41	-162	96	102	-	-
Commercial Banking	360	437	-108	97	61	94	10	13	224	128	185	134	-12	-28
Corporate Line	-2	209	-	-	-	-	-	-	-	-	-	-	-2	209
Underlying result before tax	1,103	1,110	167	344	229	247	175	137	265	-35	281	236	-14	181
Client balances (in EUR billion)														
Residential Mortgages	277.0	315.1	136.9	143.3	30.6	30.2	61.4	59.1	22.1	28.3	26.0	54.2	-	-
Other lending	216.8	226.1	74.5	82.2	43.4	43.0	8.7	7.3	59.0	62.2	31.1	31.4	0.0	0.0
Funds entrusted	464.4	479.4	156.7	150.2	93.2	88.2	103.9	94.2	83.0	94.3	27.5	52.5	-	0.0
AuM/Mutual funds	57.3	56.3	17.2	15.6	25.4	26.9	6.6	6.2	7.6	6.4	0.5	1.2	-	-
Key figures²⁾														
Cost/income ratio	56.2%	56.1%	58.5%	54.9%	64.0%	60.1%	49.5%	52.8%	55.7%	70.9%	37.5%	44.8%	129.7%	36.8%
Return on equity based on 10.0% core Tier 1 ³⁾	12.2%	11.8%	5.7%	12.9%	20.5%	20.0%	19.4%	13.2%	10.0%	-2.0%	24.5%	15.8%	-11.3%	45.6%
Risk²⁾														
Risk costs in bp of average RWA	80	77	155	108	41	60	37	35	59	116	26	13	0	-0
Risk-weighted assets (end of period)	271,211	279,337	90,887	82,621	32,988	36,098	25,444	24,583	76,518	79,288	38,457	45,857	6,917	10,890

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

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

BANKING 2.4.2 GEOGRAPHICAL SPLIT: NETHERLANDS

Banking: Geographical Split Netherlands ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Profit & Loss										
Interest result		949	1,089	1,021	1,020	1,065	1,072	1,109	3,059	3,246
Commission income		176	189	168	155	174	205	166	533	545
Investment income		15	19	31	18	2	6	23	65	31
Other income		113	70	84	-24	27	81	62	266	169
Total underlying income		1,253	1,367	1,303	1,169	1,267	1,363	1,360	3,924	3,991
Staff and other expenses		723	724	729	746	690	681	707	2,177	2,078
Intangibles amortisation and impairments		10	8	6	1	5	4	3	24	13
Operating expenses		733	732	736	746	696	685	710	2,201	2,091
Gross result		521	635	568	423	571	678	650	1,723	1,900
Additions to loan loss provision		354	282	277	294	228	283	174	913	685
Underlying result before tax		167	353	290	129	344	395	476	810	1,215
Retail Banking		274	240	180	172	247	259	305	694	811
Commercial Banking		-108	114	110	-44	97	136	172	116	404
Corporate Line									-	-
Underlying result before tax		167	353	290	129	344	395	476	810	1,215
Client balances (in EUR billion)										
Residential Mortgages		136.9	143.6	143.7	143.6	143.3	142.5	141.9	136.9	143.3
Other lending		74.5	76.6	77.0	77.0	82.2	85.4	85.0	74.5	82.2
Funds entrusted		156.7	160.6	156.0	151.7	150.2	143.2	145.2	156.7	150.2
AuM/Mutual funds		17.2	16.8	16.9	16.0	15.6	15.3	15.9	17.2	15.6
Key figures²⁾										
Cost/income ratio		58.5%	53.5%	56.4%	63.8%	54.9%	50.3%	52.2%	56.1%	52.4%
Return on equity based on 10.0% core Tier 1 ³⁾		5.7%	11.6%	10.3%	4.4%	12.9%	14.4%	16.5%	9.1%	14.6%
Risk²⁾										
Risk costs in bp of average RWA		155	125	132	144	108	134	82	137	108
Risk-weighted assets (end of period)		90,887	92,179	87,822	80,827	82,621	85,458	83,960	90,887	82,621

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

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

BANKING 2.4.3 GEOGRAPHICAL SPLIT: BELGIUM

Banking: Geographical split Belgium ^{1) 2)}										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Profit & Loss										
Interest result		631	519	555	536	567	552	559	1,704	1,678
Commission income		106	107	116	94	107	109	122	329	338
Investment income		-2	8	35	-18	11	7	84	41	102
Other income		-2	152	107	31	73	11	87	257	170
Total underlying income		732	786	813	642	758	678	852	2,332	2,288
Staff and other expenses		465	458	475	461	455	420	455	1,399	1,330
Intangibles amortisation and impairments		4	3	0	5	1	-0	-0	8	1
Operating expenses		469	462	476	467	456	420	455	1,407	1,331
Gross result		263	324	337	175	302	259	397	925	957
Additions to loan loss provision		34	40	49	42	55	26	47	123	129
Underlying result before tax		229	284	289	133	247	232	350	802	829
Retail Banking		168	161	202	116	153	189	143	532	485
Commercial Banking		61	123	87	18	94	43	207	270	343
Corporate Line		-	-	-	-	-	-	-	-	-
Underlying result before tax		229	284	289	133	247	232	350	802	829
Client balances (in EUR billion)										
Residential Mortgages		30.6	30.4	30.2	30.6	30.2	29.8	29.3	30.6	30.2
Other lending		43.4	45.9	45.1	43.0	43.0	42.9	41.7	43.4	43.0
Funds entrusted		93.2	92.8	93.6	86.7	88.2	86.0	87.0	93.2	88.2
AuM/Mutual funds		25.4	25.8	26.4	27.3	26.9	25.5	25.5	25.4	26.9
Key figures³⁾										
Cost/income ratio		64.0%	58.8%	58.5%	72.7%	60.1%	61.9%	53.4%	60.3%	58.2%
Return on equity based on 10.0% core Tier 1 ⁴⁾		20.5%	26.5%	24.0%	13.6%	20.0%	18.7%	26.4%	23.7%	21.7%
Risk³⁾										
Risk costs in bp of average RWA		41	48	57	48	60	29	51	49	47
Risk-weighted assets (end of period)		32,988	33,696	33,398	34,691	36,098	37,607	36,302	32,988	36,098

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Including ING Luxembourg

3) Key figures based on underlying figures

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

BANKING 2.4.4 GEOGRAPHICAL SPLIT: GERMANY

Banking: Geographical split Germany ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Profit & Loss										
Interest result		371	345	305	301	299	302	309	1,021	909
Commission income		35	34	35	31	28	23	29	105	81
Investment income		0	0	-0	0	0	-8	-6	0	-13
Other income		-14	4	-13	-17	9	-8	0	-23	1
Total underlying income		393	383	328	316	336	309	333	1,103	978
Staff and other expenses		194	184	186	187	177	172	173	565	522
Intangibles amortisation and impairments		-	-	-	-	-	-	-	-	-
Operating expenses		194	184	186	187	177	172	173	565	522
Gross result		198	199	141	129	159	136	160	538	455
Additions to loan loss provision		23	27	28	27	21	25	19	78	66
Underlying result before tax		175	172	113	102	137	111	141	460	389
Retail Banking		165	159	100	86	124	100	131	424	355
Commercial Banking		10	13	13	16	13	11	10	36	35
Corporate Line		-	-	-	-	-	-	-	-	-
Underlying result before tax		175	172	113	102	137	111	141	460	389
Client balances (in EUR billion)										
Residential Mortgages		61.4	60.4	60.0	59.9	59.1	58.2	57.3	61.4	59.1
Other lending		8.7	8.2	8.1	7.4	7.3	7.0	6.7	8.7	7.3
Funds entrusted		103.9	102.9	101.7	97.3	94.2	92.3	90.5	103.9	94.2
AuM/Mutual funds		6.6	6.4	6.6	6.1	6.2	5.9	6.1	6.6	6.2
Key figures²⁾										
Cost/income ratio		49.5%	48.1%	56.9%	59.2%	52.8%	55.8%	51.9%	51.2%	53.4%
Return on equity based on 10.0% core Tier 1 ³⁾		19.4%	17.5%	11.7%	9.6%	13.2%	12.2%	16.3%	16.2%	13.9%
Risk²⁾										
Risk costs in bp of average RWA		37	43	45	43	35	42	33	42	37
Risk-weighted assets (end of period)		25,444	24,838	24,655	25,279	24,583	24,448	23,967	25,444	24,583

1) Including ING Austria

2) Key figures based on underlying figures

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

BANKING 2.4.5 GEOGRAPHICAL SPLIT: REST OF EUROPE

Banking: Geographical split Rest of Europe										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Profit & Loss										
Interest result		538	593	585	576	632	597	608	1,717	1,838
Commission income		180	189	183	185	166	176	174	551	516
Investment income		1	12	31	5	2	0	8	44	11
Other income		139	71	133	-40	-111	-92	5	343	-199
Total underlying income		858	864	933	726	689	682	796	2,655	2,167
Staff and other expenses		478	484	500	520	489	482	481	1,462	1,452
Intangibles amortisation and impairments		0	0	0	5	-0	0	-0	0	-0
Operating expenses		478	484	500	525	489	482	481	1,462	1,452
Gross result		380	380	433	200	200	200	315	1,193	715
Additions to loan loss provision		115	231	201	228	235	152	173	547	561
Underlying result before tax		265	148	232	-28	-35	47	141	646	154
Retail Banking		41	15	33	-86	-162	-108	-7	89	-277
Commercial Banking		224	133	200	58	128	156	148	556	431
Corporate Line									-	-
Underlying result before tax		265	148	232	-28	-35	47	141	646	154
Client balances (in EUR billion)										
Residential Mortgages		22.1	21.9	21.8	28.3	28.3	27.6	26.8	22.1	28.3
Other lending		59.0	59.3	62.1	61.8	62.2	63.3	63.3	59.0	62.2
Funds entrusted		83.0	81.9	82.5	97.7	94.3	91.2	91.2	83.0	94.3
AuM/Mutual funds		7.6	7.2	7.0	6.6	6.4	6.2	6.8	7.6	6.4
Key figures¹⁾										
Cost/income ratio		55.7%	56.1%	53.6%	72.4%	70.9%	70.7%	60.5%	55.1%	67.0%
Return on equity based on 10.0% core Tier 1 ²⁾		10.0%	5.2%	8.7%	-3.6%	-2.0%	1.3%	5.0%	8.0%	1.5%
Risk¹⁾										
Risk costs in bp of average RWA		59	116	100	115	116	75	86	92	92
Risk-weighted assets (end of period)		76,518	79,133	80,007	80,243	79,288	82,875	80,250	76,518	79,288

1) Key figures based on underlying figures

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

BANKING 2.4.6 GEOGRAPHICAL SPLIT: OUTSIDE EUROPE

Banking: Geographical split Outside Europe ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Profit & Loss										
Interest result		325	338	362	355	346	318	310	1,025	975
Commission income		51	63	52	38	50	61	60	166	171
Investment income		59	7	28	3	45	20	5	93	70
Other income		56	73	55	15	13	65	36	184	115
Total underlying income		490	481	497	411	455	464	411	1,468	1,330
Staff and other expenses		184	193	198	204	204	204	200	575	608
Intangibles amortisation and impairments		-	-	-	2	-	-	-	-	-
Operating expenses		184	193	198	207	204	204	200	575	608
Gross result		307	288	299	205	251	260	211	894	722
Additions to loan loss provision		25	35	6	-3	14	52	26	67	92
Underlying result before tax		281	253	293	208	236	208	185	827	630
Retail Banking		96	89	92	85	102	64	50	277	217
Commercial Banking		185	164	201	123	134	144	135	550	413
Corporate Line		-	-	-	-	-	-	-	-	-
Underlying result before tax		281	253	293	208	236	208	185	827	630
Client balances (in EUR billion)										
Residential Mortgages		26.0	26.3	31.2	30.1	54.2	53.9	51.6	26.0	54.2
Other lending		31.1	32.1	31.5	31.1	31.4	34.0	33.0	31.1	31.4
Funds entrusted		27.5	28.8	31.6	29.4	52.5	51.6	50.1	27.5	52.5
AuM/Mutual funds		0.5	0.4	0.4	0.4	1.2	1.1	1.1	0.5	1.2
Key figures²⁾										
Cost/income ratio		37.5%	40.0%	39.9%	50.2%	44.8%	43.9%	48.7%	39.1%	45.7%
Return on equity based on 10.0% core Tier 1 ³⁾		24.5%	17.6%	22.7%	13.4%	15.8%	14.2%	9.8%	21.6%	13.1%
Risk²⁾										
Risk costs in bp of average RWA		26	35	5	-2	13	44	20	22	25
Risk-weighted assets (end of period)		38,457	40,176	41,872	43,877	45,857	46,594	49,266	38,457	45,857

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

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

BANKING 2.4.7 GEOGRAPHICAL SPLIT: OTHER

Banking: Geographical split Other ^{1) 2)}										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Profit & Loss										
Interest result		124	121	87	79	62	15	74	332	151
Commission income		-2	-0	-1	7	7	3	2	-2	12
Investment income		5	7	-1	10	333	27	6	11	366
Other income		-79	-157	-96	-149	-116	52	-116	-332	-179
Total underlying income		48	-29	-10	-53	286	97	-34	8	349
Staff and other expenses		38	20	5	186	61	28	43	62	132
Intangibles amortisation and impairments		24	15	33	22	44	51	66	72	162
Operating expenses		62	35	38	208	105	80	109	134	294
Gross result		-14	-64	-48	-261	181	17	-143	-126	55
Additions to loan loss provision		0	-	-	0	-0	-0	0	0	-0
Underlying result before tax		-14	-64	-48	-261	181	17	-143	-126	55
Retail Banking		-	-	-	-	-	-	-	-	-
Commercial Banking		-12	-14	-21	-35	-28	-56	-43	-47	-127
Corporate Line		-2	-50	-27	-226	209	73	-100	-78	182
Underlying result before tax		-14	-64	-48	-261	181	17	-143	-126	55
Client balances (in EUR billion)										
Residential Mortgages		-	-	-	-	-	-	-	-	-
Other lending		0.0	-0.0	0.0	0.0	0.0	0.1	0.1	0.0	0.0
Funds entrusted		-	-	-0.0	-	0.0	-	-	-	0.0
AuM/Mutual funds		-	-	-	-	-	-	0.4	-	-
Key figures³⁾										
Cost/income ratio		129.7%	n.a.	n.a.	n.a.	36.8%	82.4%	n.a.	n.a.	84.2%
Return on equity based on 10.0% core Tier 1 ⁴⁾		-11.3%	-5.2%	-27.6%	-74.6%	45.6%	1.4%	-35.7%	-15.7%	4.5%
Risk³⁾										
Risk costs in bp of average RWA		0	-	-	0	-0	-0	0	0	-0
Risk-weighted assets (end of period)		6,917	7,610	10,470	10,719	10,890	18,587	18,242	6,917	10,890

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

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

3) Key figures based on underlying figures

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

INSURANCE EURASIA 3.1.1 PROFIT AND LOSS: TOTAL

Insurance EurAsia: Profit and loss Total										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	9M2013	9M2012 ¹⁾
Gross premium income		1,385	1,498	2,848	1,573	1,603	1,774	3,172	5,731	6,549
Commission income		156	165	149	150	154	152	147	471	453
Total investment and other income		681	713	640	734	645	795	514	2,034	1,954
Total underlying income		2,223	2,376	3,637	2,457	2,402	2,721	3,833	8,236	8,956
Reinsurance and retrocession premiums		13	22	39	15	15	14	45	74	75
Net benefits Life insurance for risk company and Non-Life claims incurred		2,165	2,169	2,301	3,319	2,204	2,275	2,314	6,636	6,792
Changes in Life insurance provisions for risk company		-629	-530	178	-1,302	-418	-34	429	-981	-22
Result sharing and rebates		29	11	5	-45	29	10	35	45	74
Change in deferred acquisition costs		20	20	-25	20	28	24	-23	16	28
Other underwriting expenditure (incl. change in provision unearned premiums)		31	37	548	-6	30	24	557	616	611
Underwriting expenditure		1,630	1,729	3,047	2,000	1,888	2,312	3,357	6,406	7,558
Staff expenses		271	269	286	251	256	266	245	825	767
Other operating expenses		138	146	149	170	165	160	173	432	498
Operating expenses		408	415	434	420	422	426	418	1,258	1,265
Interest expenses		47	48	69	67	81	87	99	164	267
Other		2	2	2	3	1	6	2	5	9
Total underlying expenditure		2,087	2,194	3,552	2,490	2,392	2,831	3,876	7,833	9,099
Underlying result before tax		136	182	85	-32	10	-110	-43	402	-143
Taxation		51	47	19	-46	1	-31	-40	118	-71
Minority interests		3	4	2	3	-0	-0	18	8	18
Underlying net result		82	131	64	10	10	-79	-21	276	-90
Net gains/losses on divestments		-950	-4	945	719	-200	-186	-	-8	-386
Net results from divested units		1	0	-1	5	0	-3	-0	-0	-2
Net result from discontinued operations		143	-98	155	78	198	111	163	200	472
Special items after tax		-44	-10	-21	-276	-36	63	-69	-74	-42
Net result		-768	20	1,142	537	-28	-93	73	393	-48
New business figures										
Single premiums		360	377	396	622	477	572	648	1,133	1,697
Annual premiums		106	120	194	136	106	141	169	419	415
New sales (APE)		142	157	234	198	153	198	233	533	585
Other key figures										
Employees (FTEs, end of period)		11,592	11,339	11,564	11,714	11,805	11,959	12,047	11,592	11,805

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

INSURANCE EURASIA 3.1.2 PROFIT AND LOSS: INSURANCE BENELUX

Insurance EurAsia: Profit and loss Benelux										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	9M2013	9M2012 ¹⁾
Gross premium income		929	1,022	2,406	1,078	1,138	1,305	2,635	4,358	5,078
Commission income		16	12	13	9	13	13	15	41	42
Total investment and other income		598	628	569	655	572	679	468	1,794	1,719
Total underlying income		1,544	1,662	2,988	1,742	1,722	1,998	3,118	6,193	6,838
Reinsurance and retrocession premiums		12	22	23	13	13	13	32	58	58
Net benefits Life insurance for risk company and Non-Life claims incurred		1,800	1,736	1,741	2,817	1,794	1,785	1,730	5,277	5,308
Changes in Life insurance provisions for risk company		-653	-515	364	-1,262	-393	13	569	-804	188
Result sharing and rebates		26	10	3	-52	21	24	29	39	74
Change in deferred acquisition costs		22	24	-23	29	26	24	-25	22	25
Other underwriting expenditure (incl. change in provision unearned premiums)		-28	-25	492	-72	-22	-32	503	439	449
Underwriting expenditure		1,180	1,252	2,599	1,473	1,439	1,827	2,837	5,031	6,103
Staff expenses		144	155	175	150	149	168	150	474	466
Other operating expenses		83	73	69	76	74	65	77	225	216
Operating expenses		226	229	245	226	224	232	226	699	682
Interest expenses		26	16	16	18	24	34	46	58	104
Other		-0	-0	-0	0	-0	-0	-0	-0	-0
Total underlying expenditure		1,432	1,496	2,860	1,717	1,686	2,093	3,110	5,788	6,889
Underlying result before tax		112	166	128	25	36	-95	8	405	-51
Taxation		29	31	22	-2	-25	-36	-35	83	-96
Minority interests		1	2	0	1	-3	-2	16	2	11
Underlying net result		82	133	105	25	64	-57	28	321	34
Net gains/losses on divestments		-	-	-	-	-	-7	-	-	-7
Net results from divested units		-	-	-	-	-	-12	-	-	-12
Net result from discontinued operations		-	-	-	-	-	-	-	-	-
Special items after tax		-22	-13	-16	-182	-24	-24	-49	-51	-97
Net result		60	120	90	-156	40	-101	-21	270	-82
New business figures										
Single premiums		193	192	262	469	335	426	444	648	1,205
Annual premiums		27	21	90	33	35	69	83	137	187
New sales (APE)		46	40	116	79	68	111	127	202	307
Other key figures										
Employees (FTEs, end of period)		5,593	5,303	6,173	6,310	6,349	6,498	6,663	5,593	6,349

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

INSURANCE EURASIA 3.1.3 PROFIT AND LOSS: CRE

Insurance EurAsia: Profit and loss Central & Rest of Europe										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Gross premium income		446	469	432	490	457	453	535	1,348	1,446
Commission income		34	37	28	33	35	30	33	99	99
Total investment and other income		81	77	73	95	85	88	68	230	241
Total underlying income		561	583	533	618	577	572	636	1,676	1,786
Reinsurance and retrocession premiums		10	10	24	10	10	9	23	44	41
Net benefits Life insurance for risk company and Non-Life claims incurred		330	408	506	457	381	462	564	1,245	1,407
Changes in Life insurance provisions for risk company		49	-3	-159	-33	7	-61	-115	-113	-169
Result sharing and rebates		2	1	2	8	8	-15	6	6	-0
Change in deferred acquisition costs		-1	-3	-2	-10	1	-0	2	-6	3
Other underwriting expenditure (incl. change in provision unearned premiums)		58	61	56	65	54	54	53	175	160
Underwriting expenditure		448	474	428	498	461	449	532	1,351	1,442
Staff expenses		32	33	35	33	32	33	32	101	98
Other operating expenses		33	36	35	31	41	36	53	104	130
Operating expenses		65	69	70	64	73	70	85	204	228
Interest expenses		0	0	0	0	0	0	0	0	1
Other		-	0	-	1	-0	0	-	0	-
Total underlying expenditure		513	543	498	563	534	518	618	1,555	1,671
Underlying result before tax		47	39	34	55	43	53	19	121	115
Taxation		18	11	6	13	7	16	6	35	29
Minority interests		2	2	2	2	2	2	2	6	7
Underlying net result		27	26	26	40	33	36	10	80	79
Net gains/losses on divestments		-	-	-	-	-	-	-	-	-
Net results from divested units		-	-	-	-	-	-	-	-	-
Net result from discontinued operations		-	-	-	-	-	-	-	-	-
Special items after tax		-1	-3	-1	-8	-4	-5	-7	-5	-16
Net result		26	23	25	32	29	31	3	75	64
New business figures										
Single premiums		166	186	134	153	142	146	204	486	492
Annual premiums		79	99	104	103	71	72	86	282	228
New sales (APE)		95	118	118	119	85	87	106	331	278
Other key figures										
Employees (FTEs, end of period)		3,663	3,688	3,720	3,697	3,759	3,761	3,716	3,663	3,759

INSURANCE EURASIA 3.1.4 PROFIT AND LOSS: ASIA

Insurance EurAsia: Profit and loss Asia										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Gross premium income										
Commission income										
Total investment and other income										
Total underlying income										
Reinsurance and retrocession premiums										
Net benefits Life insurance for risk company and Non-Life claims incurred										
Changes in Life insurance provisions for risk company										
Result sharing and rebates										
Change in deferred acquisition costs										
Other underwriting expenditure (incl. change in provision unearned premiums)										
Underwriting expenditure										
Staff expenses										
Other operating expenses										
Operating expenses										
Interest expenses										
Other										
Total underlying expenditure										
Underlying result before tax										
Taxation										
Minority interests										
Underlying net result										
Net gains/losses on divestments		-950	-7	945	730	-200			-12	-200
Net results from divested units										
Net result from discontinued operations		103	92	139	140	124	112	186	334	423
Special items after tax										
Net result		-847	85	1,084	870	-75	112	186	322	223
New business figures										
Single premiums										
Annual premiums										
New sales (APE)										
Other key figures										
Employees (FTEs, end of period)										

INSURANCE EURASIA 3.1.5 PROFIT AND LOSS: INVESTMENT MANAGEMENT

Insurance EurAsia: Profit and loss Investment Management										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	9M2013	9M2012 ¹⁾
Gross premium income		-	-	-	-	-	-	-	-	-
Commission income		107	117	109	109	108	109	104	333	321
Total investment and other income		0	0	1	-0	-0	3	1	1	4
Total underlying income		108	117	110	109	108	112	105	335	325
Reinsurance and retrocession premiums		-	-	-	-	-	-	-	-	-
Net benefits Life insurance for risk company and Non-Life claims incurred		-	-	-	-	-	-	-	-	-
Changes in Life insurance provisions for risk company		-	-	-	-	-	-	-	-	-
Result sharing and rebates		-	-	-	-	-	-	-	-	-
Change in deferred acquisition costs		-	-	-	-	-	-	-	-	-
Other underwriting expenditure (incl. change in provision unearned premiums)		-	-	-	-	-	-	-	-	-
Underwriting expenditure		-	-	-	-	-	-	-	-	-
Staff expenses		45	43	49	44	44	44	44	138	132
Other operating expenses		31	33	30	41	37	34	33	94	104
Operating expenses		76	76	79	85	81	78	77	231	236
Interest expenses		0	0	0	0	1	1	1	0	2
Other		0	0	0	0	0	0	0	0	0
Total underlying expenditure		76	76	79	85	81	79	78	232	238
Underlying result before tax		31	41	31	23	26	33	27	103	87
Taxation		8	10	8	8	3	9	9	26	21
Minority interests		0	-0	0	0	-0	-0	0	0	-0
Underlying net result		23	31	22	15	23	24	19	77	66
Net gains/losses on divestments		-	4	-	-10	-	-180	-	4	-180
Net results from divested units		-	-	-	-	-	-	-	-	-
Net result from discontinued operations		-1	0	2	-15	-4	-4	1	1	-6
Special items after tax		-	-	-	-3	-1	-1	-0	-	-2
Net result		22	35	24	-13	19	-159	19	81	-121
Key figures										
Employees (FTEs, end of period)		1,144	1,154	1,187	1,204	1,208	1,216	1,213	1,144	1,208

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

INSURANCE EURASIA 3.1.6 PROFIT AND LOSS: CORPORATE LINE

Insurance EurAsia: Profit and loss Corporate Line										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	9M2013	9M2012 ¹⁾
Gross premium income		10	7	10	5	8	15	2	26	26
Commission income		-1	-1	-1	-1	-2	-1	-6	-2	-8
Total investment and other income		2	9	-3	-16	-11	25	-23	8	-9
Total underlying income		11	15	6	-12	-4	40	-27	32	8
Reinsurance and retrocession premiums		-9	-10	-9	-8	-8	-8	-9	-27	-25
Net benefits Life insurance for risk company and Non-life claims incurred		35	25	54	44	29	28	20	114	78
Changes in Life insurance provisions for risk company		-25	-11	-27	-8	-32	15	-25	-64	-41
Result sharing and rebates		0	-0	-0	-0	0	-0	-0	-0	0
Change in deferred acquisition costs		0	-0	-0	0	-0	-0	0	-0	-0
Other underwriting expenditure (incl. change in provision unearned premiums)		1	0	1	1	-1	1	1	2	1
Underwriting expenditure		2	3	20	29	-11	37	-12	25	13
Operating expenses		41	41	40	45	44	46	30	122	119
Interest expenses		21	32	52	48	57	52	51	106	160
Other		2	2	2	2	1	6	2	5	9
Total underlying expenditure		66	79	114	124	90	141	71	259	301
Underlying result before tax		-55	-64	-108	-136	-94	-101	-97	-227	-293
Taxation		-4	-5	-18	-65	16	-20	-20	-26	-24
Minority interests		-0	0	-0	0	-0	-0	-0	-0	-0
Underlying net result		-51	-59	-91	-71	-110	-81	-78	-201	-269
Net gains/losses on divestments		-	0	-	-0	-	0	-	0	0
Net results from divested units		1	0	-1	5	0	10	-0	-0	10
Net result from discontinued operations		41	-190	14	-47	78	3	-25	-135	56
Special items after tax		-20	6	-5	-84	-8	92	-13	-18	72
Net result		-30	-243	-82	-196	-40	24	-115	-354	-131

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

INSURANCE EURASIA 3.2.1 MARGIN ANALYSIS: TOTAL

Insurance EurAsia: Margin analysis Total										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	9M2013	9M2012 ¹⁾
Margin analysis										
Investment margin		175	194	127	182	130	196	155	496	482
Fees and premium based revenues		346	351	379	354	356	355	388	1,076	1,099
Technical margin		105	105	86	82	89	99	81	296	269
Income non-modelled life business		5	6	5	6	3	6	4	15	14
Life Insurance & Investment Management operating income		630	657	596	624	578	658	628	1,884	1,864
Administrative expenses		277	279	295	284	288	288	305	851	881
DAC amortisation and trail commissions		92	95	102	102	99	98	113	289	311
Life Insurance & Investment Management expenses		369	374	397	386	387	387	418	1,140	1,192
Life Insurance & Investment Management operating result		261	283	199	238	191	271	210	744	673
Non-life operating result		29	45	-3	45	16	36	13	71	65
Corporate line operating result		-72	-72	-117	-121	-92	-105	-95	-262	-292
Operating result		218	256	79	161	115	203	129	552	446
Gains/losses and impairments		-11	-15	50	24	44	-60	59	23	43
Revaluations		0	5	-10	-48	-36	-22	-213	-5	-271
Market & other impacts		-71	-63	-34	-170	-113	-230	-18	-168	-361
Underlying result before tax		136	182	85	-32	10	-110	-43	402	-143
Key figures										
Gross premium income		1,385	1,498	2,848	1,573	1,603	1,774	3,172	5,731	6,549
Administrative expenses / operating income (Life Insurance & Investment Management)		44.0%	42.5%	49.5%	45.5%	49.8%	43.8%	48.6%	45.2%	47.3%
Life general account invested assets (end of period, in EUR billion)		72	67	68	67	67	67	67	72	67
Investment margin / Life general account invested assets (four quarter rolling average, in bps)		99	94	94	99	97	109	115		
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period) ²⁾		24.6	24.6	25.7	27.0	26.4	25.7	48.9	24.6	26.4
Net production Client balances (in EUR billion)		-0.2	5.8	2.1	3.6	0.1	-1.9	-1.2	7.7	-3.0
Client balances (end of period, in EUR billion)		198.6	192.0	188.6	184.3	176.3	170.5	171.0	198.6	176.3
Administrative expenses (total)		408	414	434	420	422	425	417	1,256	1,264

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) 1Q2012 includes EUR 22.5 billion for Asia

INSURANCE EURASIA 3.2.2 MARGIN ANALYSIS: BENELUX

Insurance EurAsia: Margin analysis Benelux										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	9M2013	9M2012 ¹⁾
Margin analysis										
Investment margin		163	184	114	163	117	180	144	462	441
Fees and premium based revenues		131	125	169	139	137	143	174	425	454
Technical margin		66	69	47	40	44	56	36	182	136
Income non-modelled life business		0	-0	0	0	-1	1	-0	0	-0
Life Insurance operating income		361	378	330	343	297	381	354	1,069	1,032
Administrative expenses		137	136	148	136	135	142	145	421	422
DAC amortisation and trail commissions		35	37	47	46	44	44	58	118	146
Life Insurance expenses		172	173	194	182	179	187	203	539	568
Life Insurance operating result		189	205	135	160	119	194	151	530	463
Non-life operating result		28	43	-4	43	15	34	12	67	61
Operating result		217	249	132	204	134	228	162	597	524
Gains/losses and impairments		-40	-28	41	24	48	-50	70	-28	68
Revaluations		6	8	-10	-34	-31	-44	-207	4	-282
Market & other impacts		-71	-63	-34	-169	-114	-229	-18	-168	-361
Underlying result before tax		112	166	128	25	36	-95	8	405	-51
Key figures										
Gross premium income		929	1,022	2,406	1,078	1,138	1,305	2,635	4,358	5,078
Administrative expenses / operating income (Life Insurance)		38.0%	36.0%	44.8%	39.7%	45.5%	37.3%	41.0%	39.4%	40.9%
Life general account invested assets (end of period, in EUR billion)		66	61	62	60	60	60	60	66	60
Investment margin / Life general account invested assets (four quarter rolling average, in bps)		101	96	95	101	98	111	117		
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period)		20.6	20.9	21.9	23.2	22.6	22.1	22.7	20.6	22.6
Net production Client balances (in EUR billion)		-0.4	-0.8	-0.3	-0.6	-0.7	-0.6	0.3	-1.5	-1.1
Client balances (end of period, in EUR billion)		74.8	70.9	71.3	70.9	70.9	70.7	70.8	74.8	70.9
Administrative expenses (total)		227	229	245	226	224	233	227	701	684

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

INSURANCE EURASIA 3.2.3 MARGIN ANALYSIS: CRE

Insurance EurAsia: Margin analysis Central & Rest of Europe										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Margin analysis										
Investment margin		11	10	12	20	14	15	11	33	40
Fees and premium based revenues		108	109	101	106	111	103	110	318	324
Technical margin		38	36	39	42	44	43	46	114	133
Income non-modelled life business		5	6	5	6	4	5	5	15	14
Life Insurance operating income		162	162	157	173	174	166	171	480	511
Administrative expenses		63	67	69	63	72	68	82	198	223
DAC amortisation and trail commissions		58	58	55	56	55	54	56	171	165
Life Insurance expenses		120	125	124	119	128	122	138	369	387
Life Insurance operating result		42	37	33	54	47	44	33	111	123
Non-life operating result		1	2	1	2	1	2	1	3	5
Operating result		42	38	34	56	48	47	34	115	128
Gains/losses and impairments		5	1	0	-0	-6	-13	-16	6	-35
Revaluations		-0	-	-	0	1	20	1	-0	22
Market & other impacts		-	-0	-	-1	0	-0	-	-0	-
Underlying result before tax		47	39	34	55	43	53	19	121	115
Key figures										
Gross premium income		446	469	432	490	457	453	535	1,348	1,446
Administrative expenses / operating income (Life Insurance)		38.9%	41.4%	43.9%	36.4%	41.4%	41.0%	48.0%	41.3%	43.6%
Life general account invested assets (end of period, in EUR billion)		6	6	6	7	7	7	7	6	7
Investment margin / Life general account invested assets (four quarter rolling average, in bps)		81	82	86	83	84	90	95		
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period)		4.0	3.7	3.8	3.9	3.8	3.6	3.7	4.0	3.8
Net production Client balances (in EUR billion)		0.4	0.3	0.1	0.1	0.2	0.1	0.0	0.9	0.4
Client balances (end of period, in EUR billion)		31.3	29.2	29.6	30.1	28.7	27.0	27.2	31.3	28.7
Administrative expenses (total)		64	68	70	64	73	69	84	202	226

INSURANCE EURASIA 3.2.4 MARGIN ANALYSIS: INVESTMENT MANAGEMENT

Insurance EurAsia: Margin analysis Investment Management										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	9M2013	9M2012 ¹⁾
Margin analysis										
Investment margin		0	0	1	-1	-1	2	0	1	1
Fees and premium based revenues		107	117	109	109	108	109	104	333	321
Technical margin		-	-	-	-	-	-	-	-	-
Income non-modelled life business		0	0	-0	0	0	-0	0	-0	0
Operating income		108	117	110	108	107	111	104	334	322
Administrative expenses		76	76	79	85	81	78	77	231	236
DAC amortisation and trail commissions		0	0	0	0	0	0	0	0	0
Expenses		76	76	79	85	81	78	77	231	236
Operating result		31	41	31	23	26	33	27	103	86
Gains/losses and impairments		-0	0	0	0	0	0	0	0	0
Revaluations		-	-	-	-	-	-	-	-	-
Market & other impacts		-	-	-	-0	-	-	-	-	-
Underlying result before tax		31	41	31	23	26	33	27	103	87
Key figures										
AUM (in EUR Billion)		176.1	176.0	184.5	184.8	179.9	173.5	172.7	176.1	179.9
Net inflow (in EUR Billion)		-0.4	-3.6	-3.0	3.3	0.9	-1.7	0.0	-7.0	-0.8
Fees / average AUM (annualised in bps)		24	26	24	24	24	25	24	25	25
Administrative expenses / operating income		70.4%	65.0%	71.8%	78.7%	75.7%	70.3%	74.0%	69.2%	73.3%

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

INSURANCE EURASIA 3.2.5 MARGIN ANALYSIS: CORPORATE LINE

Insurance EurAsia: Margin analysis Corporate Line										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Margin analysis										
Operating result		-72	-72	-117	-121	-92	-105	-95	-262	-292
Gains/losses and impairments		23	12	9	-0	2	3	4	44	9
Revaluations		-6	-4	0	-14	-5	1	-7	-9	-10
Market & other impacts		0	-0	-0	-0	1	-1	0	0	-0
Underlying result before tax		-55	-64	-108	-136	-94	-101	-97	-227	-293
Key figures										
Gross premium income		10	7	10	5	8	15	2	26	26
Administrative expenses (total)		41	41	40	45	44	46	30	122	119

INSURANCE EURASIA 3.3.1 CLIENT BALANCES: LIFE INSURANCE & INVESTMENT MANAGEMENT

Insurance EurAsia: Client balances Life Insurance & Investment Management								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Client Balances included on Balance Sheet								
Beginning of period		80.3	80.9	81.8	81.7	81.1	81.5	79.9
Deposits		1.8	1.1	1.9	1.1	1.3	1.5	2.0
Withdrawals / Benefits		-2.1	-1.9	-2.4	-1.8	-2.0	-2.2	-1.9
Net production		-0.3	-0.8	-0.5	-0.7	-0.7	-0.7	0.1
Acquisition / Divestments / Transfers		3.6	-0.0	-1.0	-0.0	-0.0	0.1	-
Market performance / Interest credited		0.8	0.2	0.7	0.8	1.2	0.3	1.2
FX impact and other		0.1	-0.1	-0.1	0.0	0.1	-0.1	0.3
End of period		84.5	80.3	80.9	81.8	81.7	81.1	81.5
Off Balance Sheet Institutional Asset Management								
Beginning of period		78.4	74.6	71.8	66.1	62.8	62.5	60.5
Deposits		1.8	11.8	6.8	7.8	5.2	2.6	3.4
Withdrawals / Benefits		-2.3	-6.5	-4.7	-3.8	-4.5	-3.7	-4.7
Net production		-0.5	5.3	2.1	4.0	0.6	-1.1	-1.2
Acquisition / Divestments / Transfers		-0.0	0.0	-	0.0	-	-	-0.0
Market performance / Interest credited		0.7	-1.5	-0.1	0.4	2.4	1.4	3.3
FX impact and other		-0.0	-0.0	0.8	1.3	0.2	0.1	-0.1
End of period		78.6	78.4	74.6	71.8	66.1	62.8	62.5
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period		33.3	33.0	30.6	28.5	26.6	27.0	24.7
Deposits		2.7	3.3	2.9	1.9	1.0	2.1	1.5
Withdrawals / Benefits		-2.1	-2.1	-2.4	-1.6	-0.8	-2.1	-1.6
Net production		0.6	1.3	0.5	0.3	0.3	-0.0	-0.1
Acquisition / Divestments / Transfers		-0.0	0.0	1.0	0.0	-	-	-0.1
Market performance / Interest credited		1.2	-0.2	0.4	1.0	1.3	-0.3	1.6
FX impact and other		0.5	-0.8	0.5	0.8	0.3	-0.1	0.9
End of period		35.6	33.3	33.0	30.6	28.5	26.6	27.0
Total Client Balances								
Beginning of period		192.0	188.6	184.3	176.3	170.5	171.0	165.1
Deposits		6.3	16.3	11.6	10.9	7.5	6.1	6.9
Withdrawals / Benefits		-6.5	-10.5	-9.5	-7.3	-7.3	-8.0	-8.1
Net production		-0.2	5.8	2.1	3.6	0.1	-1.9	-1.2
Acquisition / Divestments / Transfers		3.6	0.0	-0.0	-0.0	-0.0	0.1	-0.1
Market performance / Interest credited		2.7	-1.5	1.1	2.2	5.0	1.4	6.1
FX impact and other		0.5	-0.9	1.2	2.1	0.6	-0.1	1.0
End of period		198.6	192.0	188.6	184.3	176.3	170.5	171.0

INSURANCE EURASIA 3.3.2 CLIENT BALANCES: BENELUX

Insurance EurAsia: Client balances Benelux								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Client Balances included on Balance Sheet								
Beginning of period		70.9	71.3	70.9	70.9	70.7	70.8	69.6
Deposits		1.5	0.7	1.6	0.7	0.9	1.1	1.5
Withdrawals / Benefits		-1.8	-1.5	-1.9	-1.3	-1.6	-1.7	-1.3
Net production		-0.4	-0.8	-0.3	-0.6	-0.7	-0.6	0.3
Acquisition / Divestments / Transfers		3.6	-	-	-	-	0.1	-
Market performance / Interest credited		0.7	0.3	0.7	0.6	1.0	0.4	0.9
FX impact and other		-	-	-	-	-	-	-
End of period		74.8	70.9	71.3	70.9	70.9	70.7	70.8
Off Balance Sheet Institutional Asset Management								
Beginning of period		-	-	-	-	-	-	-
Deposits		-	-	-	-	-	-	-
Withdrawals / Benefits		-	-	-	-	-	-	-
Net production		-	-	-	-	-	-	-
Acquisition / Divestments / Transfers		-	-	-	-	-	-	-
Market performance / Interest credited		-	-	-	-	-	-	-
FX impact and other		-	-	-	-	-	-	-
End of period		-	-	-	-	-	-	-
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period		-	-	-	-	-	-	-
Deposits		-	-	-	-	-	-	-
Withdrawals / Benefits		-	-	-	-	-	-	-
Net production		-	-	-	-	-	-	-
Acquisition / Divestments / Transfers		-	-	-	-	-	-	-
Market performance / Interest credited		-	-	-	-	-	-	-
FX impact and other		-	-	-	-	-	-	-
End of period		-	-	-	-	-	-	-
Total Client Balances								
Beginning of period		70.9	71.3	70.9	70.9	70.7	70.8	69.6
Deposits		1.5	0.7	1.6	0.7	0.9	1.1	1.5
Withdrawals / Benefits		-1.8	-1.5	-1.9	-1.3	-1.6	-1.7	-1.3
Net production		-0.4	-0.8	-0.3	-0.6	-0.7	-0.6	0.3
Acquisition / Divestments / Transfers		3.6	-	-	-	-	0.1	-
Market performance / Interest credited		0.7	0.3	0.7	0.6	1.0	0.4	0.9
FX impact and other		-	-	-	-	-	-	-
End of period		74.8	70.9	71.3	70.9	70.9	70.7	70.8

INSURANCE EURASIA 3.3.3 CLIENT BALANCES: CRE

Insurance EurAsia: Client balances Central & Rest of Europe								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Client Balances included on Balance Sheet								
Beginning of period		9.5	9.6	10.9	10.8	10.4	10.7	10.3
Deposits		0.4	0.4	0.3	0.4	0.4	0.4	0.4
Withdrawals / Benefits		-0.3	-0.4	-0.5	-0.5	-0.4	-0.5	-0.6
Net production		0.0	-0.0	-0.2	-0.1	-0.0	-0.1	-0.2
Acquisition / Divestments / Transfers		-	-	-1.0	-	-	-	-
Market performance / Interest credited		0.1	-0.1	0.0	0.2	0.3	-0.1	0.3
FX impact and other		0.1	-0.1	-0.1	0.0	0.1	-0.1	0.3
End of period		9.7	9.5	9.6	10.9	10.8	10.4	10.7
Off Balance Sheet Institutional Asset Management								
Beginning of period		-	-	-	-	-	-	-
Deposits		-	-	-	-	-	-	-
Withdrawals / Benefits		-	-	-	-	-	-	-
Net production		-	-	-	-	-	-	-
Acquisition / Divestments / Transfers		-	-	-	-	-	-	-
Market performance / Interest credited		-	-	-	-	-	-	-
FX impact and other		-	-	-	-	-	-	-
End of period		-	-	-	-	-	-	-
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period		19.8	20.0	19.2	17.9	16.5	16.6	14.7
Deposits		0.5	0.4	0.4	0.3	0.3	0.4	0.3
Withdrawals / Benefits		-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1
Net production		0.4	0.3	0.3	0.2	0.2	0.2	0.2
Acquisition / Divestments / Transfers		-	-	1.0	0.0	-	-	-0.1
Market performance / Interest credited		1.0	0.0	-0.1	0.9	0.7	0.0	0.8
FX impact and other		0.4	-0.6	-0.4	0.1	0.5	-0.3	0.9
End of period		21.6	19.8	20.0	19.2	17.9	16.5	16.6
Total Client Balances								
Beginning of period		29.2	29.6	30.1	28.7	27.0	27.2	25.0
Deposits		0.8	0.8	0.7	0.7	0.7	0.7	0.8
Withdrawals / Benefits		-0.4	-0.5	-0.6	-0.6	-0.5	-0.6	-0.7
Net production		0.4	0.3	0.1	0.1	0.2	0.1	0.0
Acquisition / Divestments / Transfers		-	-	-0.0	0.0	-	-	-0.1
Market performance / Interest credited		1.2	-0.0	-0.0	1.2	0.9	-0.0	1.1
FX impact and other		0.4	-0.7	-0.5	0.1	0.6	-0.4	1.2
End of period		31.3	29.2	29.6	30.1	28.7	27.0	27.2

INSURANCE EURASIA 3.3.4 CLIENT BALANCES: INSURANCE INVESTMENT MANAGEMENT

Insurance EurAsia: Client balances Investment Management								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Client Balances included on Balance Sheet								
Beginning of period		-	-	-	-	-	-	-
Deposits		-	-	-	-	-	-	-
Withdrawals / Benefits		-	-	-	-	-	-	-
Net production		-	-	-	-	-	-	-
Acquisition / Divestments / Transfers		-	-	-	-	-	-	-
Market performance / Interest credited		-	-	-	-	-	-	-
FX impact and other		-	-	-	-	-	-	-
End of period		-	-	-	-	-	-	-
Off Balance Sheet Institutional Asset Management								
Beginning of period		78.4	74.6	71.8	66.1	62.8	62.5	60.5
Deposits		1.8	11.8	6.8	7.8	5.2	2.6	3.4
Withdrawals / Benefits		-2.3	-6.5	-4.7	-3.8	-4.5	-3.7	-4.7
Net production		-0.5	5.3	2.1	4.0	0.6	-1.1	-1.2
Acquisition / Divestments / Transfers		-0.0	0.0	-	0.0	-	-	-0.0
Market performance / Interest credited		0.7	-1.5	-0.1	0.4	2.4	1.4	3.3
FX impact and other		-0.0	-0.0	0.8	1.3	0.2	0.1	-0.1
End of period		78.6	78.4	74.6	71.8	66.1	62.8	62.5
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period		13.5	13.0	11.4	10.6	10.0	10.5	10.0
Deposits		2.2	2.9	2.5	1.6	0.7	1.7	1.1
Withdrawals / Benefits		-2.0	-2.0	-2.3	-1.5	-0.7	-2.0	-1.4
Net production		0.2	0.9	0.2	0.1	0.0	-0.3	-0.3
Acquisition / Divestments / Transfers		0.0	-0.0	-	-0.0	-	-	0.0
Market performance / Interest credited		0.2	-0.3	0.4	0.1	0.7	-0.3	0.8
FX impact and other		0.1	-0.1	0.9	0.7	-0.2	0.2	-0.1
End of period		14.0	13.5	13.0	11.4	10.6	10.0	10.5
Total Client Balances								
Beginning of period		91.9	87.6	83.2	76.7	72.8	72.9	70.5
Deposits		4.0	14.8	9.3	9.4	5.9	4.3	4.6
Withdrawals / Benefits		-4.3	-8.5	-7.0	-5.4	-5.2	-5.7	-6.1
Net production		-0.3	6.3	2.3	4.1	0.7	-1.4	-1.5
Acquisition / Divestments / Transfers		-0.0	0.0	-	-0.0	-	-	-
Market performance / Interest credited		0.9	-1.8	0.4	0.5	3.1	1.0	4.1
FX impact and other		0.1	-0.2	1.7	2.0	0.0	0.3	-0.2
End of period		92.6	91.9	87.6	83.2	76.7	72.8	72.9

INSURANCE EURASIA 3.4 ADDITIONAL INFORMATION: KEY FIGURES BY COUNTRY

Insurance EurAsia: Gross written premiums by country										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Netherlands		812	906	2,289	887	944	1,059	2,372	4,008	4,374
Belgium / Luxembourg		118	116	117	190	194	247	263	350	703
Insurance Benelux		929	1,022	2,406	1,078	1,138	1,305	2,635	4,358	5,078
Poland		137	133	94	93	93	97	137	363	328
Czech Republic		48	52	54	89	88	81	91	154	260
Hungary		58	55	57	62	54	51	54	170	158
Spain		95	109	117	120	84	105	105	320	293
Other		109	121	110	127	139	120	148	340	407
Insurance CRE		446	469	432	490	457	453	535	1,348	1,446

Insurance EurAsia: Underlying result before tax by country										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	9M2013	9M2012 ¹⁾
Netherlands		98	149	121	28	27	-85	20	369	-38
Belgium / Luxembourg		14	16	6	-3	9	-10	-12	37	-14
Insurance Benelux		112	166	128	25	36	-95	8	405	-51
Poland		25	25	27	25	30	26	29	77	85
Czech Republic		6	4	7	11	8	10	9	17	28
Hungary		4	3	4	0	3	2	-7	11	-2
Spain		10	6	5	10	-2	14	-3	21	10
Other		2	1	-8	9	3	2	-10	-5	-5
Insurance CRE		47	39	34	55	43	53	19	121	115

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

Insurance EurAsia: New sales (APE) by country										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Netherlands		34	27	102	39	45	78	95	163	218
Belgium / Luxembourg		12	13	14	40	24	34	32	39	90
Insurance Benelux		46	40	116	79	68	111	127	202	307
Poland		27	25	23	18	17	16	27	75	61
Czech Republic		7	8	11	19	11	14	9	26	34
Hungary		6	5	6	7	5	5	9	17	19
Spain		13	15	16	16	11	16	22	44	48
Other		43	64	61	59	41	36	39	168	115
Insurance CRE		95	118	118	119	85	87	106	331	278

INSURANCE EURASIA 3.5 ADDITIONAL INFORMATION: BENELUX NON-LIFE

Benelux Non-life ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ²⁾	3Q2012 ²⁾	2Q2012 ²⁾	1Q2012 ²⁾	9M2013	9M2012 ²⁾
Combined ratio		100.8%	102.4%	106.6%	101.5%	102.8%	102.7%	104.2%	100.8%	102.8%
Claims ratio		68.2%	69.4%	73.7%	72.2%	73.6%	73.7%	75.9%	68.2%	73.6%
Expense ratio		32.6%	33.0%	32.9%	29.4%	29.3%	29.0%	28.3%	32.6%	29.3%

1) Year-to-date basis

2) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

Gross premiums by line of business										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Fire		87	90	135	86	90	90	143	313	323
Marine & Aviation		4	5	11	4	4	4	12	20	20
Motor		72	75	119	69	71	71	118	267	260
Health		-	-	-	-	-	-	-	-	-
Income/Accident		105	103	431	79	116	115	433	639	664
Miscellaneous		31	30	81	31	32	32	85	143	149
Indirect business		-1	1	1	0	2	0	0	1	3
Total		298	305	778	268	316	312	792	1,381	1,420

Underlying result before tax by line of business										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	9M2013	9M2012 ¹⁾
Fire		-2	14	6	13	14	5	0	18	19
Marine & Aviation		1	2	-0	2	-0	2	-1	3	0
Motor		12	-7	-4	4	-9	1	-4	1	-12
Health		-	-	-	-	-	-	-	-	-
Income/Accident		13	21	-6	8	1	5	-5	28	0
Miscellaneous		2	11	-0	17	14	13	10	13	37
Indirect business		-0	0	-0	1	1	-1	0	-0	0
Total		26	41	-4	44	19	26	1	64	45

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

INSURANCE EURASIA 3.6 ADDITIONAL INFORMATION: INVESTMENT MANAGEMENT

Assets under Management (AuM) and Assets under Administration (AuA)

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Proprietary (general account assets)		73.2	74.3	77.8	79.0	75.6	73.4	70.6
Retail		46.4	45.3	45.7	44.2	43.2	41.9	43.1
Institutional		56.5	56.3	61.0	61.6	61.2	58.2	59.0
Total Assets under Management		176.1	176.0	184.5	184.8	179.9	173.5	172.7
Assets under Administration		38.6	38.2	28.9	28.1	22.1	21.4	19.9

AuM by investor category and Investor class

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Equity		32.8	32.3	33.1	32.0	33.3	32.7	34.9
Fixed income		139.6	139.9	147.5	147.5	141.8	136.8	133.7
Money Market		3.7	3.8	3.9	5.3	4.8	4.0	4.1
Total		176.1	176.0	184.5	184.8	179.9	173.5	172.7

AuM rollforward

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Beginning of period		176.0	184.5	184.8	179.9	173.5	172.7	168.7
Net inflow		-0.4	-3.6	-3.0	3.3	0.9	-1.7	0.0
Acquisition/ Divestments		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Market performance		0.7	-3.8	0.8	4.2	5.5	1.3	4.6
FX impact and other		-0.2	-1.2	1.8	-2.6	0.0	1.2	-0.6
End of period		176.1	176.0	184.5	184.8	179.9	173.5	172.7

INSURANCE OTHER 4.1.1 PROFIT AND LOSS: CORPORATE LINE

Insurance Other: Profit and loss Corporate Line										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Gross premium income		-0	0	-	-0	-0	-0	-0	-0	-0
Commission income		-0	-14	-0	-10	-10	-9	-14	-14	-33
Total investment and other income		17	24	113	56	30	2	36	154	68
Total underlying income		17	10	113	46	20	-7	22	140	35
Reinsurance and retrocession premiums		0	-0	-0	0	-0	-0	0	0	-0
Net benefits Life insurance for risk company and Non-Life claims incurred		-0	0	0	-0	-2	-0	-0	-0	-2
Changes in Life insurance provisions for risk company		0	-0	-	0	-0	-0	-	0	-0
Result sharing and rebates		-0	-0	-0	-0	-	-0	0	-0	0
Change in deferred acquisition costs		0	-0	0	-	0	0	-0	0	-0
Other underwriting expenditure (incl. change in provision unearned premiums)		0	0	0	-0	0	14	-14	0	0
Underwriting expenditure		-0	0	0	-0	-2	14	-14	-0	-2
Operating expenses		16	10	9	15	11	-37	12	35	-13
Interest expenses		20	23	-1	11	5	6	-3	42	7
Other		0	-	-	-	-0	-	-	0	-0
Total underlying expenditure		36	32	9	26	14	-17	-5	77	-8
Underlying result before tax		-20	-22	104	20	6	10	27	63	43
Taxation		-7	-5	-10	-6	-4	-5	4	-22	-4
Minority interests		-2	-2	-2	-2	-2	-2	-2	-6	-7
Underlying net result		-10	-15	116	27	12	17	26	91	55
Net gains/losses on divestments		-	-12	-	2	16	-19	-	-12	-3
Net results from divested units		-	-	-	-	-	-	-	-	-
Net result from discontinued operations		-0	-0	-0	-0	0	-0	0	-0	-0
Special items after tax		-0	-1	-3	0	-1	-3	-30	-4	-35
Net result		-11	-28	114	29	27	-6	-5	75	16

INSURANCE ING OTHER 4.2.1 MARGIN ANALYSIS: CORPORATE LINE

Insurance Other: Margin analysis Corporate Line										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	9M2013	9M2012
Margin analysis										
Operating result		-20	-24	44	18	6	19	29	-0	55
Gains/losses and impairments		-0	-0	60	0	0	0	-0	59	0
Revaluations		1	2	1	2	0	-9	-2	4	-11
Market & other impacts		-	0	-	-	0	0	-	0	0
Underlying result before tax		-20	-22	104	20	6	10	27	63	43
Key figures										
Gross premium income		0	0	0	0	0	0	0	0	0
Administrative expenses (total)		16	10	9	15	11	-37	12	35	-13

ING Group's Annual Accounts are prepared in accordance with International Financial Reporting Standards as adopted by the European Union ('IFRS-EU').

In preparing the financial information in this document, the same accounting principles are applied as in the 3Q2013 ING Group Interim Accounts.

All figures in this document are unaudited.

Small differences are possible in the tables due to rounding.

Certain of the statements contained in this Report are not historical facts, including, without limitation, certain statements made of future expectations and other forward-looking statements that are based on management's current views and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in

such statements. Actual results, performance or events may differ materially from those in such statements due to, without limitation: (1) changes in general economic conditions, in particular economic conditions in ING's core markets, (2) changes in performance of financial markets, including developing markets, (3) consequences of a potential (partial) break-up of the euro, (4) the implementation of ING's restructuring plan to separate banking and insurance operations, (5) changes in the availability of, and costs associated with, sources of liquidity such as interbank funding, as well as conditions in the credit markets generally, including changes in borrower and counterparty creditworthiness, (6) the frequency and severity of insured loss events, (7) changes affecting mortality and morbidity levels and trends, (8) changes affecting persistency levels, (9) changes affecting interest rate levels, (10) changes affecting currency exchange rates, (11) changes in investor, customer and

policyholder behaviour, (12) changes in general competitive factors, (13) changes in laws and regulations, (14) changes in the policies of governments and/or regulatory authorities, (15) conclusions with regard to purchase accounting assumptions and methodologies, (16) changes in ownership that could affect the future availability to us of net operating loss, net capital and built-in loss carry forwards, (17) changes in credit-ratings, (18) ING's ability to achieve projected operational synergies and (19) the other risks and uncertainties detailed in the Risk Factors section contained in the most recent Annual Report of ING Groep N.V.. Any forward-looking statements made by or on behalf of ING speak only as of the date they are made, and, ING assumes no obligation to publicly update or revise any forward-looking statements, whether as a result of new information or for any other reason. This document does not constitute an offer to sell, or a solicitation of an offer to buy, any securities.