

ING Historical Trend Data 2Q2023 Introduction

General comments

- The Historical Trend Data document includes quarterly financial trend data and details of restatements. The Historical Trend Data document is published on a quarterly basis.
- In this document consolidated results of ING Group are based on IFRS as adopted by the European Union (IFRS-EU).
- In 2Q2023, the Management Board Bank (MBB) roles for Head of Market Leaders and Head of Challengers & Growth (C&G) Markets were combined where one MBB member became the Head of Retail, Market Leaders and Challengers & Growth (C&G) Markets. In line with this, starting from 2Q2023, the Market Leaders and C&G subtotals have been removed, whilst the level of disaggregated Retail information, i.e. Netherlands, Belgium, Germany and (C&G) Other remains consistent with earlier published HTD documentation.
- In 2Q2023, there was a change in the composition of the Retail Other operating segment, following a change in governance over the Asian stakes (investments in Bank of Beijing and TMBThanachart Bank) from the Head of C&G to ING Group Investments, reporting directly to the CFO of ING (effective May 2023). Consequently, Retail Other operating segment now excludes the Asian stakes, which are reported within the Corporate Line as at 30 June 2023.
- Hyperinflation accounting (IAS 29) has become applicable for ING's subsidiary in Turkey since 2Q2022 with retrospective application from 1 January 2022.
- Allocation keys are used to calculate segmental information; e.g. Retail vs. Wholesale Banking and product information. These allocation keys might be refined over time.
- Small differences are possible due to rounding.
- All figures are unaudited.

Product segmentation Wholesale Banking

<u>Product Group</u>	<u>Sub products</u>
▪ Lending	Project and Asset-based Finance excluding Trade & Commodity Finance Real Estate Finance Corporate Clients General Lending
▪ Daily Banking & Trade Finance	Transaction Services Trade & Commodity Finance
▪ Financial Markets	Financial Markets Clients & Products
▪ Treasury & Other	WB-part Treasury (Asset & Liability Management and Treasury) General Lease and Real Estate run-off portfolios General Leasing (non run-off) Corporate Finance Other

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ING 1.1 Profit or loss: Comparable quarters

Profit or loss												
In € million	ING Group			of which: Retail Banking ¹⁾			of which: Wholesale Banking			of which: Corporate Line ¹⁾		
	2Q2023	2Q2022	1Q2023	2Q2023	2Q2022	1Q2023	2Q2023	2Q2022	1Q2023	2Q2023	2Q2022	1Q2023
Profit or loss												
Net interest income	4,061	3,465	4,012	2,911	2,239	2,817	1,017	1,078	1,059	134	148	136
Net fee and commission income	912	888	896	569	610	575	346	280	323	-3	-2	-3
Investment income	1	31	15	1	22	12	-2	7	3	2	2	0
Other income	785	297	644	285	220	308	485	367	406	14	-289	-70
Total income	5,759	4,682	5,567	3,766	3,091	3,712	1,846	1,732	1,791	147	-141	63
Expenses excl. regulatory costs	2,534	2,524	2,546	1,660	1,682	1,703	759	694	725	115	148	118
Regulatory costs ¹⁾	91	214	525	81	199	389	11	15	136	-1	0	-0
Operating expenses	2,626	2,738	3,071	1,741	1,881	2,092	770	708	860	114	148	118
Gross result	3,133	1,944	2,496	2,025	1,210	1,620	1,076	1,024	931	32	-289	-55
Addition to loan loss provisions	98	202	152	113	113	242	-15	88	-90	0	-0	0
Result before tax	3,035	1,743	2,344	1,911	1,097	1,379	1,091	935	1,021	32	-289	-55
Taxation	818	530	715	488	300	443	225	201	270	105	29	3
Non-controlling interests	62	34	38	46	24	26	17	10	11	-	0	-
Net result	2,155	1,178	1,591	1,377	772	910	850	724	739	-73	-319	-58
Key figures												
Interest margin	1.56%	1.36%	1.59%									
Cost/income ratio	45.6%	58.5%	55.2%	46.2%	60.9%	56.4%	41.7%	40.9%	48.0%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	6	13	9	10	10	21	-3	19	-19	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	17.5%	9.2%	13.0%									
Return on equity based on 12.5% CET1 ³⁾	21.8%	11.6%	15.8%	29.1%	16.2%	19.2%	18.1%	14.2%	15.2%	-14.8%	-79.3%	-12.0%
Risk-weighted assets (end of period)	322,926	335,898	327,377	157,248	153,361	155,587	149,934	166,674	156,218	15,744	15,864	15,571
Employees (internal FTEs, end of period)	59,474	57,402	58,693	44,403	42,885	43,853	15,031	14,169	14,687	40	347	154
Four-quarter rolling average key figures												
Interest margin	1.45%	1.37%	1.40%									
Cost/income ratio	54.4%	61.0%	58.0%	56.0%	62.5%	60.1%	48.1%	47.7%	48.0%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	11.7%	7.5%	9.7%									
Return on equity based on 12.5% CET1 ³⁾	14.3%	10.2%	11.8%	18.5%	16.4%	15.2%	12.5%	7.8%	11.6%	-9.3%	-46.3%	-23.1%

¹⁾ In 2Q2023, a governance change over the Asian stakes resulted in their transfer from Retail Banking to Corporate Line. Comparatives have been adjusted.

²⁾ Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and the (European) single resolution fund ('SRF').

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

ING 1.2 Profit or loss: 2Q2023 Segment split

Profit or loss 2Q2023								
In € million	Total	Retail Banking	Retail Netherlands	Retail Belgium	Retail Germany	Retail Other	Wholesale Banking	Corporate Line
Balance sheet related interest	4,061	3,202	838	585	809	970	1,248	-389
Capital charge on book equity	-	-231	-11	-55	-63	-102	-172	403
Interest benefit on total capital	-	-60	-20	-13	-11	-16	-58	119
Net interest income	4,061	2,911	807	516	736	853	1,017	134
Net fee and commission income	912	569	235	125	83	125	346	-3
Investment income	2	2	0	-0	-0	2	-2	2
Realised gains and fair value changes on investments	-0	-0	-0	-0	-	0	0	-
Total investment income	1	1	0	-1	-0	2	-2	2
Valuation result and net trading income	727	248	176	22	-30	80	487	-8
Other income	58	38	7	26	2	3	-2	22
Total other income	785	285	183	48	-29	82	485	14
Total income	5,759	3,766	1,226	689	790	1,061	1,846	147
Expenses excl. regulatory costs	2,534	1,660	466	396	270	528	759	115
Regulatory costs ¹⁾	91	81	21	3	12	45	11	-1
Operating expenses	2,626	1,741	487	399	282	573	770	114
Gross result	3,133	2,025	739	290	508	488	1,076	32
Addition to loan loss provisions	98	113	-14	13	16	99	-15	0
Result before tax	3,035	1,911	753	277	493	389	1,091	32
Taxation	818	488	193	69	148	78	225	105
Non-controlling interests	62	46	-	0	0	45	17	-
Net result	2,155	1,377	559	207	344	266	850	-73
Key figures								
Interest margin	1.56%							
Cost/income ratio	45.6%	46.2%	39.7%	57.9%	35.7%	54.0%	41.7%	n.a.
Risk costs in bps of average customer lending	6	10	-4	6	6	37	-3	n.a.
Return on equity based on IFRS-EU equity	17.5%							
Return on equity based on 12.5% CET1 ²⁾	21.8%	29.1%	35.2%	19.4%	38.3%	23.4%	18.1%	-14.8%
Risk-weighted assets (end of period)	322,926	157,248	50,820	33,641	28,997	43,791	149,934	15,744
Employees (internal FTEs, end of period)	59,474	44,403	11,925	7,630	5,857	18,990	15,031	40
Four-quarter rolling average key figures								
Interest margin	1.45%							
Cost/income ratio	54.4%	56.0%	47.0%	76.0%	43.2%	64.0%	48.1%	n.a.
Return on equity based on IFRS-EU equity	11.7%							
Return on equity based on 12.5% CET1 ²⁾	14.3%	18.5%	26.9%	5.1%	26.2%	13.9%	12.5%	-9.3%

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

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

ING 1.3 Profit or loss: Quarterly overview

Profit or loss										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Interest income			13,665	11,708	9,333	7,315	6,368	5,454	25,373	11,822
Minus: interest expense			9,604	7,697	5,788	3,983	2,903	2,040	17,301	4,942
Net interest income			4,061	4,012	3,545	3,332	3,465	3,415	8,073	6,880
Net fee and commission income			912	896	888	876	888	933	1,807	1,822
Investment income			2	1	15	114	23	4	2	27
Realised gains and fair value changes on investments			-0	15	0	-3	8	26	14	34
Total investment income			1	15	15	111	31	29	16	60
Valuation result and net trading income			727	692	701	-19	478	341	1,419	819
Other income			58	-48	-281	111	-181	-119	10	-300
Total other income			785	644	420	93	297	222	1,429	519
Total income			5,759	5,567	4,868	4,412	4,682	4,600	11,325	9,282
Staff expenses			1,704	1,616	1,633	1,542	1,524	1,453	3,320	2,976
Regulatory costs ¹⁾			91	525	291	96	214	649	616	863
Other expenses			830	929	963	991	1,000	843	1,760	1,843
Operating expenses			2,626	3,071	2,888	2,629	2,738	2,945	5,696	5,682
Gross result			3,133	2,496	1,980	1,783	1,944	1,655	5,629	3,599
Addition to loan loss provisions			98	152	269	403	202	987	250	1,189
Result before tax			3,035	2,344	1,711	1,380	1,743	668	5,379	2,411
Taxation			818	715	575	427	530	194	1,533	724
Non-controlling interests			62	38	48	-26	34	46	100	80
Net result			2,155	1,591	1,089	979	1,178	429	3,746	1,606
Key figures										
Interest margin			1.56%	1.59%	1.36%	1.28%	1.36%	1.37%	1.57%	1.37%
Cost/income ratio			45.6%	55.2%	59.3%	59.6%	58.5%	64.0%	50.3%	61.2%
Risk costs in bps of average customer lending			6	9	17	25	13	62	8	37
Return on equity based on IFRS-EU equity			17.5%	13.0%	8.8%	7.7%	9.2%	3.3%	15.3%	6.2%
Return on equity based on 12.5% CET1 ²⁾			21.8%	15.8%	10.9%	9.0%	11.6%	4.7%	18.8%	8.2%
Risk-weighted assets (end of period)			322,926	327,377	331,520	338,561	335,898	334,905	322,926	335,898
Employees (internal FTEs, end of period)			59,474	58,693	58,232	58,216	57,402	57,048	59,474	57,402
Four-quarter rolling average key figures										
interest margin			1.45%	1.40%	1.34%	1.35%	1.37%	1.37%		
Cost/income ratio			54.4%	58.0%	60.3%	61.5%	61.0%	60.5%		
Return on equity based on IFRS-EU equity			11.7%	9.7%	7.2%	6.8%	7.5%	8.0%		
Return on equity based on 12.5% CET1 ²⁾			14.3%	11.8%	9.1%	8.9%	10.2%	11.1%		

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

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

ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking ¹⁾										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Balance sheet related interest			3,202	3,066	2,588	2,218	2,341	2,345	6,269	4,686
Capital charge on book equity			-231	-187	-138	-79	-44	-24	-418	-68
Interest benefit on total capital			-60	-62	-74	-81	-58	-48	-123	-106
Net interest income			2,911	2,817	2,376	2,059	2,239	2,273	5,728	4,512
Net fee and commission income			569	575	573	583	610	609	1,144	1,219
Investment income			2	0	7	3	15	2	2	17
Realised gains and fair value changes on investments			-0	11	-0	-2	6	22	11	28
Total investment income			1	12	7	1	22	24	13	45
Valuation result and net trading income			248	295	424	-141	168	246	543	414
Other income			38	13	-161	159	52	30	51	83
Total other income			285	308	262	18	220	276	594	496
Total income			3,766	3,712	3,219	2,661	3,091	3,182	7,478	6,273
Expenses excl. regulatory costs			1,660	1,703	1,682	1,693	1,682	1,537	3,363	3,220
Regulatory costs			81	389	194	85	199	478	470	677
Operating expenses			1,741	2,092	1,876	1,778	1,881	2,015	3,833	3,896
Gross result			2,025	1,620	1,343	883	1,210	1,166	3,645	2,376
Addition to loan loss provisions			113	242	203	274	113	48	355	162
Result before tax			1,911	1,379	1,140	609	1,097	1,118	3,290	2,215
Taxation			488	443	319	180	300	270	931	570
Non-controlling interests			46	26	37	-48	24	37	72	61
Net result			1,377	910	785	477	772	811	2,287	1,584
Key figures										
Cost/income ratio			46.2%	56.4%	58.3%	66.8%	60.9%	63.3%	51.3%	62.1%
Risk costs in bps of average customer lending			10	21	18	24	10	4	16	7
Return on equity based on 12.5% CET1 ²⁾			29.1%	19.2%	16.7%	8.8%	16.2%	17.3%	24.1%	16.7%
Risk-weighted assets (end of period)			157,248	155,587	156,757	157,487	153,361	161,167	157,248	153,361
Employees (internal FTEs, end of period)			44,403	43,853	43,583	43,542	42,885	42,672	44,403	42,885
Four-quarter rolling average key figures										
Cost/income ratio			56.0%	60.1%	62.1%	63.9%	62.5%	61.9%		
Return on equity based on 12.5% CET1 ²⁾			18.5%	15.2%	14.8%	14.0%	16.4%	16.8%		

¹⁾ In 2Q2023, a governance change over the Asian stakes resulted in their transfer from Retail Banking Other to Corporate Line. Comparatives have been adjusted.

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

ING 1.5 Profit or loss: Retail Banking Netherlands

Profit or loss Retail Banking Netherlands										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Balance sheet related interest			838	874	685	770	739	781	1,712	1,520
Capital charge on book equity			-11	-10	-6	0	1	2	-21	3
Interest benefit on total capital			-20	-21	-25	-26	-19	-15	-41	-34
Net interest income			807	843	655	745	721	767	1,650	1,489
Net fee and commission income			235	235	224	235	224	209	471	433
Investment income			0	1	7	4	14	2	1	16
Realised gains and fair value changes on investments			-0	2	-0	-2	2	8	2	10
Total investment income			0	3	7	2	16	10	3	26
Valuation result and net trading income			176	216	117	49	74	85	392	160
Other income			7	8	9	10	21	15	15	36
Total other income			183	224	126	59	95	101	407	196
Total income			1,226	1,305	1,011	1,041	1,056	1,087	2,530	2,144
Expenses excl. regulatory costs			466	474	466	531	432	435	940	867
Regulatory costs			21	93	74	28	34	113	113	148
Operating expenses			487	567	541	559	466	549	1,053	1,015
Gross result			739	738	470	482	590	539	1,477	1,129
Addition to loan loss provisions			-14	56	28	45	11	-17	42	-6
Result before tax			753	682	442	437	579	556	1,435	1,134
Taxation			193	178	120	119	161	140	372	301
Non-controlling interests			-	-	-	-	-	-	-	-
Net result			559	504	322	319	418	416	1,063	833
Key figures										
Cost/income ratio			39.7%	43.4%	53.5%	53.7%	44.1%	50.5%	41.6%	47.4%
Risk costs in bps of average customer lending			-4	15	7	12	3	-4	5	-1
Return on equity based on 12.5% CET1 ¹⁾			35.2%	31.8%	20.2%	20.5%	26.6%	27.5%	33.5%	27.0%
Risk-weighted assets (end of period)			50,820	50,807	50,573	51,589	48,185	52,262	50,820	48,185
Employees (internal FTEs, end of period)			11,925	11,670	11,122	10,953	10,230	9,974	11,925	10,230
Four-quarter rolling average key figures										
Cost/income ratio			47.0%	48.3%	50.4%	49.8%	52.4%	54.0%		
Return on equity based on 12.5% CET1 ¹⁾			26.9%	24.8%	23.6%	24.9%	25.9%	27.0%		

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

ING 1.6 Profit or loss: Retail Banking Belgium

Profit or loss Retail Banking Belgium ¹⁾										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Balance sheet related interest			585	546	422	462	420	425	1,130	845
Capital charge on book equity			-55	-38	-17	2	8	6	-93	15
Interest benefit on total capital			-13	-14	-16	-18	-14	-12	-27	-25
Net interest income			516	494	389	445	415	419	1,010	834
Net fee and commission income			125	115	136	118	133	125	240	258
Investment income			-0	0	0	0	0	0	-0	0
Realised gains and fair value changes on investments			-0	1	-0	-0	-0	11	1	11
Total investment income			-1	1	-0	-0	-0	11	0	11
Valuation result and net trading income			22	30	269	-234	25	53	52	78
Other income			26	1	-190	6	19	10	28	29
Total other income			48	31	79	-227	44	63	80	107
Total income			689	641	603	335	591	618	1,330	1,209
Expenses excl. regulatory costs			396	383	370	365	455	351	779	806
Regulatory costs			3	177	29	-1	-4	220	180	216
Operating expenses			399	560	400	364	450	571	959	1,022
Gross result			290	81	203	-29	140	47	371	187
Addition to loan loss provisions			13	78	22	93	28	-4	91	23
Result before tax			277	3	181	-122	113	51	280	164
Taxation			69	26	50	-27	34	15	95	49
Non-controlling interests			0	0	0	0	0	0	0	0
Net result			207	-22	131	-95	79	36	185	115
Key figures										
Cost/income ratio			57.9%	87.4%	66.3%	108.6%	76.2%	92.5%	72.1%	84.5%
Risk costs in bps of average customer lending			6	34	10	41	12	-2	20	5
Return on equity based on 12.5% CET1 ²⁾			19.4%	-2.1%	12.0%	-8.6%	6.8%	2.9%	8.6%	4.8%
Risk-weighted assets (end of period)			33,641	34,602	34,803	35,166	35,096	39,625	33,641	35,096
Employees (internal FTEs, end of period)			7,630	7,588	7,666	7,647	7,797	7,832	7,630	7,797
Four-quarter rolling average key figures										
Cost/income ratio			76.0%	81.8%	83.2%	84.1%	72.7%	68.2%		
Return on equity based on 12.5% CET1 ²⁾			5.1%	2.1%	3.3%	2.4%	9.4%	10.2%		

¹⁾ Including ING Luxembourg.

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

ING 1.7 Profit or loss: Retail Banking Germany

Profit or loss Retail Banking Germany										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Balance sheet related interest			809	718	558	450	351	350	1,527	701
Capital charge on book equity			-63	-41	-18	2	10	11	-104	21
Interest benefit on total capital			-11	-12	-14	-15	-10	-9	-22	-19
Net interest income			736	665	526	437	351	352	1,401	703
Net fee and commission income			83	96	89	99	113	136	180	249
Investment income			-0	-0	-0	-1	-0	-	-0	-0
Realised gains and fair value changes on investments			-	3	1	-	1	1	3	2
Total investment income			-0	3	1	-1	1	1	3	2
Valuation result and net trading income			-30	-14	-17	-20	35	60	-44	95
Other income			2	2	3	1	2	3	4	5
Total other income			-29	-12	-14	-19	37	62	-40	100
Total income			790	753	603	516	502	552	1,543	1,054
Expenses excl. regulatory costs			270	283	269	256	265	258	553	522
Regulatory costs			12	40	24	-4	27	46	52	73
Operating expenses			282	323	293	253	291	303	605	595
Gross result			508	430	310	263	210	249	938	459
Addition to loan loss provisions			16	33	52	43	13	22	49	36
Result before tax			493	397	258	220	197	226	889	423
Taxation			148	141	79	40	41	42	289	83
Non-controlling interests			0	-0	0	1	1	1	0	2
Net result			344	256	179	180	155	183	601	338
Key figures										
Cost/income ratio			35.7%	42.9%	48.6%	49.0%	58.1%	54.9%	39.2%	56.4%
Risk costs in bps of average customer lending			6	13	21	17	5	9	10	7
Return on equity based on 12.5% CET1 ¹⁾			38.3%	28.1%	19.2%	19.6%	17.2%	20.2%	33.2%	18.7%
Risk-weighted assets (end of period)			28,997	28,541	29,811	29,739	29,194	28,739	28,997	29,194
Employees (internal FTEs, end of period)			5,857	5,849	5,848	5,790	5,795	5,831	5,857	5,795
Four-quarter rolling average key figures										
Cost/income ratio			43.2%	48.9%	52.5%	55.0%	57.5%	59.0%		
Return on equity based on 12.5% CET1 ¹⁾			26.2%	21.0%	19.1%	18.0%	16.1%	14.6%		

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

ING 1.8 Profit or loss: Retail Banking Other

Profit or loss Retail Banking Other ¹⁾										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Balance sheet related interest			970	929	923	536	831	789	1,899	1,620
Capital charge on book equity			-102	-98	-97	-83	-63	-43	-199	-106
Interest benefit on total capital			-16	-16	-19	-21	-15	-12	-32	-27
Net interest income			853	815	806	432	753	734	1,668	1,487
Net fee and commission income			125	128	124	131	140	139	253	279
Investment income			2	-0	0	-0	2	0	2	2
Realised gains and fair value changes on investments			0	5	-1	-0	4	1	5	5
Total investment income			2	5	-1	-0	5	1	7	7
Valuation result and net trading income			80	63	55	64	33	48	143	81
Other income			3	2	17	141	11	2	5	13
Total other income			82	65	72	205	44	50	147	94
Total income			1,061	1,013	1,002	769	942	924	2,075	1,867
Expenses excl. regulatory costs			528	562	576	540	531	493	1,091	1,024
Regulatory costs			45	80	67	62	142	99	125	241
Operating expenses			573	642	643	602	673	592	1,215	1,265
Gross result			488	371	359	167	269	332	859	602
Addition to loan loss provisions			99	75	100	94	61	47	174	108
Result before tax			389	296	259	73	208	285	686	493
Taxation			78	98	69	48	65	72	176	137
Non-controlling interests			45	26	37	-49	23	36	72	59
Net result			266	172	153	73	121	178	438	298
Key figures										
Cost/income ratio			54.0%	63.4%	64.1%	78.3%	71.4%	64.0%	58.6%	67.8%
Risk costs in bps of average customer lending			37	28	37	34	22	17	33	20
Return on equity based on 12.5% CET1 ²⁾			23.4%	15.2%	14.7%	1.9%	11.3%	16.7%	19.3%	14.0%
Risk-weighted assets (end of period)			43,791	41,636	41,571	40,993	40,886	40,542	43,791	40,886
Employees (internal FTEs, end of period)			18,990	18,745	18,947	19,152	19,063	19,035	18,990	19,063
Four-quarter rolling average key figures										
Cost/income ratio			64.0%	68.7%	69.0%	73.9%	70.3%	68.9%		
Return on equity based on 12.5% CET1 ²⁾			13.9%	10.8%	11.2%	9.0%	12.4%	13.6%		

¹⁾ Includes: Australia, Italy, Spain, Poland, Romania, Turkey, France (up to and including 4Q2022, after which ING discontinued its retail activities), Philippines (up to and including 4Q2022, after which ING discontinued its retail activities), and Other. In 2Q2023, a governance change over the Asian stakes resulted in their transfer from Retail Banking Other to Corporate Line. Comparatives have been adjusted.

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

ING 1.9 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Balance sheet related interest			1,248	1,270	1,188	1,277	1,171	1,127	2,518	2,297
Capital charge on book equity			-172	-148	-116	-69	-35	-22	-320	-57
Interest benefit on total capital			-58	-63	-76	-84	-58	-44	-121	-102
Net interest income			1,017	1,059	997	1,124	1,078	1,061	2,076	2,139
Net fee and commission income			346	323	318	295	280	324	669	605
Investment income			-2	-0	0	-0	6	2	-2	7
Realised gains and fair value changes on investments			0	3	0	-1	1	4	3	6
Total investment income			-2	3	1	-1	7	6	1	13
Valuation result and net trading income			487	405	289	136	375	152	892	527
Other income			-2	1	-97	2	-8	-12	-1	-21
Total other income			485	406	192	138	367	139	891	506
Total income			1,846	1,791	1,507	1,556	1,732	1,530	3,637	3,262
Expenses excl. regulatory costs			759	725	775	708	694	644	1,483	1,338
Regulatory costs			11	136	98	10	15	171	147	186
Operating expenses			770	860	872	718	708	815	1,630	1,524
Gross result			1,076	931	635	838	1,024	715	2,007	1,739
Addition to loan loss provisions			-15	-90	65	128	88	939	-105	1,027
Result before tax			1,091	1,021	570	710	935	-224	2,112	712
Taxation			225	270	207	185	201	-13	495	188
Non-controlling interests			17	11	11	22	10	9	28	19
Net result			850	739	351	503	724	-220	1,589	504
Key figures										
Cost/income ratio			41.7%	48.0%	57.9%	46.1%	40.9%	53.3%	44.8%	46.7%
Income over average risk-weighted assets (in bps) ¹⁾			482	454	370	374	419	391	468	405
Risk costs in bps of average customer lending			-3	-19	13	27	19	205	-11	112
Return on equity based on 12.5% CET1 ²⁾			18.1%	15.2%	7.1%	10.1%	14.2%	-4.3%	16.6%	5.2%
Risk-weighted assets (end of period)			149,934	156,218	159,433	166,347	166,674	163,897	149,934	166,674
Employees (internal FTEs, end of period)			15,031	14,687	14,420	14,348	14,169	14,029	15,031	14,169
Value at Risk trading positions (average)			15.4	14.4	12.4	13.2	12.1	10.4		
Four-quarter rolling average key figures										
Cost/income ratio			48.1%	48.0%	49.2%	47.1%	47.7%	49.6%		
Return on equity based on 12.5% CET1 ²⁾			12.5%	11.6%	6.9%	7.4%	7.8%	7.7%		

¹⁾ Total income divided by average risk-weighted assets (annualised).

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

ING 1.10 Wholesale Banking income by product

Wholesale Banking income by product										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
WB Lending										
Net interest income			653	653	660	669	658	665	1,306	1,322
Net fee and commission income			157	152	157	130	117	140	310	258
Total investment income			-0	-	0	-0	1	-	-0	1
Total other income			-2	1	-72	20	17	-5	-1	12
Total income WB Lending			809	807	746	819	793	800	1,615	1,593
Key figures										
Income over average risk-weighted assets (in bps) ¹⁾			313	302	272	300	305	323	307	314
Risk-weighted assets (end of period)			101,135	105,692	107,878	111,058	107,365	100,671	101,135	107,365
WB Daily Banking & Trade Finance										
Net interest income			384	382	310	284	238	197	765	436
Net fee and commission income			134	128	128	138	142	146	262	289
Total investment income			-1	-	-	-	-	-	-1	-
Total other income			45	19	5	15	22	35	64	57
Total income WB Daily Banking & Trade Finance			561	529	443	437	402	379	1,090	782
Key figures										
Income over average risk-weighted assets (in bps) ¹⁾			1,318	1,139	876	797	707	728	1,225	717
Risk-weighted assets (end of period)			16,454	17,615	19,542	20,931	22,970	22,600	16,454	22,970
WB Financial Markets										
Net interest income			-141	-37	50	78	78	117	-177	195
Net fee and commission income			47	41	22	27	19	31	87	50
Total investment income			-2	-0	-0	0	1	-1	-2	-0
Total other income			454	345	215	176	345	68	799	413
Total income WB Financial Markets			359	349	287	282	443	215	707	657
Key figures										
Income over average risk-weighted assets (in bps) ¹⁾			594	576	456	409	576	293	585	438
Risk-weighted assets (end of period)			23,983	24,345	24,076	26,333	28,693	32,793	23,983	28,693
WB Treasury & Other										
Net interest income			121	61	-24	93	104	82	182	186
Net fee and commission income			8	2	10	-1	2	6	10	8
Total investment income			1	3	1	-1	5	7	4	12
Total other income			-12	41	44	-73	-17	41	28	24
Total income WB Treasury & Other			117	107	31	19	94	136	224	230
Key figures										
Income over average risk-weighted assets (in bps) ¹⁾			554	520	158	95	486	738	537	609
Risk-weighted assets (end of period)			8,362	8,566	7,936	8,025	7,646	7,832	8,362	7,646
Total Wholesale Banking										
Net interest income			1,017	1,059	997	1,124	1,078	1,061	2,076	2,139
Net fee and commission income			346	323	318	295	280	324	669	605
Total investment income			-2	3	1	-1	7	6	1	13
Total other income			485	406	192	138	367	139	891	506
Total income Wholesale Banking			1,846	1,791	1,507	1,556	1,732	1,530	3,637	3,262
Key figures										
Income over average risk-weighted assets (in bps) ¹⁾			482	454	370	374	419	391	468	405
Risk-weighted assets (end of period)			149,934	156,218	159,433	166,347	166,674	163,897	149,934	166,674

¹⁾ Total income divided by average risk-weighted assets (annualised).

ING 1.11 Profit or loss: Corporate Line

Profit or loss Corporate Line ¹⁾										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Balance sheet related interest			-389	-325	-231	-164	-46	-57	-714	-103
Capital charge on book equity			403	335	254	148	79	46	739	125
Interest benefit on total capital			119	125	150	165	115	92	244	207
Net interest income			134	136	172	149	148	81	269	229
Net fee and commission income			-3	-3	-3	-1	-2	0	-6	-2
Investment income			2	0	7	111	2	0	2	2
Realised gains and fair value changes on investments			-	0	0	-0	-0	-0	0	-0
Total investment income			2	0	7	111	2	0	2	2
Valuation result and net trading income			-8	-8	-12	-14	-64	-57	-15	-122
Other income			22	-62	-23	-49	-225	-136	-40	-361
Total other income			14	-70	-34	-63	-289	-194	-56	-483
Total income			147	63	142	195	-141	-112	210	-253
Expenses excl. regulatory costs			115	118	140	133	148	114	234	262
Regulatory costs			-1	-0	-0	1	0	-0	-1	0
Operating expenses			114	118	140	133	148	114	233	262
Gross result			32	-55	2	62	-289	-226	-23	-516
Addition to loan loss provisions			0	0	1	1	-0	-0	0	-0
Result before tax			32	-55	1	62	-289	-226	-23	-516
Taxation			105	3	48	62	29	-63	107	-34
Non-controlling interests			-	-	0	1	0	0	-	0
Net result			-73	-58	-47	-1	-319	-163	-130	-482
Key figures										
Risk-weighted assets (end of period)			15,744	15,571	15,330	14,727	15,864	9,841	15,744	15,864
Employees (internal FTEs, end of period)			40	154	229	326	347	347	40	347

¹⁾ In 2Q2023, a governance change over the Asian stakes resulted in their transfer from Retail Banking Other to Corporate Line. Comparatives have been adjusted.

ING 1.12 Geographical split: 2Q2023

Geographical split 2Q2023

In € million	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Wholesale Banking Rest of World		Other ¹⁾		
	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Wholesale Banking	Total	Wholesale Banking	Corporate Line
Profit or loss																				
Net interest income	990	807	183	689	516	173	867	736	131	536	454	82	480	402	78	370	370	130	-0	130
Net fee and commission income	315	235	80	189	125	64	103	83	19	74	47	28	92	78	14	141	141	-3	-0	-3
Investment income	-1	0	-1	-0	-1	0	-0	-0	-	1	1	0	1	1	0	-2	-2	2	-	2
Other income	329	183	146	59	48	11	-32	-29	-4	5	1	4	130	58	72	254	254	40	2	38
Total income	1,633	1,226	408	937	689	248	937	790	146	616	502	114	703	539	164	763	763	169	2	167
Expenses excl. regulatory costs	676	466	211	474	396	78	318	270	47	303	274	28	295	254	41	352	352	117	1	116
Regulatory costs	20	21	-1	0	3	-3	10	12	-2	15	14	1	39	31	8	7	7	-1	-	-1
Operating expenses	696	487	209	474	399	75	328	282	46	318	288	30	334	285	49	359	359	116	1	115
Gross result	937	739	198	463	290	173	609	508	101	298	214	85	369	254	115	404	404	53	1	53
Addition to loan loss provisions	-65	-14	-51	18	13	5	-23	16	-38	71	45	25	52	53	-1	45	45	0	-	0
Result before tax	1,002	753	249	444	277	168	631	493	139	227	168	59	317	201	116	359	359	53	1	52
Retail Banking	753	753		277	277		493	493		168	168		201	201						
Wholesale Banking	249		249	168		168	139		139	59		59	116		116	359	359	1	1	
Corporate Line																		52		52
Result before tax	1,002	753	249	444	277	168	631	493	139	227	168	59	317	201	116	359	359	53	1	52
Customer lending/deposits (in € billion)																				
Residential mortgages	109.1	109.6	-0.5	40.4	40.5	-0.1	87.1	87.9	-0.8	64.9	64.9	-0.0	15.0	15.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	72.7	43.9	28.8	69.0	53.0	16.1	42.6	12.1	30.5	24.1	6.9	17.2	30.2	20.1	10.1	87.7	87.7	0.3	0.0	0.3
Customer deposits	253.5	213.8	39.8	108.5	92.2	16.2	154.4	151.8	2.5	91.3	90.6	0.7	58.8	52.0	6.8	11.5	11.5	0.0	0.0	0.0
Key figures																				
Cost/income ratio	42.6%	39.7%	51.3%	50.6%	57.9%	30.3%	35.0%	35.7%	31.3%	51.6%	57.4%	26.0%	47.5%	52.8%	30.0%	47.1%	47.1%	n.a.	61.3%	n.a.
Risk costs in bps of average customer lending	-14	-4	-71	7	6	13	-7	6	-52	32	26	59	46	62	-5	20	20	22	n.a.	22
Return on equity based on 12.5% CET1 ²⁾	32.2%	35.2%	26.8%	22.5%	19.4%	30.4%	30.5%	38.3%	16.8%	19.1%	21.2%	15.4%	26.8%	22.2%	31.0%	11.1%	11.1%	-12.0%	306.5%	-10.5%
Risk-weighted assets (end of period)	79,149	50,820	28,329	46,457	33,641	12,817	45,216	28,997	16,219	30,866	20,410	10,456	32,483	23,381	9,103	72,727	72,727	16,027	283	15,744
Employees (internal FTEs, end of period)	18,856	11,925	6,931	9,018	7,630	1,388	6,384	5,857	527	5,830	5,477	353	14,866	13,514	1,352	4,477	4,477	43	3	40
Four-quarter rolling average key figures																				
Cost/income ratio	51.0%	47.0%	64.1%	68.2%	76.0%	45.1%	41.6%	43.2%	33.7%	54.3%	59.8%	29.2%	60.3%	64.1%	34.9%	49.6%	49.7%	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 ²⁾	20.9%	26.9%	11.2%	9.3%	5.1%	19.7%	21.9%	26.2%	14.7%	18.2%	20.9%	9.2%	12.9%	10.3%	24.0%	9.6%	10.3%	-8.6%	187.7%	-9.3%

¹⁾ Region Other consists mainly of Corporate Line.

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

ING 1.13 Geographical split: Comparable quarters

Geographical split comparable quarters

In € million	Total		Netherlands		Belgium		Germany		Other Challengers ¹⁾		Growth Markets ^{2) 3)}		Wholesale Banking Rest of World		Other ³⁾	
	2Q2023	2Q2022	2Q2023	2Q2022	2Q2023	2Q2022	2Q2023	2Q2022	2Q2023	2Q2022	2Q2023	2Q2022	2Q2023	2Q2022	2Q2023	2Q2022
Profit or loss																
Net interest income	4,061	3,465	990	921	689	513	867	465	536	420	476	474	370	529	133	143
Net fee and commission income	912	888	315	296	189	175	103	120	74	74	92	95	141	130	-3	-2
Investment income	1	31	-1	22	-0	0	-0	1	1	1	1	5	-2	-0	2	2
Other income	785	297	329	248	59	62	-32	48	5	17	154	77	254	130	16	-285
Total income	5,759	4,682	1,633	1,488	937	750	937	635	616	512	724	650	763	788	148	-141
Expenses excl. regulatory costs	2,534	2,524	676	613	474	529	318	308	303	317	295	282	352	327	116	148
Regulatory costs	91	214	20	34	0	-3	10	26	15	18	39	133	7	5	-1	0
Operating expenses	2,626	2,738	696	648	474	526	328	334	318	335	334	415	359	332	115	148
Gross result	3,133	1,944	937	840	463	225	609	300	298	177	390	235	404	456	33	-289
Addition to loan loss provisions	98	202	-65	-30	18	53	-23	25	71	3	52	71	45	80	0	-0
Result before tax	3,035	1,743	1,002	870	444	172	631	275	227	175	338	164	359	376	33	-289
Retail Banking	1,911	1,097	753	579	277	113	493	197	168	103	221	106	-	-	-	-
Wholesale Banking	1,091	935	249	291	168	59	139	79	59	72	116	58	359	376	1	0
Corporate Line	32	-289	-	-	-	-	-	-	-	-	-	-	-	-	32	-289
Result before tax	3,035	1,743	1,002	870	444	172	631	275	227	175	338	164	359	376	33	-289
Taxation	818	530	200	228	113	48	200	89	45	53	68	51	99	36	92	26
Non-controlling interests	62	34	-	-	0	0	0	1	-	-	62	33	-	-	-	0
Net result	2,155	1,178	802	642	331	124	431	186	182	121	208	79	260	340	-59	-315
Customer lending/deposits (in € billion)																
Residential mortgages	316.6	313.9	109.1	107.5	40.4	39.3	87.1	85.3	64.9	66.9	15.0	15.0	0.0	0.0	0.0	0.0
Other customer lending	326.7	328.9	72.7	72.9	69.0	69.5	42.6	41.4	24.1	25.3	30.2	28.3	87.7	91.3	0.3	0.2
Customer deposits	678.0	642.1	253.5	244.3	108.5	109.7	154.4	130.2	91.3	93.0	58.8	53.2	11.5	11.8	0.0	0.0
Key figures																
Cost/income ratio	45.6%	58.5%	42.6%	43.5%	50.6%	70.0%	35.0%	52.7%	51.6%	65.4%	46.2%	63.8%	47.1%	42.2%	77.9%	n.a.
Risk costs in bps of average customer lending	6	13	-14	-7	7	20	-7	8	32	1	46	66	20	36	22	-2
Return on equity based on 12.5% CET1 ⁴⁾	21.8%	11.6%	32.2%	24.7%	22.5%	7.7%	30.5%	12.7%	19.1%	13.8%	26.8%	11.6%	11.1%	13.6%	-12.0%	-79.1%
Risk-weighted assets (end of period)	322,926	335,898	79,149	81,634	46,457	49,936	45,216	47,288	30,866	28,246	32,483	32,069	72,727	80,861	16,027	15,864
Employees (internal FTEs, end of period)	59,474	57,402	18,856	17,001	9,018	9,028	6,384	6,273	5,830	5,674	14,866	14,926	4,477	4,149	43	350
Four-quarter rolling average key figures																
Cost/income ratio	54.4%	61.0%	51.0%	55.6%	68.2%	67.5%	41.6%	52.0%	54.3%	71.3%	60.3%	57.0%	49.6%	46.1%	n.a.	n.a.
Return on equity based on 12.5% CET1 ⁴⁾	14.3%	10.2%	20.9%	17.6%	9.3%	9.0%	21.9%	8.2%	18.2%	10.1%	12.9%	17.3%	9.6%	9.5%	-8.6%	-45.0%

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

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

³⁾ In 2Q2023, a governance change over the Asian stakes resulted in their transfer from Retail Banking Growth Markets to Other (Corporate Line). Comparatives have been adjusted.

⁴⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 1.14 Geographical split: Netherlands

Geographical split Netherlands										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Profit or loss										
Net interest income			990	1,088	824	1,071	921	966	2,077	1,887
Net fee and commission income			315	302	300	293	296	282	617	578
Investment income			-1	4	7	1	22	15	3	37
Other income			329	332	173	-35	248	147	662	395
Total income			1,633	1,725	1,303	1,330	1,488	1,410	3,359	2,898
Expenses excl. regulatory costs			676	661	700	722	613	608	1,337	1,222
Regulatory costs			20	145	105	28	34	190	165	224
Operating expenses			696	806	805	749	648	799	1,502	1,446
Gross result			937	919	498	581	840	611	1,856	1,451
Addition to loan loss provisions			-65	44	4	49	-30	157	-21	127
Result before tax			1,002	875	493	531	870	454	1,878	1,324
Retail Banking			753	682	442	437	579	556	1,435	1,134
Wholesale Banking			249	193	51	94	291	-102	442	190
Corporate Line			-	-	-	-	-	-	-	-
Result before tax			1,002	875	493	531	870	454	1,878	1,324
Customer lending/deposits (in € billion)										
Residential mortgages			109.1	108.3	108.0	107.7	107.5	109.0	109.1	107.5
Other customer lending			72.7	72.9	74.5	75.4	72.9	71.2	72.7	72.9
Customer deposits			253.5	252.0	234.2	263.5	244.3	233.6	253.5	244.3
Key figures										
Cost/income ratio			42.6%	46.7%	61.8%	56.3%	43.5%	56.6%	44.7%	49.9%
Risk costs in bps of average customer lending			-14	10	1	11	-7	34	-2	14
Return on equity based on 12.5% CET1 ¹⁾			32.2%	24.6%	13.0%	14.5%	24.7%	13.4%	28.4%	19.2%
Risk-weighted assets (end of period)			79,149	80,346	81,516	84,499	81,634	85,105	79,149	81,634
Employees (internal FTEs, end of period)			18,856	18,402	17,907	17,773	17,001	16,679	18,856	17,001
Four-quarter rolling average key figures										
Cost/income ratio			51.0%	51.5%	54.3%	52.7%	55.6%	58.3%		
Return on equity based on 12.5% CET1 ¹⁾			20.9%	19.2%	16.4%	17.5%	17.6%	16.5%		

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

ING 1.15 Geographical split: Belgium

Geographical split Belgium ¹⁾										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Profit or loss										
Net interest income			689	654	511	538	513	503	1,343	1,017
Net fee and commission income			189	176	182	172	175	186	364	360
Investment income			-0	1	-1	-0	0	13	1	13
Other income			59	45	98	-276	62	90	104	152
Total income			937	876	790	434	750	791	1,813	1,542
Expenses excl. regulatory costs			474	460	451	442	529	416	934	945
Regulatory costs			0	200	43	-1	-3	244	201	241
Operating expenses			474	660	494	441	526	660	1,134	1,185
Gross result			463	216	296	-8	225	131	678	356
Addition to loan loss provisions			18	72	-1	76	53	102	91	155
Result before tax			444	143	297	-84	172	29	588	201
Retail Banking			277	3	181	-122	113	51	280	164
Wholesale Banking			168	140	116	38	59	-22	308	37
Corporate Line			-	-	-	-	-	-	-	-
Result before tax			444	143	297	-84	172	29	588	201
Customer lending/deposits (in € billion)										
Residential mortgages			40.4	40.4	40.2	39.0	39.3	39.4	40.4	39.3
Other customer lending			69.0	69.4	68.3	71.8	69.5	67.3	69.0	69.5
Customer deposits			108.5	109.8	109.5	109.4	109.7	107.8	108.5	109.7
Key figures										
Cost/income ratio			50.6%	75.4%	62.5%	101.7%	70.0%	83.4%	62.6%	76.9%
Risk costs in bps of average customer lending			7	26	-0	28	20	38	17	29
Return on equity based on 12.5% CET1 ²⁾			22.5%	5.1%	14.5%	-4.2%	7.7%	1.2%	13.7%	4.4%
Risk-weighted assets (end of period)			46,457	47,920	48,519	50,362	49,936	53,163	46,457	49,936
Employees (internal FTEs, end of period)			9,018	8,945	8,979	8,929	9,028	9,070	9,018	9,028
Four-quarter rolling average key figures										
Cost/income ratio			68.2%	74.4%	76.7%	77.5%	67.5%	63.9%		
Return on equity based on 12.5% CET1 ²⁾			9.3%	5.8%	4.7%	3.3%	9.0%	10.6%		

¹⁾ Including ING Luxembourg.

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

ING 1.16 Geographical split: Germany

Geographical split Germany										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Profit or loss										
Net interest income			867	800	639	549	465	474	1,667	939
Net fee and commission income			103	103	111	113	120	149	206	270
Investment income			-0	4	1	-1	1	1	4	3
Other income			-32	-12	-15	-18	48	75	-44	123
Total income			937	896	736	644	635	699	1,832	1,334
Expenses excl. regulatory costs			318	327	315	298	308	298	644	606
Regulatory costs			10	47	25	-4	26	51	57	78
Operating expenses			328	374	340	294	334	350	702	684
Gross result			609	522	396	349	300	350	1,130	650
Addition to loan loss provisions			-23	-17	3	19	25	413	-39	438
Result before tax			631	538	393	330	275	-63	1,170	212
Retail Banking			493	397	258	220	197	226	889	423
Wholesale Banking			139	142	135	110	79	-290	280	-211
Corporate Line			-	-	-	-	-	-	-	-
Result before tax			631	538	393	330	275	-63	1,170	212
Customer lending/deposits (in € billion)										
Residential mortgages			87.1	86.7	85.9	84.9	85.3	85.6	87.1	85.3
Other customer lending			42.6	41.6	41.0	41.9	41.4	41.2	42.6	41.4
Customer deposits			154.4	138.8	138.9	134.5	130.2	128.9	154.4	130.2
Key figures										
Cost/income ratio			35.0%	41.7%	46.1%	45.7%	52.7%	50.0%	38.3%	51.3%
Risk costs in bps of average customer lending			-7	-5	1	6	8	130	-6	69
Return on equity based on 12.5% CET1 ¹⁾			30.5%	24.5%	18.0%	15.1%	12.7%	-3.2%	27.5%	4.8%
Risk-weighted assets (end of period)			45,216	45,348	48,009	48,896	47,288	47,158	45,216	47,288
Employees (internal FTEs, end of period)			6,384	6,366	6,360	6,278	6,273	6,305	6,384	6,273
Four-quarter rolling average key figures										
Cost/income ratio			41.6%	46.1%	48.6%	50.8%	52.0%	52.9%		
Return on equity based on 12.5% CET1 ¹⁾			21.9%	17.5%	10.8%	8.9%	8.2%	8.2%		

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

ING 1.17 Geographical split: Other Challengers

Geographical split Other Challengers ¹⁾										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Profit or loss										
Net interest income			536	525	538	488	420	396	1,061	816
Net fee and commission income			74	77	67	75	74	74	151	148
Investment income			1	2	-1	-0	1	1	3	2
Other income			5	8	17	141	17	6	13	23
Total income			616	612	621	704	512	478	1,228	990
Expenses excl. regulatory costs			303	318	360	325	317	291	621	607
Regulatory costs			15	22	28	16	18	26	37	43
Operating expenses			318	340	388	341	335	316	658	651
Gross result			298	272	232	364	177	162	570	339
Addition to loan loss provisions			71	27	45	71	3	21	98	23
Result before tax			227	245	187	293	175	141	472	316
Retail Banking			168	166	127	237	103	80	334	183
Wholesale Banking			59	79	60	56	72	61	138	133
Corporate Line			-	-	-	-	-	-	-	-
Result before tax			227	245	187	293	175	141	472	316
Customer lending/deposits (in € billion)										
Residential mortgages			64.9	63.7	64.8	66.6	66.9	66.4	64.9	66.9
Other customer lending			24.1	23.9	26.5	26.9	25.3	25.0	24.1	25.3
Customer deposits			91.3	90.3	90.1	90.9	93.0	96.4	91.3	93.0
Key figures										
Cost/income ratio			51.6%	55.6%	62.6%	48.4%	65.4%	66.2%	53.6%	65.8%
Risk costs in bps of average customer lending			32	12	20	31	1	9	22	5
Return on equity based on 12.5% CET1 ²⁾			19.1%	18.0%	13.3%	22.3%	13.8%	10.9%	18.6%	12.4%
Risk-weighted assets (end of period)			30,866	30,123	29,403	28,627	28,246	28,035	30,866	28,246
Employees (internal FTEs, end of period)			5,830	5,691	5,738	5,753	5,674	5,629	5,830	5,674
Four-quarter rolling average key figures										
Cost/income ratio			54.3%	57.3%	59.6%	66.5%	71.3%	71.1%		
Return on equity based on 12.5% CET1 ²⁾			18.2%	16.8%	15.1%	11.8%	10.1%	9.8%		

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

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

ING 1.18 Geographical split: Growth Markets

Geographical split Growth Markets ¹⁾										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Profit or loss										
Net interest income			476	446	424	94	474	472	922	945
Net fee and commission income			92	93	90	94	95	97	185	192
Investment income			1	5	-0	0	5	-0	6	5
Other income			154	113	93	116	77	95	267	171
Total income			724	656	606	304	650	663	1,380	1,313
Expenses excl. regulatory costs			295	314	278	279	282	263	609	546
Regulatory costs			39	74	49	53	133	89	113	222
Operating expenses			334	388	327	332	415	353	722	768
Gross result			390	268	279	-28	235	310	658	546
Addition to loan loss provisions			52	59	49	73	71	37	111	108
Result before tax			338	209	230	-102	164	274	546	438
Retail Banking			221	130	132	-164	106	205	351	311
Wholesale Banking			116	79	99	63	58	68	195	127
Corporate Line			-	-	-	-	-	-	-	-
Result before tax			338	209	230	-102	164	274	546	438
Customer lending/deposits (in € billion)										
Residential mortgages			15.0	14.4	14.6	14.2	15.0	15.2	15.0	15.0
Other customer lending			30.2	29.9	29.4	28.5	28.3	27.7	30.2	28.3
Customer deposits			58.8	57.4	54.8	52.5	53.2	51.3	58.8	53.2
Key figures										
Cost/income ratio			46.2%	59.1%	53.9%	109.3%	63.8%	53.2%	52.3%	58.4%
Risk costs in bps of average customer lending			46	54	45	68	66	34	50	51
Return on equity based on 12.5% CET1 ²⁾			26.8%	16.1%	18.0%	-9.2%	11.6%	21.3%	21.5%	16.4%
Risk-weighted assets (end of period)			32,483	32,017	31,930	32,225	32,069	31,856	32,483	32,069
Employees (internal FTEs, end of period)			14,866	14,717	14,792	14,962	14,926	14,923	14,866	14,926
Four-quarter rolling average key figures										
Cost/income ratio			60.3%	66.0%	64.2%	64.9%	57.0%	55.2%		
Return on equity based on 12.5% CET1 ²⁾			12.9%	9.1%	10.4%	10.5%	17.3%	19.2%		

¹⁾ Including Poland, Romania, Turkey, Retail Banking Philippines (up to and including 4Q2022, after which ING discontinued its retail activities). In 2Q2023, a governance change over the Asian stakes resulted in their transfer from Retail Banking Growth Markets to Other (Corporate Line). Comparatives have been adjusted.

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

ING 1.19 Geographical split: Wholesale Banking Rest of World

Geographical split Wholesale Banking Rest of World										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Profit or loss										
Net interest income			370	364	438	443	529	522	734	1,051
Net fee and commission income			141	148	142	130	130	146	289	276
Investment income			-2	0	0	0	-0	-1	-2	-1
Other income			254	227	92	225	130	3	481	133
Total income			763	739	672	799	788	670	1,502	1,459
Expenses excl. regulatory costs			352	348	354	334	327	305	700	632
Regulatory costs			7	36	41	3	5	49	44	54
Operating expenses			359	384	396	337	332	353	743	686
Gross result			404	355	277	462	456	317	759	773
Addition to loan loss provisions			45	-33	167	114	80	257	11	337
Result before tax			359	389	109	349	376	60	748	436
Retail Banking									-	-
Wholesale Banking			359	389	109	349	376	60	748	436
Corporate Line									-	-
Result before tax			359	389	109	349	376	60	748	436
Customer lending/deposits (in € billion)										
Residential mortgages			0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending			87.7	88.2	88.0	92.5	91.3	85.6	87.7	91.3
Customer deposits			11.5	11.8	13.2	13.6	11.8	11.9	11.5	11.8
Key figures										
Cost/income ratio			47.1%	52.0%	58.8%	42.1%	42.2%	52.7%	49.5%	47.0%
Risk costs in bps of average customer lending			20	-15	74	49	36	122	3	78
Return on equity based on 12.5% CET1 ¹⁾			11.1%	12.6%	2.1%	12.4%	13.6%	0.2%	11.9%	7.1%
Risk-weighted assets (end of period)			72,727	76,051	76,814	79,168	80,861	79,748	72,727	80,861
Employees (internal FTEs, end of period)			4,477	4,415	4,221	4,187	4,149	4,092	4,477	4,149
Four-quarter rolling average key figures										
Cost/income ratio			49.6%	48.3%	48.4%	45.7%	46.1%	47.8%		
Return on equity based on 12.5% CET1 ¹⁾			9.6%	10.2%	7.2%	9.2%	9.5%	10.0%		

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

ING 1.20 Geographical split: Other

Geographical split Other ¹⁾										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Profit or loss										
Net interest income			133	135	172	149	143	81	268	224
Net fee and commission income			-3	-3	-3	-1	-2	0	-6	-2
Investment income			2	0	8	111	2	0	2	2
Other income			16	-69	-37	-61	-285	-194	-53	-478
Total income			148	63	140	198	-141	-112	211	-253
Expenses excl. regulatory costs			116	118	139	134	148	115	235	262
Regulatory costs			-1	0	-1	1	0	-0	-1	0
Operating expenses			115	118	138	135	148	114	234	262
Gross result			33	-55	2	63	-289	-226	-22	-516
Addition to loan loss provisions			0	0	1	1	-0	-0	0	-0
Result before tax			33	-55	0	62	-289	-226	-23	-516
Retail Banking									-	-
Wholesale Banking			1	0	-1	1	0	0	1	0
Corporate Line			32	-55	1	62	-289	-226	-23	-516
Result before tax			33	-55	0	62	-289	-226	-23	-516
Customer lending/deposits (in € billion)										
Residential mortgages			0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending			0.3	0.2	0.2	0.2	0.2	0.2	0.3	0.2
Customer deposits			0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Key figures										
Cost/income ratio			n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending			22	21	233	113	-2	-18	22	-9
Return on equity based on 12.5% CET1 ²⁾			-12.0%	-11.9%	-10.5%	0.0%	-79.1%	-46.3%	-11.9%	-64.7%
Risk-weighted assets (end of period)			16,027	15,571	15,330	14,784	15,864	9,841	16,027	15,864
Employees (internal FTEs, end of period)			43	157	235	333	350	350	43	350
Four-quarter rolling average key figures										
Cost/income ratio			n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 ²⁾			-8.6%	-23.2%	-30.8%	-38.0%	-45.0%	-26.2%		

¹⁾ Region Other consists mainly of Corporate Line. In 2Q2023, a governance change over the Asian stakes resulted in their transfer from Retail Banking Growth Markets to Other (Corporate Line). Comparatives have been adjusted.

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

Geographical split Other - Asian stakes										
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022	6M2023	6M2022
Result before tax			22	20	22	114	18	-134	42	-116
Risk-weighted assets (end of period)			6,760	6,870	6,808	6,799	7,230	7,228	6,760	7,230

Market value ³⁾ - Asian stakes	
In € million	30 Jun 2023
TTB (22.9%)	894
Bank of Beijing (13.0%)	1,612
Total valuation	2,505

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

ING 2.1 Consolidated Balance Sheet: Total assets - Comparable quarters

ING Group: Total assets						
In € million	ING Group		ING Bank		Holding/Eliminations	
	30 Jun 2023	31 Mar 2023	30 Jun 2023	31 Mar 2023	30 Jun 2023	31 Mar 2023
Cash and balances with central banks	113,636	118,002	113,636	118,002		
Loans and advances to banks	32,905	32,655	32,904	32,654	1	1
Financial assets at fair value through profit or loss						
- trading assets	62,827	57,343	62,831	57,352	-4	-9
- non-trading derivatives	2,935	2,843	2,935	2,843		
- designated as at fair value through profit or loss	6,005	5,848	6,005	5,848		
- mandatorily at fair value through profit or loss	70,216	73,854	70,216	73,854		
Financial assets at fair value OCI						
- equity securities FV OCI	1,888	1,897	1,888	1,897		
- debt securities FV OCI	34,776	31,937	34,776	31,937		
- loans and advances FV OCI	727	592	727	592		
Securities at amortised cost	48,212	47,722	48,212	47,722		
Loans and advances to customers						
- customer lending	643,245	639,490	643,296	639,541	-51	-51
- provision for loan losses	-5,663	-5,785	-5,663	-5,785		
Investments in associates and joint ventures	1,485	1,520	1,485	1,520		
Property and equipment	2,425	2,477	2,425	2,477		
Intangible assets	1,120	1,108	1,120	1,108		
Current tax assets	283	375	283	375		
Deferred tax assets	1,565	1,623	1,565	1,623		
Other assets	10,593	8,687	10,559	8,656	34	31
Total assets	1,029,181	1,022,188	1,029,200	1,022,216	-19	-28

ING 2.2 Consolidated Balance Sheet: Total assets - Quarterly overview

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

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

ING Group: Total liabilities and equity						
In € million	ING Group		ING Bank		Holding/Eliminations	
	30 Jun 2023	31 Mar 2023	30 Jun 2023	31 Mar 2023	30 Jun 2023	31 Mar 2023
Deposits from banks	31,156	54,211	31,156	54,211		
Customer deposits	677,959	660,189	728,306	706,411	-50,347	-46,222
Financial liabilities at fair value through profit or loss						
- trading liabilities	40,075	40,914	40,075	40,914		
- non-trading derivatives	2,340	2,377	2,340	2,377		
- designated as at fair value through profit or loss	73,866	70,780	73,871	70,780	-5	1
Current tax liability	555	598	540	591	15	8
Deferred tax liabilities	220	231	220	231		
Provisions	872	906	847	883	25	23
Other liabilities	14,786	14,760	13,408	14,745	1,378	15
Debt securities in issue	120,129	107,963	79,571	70,061	40,558	37,901
Subordinated loans	15,761	16,985	15,764	16,988	-3	-3
Total liabilities	977,718	969,914	986,097	978,192	-8,379	-8,277
Shareholders' equity	50,742	51,679	42,383	43,429	8,359	8,250
Non-controlling interests	721	595	721	595		
Total equity	51,463	52,274	43,103	44,024	8,359	8,250
Total liabilities and equity	1,029,181	1,022,188	1,029,200	1,022,216	-19	-28

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

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

ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank		Holdings/Eliminations	
	30 Jun 2023	31 Mar 2023	30 Jun 2023	31 Mar 2023	30 Jun 2023	31 Mar 2023
Share capital	36	36	525	525	-489	-489
Share premium	17,116	17,116	16,542	16,542	575	575
Revaluation reserve equity securities	1,187	1,195	1,187	1,195		
Revaluation reserve debt instruments	-225	-263	-225	-263		
Revaluation reserve cashflow hedge	-2,893	-2,824	-2,893	-2,824		
Other revaluation reserve	182	179	182	179		
Remeasurement of the net defined benefit asset/liability	-275	-246	-275	-246		
Currency translation reserve	-2,601	-2,537	-2,602	-2,537	0	0
Treasury shares	-150	-12			-150	-12
Liability credit reserve	105	178	105	178		
Retained earnings and other reserves	34,514	37,265	26,129	29,106	8,385	8,159
Net result year to date	3,746	1,591	3,707	1,574	39	17
Shareholders' equity	50,742	51,679	42,383	43,429	8,359	8,250
Non-controlling interests	721	595	721	595		
Total equity	51,463	52,274	43,103	44,024	8,359	8,250
Key figures						
Shareholders' equity per share in €	14.07	14.28				
Shares outstanding in the market (in million)	3,607	3,618				

ING 2.6 Total Equity: Quarterly overview

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

ING 2.7 Capital position

Capital position				
In € million	ING Group		ING Bank	
	30 Jun 2023	31 Mar 2023	30 Jun 2023	31 Mar 2023
Shareholders' equity (parent)	50,742	51,679	42,383	43,429
- Reserved profit not included in CET1 capital	-1,917	-2,241	-2,020	-1,490
- Minority interests, counting as CET1 capital	301	283	486	480
- Goodwill and intangibles deductible from CET1	-893	-848	-893	-848
- Deferred tax liabilities associated to intangible assets	8	8	8	8
- Shortfall on expected loan loss provision	-123	-171	-123	-171
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	2,893	2,824	2,893	2,824
- Treasury shares (ING Group)			-4	-9
- Prudent Valuation adjustment	-600	-637	-600	-637
- Own credit risk	-105	-178	-105	-178
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-440	-442	-440	-442
- Deferred tax assets	-276	-340	-276	-340
- Own credit risk adjustments to derivatives (DVA)	-63	-63	-63	-63
- Irrevocable Payment Commitment (IPC)	-582	-519	-582	-519
- Excess of provisions over expected losses eligible	11	11	11	11
- Non-Performing Exposure Prudential Backstop (Pillar I)	-137	-110	-137	-110
- Non-Performing Exposure Prudential Backstop (Pillar II)	-693	-670		
Regulatory adjustments	-2,617	-3,091	-1,844	-1,483
Available common equity Tier 1 capital	48,125	48,588	40,538	41,947
Subordinated loans qualifying as Tier 1 capital	7,096	7,088	7,077	7,070
Regulatory adjustments additional Tier 1	56	54	82	79
Available Tier 1 capital	55,277	55,731	47,698	49,095
Supplementary capital - Tier 2 bonds	9,157	9,178	9,157	9,178
Regulatory adjustments Tier 2	27	-25	52	45
Available BIS capital	64,461	64,884	56,906	58,318
Risk-weighted assets	322,926	327,377	324,391	328,942
Common equity Tier 1 ratio	14.9%	14.8%	12.5%	12.8%
Tier 1 ratio	17.1%	17.0%	14.7%	14.9%
Total capital ratio	20.0%	19.8%	17.5%	17.7%

ING 2.8 Funding

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

In € million	Long-term debt issued			Maturing ¹⁾										
	2021	2022	2023	Remaining 2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	>2032
ING Bank senior debt ²⁾	1,221	2,187	1,192	170	557	599	1,047	696	1,063	413	127	274	196	1,633
ING Bank covered bond	3,390	10,029	5,250	1,582	1,244	4,629	4,513	4,093	3,313	5,187	3,600	1,651	11	4,690
ING Bank RMBS	76	54	52											441
ING Group senior debt ²⁾	8,039	11,268	3,000	4,525	1,486	3,250	7,696	5,511	7,355	4,113	3,948	1,710	690	3,718
ING Bank Tier 2				746			2							
ING Group Tier 2	1,500	1,000	1,374							1,826	1,750	1,500	1,739	2,374

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

²⁾ Figures shown for issued senior bonds are only included with original tenors \geq 1 year.

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

	30 Jun 2023	31 Mar 2023
Loan-to-deposit ratio	0.94	0.96
Key figures		
Customer deposits (private individuals)	50%	48%
Customer deposits (other)	22%	23%
Repurchase agreement	9%	9%
Interbank	3%	5%
CD/CP	5%	4%
Long-term senior debt	9%	9%
Subordinated debt	2%	2%
Total ¹⁾	100%	100%

¹⁾ Financial liabilities excluding trading securities and IFRS equity.

ING 2.9 Investments: ING Group

ING Group: Investments - 30 June 2023

In € billion	Securities at	Financial assets at fair value		Fair value	Total	
	amortised cost	through other comprehensive		through profit		
	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total debt securities	48.2	34.8	-0.2	6.2	89.2	-0.2
of which Government bonds	24.7	18.6	-0.2	0.4	43.7	-0.2
of which Central bank bonds ¹⁾	1.3	0.0	0.0	0.3	1.6	0.0
of which Sub-sovereign, Supranationals and Agencies	14.8	10.7	0.0	2.0	27.5	0.0
of which Covered bonds	5.5	3.9	0.0	0.0	9.4	0.0
of which Corporate bonds	0.1	0.1	0.0	0.9	1.1	0.0
of which Financial institutions bonds ¹⁾	0.3	0.3	0.0	1.9	2.5	0.0
of which asset-backed securities	1.5	1.1	0.0	0.8	3.4	0.0
Total equity securities		1.9	1.2		1.9	1.2
Total Investments	48.2	36.7	1.0	6.2	91.1	1.0

Total investments contains banking book but excludes the trading book.

¹⁾ In 2Q2023 Central bank bonds have been included a a separate type of exposure. These bonds were previously included in Financial Institutions bonds.

ING 3.1 Customer lending/deposits: 2Q2023 Segment split

Customer lending/deposits												
In € billion	Total	Retail Banking	Retail Netherlands	Retail Belgium	Retail Germany	Retail Other	Wholesale Banking ¹⁾	Lending	Daily Banking & Trade Finance	Financial Markets	Treasury & Other ¹⁾	Corporate Line
Residential mortgages												
Beginning of period	313.6	315.0	108.9	40.5	87.5	78.1	-1.4	0.0	0.0	0.0	-1.4	0.0
Net production	2.6	2.6	0.6	-0.0	0.4	1.6	0.0				0.0	
Treasury												
Acquisitions / divestments												
FX impact and other	0.4	0.4	0.1	-0.0	0.0	0.3	0.0				0.0	
End of period	316.6	318.0	109.6	40.5	87.9	80.0	-1.4	0.0	0.0	0.0	-1.4	0.0
Other customer lending												
Beginning of period	325.9	135.0	44.0	52.7	11.7	26.6	190.8	152.6	28.0	4.0	6.1	0.2
Net production	0.0	0.6	-0.1	0.3	0.0	0.4	-0.6	2.2	-2.5	-1.0	0.7	0.0
Treasury	0.3	0.3	-0.1	-0.0	0.4	-0.1	0.0				0.0	
Acquisitions / divestments												
FX impact and other	0.4	0.1				0.1	0.3	0.2	0.1	-	-0.0	0.0
End of period	326.7	136.0	43.9	53.0	12.1	27.0	190.4	155.0	25.6	3.0	6.9	0.3
Customer deposits												
Beginning of period	660.2	581.0	211.5	93.0	135.8	140.6	79.2	0.3	63.1	2.6	13.3	0.0
Net production	17.2	18.9	1.7	0.3	16.3	0.8	-1.7	0.0	-2.7	1.3	-0.4	
Treasury	-0.2	-0.3	0.6	-1.0	-0.2	0.4	0.1				0.1	
Acquisitions / divestments												
FX impact and other	0.8	0.8				0.8	-0.1	-0.0	-0.0	-0.1	0.0	
End of period	678.0	600.5	213.8	92.2	151.8	142.6	77.5	0.3	60.4	3.8	13.0	0.0

¹⁾ Net production in Other customer lending of Wholesale Banking Treasury & Other in 2Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

ING 3.2 Customer lending/deposits: Quarterly overview

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

¹⁾ Net production in Other customer lending in 2Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

²⁾ In 1Q2023, FX impact and other includes a reclassification of €0.7 billion in Retail Banking Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

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

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

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

ING 3.3 Customer lending/deposits: Retail Banking

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

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

²⁾ Net production in 4Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €1.3 billion in customer deposits due to outflows.

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

⁴⁾ Net production in 2Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €3.8 billion in customer deposits due to outflows.

ING 3.4 Customer lending/deposits: Retail Banking Netherlands

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

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

ING 3.5 Customer lending/deposits: Retail Banking Belgium

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

¹⁾ Including ING Luxembourg.

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

ING 3.6 Customer lending/deposits: Retail Banking Germany

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

ING 3.7 Customer lending/deposits: Retail Banking Other

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

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

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

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

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

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

ING 3.8 Customer lending/deposits: Wholesale Banking

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

¹⁾ Net production in customer lending in 2Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

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

ING 3.9 Customer lending/deposits: WB - Lending

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

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

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

ING 3.11 Customer lending/deposits: WB - Financial Markets

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

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

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

¹⁾ Net production in customer lending in 2Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

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

ING 3.13 Customer lending/deposits: Corporate Line

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

ING 3.14 Customer lending/deposits: 2Q2023 Geographical split

Customer lending/deposits Geographical split								
In € billion	Total	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World ¹⁾	Other
Residential mortgages								
Beginning of period	313.6	108.3	40.4	86.7	63.7	14.4	0.0	0.0
Net production	2.6	0.6	-0.0	0.4	1.5	0.0		
Treasury								
Acquisitions / divestments								
FX impact and other	0.4	0.1	-0.0	0.0	-0.3	0.6		
End of period	316.6	109.1	40.4	87.1	64.9	15.0	0.0	0.0
Other customer lending								
Beginning of period	325.9	72.9	69.4	41.6	23.9	29.9	88.2	0.2
Net production	-0.0	-0.1	-0.3	0.6	0.4	0.2	-0.7	0.0
Treasury	0.3	-0.1	-0.0	0.4		-0.1	0.0	
Acquisitions / divestments								
FX impact and other	0.5	0.0	0.0	0.0	-0.1	0.2	0.2	0.0
End of period	326.7	72.7	69.0	42.6	24.1	30.2	87.7	0.3
Customer deposits								
Beginning of period	660.2	252.0	109.8	138.8	90.3	57.4	11.8	0.0
Net production	17.2	0.7	-0.2	15.8	1.3	-0.3	-0.1	
Treasury	-0.2	0.8	-1.2	-0.2	0.0	0.4	-0.0	
Acquisitions / divestments								
FX impact and other	0.8				-0.2	1.2	-0.2	
End of period	678.0	253.5	108.5	154.4	91.3	58.8	11.5	0.0

¹⁾ Net production in customer lending of WB Rest of World in 2Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

ING 3.15 Customer lending/deposits: Geographical Netherlands

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

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

ING 3.16 Customer lending/deposits: Geographical Belgium

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

¹⁾ Including ING Luxembourg.

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

ING 3.17 Customer lending/deposits: Geographical Germany

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

ING 3.18 Customer lending/deposits: Geographical Other Challengers

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

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

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

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

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

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

ING 3.19 Customer lending/deposits: Geographical Growth Markets

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

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

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

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

¹⁾ Net production in Other customer lending in 2Q2023 includes a €0.1 billion reduction in run-off portfolio of France.

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

ING 3.21 Customer lending/deposits: Geographical Other

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

¹⁾ Region Other consists mainly of Corporate Line.

Important legal information

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

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

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

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