ING Credit Update 1Q2023

ING Investor Relations

11 May 2023

do your thing

Delivering value in 1Q2023

Continued primary customer growth

+106,000

High share of mobile-only customers[1)]

57%

Growing volume mobilised[2)] to finance the transition

€22 bln

Strong total income growth[3)]

23%
year-on-year

Increasing return on equity[4)]

9.7%
4-quarter rolling

Attractive shareholder return

€1.5 bln
share buyback announced

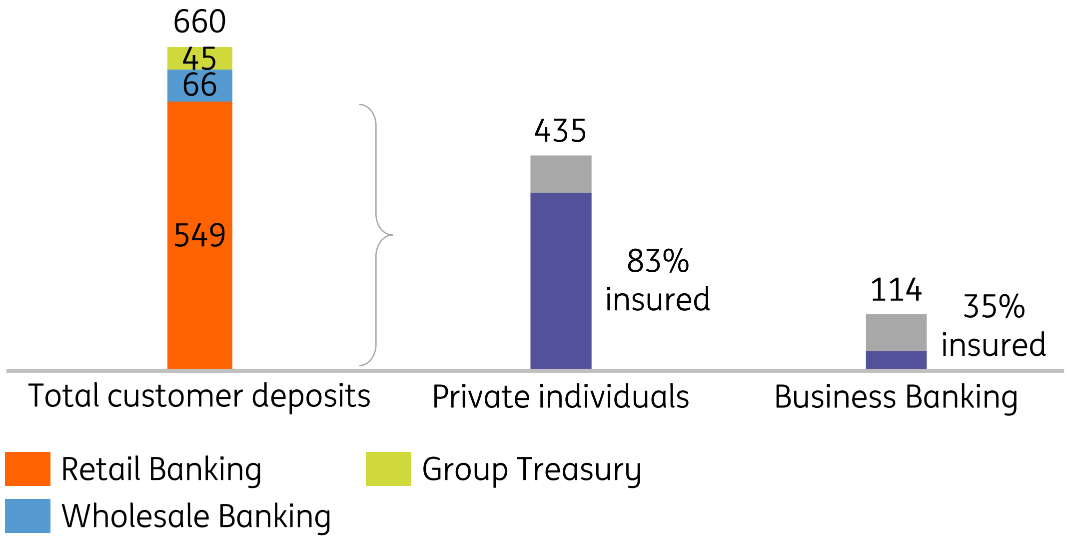
1) Retail customers who used the mobile channel at least once in the last quarter
2) Volume mobilised for WB clients; includes loan products, capital markets, derivatives and advisory propositions that support clients by financing their sustainable activities and in the transition to a more sustainable business model. In case of an ESG lead role the pro-rata share of the transaction is included, otherwise our final take is included
3) Excluding TLTRO impact
4) ING Group return on equity is calculated using IFRS-EU shareholders' equity after excluding amounts reserved for future distribution

We are executing our strategy

Our purpose	**Empower people to stay a step ahead in life and in business**		
Our strategic priorities	**Superior customer experience**		**Sustainability**
2023 focus	Increase straight-through-processing of customer journeys	Streamline customer interactions	Smarter KYC processes
	Increase female representation in senior management	Increase the financing of renewable energy	Broaden the scope of our Terra approach

Our strong foundation with a large retail deposit base and a high level of available liquidity resources

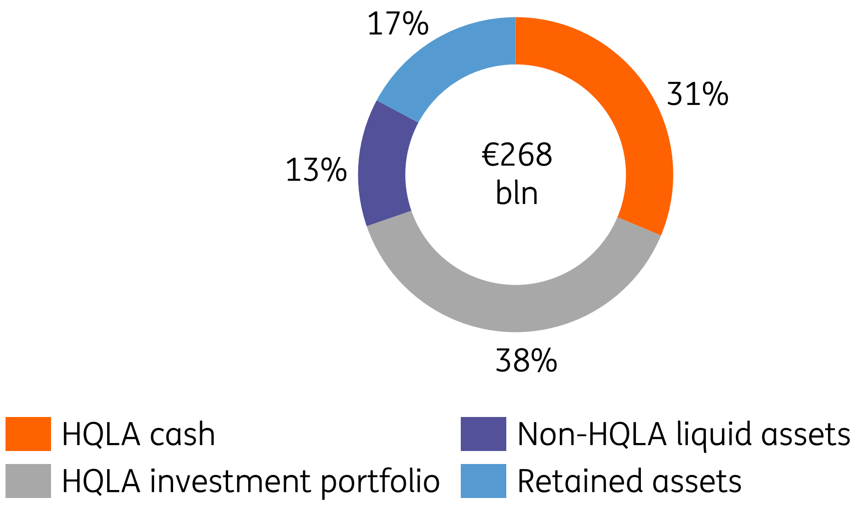
A growing base of insured Retail Banking deposits (in € bln)



- Highly insured, granular and continuously growing customer deposits[1)] represent a strong funding base
- Strong focus on Retail Banking, diversified across >37mln private individuals and >1.5 mln businesses, in 10 countries
- Average private individual account balance of ~€15,000
- In a positive rate environment our growing deposit base has a material embedded value supporting our revenues in the coming years

Strong liquidity position (in € bln)

Available liquidity resources



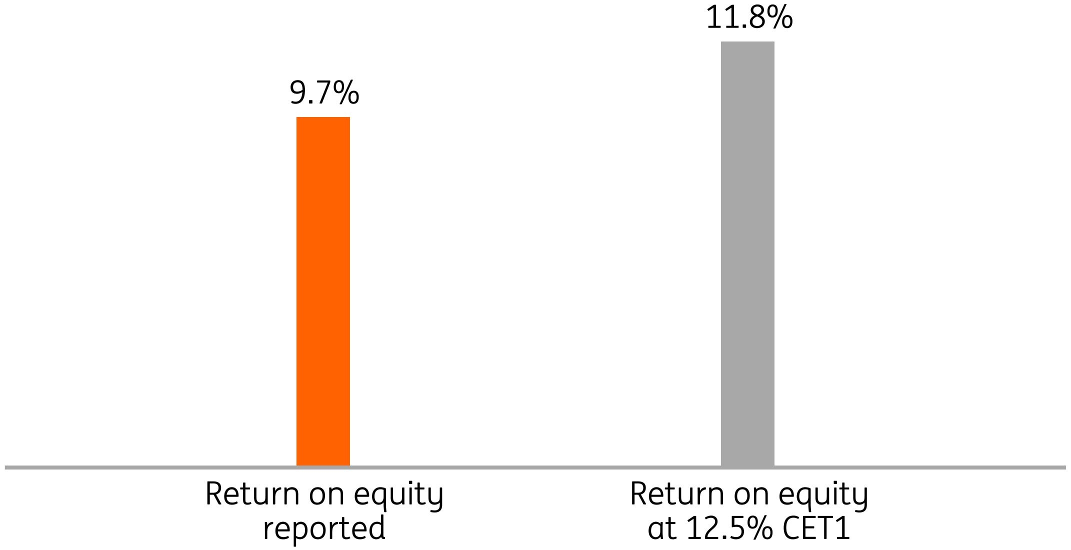
- Group LCR stable at 134% on a 12-month moving average base and 137% at the end of 1Q2023. This excludes local liquidity surpluses that are not transferrable cross-border
- High level of available liquidity resources at €268 bln, including a sizable HQLA portfolio (€187 bln, 95% Level 1 assets)
- The interest rate risk of the balance sheet, including the investment portfolio, is hedged

[1)] See slide 31 for more details on our deposit base

Growing shareholder return

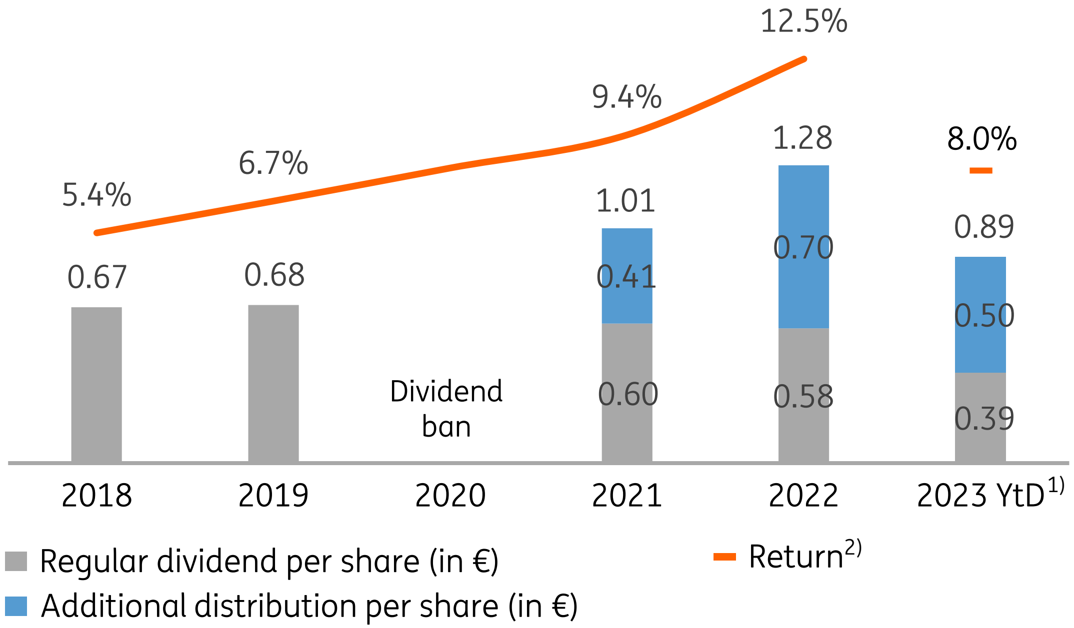
Strong capital generation

Return on equity (4-quarter rolling)



Attractive shareholder return

Based on (announced) payment date



- Already strong return on equity on elevated capital levels
- We have returned ~€17 bln to shareholders since 2018, including the final dividend 2022 of €0.389 per share (paid out on 5 May 2023) and the €1.5 bln additional distribution announced today
- Pro-forma CET1 ratio of 14.4% after the additional distribution
- We intend to converge the CET1 ratio to our target level of ~12.5% by 2025 in roughly equal steps, resulting in a >100% pay-out ratio

[1] Amount based on # of shares as of 31 March 2023, return based on the share price as of 31 March 2023; YtD includes the final dividend 2022 and the announced additional distribution
[2] Based on average market value (share price * number of shares outstanding at the end of each quarter)

Progress towards our 2025 targets

Financial target	1Q2023	2025 target	Drivers
Fee income[1)]	-4%	5-10% annual growth	▪ Primary customer growth ▪ Increasing package and service fees in daily banking to better reflect cost of service ▪ Growing base in investment products, both in number of accounts as well as AuM ▪ Strong base to capture loan growth
Total income[1)]	+23.2%	4-5% CAGR	▪ For 2023 we expect total income growth >10% ▪ Liability NII growth depending on central bank rate increases, deposit tracking and customer behaviour ▪ Lending NII growth depending on demand and pricing discipline in the market ▪ Fee growth
Cost/income ratio[2)]	58.0%	50-52%	▪ Total income growth ▪ Costs including full-year inflationary effects and continued investments in our business for growth ▪ Lower regulatory costs once funds required for the DGS and SRF are filled[3)]
CET1 ratio	14.8%	~12.5%[4)]	▪ Intention to converge to our target level in roughly equal steps through pay-out ratio of 50% of resilient net profit and additional distributions
Return on equity[2)]	9.7%	12%	▪ Continued income growth and cost control ▪ Strong diversified asset book and low Stage 3 ratio protects P&L ▪ ~12.5% CET1 ratio target level

1) In 1Q, 2Q and 3Q based on year-to-date comparison; for full year fee growth based on annual growth, total income growth based on CAGR; (total income excluding net TLTRO impact and the Polish mortgage moratorium)
2) Based on 4-quarter rolling average. RoE is calculated using IFRS-EU shareholders' equity after excluding amounts reserved for future distribution
3) Formal build-up phase of several local Deposit Guarantee Schemes (DGS) and European Single Resolution Fund (SRF) are scheduled to be completed by 2024
4) Implies management buffer (incl. Pillar 2 Guidance) of ~150 bps over fully loaded CET1 requirement of 10.98%

Business profile

Well-diversified business mix with many profitable growth drivers

Retail Banking

- Focus on earning the primary relationship
- We use technology to offer a differentiating experience to our customers
- Distribution increasingly through mobile devices which requires simple product offering

Market Leaders
Netherlands, Belgium, Luxembourg

Challengers
Australia, Germany, Italy, Spain

Growth Markets
Poland, Romania, Turkey, Asian bank stakes

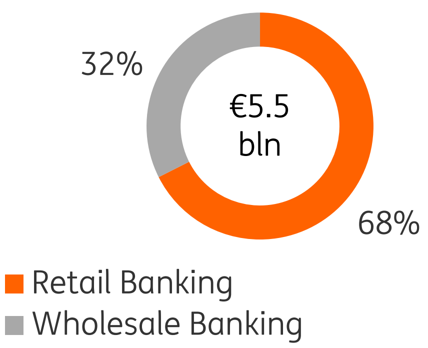
Wholesale Banking International Network

Wholesale Banking

- Our business model is similar throughout our global WB franchise
- With a sector and client-driven strategy, our global franchises serve corporate and institutional clients with international activities in a sector where we have strong expertise

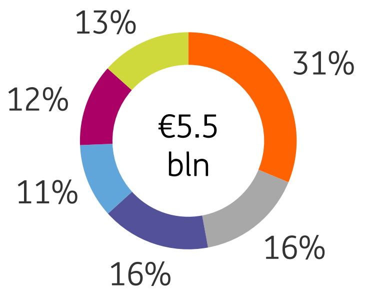
Total income[1)]

1Q2023



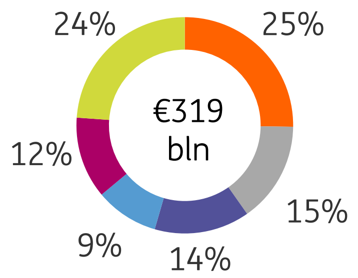
Total income[1)]

1Q2023



RWA (end of period)[1)]

1Q2023



Netherlands Belgium Germany Other Challengers Growth Markets WB Rest of World

[1)] Segment “Other" is not shown on the slide. For this segment (Corporate Line and Real Estate run-off portfolio), total income was €43 mln in 1Q2023 and RWA was €8.7 bln as per 31 March 2023

Our strategy, with a focus on execution certainty

Purpose	Empower people to stay a step ahead in life and in business			
Strategic priorities	Superior customer experience		Sustainability	
Enablers	Seamless digital experience	Scalable Tech & Operations	Safe & secure	Our people

Our focus SDGs[1)] are reflected in our Sustainability Direction

Environment

Climate action

Empowering our clients[2)]

- Aim to steer the most carbon-intensive parts of our lending portfolio towards net zero
- Co-develop net zero sector pathways
- Grow our Sustainable Finance business
- Provide sustainable products/services
- Help clients manage biodiversity risks and opportunities

Transparency

- Disclosure aligned with the TCFD and NZBA Frameworks

Improving our own footprint

- Reducing scope 1, 2 and 3 CO2e emissions from our own operations
- Sustainable procurement standards

For more information please visit: www.ing.com/Sustainability/Sustainability-direction.htm

1) Sustainable Development Goals (SDGs) set by the United Nations General Assembly

2) ING finances today's society, which means we do also finance things that aren't green. We want to help clients transition to a low carbon economy. It's about making progress together, step-by-step. See www.ing.com/climate for more on our climate strategy in action.

Social

Financial health

Empowering our customers by focusing on:

- Financial inclusion by making bank products accessible
- Helping to get a grip on everyday finances and plan for the future

Empowering communities by investing in programmes focusing on:

- Future-proof employment
- Financial capabilities
- Social enterprises

Human rights

UN Guiding Principles (UNGP) prioritisation and due diligence

- ESR Framework and dedicated human rights policy
- Proactive client dialogue
- Sustainable procurement standards

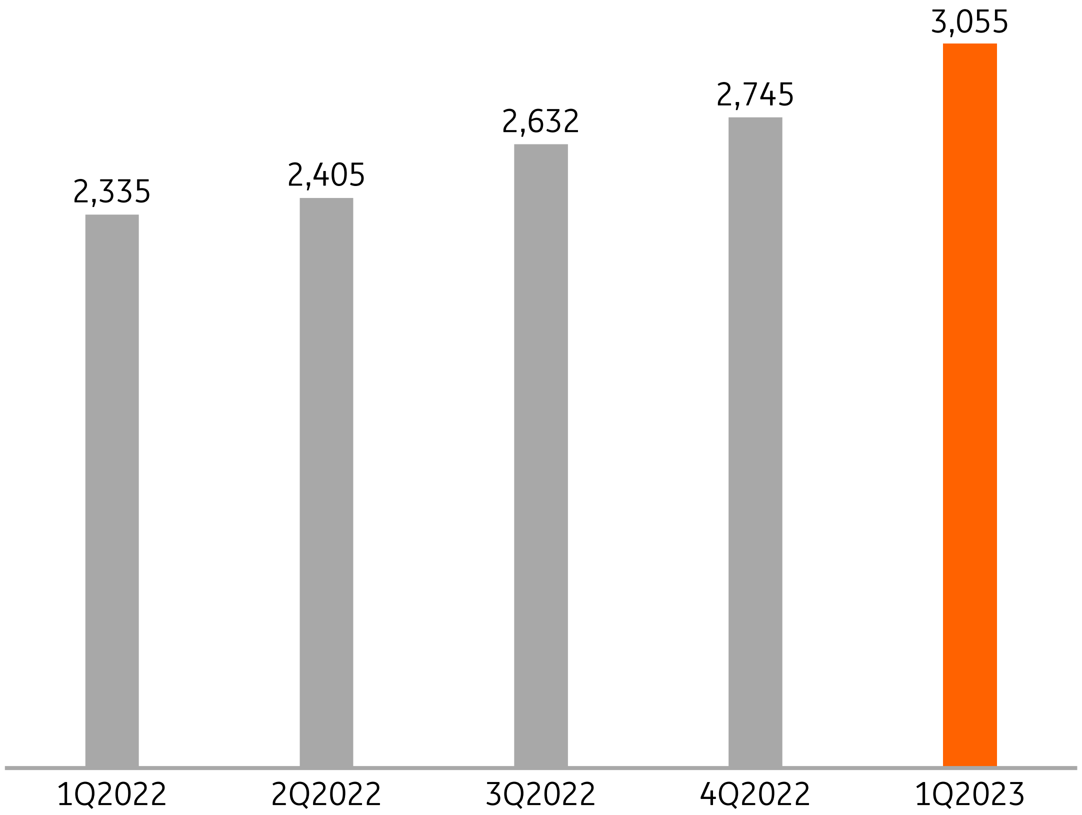
Transparency

- Disclosure aligned with the UNGP Reporting Framework

1Q2023 results

A robust model delivering value

Pre-provision profit excl. volatile items[1] and regulatory costs (in € mln)

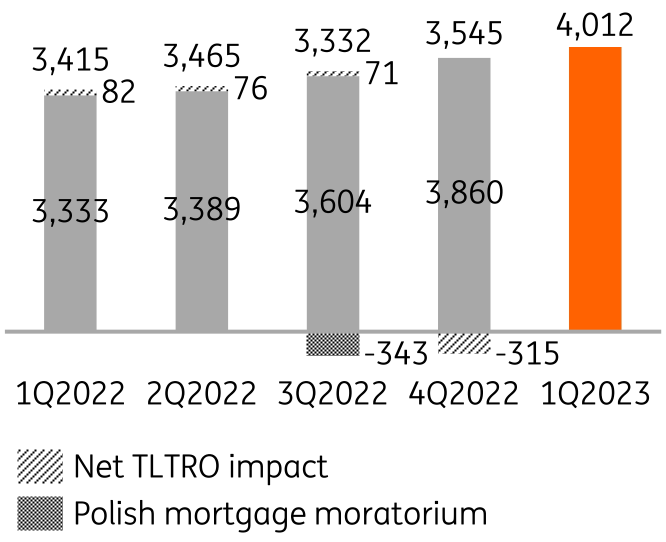


- 1Q2023 pre-provision profit, excluding volatile items and regulatory costs, increased on both comparable quarters
- Strong NII development, driven by the positive effect of higher interest rates on liability NII. This offset pressure on lending NII, as client rates generally track higher funding costs with a delay, and income from prepayment penalties normalised
- Other income was boosted by Financial Markets (FM) benefiting from good client flow and market volatility, as well as from a shift from NII to other income in both Treasury and FM, reflecting the impact of rising rates
- Fees were supported by higher daily banking fees, while investment products fees were affected year-on-year by lower stock markets and less trading activity
- Expenses included the full-year 2022 inflationary pressure on staff expenses, as well as higher marketing spend compared to 1Q2022, reflecting investments in further growth of our customer base

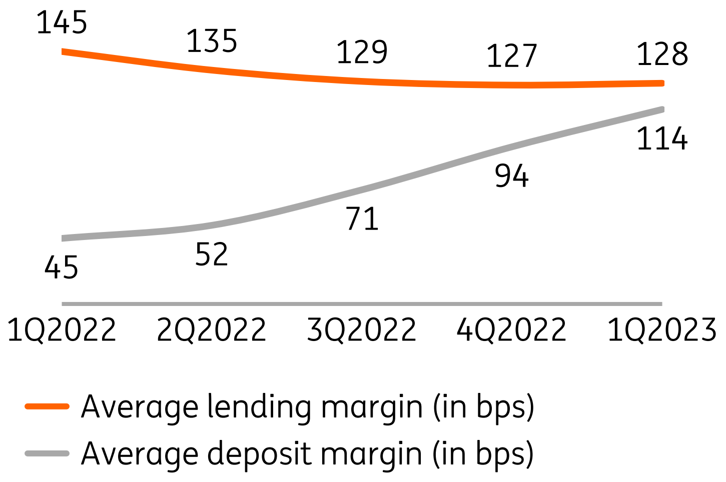
[1] As included in volatile items on slide 46

Strong NII momentum and higher NIM

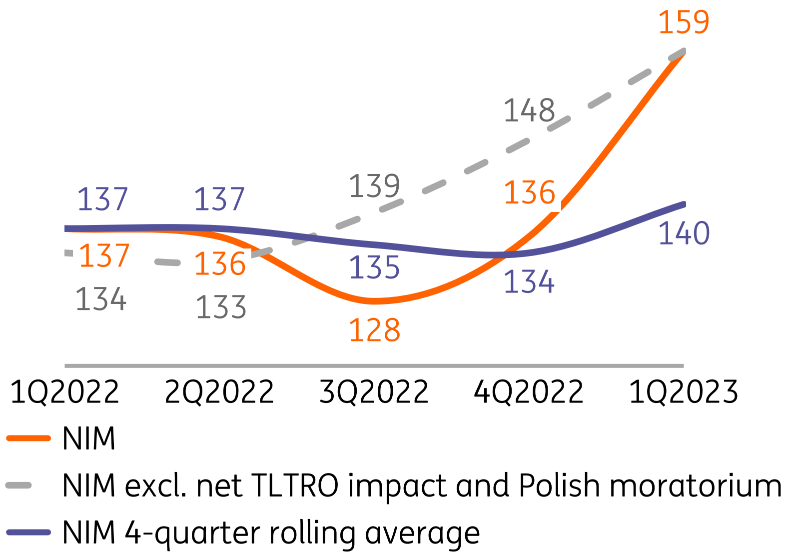
Net interest income (in € mln)



Lending and deposit margin (in bps)



Net interest margin (in bps)

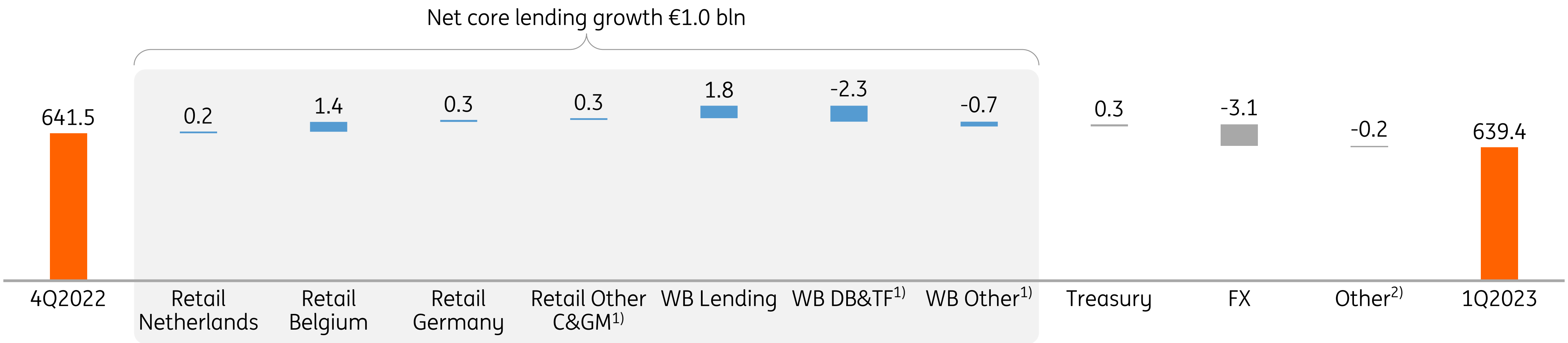


- Excl. the TLTRO impact, NII increased 20.4% YoY, primarily driven by the strong recovery of liability margins reflecting higher interest rates. This more than offset pressure on mortgage margins due to rising funding costs, with a delay in tracking in client rates, as well as declining income from prepayment penalties. Furthermore, NII was negatively impacted by a temporary shift from NII to other income in Treasury[1)], reflecting activities to benefit from prevailing favourable FX swap interest rate differentials, as well as in FM, reflecting the impact of rising rates on hedge positions
- Sequentially, excluding the net TLTRO impact, NII increased by 3.9%. Higher net interest income on liabilities more than compensated for the aforementioned temporary shift from NII to other income in both Treasury[1)] and FM, while the lending margin stabilised
- NIM rose 11 bps to 159 bps, reflecting a further increase of the liability margin while the lending margin remained stable

[1)] Impact on NII 4Q2022 €-137 mln, 1Q2023 €-234 mln; Impact on Other Income 4Q2022 €+184 mln, 1Q2023 €+267 mln; negligible impact in 1Q2022

Continued deposit inflow and loan growth, albeit at a lower pace

Customer lending (in € bln)

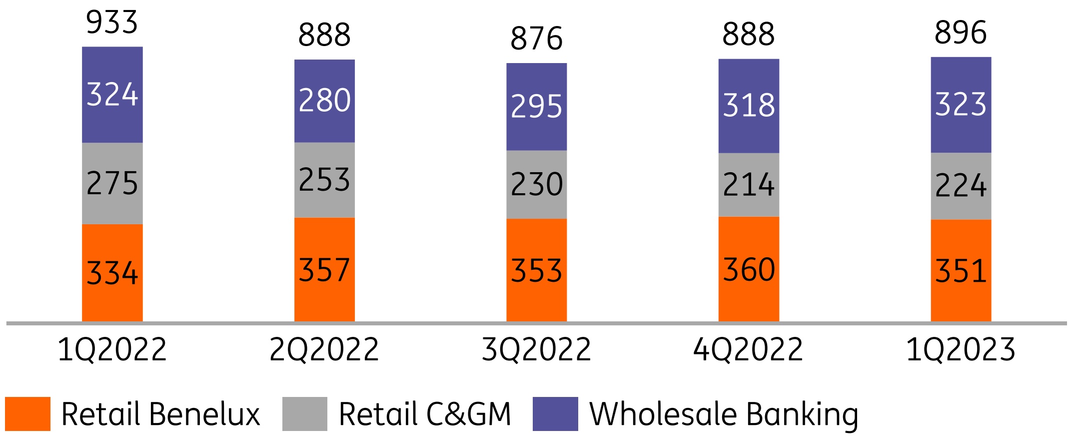


- Net core lending growth was €1.0 bln
  - Retail Banking was €2.2 bln higher. Mortgages grew by €0.8 bln, primarily reflecting growth in the Netherlands and Germany. Other lending increased by €1.4 bln, primarily in business lending in Belgium
  - Wholesale Banking decreased by €1.2 bln, as good growth in Lending was offset by lower utilisation in Working Capital Solutions and the impact of lower commodity prices on trade finance volumes
- Net core deposits growth was €1.3 bln
  - Growth in Retail Banking was €1.7 bln, mainly driven by inflows in Poland, Spain, Belgium and Germany. This was partly offset by an outflow in the Netherlands, mainly due to operational payments by business clients and a shift to assets under management
  - Wholesale Banking was €0.4 billion lower

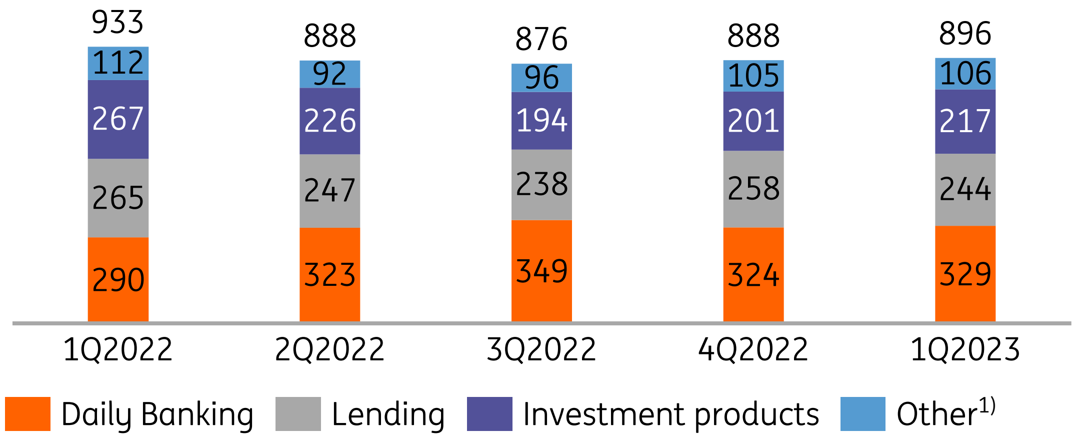
[1] C&GM is Challengers & Growth Markets; DB&TF is Daily Banking & Trade Finance; WB Other includes Financial Markets
[2] Other includes run-off portfolios (Lease, WUB and Retail France)

Fees supported by daily banking, fee base growing

Net fee & commission income per business line (in € mln)



Net fee & commission income per product category (in € mln)

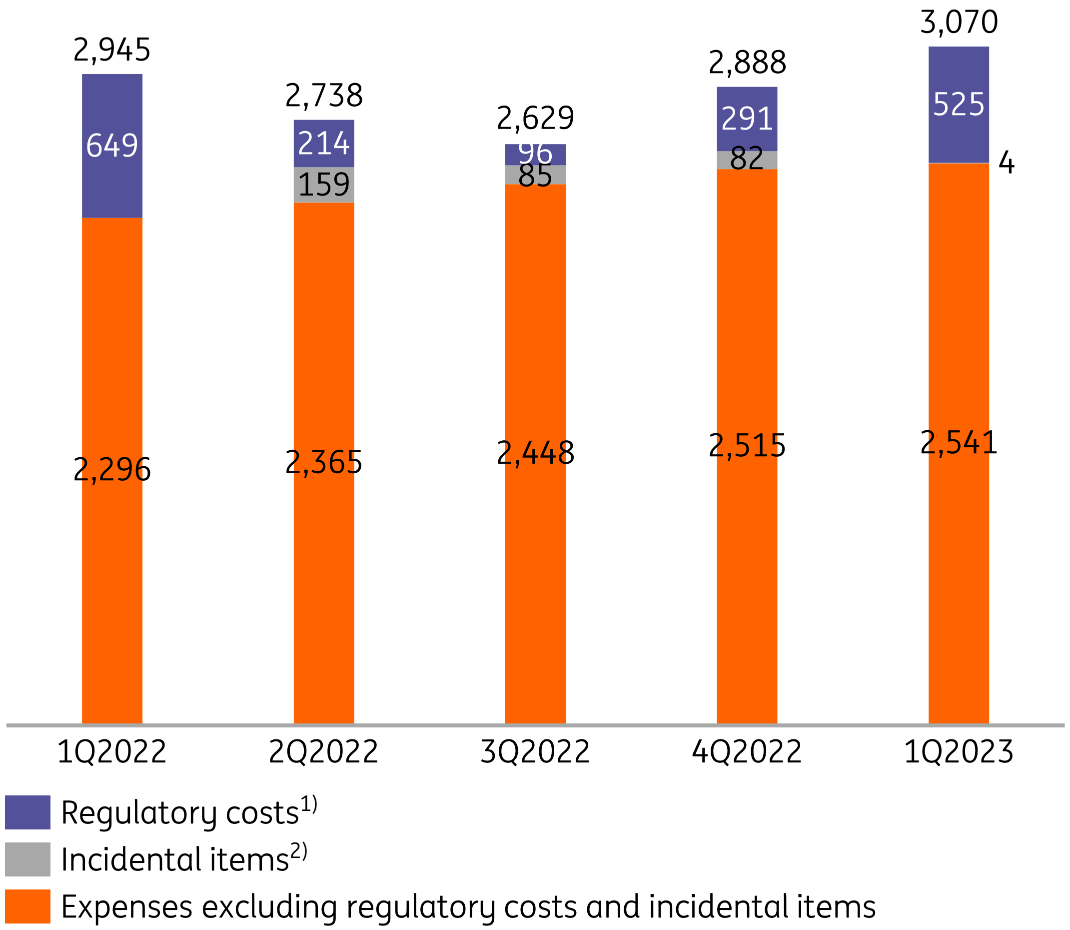


- Compared to the high level of 1Q2022, fees were mainly impacted by lower investment product fees
  - Fees were up in Retail Benelux, driven by strong growth in daily banking, reflecting increased fees on payment packages and new service fees
  - In Retail C&G, lower investment product fees reflected lower stock markets and subdued trading activity while lending fees were lower due to reduced activity in mortgage markets. Fees were also impacted by ING's exit from the French retail market
  - Fees in Wholesale Banking were stable, as higher fees in Lending and Financial Markets compensated for the impact of reduced deal flow and lower commodity prices in Trade and Commodity Finance
- Sequentially, fees slightly increased, mainly driven by higher fees in Wholesale Banking, where growth in Financial Markets offset lower fees from Lending and Corporate Finance. In Retail Banking, higher fees in daily banking and investment products offset higher commissions paid to agents

[1)] Other includes insurance products and Financial Markets

Operating expenses include full-year 2022 inflationary impact and investments in growth

Expenses (in € mln)

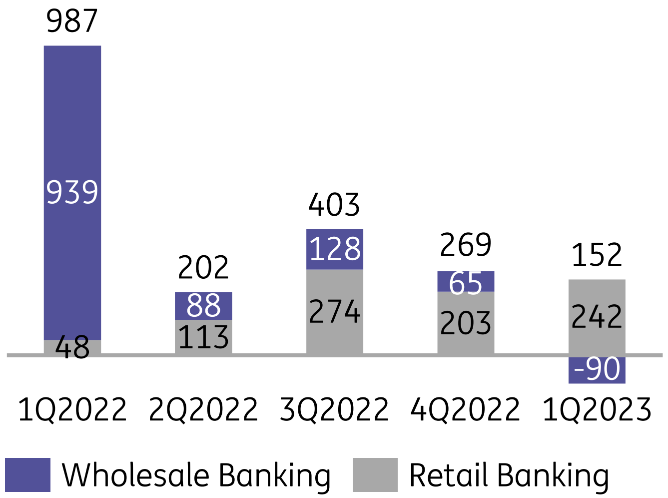


[1)] Formal build-up phase of several local DGS and SRF are scheduled to be completed by 2024
[2)] Incidental expenses as included in volatile items on slide 46

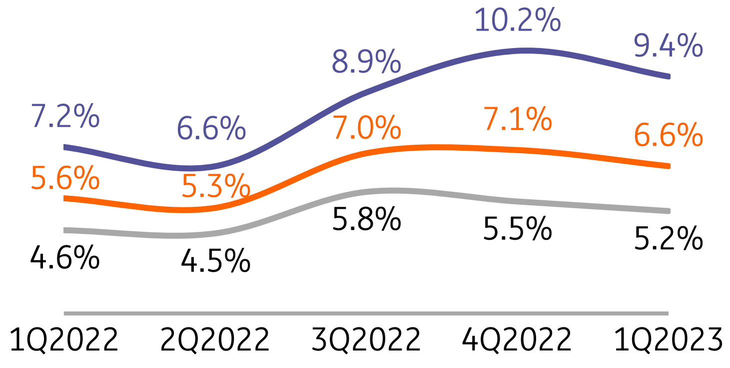
- Excluding regulatory costs and incidental items, expenses were 10.7% higher YoY
  - Main driver was higher staff expenses, largely reflecting the full-year inflationary impact of indexation (incl. 10.5% YoY impact for Belgium) and CLA increases (incl. an accrual for the new CLA in NL). Further impacts included a one-off energy payment in Germany and a more frontloaded accrual for variable remuneration in Wholesale Banking
  - Furthermore, marketing costs were up, as we invest in growth of our customer base, while also legal provisions and energy costs were at elevated levels this quarter
- Sequentially, expenses excluding regulatory costs and incidental items were 1.0% higher, mainly driven by higher staff and IT expenses
- Regulatory costs were lower YoY, mainly due to a lower tariff for the European SRF contribution. The QoQ increase reflected the full payment in the first quarter of each year of the annual contributions to the SRF and Belgian DGS. This also applies to the annual Belgian bank tax, while 4Q2022 included the annual Dutch bank tax
- Incidental cost items in 1Q2023 were €4 mln for hyperinflation accounting in Turkey (IAS 29)

Risk costs reflect high quality loan book

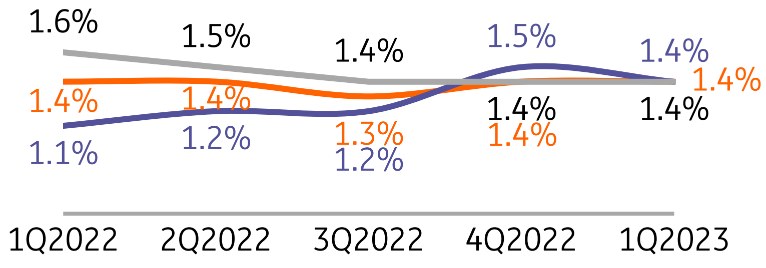
Risk costs per business line (in € mln)



Stage 2 ratio



Stage 3 ratio

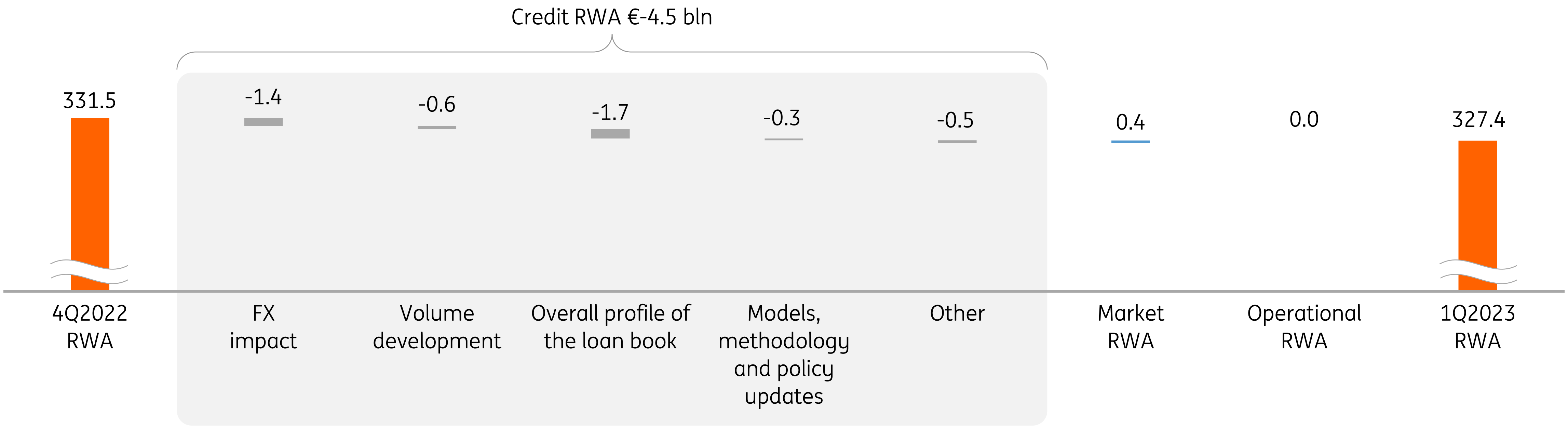


- Risk costs were €152 mln, or 9 bps of average customer lending, below the through-the-cycle average of ~25 bps
  - Risk costs included a €60 mln release reflecting improved macro-economic indicators
  - €67 mln was added to management overlays, as lower overlays for risks from second order effects of the current economic environment were offset by additions for model adjustments. At the end of 1Q2023, the total amount of management overlays was €521 mln
- Risk costs in Retail Banking included the aforementioned model adjustments, collective Stage 3 provisions, primarily for consumer loans, and a €46 mln addition for CHF-indexed mortgages in Poland. In Wholesale Banking, risk costs reflected a €118 mln release for our Russia-related portfolio, which was mainly driven by lower Russia-related exposure and improved macro-economic indicators
- The Stage 2 ratio decreased to 6.6%, mainly driven by lower Russia-related exposure in Wholesale Banking. The Stage 3 ratio remained low at 1.4%

Capital

Risk-weighted assets decreased in 1Q2023, mainly reflecting improved quality of the loan book and FX impact on credit RWA

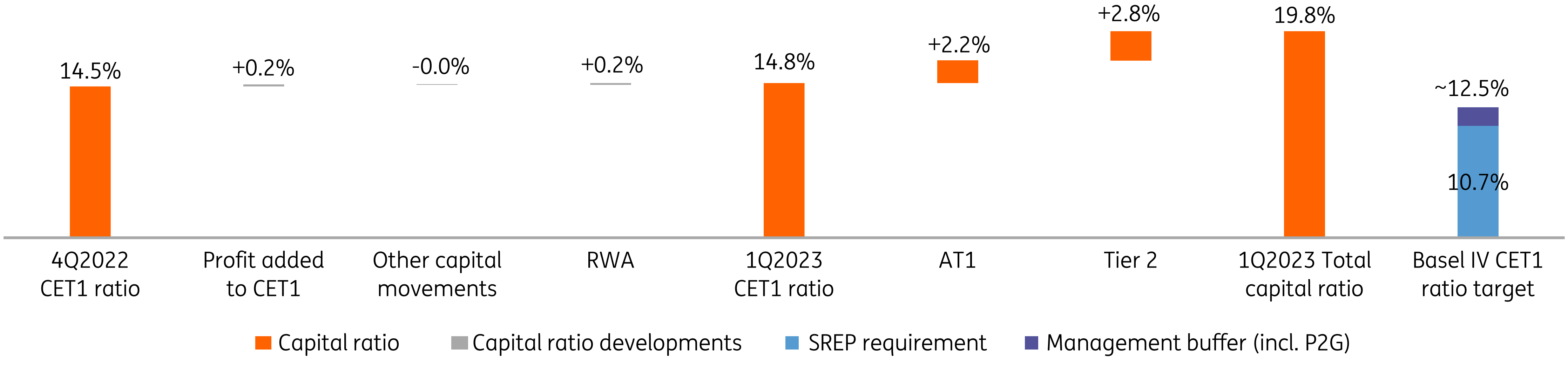
ING Group risk-weighted assets development (in € bln)



- In 1Q2023, RWA decreased by €4.1 bln to €327.4 bln, including €-1.4 bln of FX impact on credit RWA caused by the depreciation of the US dollar
- Credit RWA excluding FX impacts decreased by €3.1 bln, mainly reflecting a better overall profile of the loan book and lower Russia-related exposures
- Operational RWA were flat, while market RWA were slightly higher, reflecting higher structural FX positions

ING Group CET1 ratio improved to 14.8%. Pro forma CET1 ratio at 14.4% after additional distribution to shareholders

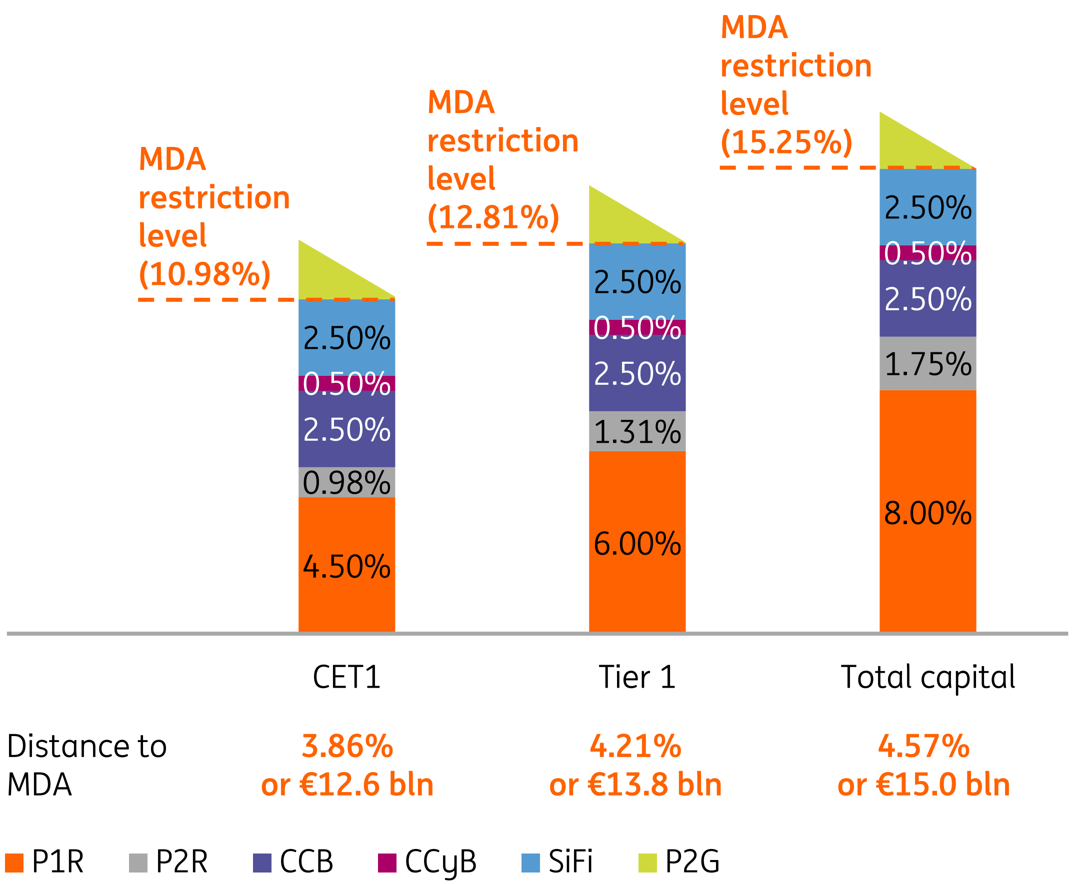
ING Group Total capital ratio development (in %)



- The 1Q2023 CET1 ratio increased to 14.8% due to the inclusion of €0.8 bln of quarterly net profit and lower RWA
- At the end of 1Q2023, there was €2,241 mln reserved for distribution outside of CET1 capital, of which part was paid as final 2022 cash dividend of €0.389 per share on 5 May 2023
- In line with our intention to converge the CET1 ratio towards the target level by 2025, we will distribute an additional €1.5 bln in the form of a share buyback, which will commence on 12 May 2023. Pro forma CET1 ratio is 14.4% after the additional distribution
- The AT1 ratio increased from 1.9% to 2.2% due to the issuance of $1.0 bln of AT1 instruments in February 2023
- The Tier 2 ratio decreased from 3.0% to 2.8% as the €2.2 bln redemption of two instruments more than offset the approximately €1.4 bln dual-tranche issuance in February

Buffer to fully-loaded Maximum Distributable Amount, including announced CCyB increases, remained strong at ~4%

ING Group fully loaded SREP requirements



- ING Group's fully loaded CET1 requirement is 10.98%
  - 4.50% Pillar 1 Requirement (P1R)
  - 0.98% Pillar 2 Requirement (P2R)
  - 2.50% Capital Conservation Buffer (CCB)
  - 0.50% Countercyclical Buffer (CCyB)[1)]
  - 2.50% Systemically Important Financial Institutions Buffer (SiFi)
- Fully loaded Tier 1 requirement is 12.81%
  - 0.33%-point of P2R can be filled with AT1
- Fully loaded Total Capital requirement is 15.25%
  - 0.44%-point of P2R can be filled with Tier 2

[1)] Fully loaded CCyB remained stable at 0.50% in 1Q2023; current CCyB increased from 0.10% to 0.24% in 1Q2023

Withholding tax mechanics

Withholding tax mechanics

- Cash dividend payments in the Netherlands are subject to 15% dividend withholding tax
- Additional distributions in the form of a share buyback are subject to 17.65% withholding tax, however exempted if the cash dividend paid in the calendar year is in excess of a company specific hurdle
- The hurdle is calculated by taking the average cash dividend paid in the last 7 calendar years (-/- the minimum and maximum amount), corrected for annual inflation
- If the cash dividend in a calendar year is less than the hurdle, withholding tax on a share buyback will need to be paid on the difference between the hurdle and the amount of cash dividend paid
- The tax authorities will assess the implications of the distributions at the end of each calendar year and will not impose withholding tax on a share buyback during the year

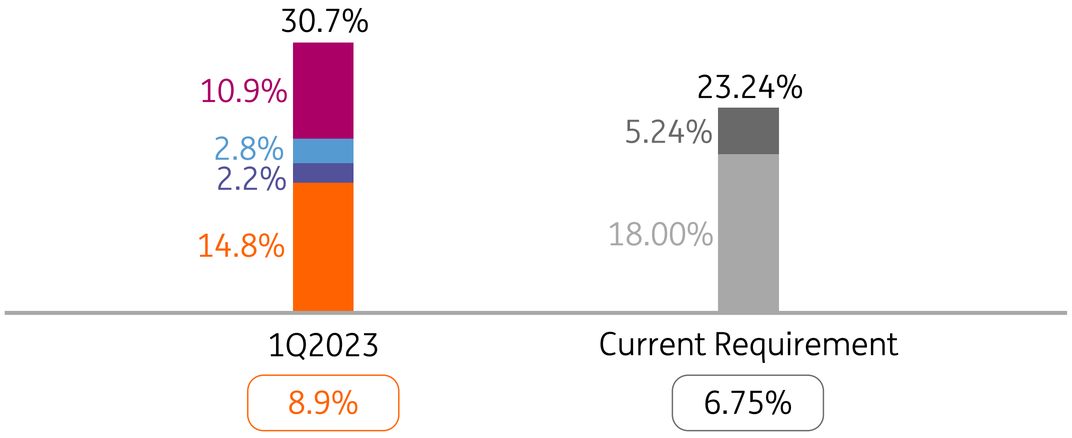
Implications

- For ING, the hurdle in 2023 is €~2.8 bln
- Following the cash dividend payments of €0.3 bln in January 2023 and €1.4 bln in May 2023, the remaining amount to reach the hurdle is €~1.1 bln
- An interim dividend for 2023 is expected to be paid in August 2023

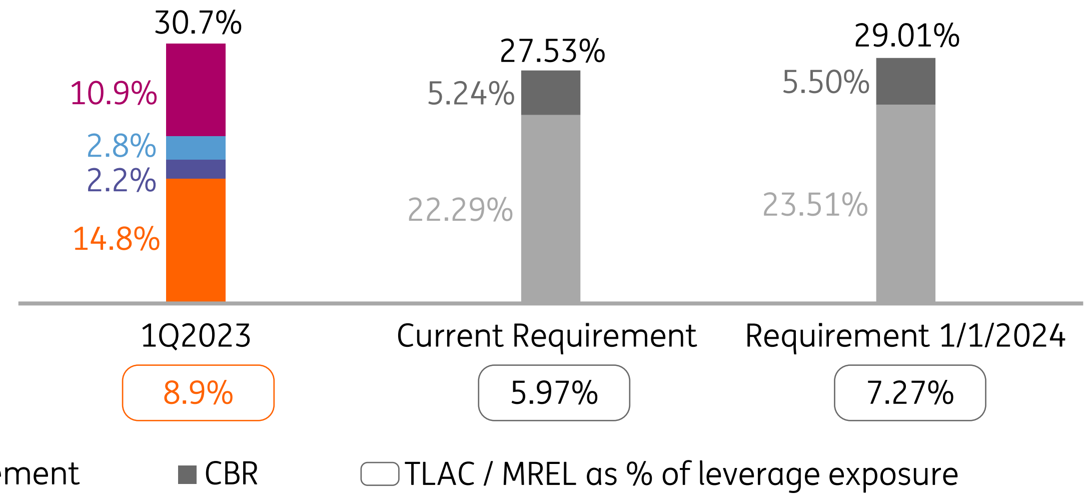
Funding & liquidity

ING meets its TLAC and MREL requirements

TLAC as % of RWA (and LR)



MREL as % of RWA (and LR)



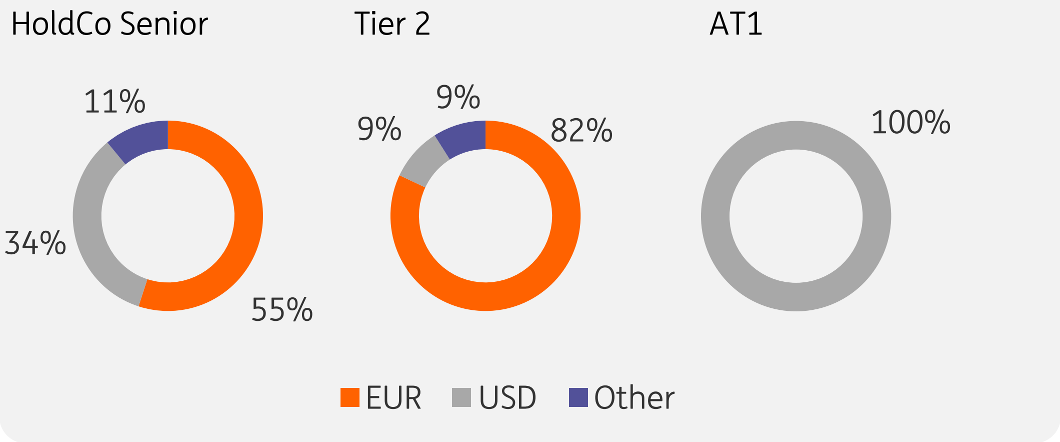
- ING follows a Single Point of Entry (SPE) resolution strategy and issues TLAC/MREL eligible instruments from its resolution entity ING Group N.V.
- ING amply meets the end-state TLAC requirement with a TLAC ratio of 30.7% of RWA and 8.9% of TLAC leverage exposure (LR)
- RWA-based MREL is the most constraining requirement for ING. As per 31 March 2023, ING Group amply meets the intermediary MREL requirements

Long-term debt maturity ladder and issuance guidance

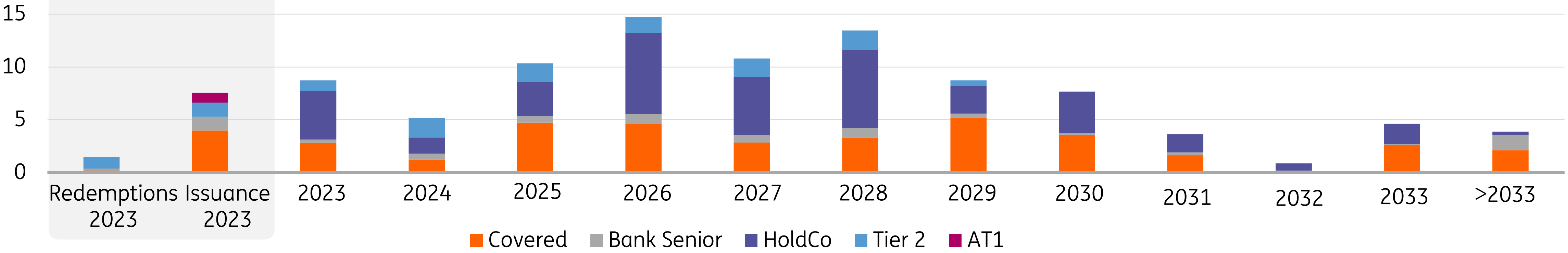
Issuance guidance 2023

- Guidance for 2023 issuance is ~€7-9 bln in HoldCo Senior and ~€4-7 bln in Secured issuance from various entities, subject to balance sheet developments
- Year-to-date we have issued:
  - $1 bln AT1 in Reg S format
  - £750 mln and €500 mln dual currency Tier 2
  - €4 bln in Covered bond format from ING Bank N.V.
- OpCo Senior Unsecured could be issued for internal ratio management and general corporate funding purposes

Currency split of outstandings as at 31 March 2023



Long-term debt maturity ladder (in € bln)[1)]

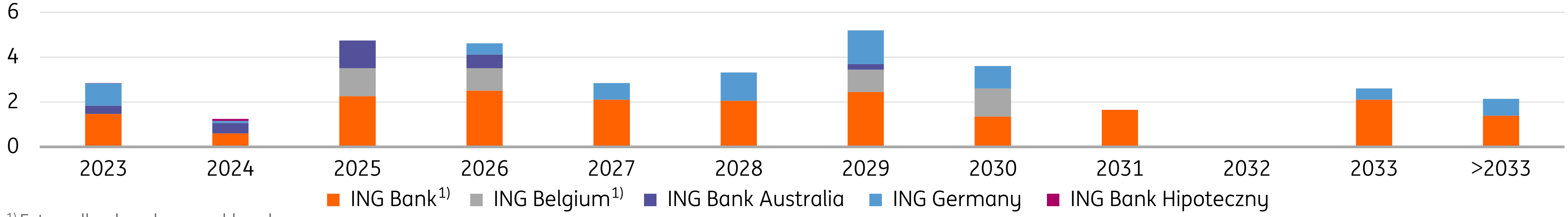


[1)] Tier 2 maturities are based on the 1st call date for callable bonds and contractual maturity for bullets. All HoldCo Senior bonds are based on contractual maturity. Bank Senior includes structured notes. Excluding RMBS

Covered bond funding through various programmes

	ING Bank N.V.	ING Belgium S.A./N.V.	ING DiBa AG	ING Bank (Australia) Ltd	ING Bank Hipoteczny
Instruments overview	▪ Secured funding ▪ Senior unsecured	▪ Secured funding	▪ Secured funding	▪ Secured funding	▪ Secured funding
Outstanding[1]	▪ Covered bond: ~€19.9 bln ▪ Senior Unsecured: ~€6.5 bln[3]	▪ Covered bond: €4.5 bln	▪ Covered bond: €7.4 bln	▪ Covered bond: AUD$4.8 bln	▪ Green covered bond: PLN400 mln
2023 Issuance[1]	▪ €4.0 bln	▪ None	▪ None	▪ None	▪ None
Underlying Collateral	▪ Residential Mortgages	▪ Residential Mortgages	▪ Residential Mortgages	▪ Residential Mortgages	▪ Residential Mortgages
Covered Bond programme	▪ ING Bank Hard and Soft Bullet ▪ ING Bank Soft Bullet ▪ ING Bank Soft Bullet 2	▪ ING Belgium Pandbrieven	▪ ING-DiBa AG Pfandbriefe	▪ ING Bank (Australia) Ltd	▪ ING Bank Hipoteczny

Covered bond maturity ladder as at 31 March 2023 (in € bln)[2]



[1] Externally placed covered bonds
[2] Maturity ladder as per contractual maturity
[3] Mainly structured notes

ING is an active issuer of Green Bonds

Green Bond issuance objectives

- Support meeting our sustainability objectives
- Fund growth in our Eligible Green Loan portfolio
- Continued leadership in the Green Bond market
- Support development of the Global Green Bond market

External consultants & providers

ISS ESG
- Second party opinion provider

Guidehouse
- Renewable energy consultant

CFP GREEN BUILDINGS, DREES & SOMMER
- Green buildings consultant

Recent Green Bond transactions

Year of Issuance	2021	2021	2021	2022	2022	2022
Issuer	ING Group N.V.	ING Group N.V.	ING-DiBa AG	ING Group N.V.	ING Group N.V.	ING-DiBa AG
Size / Currency	£800 million	€500 million	€1.25 billion	€1.5 billion	€1 billion	€1 billion
Tenor	8NC7	11NC6	7yr	4NC3	11NC6	8yr
Asset class	HoldCo Senior	Tier 2	Covered Bond	HoldCo Senior	Tier 2	Covered Bond

For more information please visit: www.ing.com/Investor-relations/Fixed-income-information/Debt-securities-ING-Groep-N.V./Green-bonds-1.htm

We issue Green Bonds to support our sustainability objectives

- Our Green Bond Framework was updated in 2022 and has been assessed by a Second Party Opinion (SPO) and is aligned with the ICMA Green Bond Principles 2021. The framework is presented through below four pillars:

Use of proceeds

- ING will finance and/or refinance, in part or in whole, an Eligible Green Loan Portfolio in accordance with the Eligibility Criteria
- Net proceeds will be allocated to Eligible Green Loan Portfolio, including:

Residential Real Estate	Commercial Real Estate	Renewable Energy (wind & solar)
Netherlands & Germany	**Netherlands**	**Global**

Project Evaluation and Selection

- Projects financed and/or refinanced through Green Bond proceeds are evaluated and selected based on compliance with the Eligibility Criteria
- Governance of the Green Bond Framework is in place
- ING's Environmental & Social Risk policies and transaction approval process ensures that loans comply with environmental and social policies

Management of proceeds

- The proceeds are managed in a portfolio approach
- Single pool of eligible green loans[1]:

Renewable energy	€5.6 bln
Green buildings (residential)	€21.4 bln
Green buildings (commercial)	€2.9 bln
Total Eligible Green Loan Portfolio	**€29.9 bln**

- Green funding outstanding: €11.1 bln

Reporting

- Aggregated (between multiple Green Bonds)
- Allocation and impact are reported. Additional reported items can be found in the Green Bond Framework
- Limited assurance of the Green Bond Allocation Report provided by external auditor on an annual basis
- Second party opinion by ISS ESG

[1] As per ING Green Bond Allocation Report 2022

External recognition of ING's commitment to ESG

ESG ratings ING Groep N.V.

SUSTAINALYTICS

- Evaluation: ING's management of ESG material risk is 'Strong'
- Position: in the 22nd percentile of 406 banks
- Updated: August 2022

MSCI

- Rating AA
- Updated: September 2022

S&P Global Ratings

- ESG evaluation 'Strong' (score 84/100)
- Updated: June 2022

Sustainability Index Products

ING is regularly included in ESG and sustainability-focused indices, such as:

EURONEXT vigeoeiris INDICES BENELUX 20

EURONEXT vigeoeiris INDICES EUROZONE 120

FTSE4Good

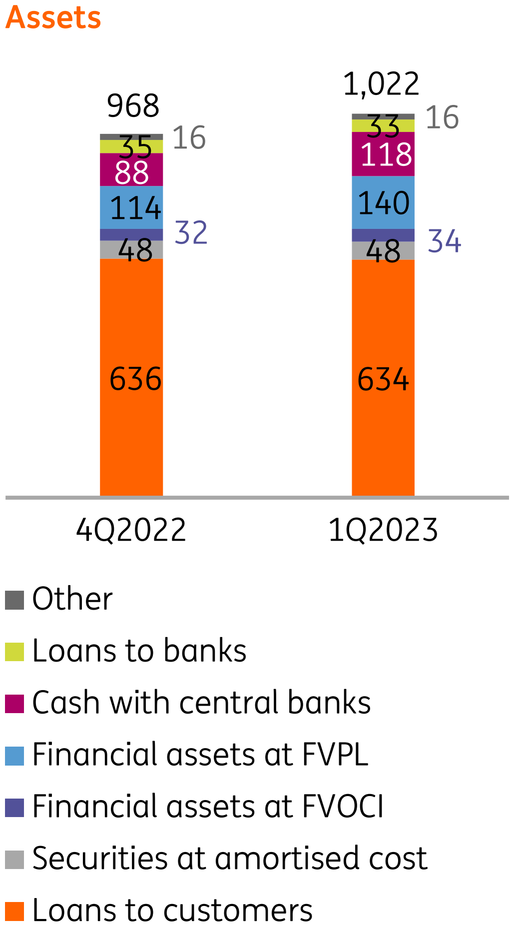
STOXX ESG LEADERS INDICES

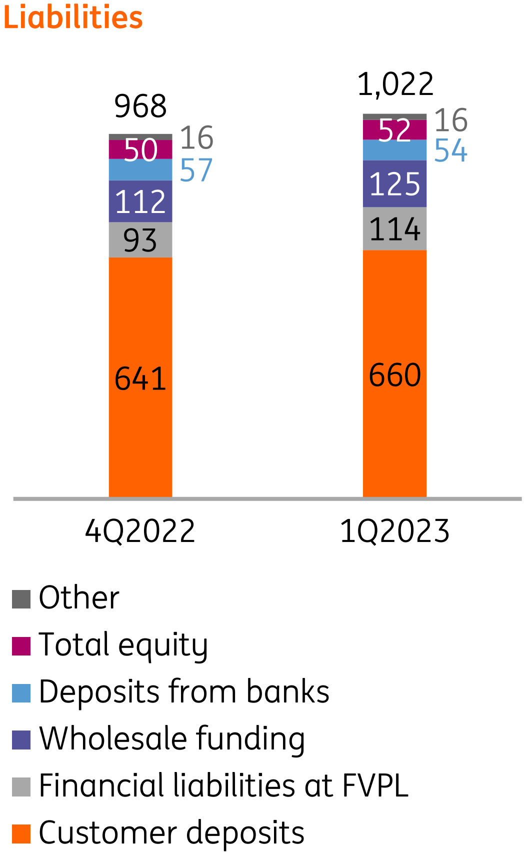
MORNINGSTAR Indexes

Strong and conservative balance sheet with customer deposits as the primary source of funding

Balance sheet ING Group (in € bln)

- Balance sheet ING Group increased to €1,022 bln in 1Q2023





Well-diversified customer loan book

- See "Asset Quality" section of this presentation

Stable funding profile

- 65% of the balance sheet is funded by customer deposits
- 88% of total customer deposits is in Retail Banking
- Well-balanced loan-to-deposit ratio of 0.96 as per 31 March 2023[1)]

Conservative trading profile

- Majority of our Financial Markets business is customer flow based where we largely hedge our positions, reflected in large, but often offsetting, positions in assets and liabilities at fair value
- Average VaR for ING's trading portfolio during 1Q2023 increased to €14 mln compared with €12 mln in 4Q2022

[1)] Loan-to-deposit ratio is calculated as customer lending including provisions for loan losses divided by customer deposits

Growing base of mainly sticky insured retail deposits

Growing base of insured deposits from private individuals as main source of funding

- €435 bln deposits representing ~70% of total customer deposits (excl. GT) and ~43% % of our balance sheet
- High share of insured deposits at ~83%, reflecting that ~95% of our customers has a balance below the €100k DGS-hurdle
- Large customer base spread over 10 countries, generally sticky base through turbulent time

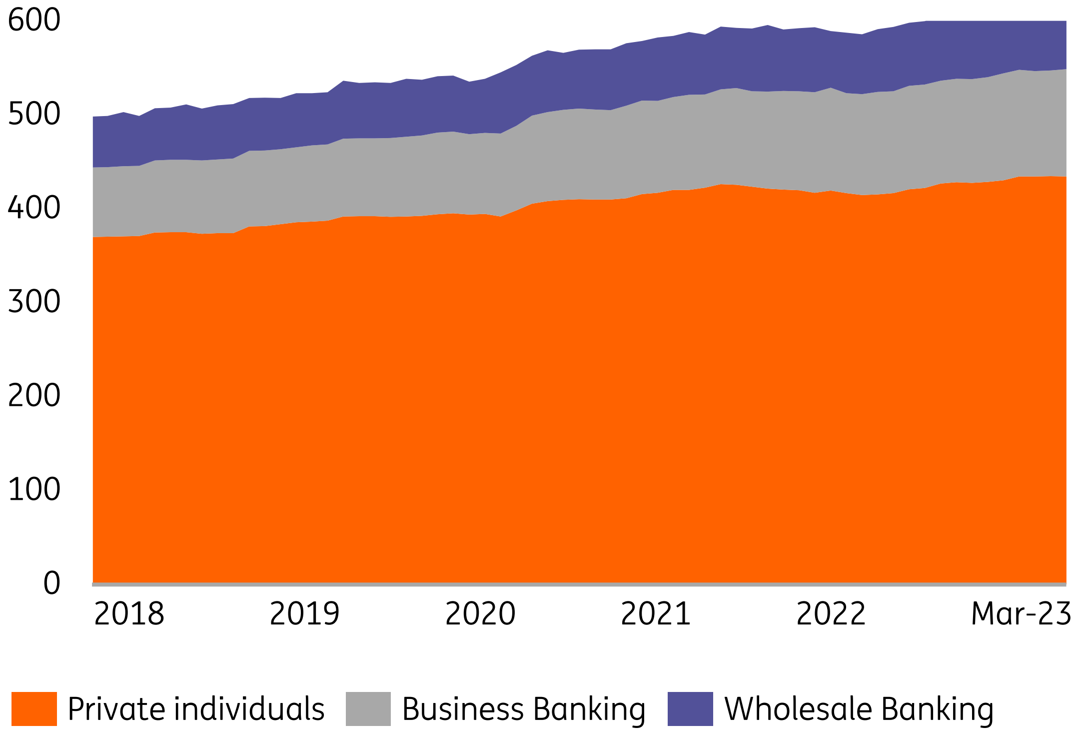
Deposits in Business Banking mainly from primary clients

- €114 bln deposits representing ~20% of total customer deposits (excl. GT) and ~11% of our balance sheet
- Share of insured deposits at ~35%
- More than 75% of our >1.5 mln Business Banking clients consider ING as their primary bank

Deposits in WB mainly from PCM clients

- €66 bln deposits representing ~10% of total customer deposits (excl. GT) and ~6% of our balance sheet
- More than 95% from payment and cash management clients, differentiated across >40 countries around the globe

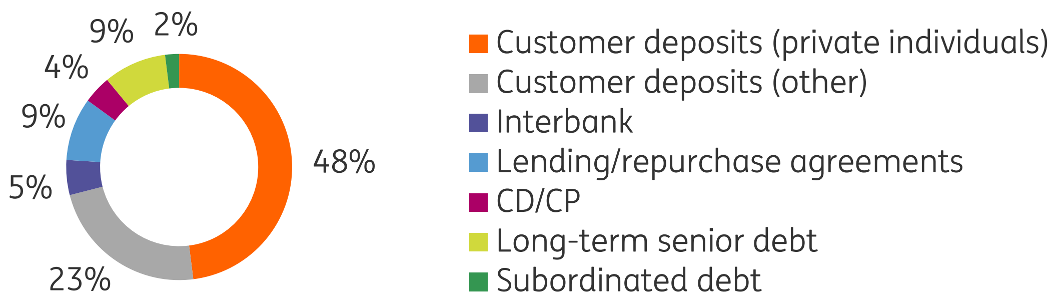
Customer deposits excluding Group Treasury (in € bln)



Robust liquidity position with a 12-month moving average LCR of 134%

Funding mix[1)]

31 March 2023



ING maintains a sizeable liquidity buffer

- ING's funding consists mainly of retail deposits, corporate deposits and public debt
- ING's 12-month moving average LCR remained stable at 134% with the total of high quality liquid assets (HQLA) and both the net inflow and net outflow at similar levels compared with the previous quarter
- Besides the HQLA buffer, ING maintains large pools of ECB-eligible assets, in the form of internal securitisations and credit claims

Liquidity buffer

- Level 1: mainly core European sovereign bonds, SSA and US Treasuries
- Level 1B: core European and Nordic covered bonds
- Level 2A: mainly Canadian covered bonds
- Level 2B: mainly short-dated German Auto ABS

LCR 12-month moving average (in € bln)

	31 March 2023	31 December 2022
Level 1	177.2	175.7
Level 2A	5.4	6.1
Level 2B	4.5	4.8
Total HQLA	**187.1**	**186.7**
Stressed outflow	**243.0**	**240.5**
Stressed inflow	**103.3**	**101.4**
LCR	**134%**	**134%**

[1)] Liabilities excluding trading securities and IFRS-EU equity

Strong rating profile at both Group and Bank levels

Main credit ratings of ING as of 10 May 2023

	S&P	Moody's	Fitch
Stand-alone rating	a	baa1	a+
Government support	-	1 notch	-
Junior debt support	1 notch	N/A	-
Moody's LGF support	N/A	3 notches	N/A
ING Groep N.V. (HoldCo)			
Long-term issuer rating	A-	n/a	A+
Short-term issuer rating	A-2	n/a	F1
Outlook	Stable	Stable[1)]	Stable
Senior unsecured rating	A-	Baa1	A+
AT1	BB	Ba1	BBB
Tier 2	BBB	Baa2	A-
ING Bank N.V. (OpCo)			
Long-term issuer rating	A+	A1	AA-
Short-term issuer rating	A-1	P-1	F1+
Outlook	Stable	Stable	Stable
Senior unsecured rating	A+	A1	AA-
Tier 2	BBB+	Baa2	A-

[1)] Outlook refers to the senior unsecured rating

Latest rating actions on ING Group and Bank

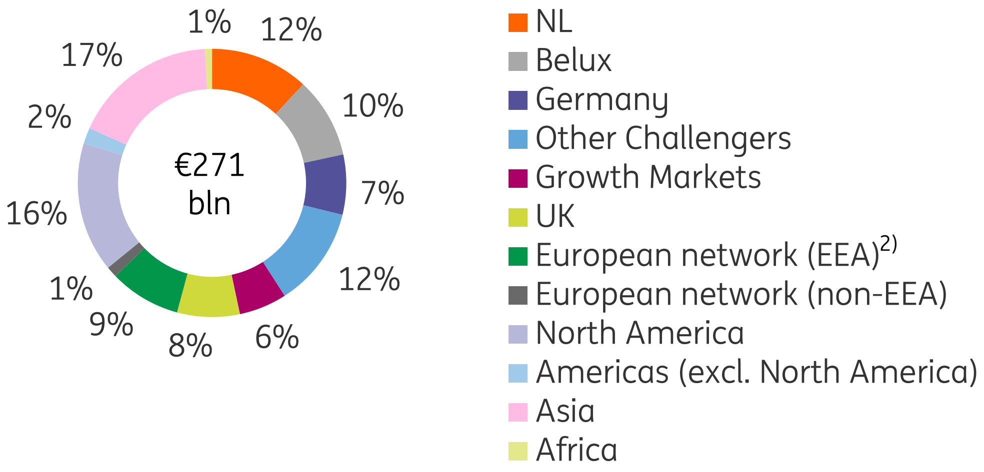
- S&P: upgraded ING Bank to A+ in July 2017. In October 2022, S&P affirmed ING's rating and outlook, reflecting S&P's view that ING's geographical and business diversification will support its financial profile through a darkened economic outlook
- Moody's: affirmed ING Bank's long-term issuer rating at A1 with a stable outlook in May 2022, reflecting Moody's view that ING's solvency and liquidity are robust and will remain resilient over the outlook horizon, despite significant exposure to highly cyclical sectors
- Fitch: upgraded ING Bank to AA- in February 2019 and affirmed in September 2022. This reflects Fitch's view that ING has a strong franchise in RB and WB in the Benelux region, good geographic diversification in selected European countries and moderate risk appetite, resulting in sound through-the-cycle asset quality and earnings. Ratings are also underpinned by solid capital ratios and a well-balanced funding profile

Asset quality

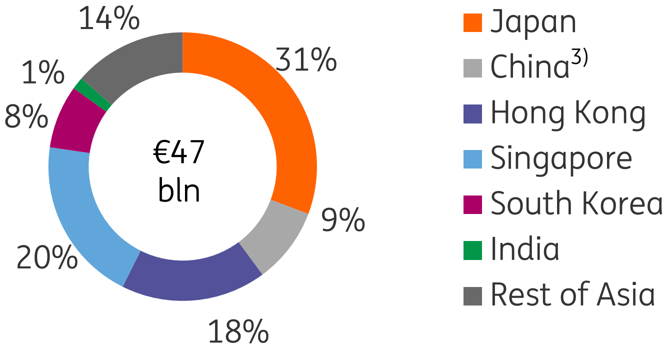
Wholesale Banking lending credit outstandings[1)]

Loan portfolio is well diversified across geographies…

Wholesale Banking

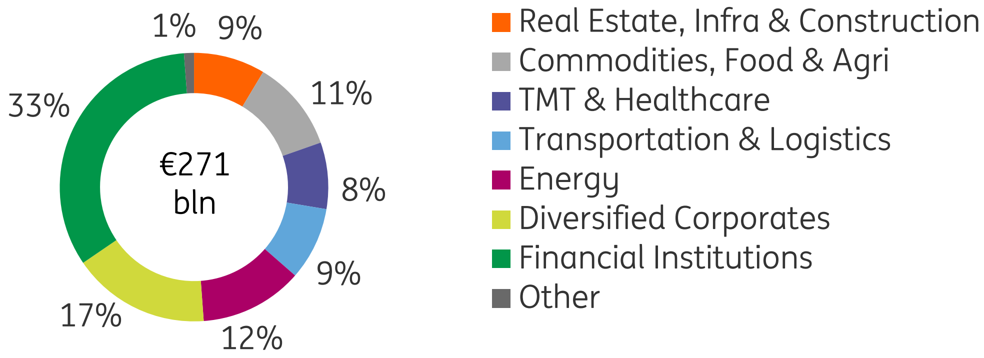


Wholesale Banking Asia



…and sectors

Wholesale Banking



Selected countries/sectors

Russia

- €2.3 bln offshore exposure[4)], of which €0.8 bln with ECA or CPRI cover
- Equity-at-risk Russian subsidiary €0.3 bln
- €~1.2 bln has already been included in CET1 capital to cover for expected and unexpected losses through LLP (€~0.4 bln) and RWA (€0.8 bln equivalent of €6.2 bln CRWA at 12.5%)

Oil and gas (Up-, mid- and downstream)

- €15 bln total exposure of which 87% is not directly exposed to oil price risk

[1)] Lending and money market credit outstandings, including guarantees and letters of credit, excluding undrawn committed exposures (off-balance sheet positions)
[2)] European Economic Area
[3)] Excluding our stake in Bank of Beijing (€1.6 bln at 31 March 2023)
[4)] Lending credit outstandings, money market, investment and pre-settlement, including guarantees and letters of credit, excluding undrawn committed exposures (off balance positions)

Well-diversified Commercial Real Estate (CRE) portfolio

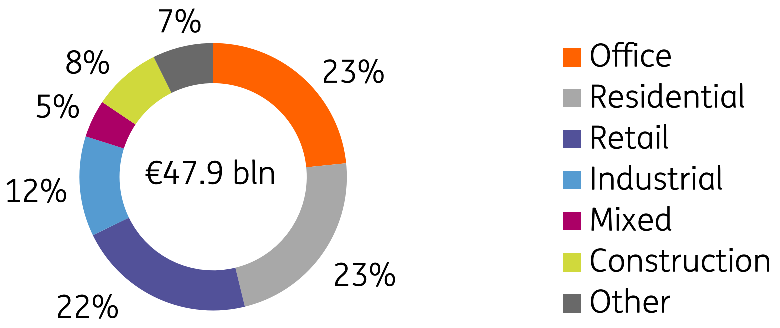
Portfolio overview

- CRE portfolio of €47.9 bln (5.9% of loan book) vs €56 bln cap, with a low Stage 3 ratio of 1.0% and average 47% LtV

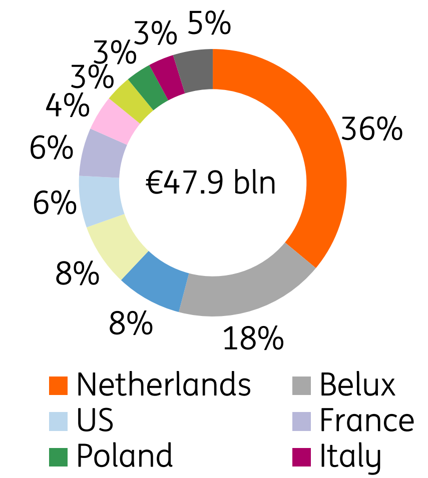
Strict underwriting criteria

- Prudent underwriting criteria including strict cash flow covenants[1)] and affordability check at higher interest rates
- Focus on diversified portfolios (in principle no single tenants or assets) mainly with large professional parties
- Early anticipation of trends, such as the focus on energy-efficient buildings and the growth of e-commerce (less retail and office, more logistics)
- Construction finance is to professional parties within a strict risk appetite (mainly residential development, minimum % of pre-sold units, recourse on shareholders with stable cash flows). No financing of speculative real estate development

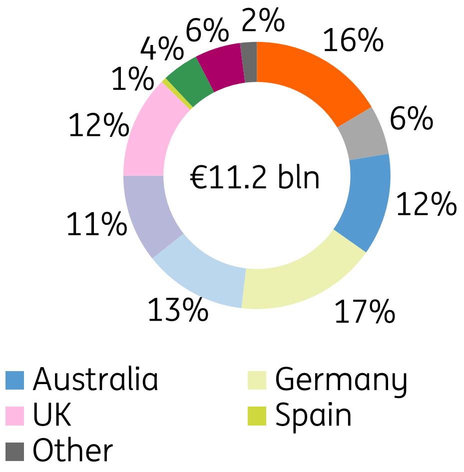
CRE by asset type (as per 1Q2023)



CRE by geography[2)]



Office by geography[2)]



[1)] For example Interest Coverage Ratio, Debt Service Coverage Ratio, Debt Yield, Net Operating Income, Weighted Average Lease Expiry
[2)] Geographical split based on country of residence

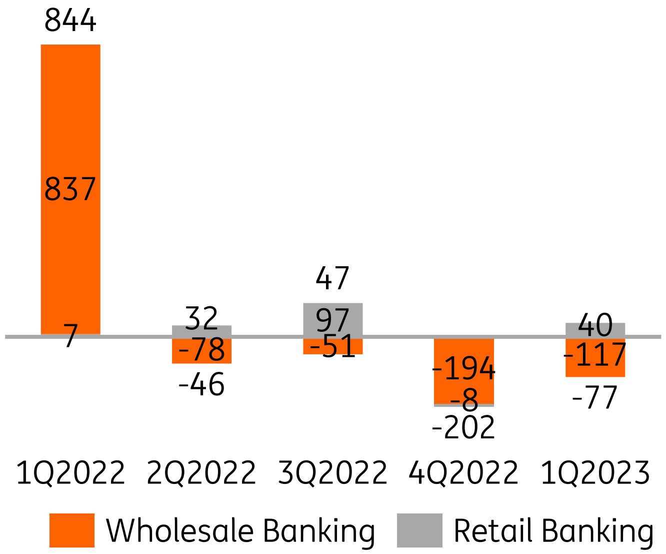
1Q2023 provisioning per Stage

Stage 1 provisioning (in € mln)

Main drivers

- Release related to the update of macro-economic indicators

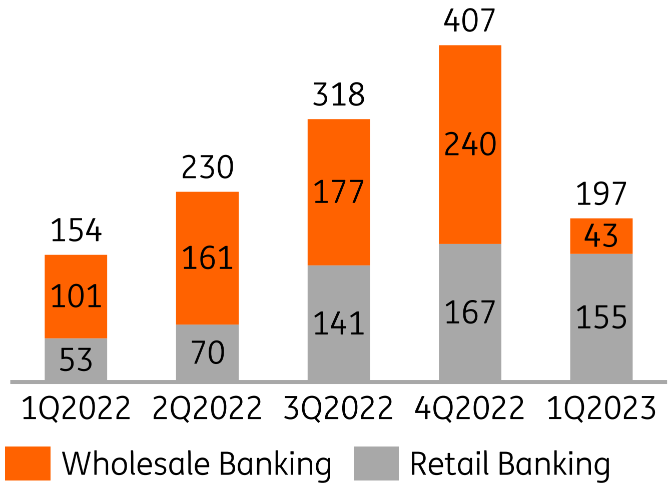
Stage 2 provisioning (in € mln)



Main drivers

- Release for our Russia-related portfolio, mainly reflecting lower Russia-related exposure

Stage 3 provisioning (in € mln)



Main drivers

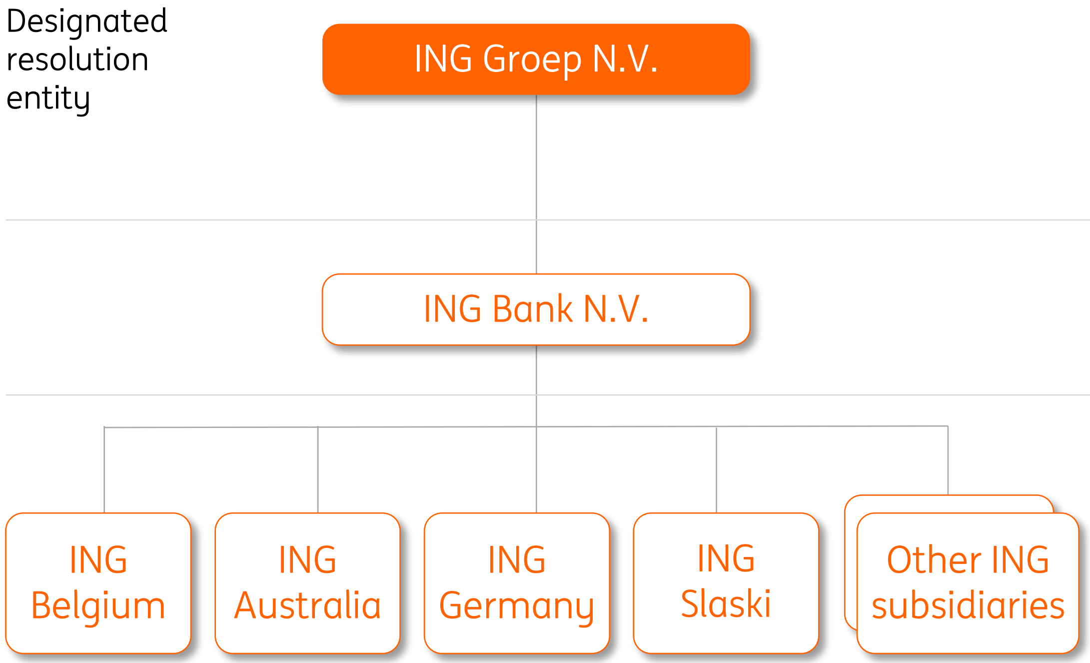
- Model adjustments, collective Stage 3 provisions, primarily for consumer loans, in Retail Banking

Note: provisioning as shown per Stage excludes off-balance sheet provisioning and modifications

Appendix

Issuance entities under our approach to resolution

Issuance entities



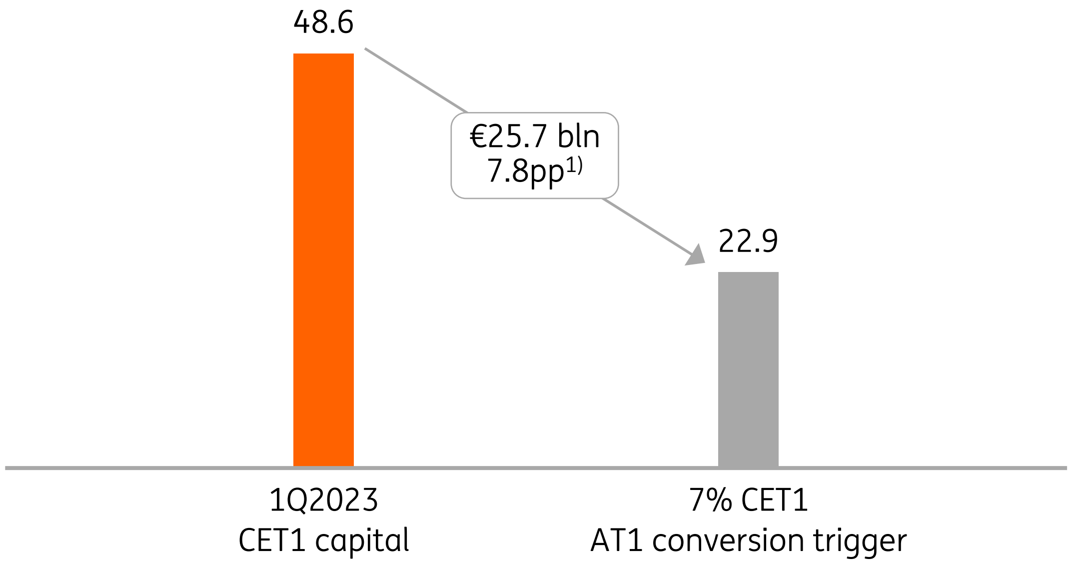
Eligible instruments for TLAC/MREL

	TLAC	MREL
▪ Own funds (CET1 / AT1 / Tier 2)	✓	✓
▪ Senior unsecured debt (> 1 year)	✓	✓
▪ Own funds	✓	✓
▪ Secured funding & senior unsecured debt (> 1 year)	✗	✗
▪ Secured funding	✗	✗
▪ Operational funding needs (un)-secured debt	✗	✗

Comfortable buffer to Additional Tier 1 trigger

Buffer to AT1 trigger (in € bln)

31 March 2023



- ING Group capital buffer to conversion trigger (7% CET1) is high at €25.7 bln, or 7.8% of RWA

[1] Difference between 14.8% ING Group CET1 ratio in 1Q2023 and 7% CET1 equity conversion trigger

Outstanding benchmark capital securities

(Additional) Tier 1 securities issued by Group

Currency	Issue date	First call date	Coupon	Outstanding (mln)[2]	Reset spread
USD	Feb-23	May-28	7.500%	1,000	UST + 371bps
USD[1]	Sep-21	May-27	3.875%	1,000	UST + 286bps
USD[1]	Sep-21	May-31	4.250%	1,000	UST + 286bps
USD	Feb-20	May-29	4.875%	750	UST + 351bps
USD[1]	Sep-19	Nov-26	5.750%	1,500	UST + 434bps
USD	Feb-19	Apr-24	6.750%	1,250	USSW + 420bps
USD[1]	Apr-15	Apr-25	6.500%	1,250	USSW + 445bps

Tier 2 securities issued by Group

Currency	Issue date	First call date	Coupon	Outstanding (mln)[2]	Maturity
GBP	Feb-23	Feb-28	6.25%	750	May-33
EUR	Feb-23	Nov-29	5.00%	500	Feb-35
EUR	Aug-22	Aug-28	4.125%	1,000	Aug-33
EUR	Nov-21	Aug-27	1.00%	1,000	Nov-32
EUR	June-21	June-27	0.875%	500	June-32
EUR	May-20	Feb-26	2.125%	1,500	May-31
EUR	Nov-19	Nov-25	1.00%	1,000	Nov-30
EUR	Mar-18	Mar-25	2.00%	750	Mar-30
EUR	Sep-17	Sep-24	1.625%	1,000	Sep-29
EUR	Feb-17	Feb-24	2.50%	750	Feb-29
EUR – *Called in 1Q23*	Apr-16	Apr-23	3.00%	1,000	Apr-28

Tier 2 securities issued by Bank

Currency	Issue date	First call date	Coupon	Outstanding (mln)[2]	Maturity
USD	Sep-13	n/a	5.80%	811	Sep-23

[1] SEC registered
[2] Amount outstanding in original currency
Green bond

HoldCo Senior transactions in past 12 months

ISIN	Issue date	First call date	Maturity	Tenor	Coupon	Issued (mln)[1]	Reset spread
EUR							
XS2554746185	Nov-22	Nov-26	Nov-27	5NC4	4.874%	1.250	3ME+185
XS2554745708	Nov-22	Nov-32	Nov-33	11NC10	5.25%	1.000	3ME+215
XS2483607474	May-22	May-25	May-26	4NC3	2.125%	1,500	3mE+110
GBP							
XS2526852350	Aug-22	Aug-25	Aug-26	4NC3	5%	300	UKT + 250

Please note with regards to IBOR replacement:
ING has a limited outstanding amount of public securities and private placements referring to IBOR with a maturity date beyond the respective IBOR cessation date. The majority of the documentation pertaining to these instruments contain appropriate discontinuation language. Discontinuation language refers to the appointment of an Independent Advisor to determine an appropriate Successor Rate, failing which an Alternative Rate, and in either case an Adjustment Spread and any Benchmark Amendments (as applicable). For more information: see the paragraph titled “Benchmark Discontinuation” on page 84 of the Debt Issuance Programme dated 25 March 2022 or any updates thereafter.

HoldCo USD issues are SEC registered unless mentioned otherwise
[1] Original currency
Green bond

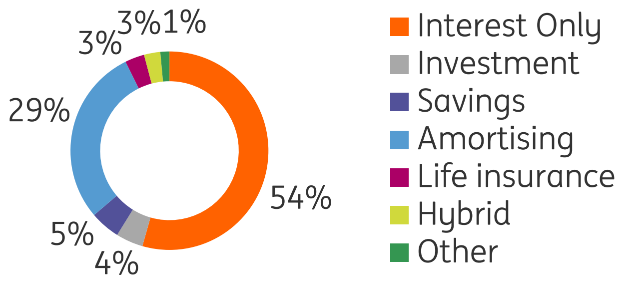
ING Bank's covered bond programme...

- ING Bank NV €30 bln Hard and Soft Bullet Covered Bonds programme
  - UCITS, CRR and ECBC Label compliant. Rated Aaa/AAA/AAA (Moody's/S&P/Fitch)
  - This programme is used for external issuance purposes. There is a separate €15 bln Soft Bullet Covered Bonds programme for internal transactions only and it is not detailed on this slide
  - Cover pool consists of 100% prime Dutch residential mortgage loans, all owner-occupied and in euro only. As per 31 March 2023, no arrears > 90 days in the cover pool
  - Strong Dutch legislation with minimum legally required over-collateralisation (OC) of 5% and LTV cut-off rate of 80%
- Latest investor reports are available on www.ing.com/ir

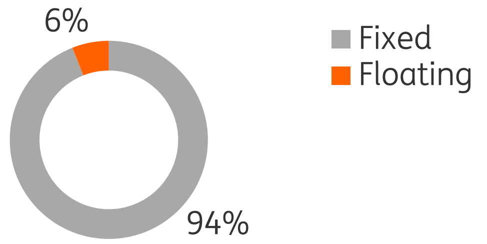
Portfolio characteristics[1)]

Net principal balance	€25,594 mln
Outstanding bonds	€21,566 mln
# of loans	130,513
Avg. principal balance (per borrower)	€196,099
WA current interest rate	2.52%
WA remaining maturity	18.23 years
WA remaining time to interest reset	7.67 years
WA seasoning	11.40 years
WA current indexed LTV	50.16%
Available statutory CRR OC	117.82%

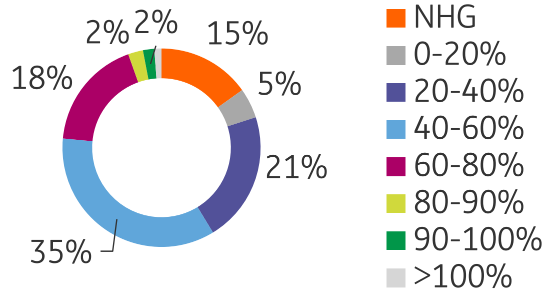
Redemption type[1)]



Interest rate type[1)]



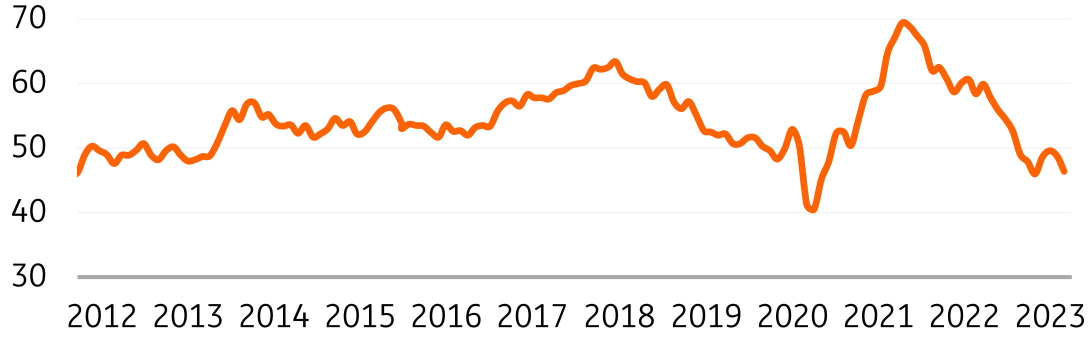
Current Indexed LTVs[1)]



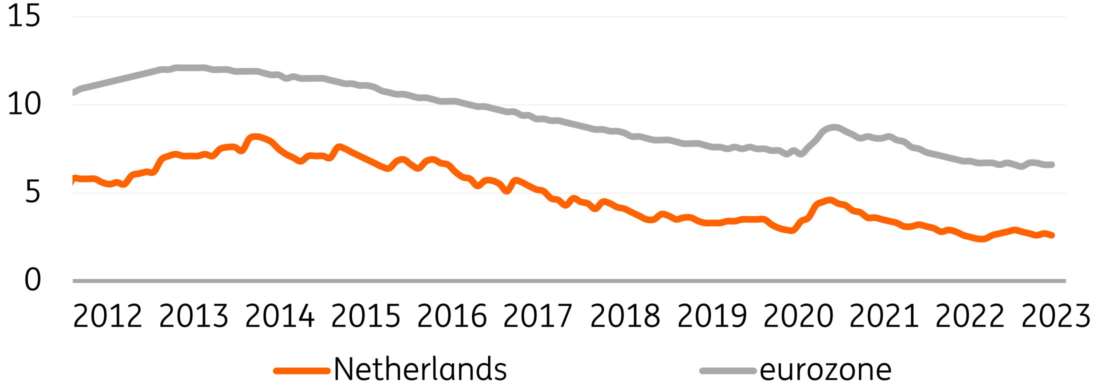
[1)] As per 31 March 2023

…benefits from a continued strong Dutch housing market, although macro environment is increasingly challenging

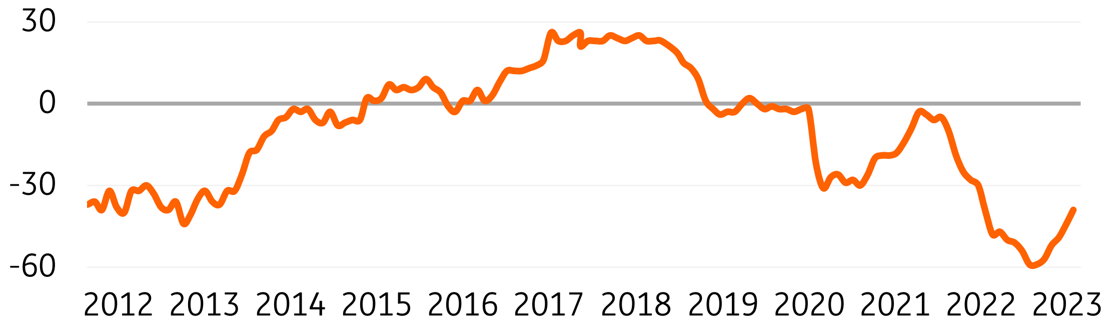
Dutch Purchasing Managers Index (PMI) indicates industrial contraction as it decreased to 46.4



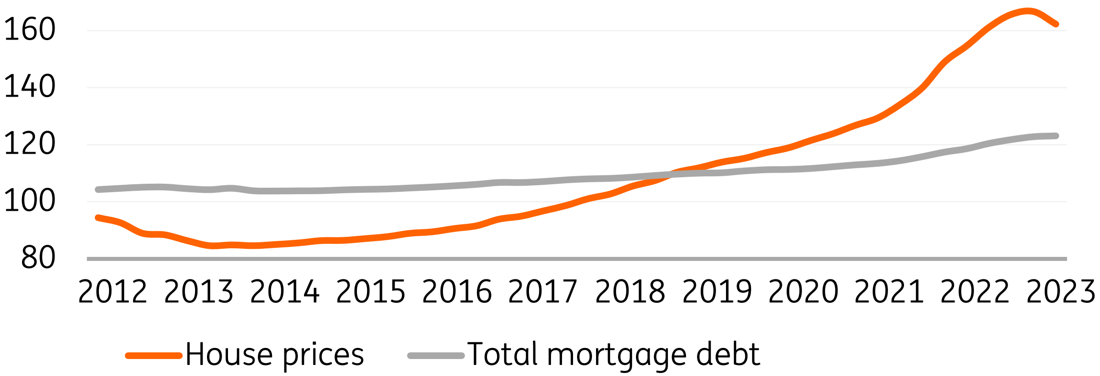
Dutch unemployment rates (%) continue to decrease since August 2020



Dutch consumer confidence has been affected by the invasion in Ukraine



Dutch house price increases in the last six years are not credit driven[1)]



Source: Central Bureau for Statistics for all data except for the Dutch PMI (IHS Markit) and eurozone unemployment (Eurostat)
1) Reflects latest available data as of 4Q2022

1Q2023 results overview

In € mln	Reported P&L	Volatile items	P&L excluding volatile items
Net interest income	4,012	1	4,010
Net fee and commission income	896	0	895
Investment income	15	15	1
Other income	644	-45	690
Total income	**5,567**	**-29**	**5,596**
Expenses excl. regulatory costs	2,546	4	2,541
Regulatory costs	525	0	525
Operating expenses	**3,071**	**4**	**3,066**
Gross result	**2,496**	**-34**	**2,530**
Addition to loan loss provisions	152	0	152
Result before tax	**2,344**	**-34**	**2,378**
Taxation	715		
Non-controlling interests	38		
Net result	**1,591**		

Volatile income and expense items

Volatile items (in € mln)

	1Q2022	2Q2022	3Q2022	4Q2022	1Q2023
WB/FM – valuation adjustments	-70	90	-15	-2	-10
Capital gains/losses	26	8	-3	0	15
Hedge ineffectiveness[1)]	81	-31	-431	-71	35
Other items income[2)]	-68	-155	-218	-319	-69
Total volatile items – income	**-31**	**-89**	**-668**	**-392**	**-29**
Incidental items - expenses[3)]	0	-159	-85	-82	-4
Total volatile items	**-31**	**-247**	**-753**	**-473**	**-34**

1) 3Q2022: includes €-288 mln to unwind a macro fair value hedge of deposits in Belgium

2) 1Q2022: €82 mln TLTRO III benefit and a €-150 mln impairment on our equity stake in TTB
2Q2022: €76 mln TLTRO III benefit and €-231 mln due to hyperinflation accounting in Turkey
3Q2022: €71 mln TLTRO III benefit, €-343 mln impact Polish mortgage moratorium, €+100 mln from the transfer of our investment business in France, €-31 mln hyperinflation impact and €-15 mln impairment on our equity stake in TTB
4Q2022: €-315 mln net TLTRO III impact, €+14 mln from the transfer of our investment business in France and €-17 million hyperinflation impact
1Q2023: €-69 million hyperinflation impact

3) 2Q2022: €97 mln restructuring costs in RB Belgium and €18 mln in Retail OC&GM and €43 mln hyperinflation impact (o.w. €32 mln impairment)
3Q2022: €75 mln for adding interest-on-interest to compensation for certain Dutch consumer credit products and €10 mln hyperinflation impact
4Q2022: €43 mln restructuring costs, €30 mln energy allowances for employees and €9 mln hyperinflation impact
1Q2023: €4 mln hyperinflation impact

Hyperinflation accounting in Turkey

Application of IAS 29 to consolidation of ING Turkey

- We applied IAS 29 (‘Financial Reporting in Hyperinflationary Economies’) to the consolidation of our subsidiary in Turkey, effective as of 1 January 2022, as cumulative inflation in Turkey over the last three years has exceeded 100%
- The application of IAS 29 resulted in a negative accounting impact on ING Group’s net result in 1Q2023 of €-68 mln, reflecting the adjustments for changes in the general purchasing power of the Turkish lira
- Resilient net profit and shareholders’ distribution has not been affected as the total quarterly P&L impact of €68 mln was treated as a significant item not linked to the normal course of business, in line with ING’s distribution policy

Impact on results (in € mln)

	4Q2022	1Q2023
Profit or loss		
Net interest income	14	1
Net fee and commission income	1	0
Investment income	0	0
Other income	-32	-70
Total income	**-17**	**-69**
Expenses excl. regulatory costs	9	4
Regulatory costs		0
Operating expenses	**9**	**4**
Gross result	**-26**	**-73**
Addition to loan loss provisions	1	0
Result before tax	**-27**	**-73**
Taxation	7	-6
Net result	**-34**	**-68**

Important legal information

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

Certain of the statements contained herein are not historical facts, including, without limitation, certain statements made of future expectations and other forward-looking statements that are based on management's current views and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in such statements. Actual results, performance or events may differ materially from those in such statements due to a number of factors, including, without limitation: (1) changes in general economic conditions and customer behaviour, in particular economic conditions in ING's core markets, including changes affecting currency exchange rates and the regional and global economic impact of the invasion of Russia into Ukraine and related international response measures (2) ongoing and residual effects of the Covid-19 pandemic and related response measures on economic conditions in countries in which ING operates (3) changes affecting interest rate levels (4) any default of a major market participant and related market disruption (5) changes in performance of financial markets, including in Europe and developing markets (6) fiscal uncertainty in Europe and the United States (7) discontinuation of or changes in 'benchmark' indices (8) inflation and deflation in our principal markets (9) changes in conditions in the credit and capital markets generally, including changes in borrower and counterparty creditworthiness (10) failures of banks falling under the scope of state compensation schemes (11) non-compliance with or changes in laws and regulations, including those concerning financial services, financial economic crimes and tax laws, and the interpretation and application thereof (12) geopolitical risks, political instabilities and policies and actions of governmental and regulatory authorities, including in connection with the invasion of Russia into Ukraine and the related international response measures (13) legal and regulatory risks in certain countries with less developed legal and regulatory frameworks (14) prudential supervision and regulations, including in relation to stress tests and regulatory restrictions on dividends and distributions (also among members of the group) (15) ING's ability to meet minimum capital and other prudential regulatory requirements (16) changes in regulation of US commodities and derivatives businesses of ING and its customers (17) application of bank recovery and resolution regimes, including write down and conversion powers in relation to our securities (18) outcome of current and future litigation, enforcement proceedings, investigations or other regulatory actions, including claims by customers or stakeholders who feel misled or treated unfairly, and other conduct issues (19) changes in tax laws and regulations and risks of non-compliance or investigation in connection with tax laws, including FATCA (20) operational and IT risks, such as system disruptions or failures, breaches of security, cyber-attacks, human error, changes in operational practices or inadequate controls including in respect of third parties with which we do business (21) risks and challenges related to cybercrime including the effects of cyberattacks and changes in legislation and regulation related to cybersecurity and data privacy (22) changes in general competitive factors, including ability to increase or maintain market share (23) inability to protect our intellectual property and infringement claims by third parties (24) inability of counterparties to meet financial obligations or ability to enforce rights against such counterparties (25) changes in credit ratings (26) business, operational, regulatory, reputation, transition and other risks and challenges in connection with climate change and ESG-related matters (27) inability to attract and retain key personnel (28) future liabilities under defined benefit retirement plans (29) failure to manage business risks, including in connection with use of models, use of derivatives, or maintaining appropriate policies and guidelines (30) changes in capital and credit markets, including interbank funding, as well as customer deposits, which provide the liquidity and capital required to fund our operations, and (31) the other risks and uncertainties detailed in the most recent annual report of ING Groep N.V. (including the Risk Factors contained therein) and ING's more recent disclosures, including press releases, which are available on www.ING.com.

This document may contain inactive textual addresses to internet websites operated by us and third parties. Reference to such websites is made for information purposes only, and information found at such websites is not incorporated by reference into this document. ING does not make any representation or warranty with respect to the accuracy or completeness of, or take any responsibility for, any information found at any websites operated by third parties. ING specifically disclaims any liability with respect to any information found at websites operated by third parties. ING cannot guarantee that websites operated by third parties remain available following the publication of this document, or that any information found at such websites will not change following the filing of this document. Many of those factors are beyond ING's control.

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 purchase, any securities in the United States or any other jurisdiction.