

# ING Historical Trend Data 4Q2024 Introduction

## General comments

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

## Product segmentation Wholesale Banking

### Product Group

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

### Sub products

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

Transaction Services  
Trade & Commodity Finance

Financial Markets Clients & Products

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

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## ING 1.1 Profit or loss: Comparable quarters

Profit or loss												
In € million	ING Group			of which: Retail Banking			of which: Wholesale Banking			of which: Corporate Line		
	4Q2024	4Q2023	3Q2024	4Q2024	4Q2023	3Q2024	4Q2024	4Q2023	3Q2024	4Q2024	4Q2023	3Q2024
<b>Profit or loss</b>												
Net interest income	3,680	3,875	3,689	2,789	2,795	2,853	780	962	742	110	117	94
Net fee and commission income	1,001	879	1,009	681	586	688	319	296	322	1	-2	-2
Investment income	-63	-24	52	-40	-19	-48	-23	-5	-1	0	0	101
Other income	789	679	1,160	231	332	482	581	342	681	-23	5	-4
<b>Total income</b>	<b>5,407</b>	<b>5,408</b>	<b>5,909</b>	<b>3,661</b>	<b>3,693</b>	<b>3,975</b>	<b>1,657</b>	<b>1,595</b>	<b>1,744</b>	<b>89</b>	<b>120</b>	<b>189</b>
Expenses excl. regulatory costs	2,989	2,758	2,816	1,901	1,836	1,834	898	800	841	191	122	141
Regulatory costs <sup>1)</sup>	347	317	88	206	207	71	141	110	17	1	-0	0
<b>Operating expenses</b>	<b>3,337</b>	<b>3,075</b>	<b>2,904</b>	<b>2,107</b>	<b>2,043</b>	<b>1,904</b>	<b>1,038</b>	<b>910</b>	<b>858</b>	<b>192</b>	<b>122</b>	<b>142</b>
<b>Gross result</b>	<b>2,070</b>	<b>2,333</b>	<b>3,004</b>	<b>1,554</b>	<b>1,650</b>	<b>2,071</b>	<b>619</b>	<b>685</b>	<b>886</b>	<b>-103</b>	<b>-2</b>	<b>48</b>
Addition to loan loss provisions	299	86	336	158	86	145	141	-1	191	0	2	0
<b>Result before tax</b>	<b>1,771</b>	<b>2,247</b>	<b>2,668</b>	<b>1,396</b>	<b>1,565</b>	<b>1,926</b>	<b>478</b>	<b>686</b>	<b>695</b>	<b>-103</b>	<b>-4</b>	<b>47</b>
Taxation	542	620	724	385	441	517	131	151	156	26	28	51
Non-controlling interests	74	68	65	62	54	65	13	14	-0	-	-	-
<b>Net result <sup>2)</sup></b>	<b>1,154</b>	<b>1,558</b>	<b>1,880</b>	<b>950</b>	<b>1,070</b>	<b>1,344</b>	<b>334</b>	<b>520</b>	<b>540</b>	<b>-130</b>	<b>-32</b>	<b>-3</b>
<b>Key figures</b>												
Interest margin	1.40%	1.54%	1.41%									
Cost/income ratio	61.7%	56.9%	49.2%	57.5%	55.3%	47.9%	62.6%	57.1%	49.2%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	18	5	20	13	8	12	29	-0	40	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	9.4%	12.6%	15.3%									
Return on equity based on 12.5% CET1 <sup>3)</sup>	11.9%	16.3%	18.9%	19.8%	23.2%	28.1%	7.3%	11.4%	11.2%	-25.7%	-6.9%	-0.7%
Risk-weighted assets (end of period)	333,708	319,169	328,458	165,171	154,366	161,571	152,151	150,288	151,006	16,386	14,515	15,881
Employees (internal FTEs, end of period)	61,999	60,360	61,605	45,551	44,930	45,416	16,435	15,391	16,175	13	39	15
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.45%	1.56%	1.48%									
Cost/income ratio	53.6%	51.2%	52.4%	52.6%	51.2%	52.1%	51.0%	47.0%	49.6%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	13.0%	14.8%	13.8%									
Return on equity based on 12.5% CET1 <sup>3)</sup>	16.3%	18.6%	17.4%	24.3%	24.8%	25.2%	11.0%	15.4%	12.1%	-15.0%	-13.3%	-10.2%

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

<sup>2)</sup> Net result reflects the net result attributable to shareholders of the parent.

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

## ING 1.2 Profit or loss: 4Q2024 Segment split

Profit or loss 4Q2024								
In € million	Total	Retail Banking	Retail Netherlands	Retail Belgium	Retail Germany	Retail Other	Wholesale Banking	Corporate Line
Balance sheet related interest	3,680	3,124	810	502	698	1,114	1,010	-454
Capital charge on book equity	-	-280	-17	-61	-68	-132	-179	459
Interest benefit on total capital	-	-55	-18	-12	-9	-17	-50	106
Net interest income	3,680	2,789	775	428	621	965	780	110
Net fee and commission income	1,001	681	266	144	118	152	319	1
Investment income	1	9	0	9	-0	0	-8	0
Realised gains and fair value changes on investments	-64	-49	-16	-9	-8	-16	-14	-0
Total investment income	-63	-40	-16	-0	-8	-16	-23	0
Valuation result and net trading income	749	197	190	26	-86	67	571	-19
Other income	40	34	9	12	3	11	10	-4
Total other income	789	231	200	37	-83	77	581	-23
<b>Total income</b>	<b>5,407</b>	<b>3,661</b>	<b>1,224</b>	<b>610</b>	<b>648</b>	<b>1,179</b>	<b>1,657</b>	<b>89</b>
Expenses excl. regulatory costs	2,989	1,901	523	397	326	655	898	191
Regulatory costs <sup>1)</sup>	347	206	73	32	19	82	141	1
<b>Operating expenses</b>	<b>3,337</b>	<b>2,107</b>	<b>595</b>	<b>429</b>	<b>345</b>	<b>737</b>	<b>1,038</b>	<b>192</b>
<b>Gross result</b>	<b>2,070</b>	<b>1,554</b>	<b>629</b>	<b>180</b>	<b>303</b>	<b>442</b>	<b>619</b>	<b>-103</b>
Addition to loan loss provisions	299	158	26	25	28	78	141	0
<b>Result before tax</b>	<b>1,771</b>	<b>1,396</b>	<b>603</b>	<b>155</b>	<b>275</b>	<b>363</b>	<b>478</b>	<b>-103</b>
Taxation	542	385	161	43	94	86	131	26
Non-controlling interests	74	62	-	0	0	61	13	-
<b>Net result <sup>2)</sup></b>	<b>1,154</b>	<b>950</b>	<b>442</b>	<b>111</b>	<b>180</b>	<b>216</b>	<b>334</b>	<b>-130</b>
<b>Key figures</b>								
Interest margin	1.40%							
Cost/income ratio	61.7%	57.5%	48.6%	70.5%	53.2%	62.5%	62.6%	n.a.
Risk costs in bps of average customer lending	18	13	6	10	10	27	29	n.a.
Return on equity based on IFRS-EU equity	9.4%							
Return on equity based on 12.5% CET1 <sup>3)</sup>	11.9%	19.8%	27.1%	10.0%	22.1%	17.9%	7.3%	-25.7%
Risk-weighted assets (end of period)	333,708	165,171	52,576	36,221	26,595	49,779	152,151	16,386
Employees (internal FTEs, end of period)	61,999	45,551	12,918	7,356	6,308	18,969	16,435	13
<b>Four-quarter rolling average key figures</b>								
Interest margin	1.45%							
Cost/income ratio	53.6%	52.6%	43.3%	65.8%	44.8%	59.6%	51.0%	n.a.
Return on equity based on IFRS-EU equity	13.0%							
Return on equity based on 12.5% CET1 <sup>3)</sup>	16.3%	24.3%	32.1%	13.7%	30.1%	20.6%	11.0%	-15.0%

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

<sup>2)</sup> Net result reflects the net result attributable to shareholders of the parent.

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

## ING 1.3 Profit or loss: Quarterly overview

Profit or loss										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Interest income	14,199	14,880	15,062	14,764	13,796	14,198	12,975	11,258	58,905	52,227
Minus: interest expense	10,520	11,192	11,232	10,939	9,922	10,170	8,914	7,246	43,882	36,252
Net interest income	3,680	3,689	3,830	3,825	3,875	4,028	4,061	4,012	15,023	15,976
Net fee and commission income	1,001	1,009	999	998	879	909	912	896	4,008	3,595
Investment income	1	103	12	1	1	102	2	1	117	106
Realised gains and fair value changes on investments	-64	-51	4	7	-25	0	-0	15	-104	-11
Total investment income	-63	52	16	8	-24	103	1	15	13	95
Valuation result and net trading income	749	1,049	889	721	605	885	727	692	3,407	2,910
Other income	40	111	-18	31	74	-83	58	-48	164	0
Total other income	789	1,160	871	752	679	802	785	644	3,572	2,910
<b>Total income</b>	<b>5,407</b>	<b>5,909</b>	<b>5,716</b>	<b>5,583</b>	<b>5,408</b>	<b>5,842</b>	<b>5,759</b>	<b>5,567</b>	<b>22,615</b>	<b>22,575</b>
Staff expenses	1,881	1,816	1,781	1,706	1,716	1,689	1,704	1,616	7,184	6,725
Regulatory costs <sup>1)</sup>	347	88	88	358	317	109	91	525	882	1,042
Other expenses	1,108	1,000	979	968	1,042	995	830	929	4,055	3,797
<b>Operating expenses</b>	<b>3,337</b>	<b>2,904</b>	<b>2,848</b>	<b>3,032</b>	<b>3,075</b>	<b>2,793</b>	<b>2,626</b>	<b>3,071</b>	<b>12,121</b>	<b>11,564</b>
<b>Gross result</b>	<b>2,070</b>	<b>3,004</b>	<b>2,868</b>	<b>2,551</b>	<b>2,333</b>	<b>3,049</b>	<b>3,133</b>	<b>2,496</b>	<b>10,494</b>	<b>11,011</b>
Addition to loan loss provisions	299	336	300	258	86	183	98	152	1,194	520
<b>Result before tax</b>	<b>1,771</b>	<b>2,668</b>	<b>2,568</b>	<b>2,293</b>	<b>2,247</b>	<b>2,866</b>	<b>3,035</b>	<b>2,344</b>	<b>9,300</b>	<b>10,492</b>
Taxation	542	724	731	653	620	817	818	715	2,650	2,970
Non-controlling interests	74	65	57	61	68	67	62	38	258	235
<b>Net result <sup>2)</sup></b>	<b>1,154</b>	<b>1,880</b>	<b>1,780</b>	<b>1,578</b>	<b>1,558</b>	<b>1,982</b>	<b>2,155</b>	<b>1,591</b>	<b>6,392</b>	<b>7,287</b>
<b>Key figures</b>										
Interest margin	1.40%	1.41%	1.48%	1.51%	1.54%	1.57%	1.56%	1.59%	1.45%	1.56%
Cost/income ratio	61.7%	49.2%	49.8%	54.3%	56.9%	47.8%	45.6%	55.2%	53.6%	51.2%
Risk costs in bps of average customer lending	18	20	18	16	5	11	6	9	18	8
Return on equity based on IFRS-EU equity	9.4%	15.3%	14.5%	12.8%	12.6%	16.0%	17.5%	13.0%	13.0%	14.8%
Return on equity based on 12.5% CET1 <sup>3)</sup>	11.9%	18.9%	18.0%	16.3%	16.3%	20.4%	21.8%	15.8%	16.3%	18.6%
Risk-weighted assets (end of period)	333,708	328,458	330,927	323,063	319,169	320,797	322,926	327,377	333,708	319,169
Employees (internal FTEs, end of period)	61,999	61,605	61,025	60,678	60,360	60,174	59,474	58,693	61,999	60,360
<b>Four-quarter rolling average key figures</b>										
Interest margin	1.45%	1.48%	1.52%	1.55%	1.56%	1.52%	1.45%	1.40%		
Cost/income ratio	53.6%	52.4%	52.1%	51.0%	51.2%	51.6%	54.4%	58.0%		
Return on equity based on IFRS-EU equity	13.0%	13.8%	14.0%	14.8%	14.8%	13.8%	11.7%	9.7%		
Return on equity based on 12.5% CET1 <sup>3)</sup>	16.3%	17.4%	17.7%	18.7%	18.6%	17.2%	14.3%	11.8%		

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

<sup>2)</sup> Net result reflects the net result attributable to shareholders of the parent.

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

## ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Balance sheet related interest	3,124	3,183	3,203	3,278	3,178	3,272	3,202	3,066	12,788	12,719
Capital charge on book equity	-280	-283	-291	-309	-311	-268	-231	-187	-1,163	-998
Interest benefit on total capital	-55	-47	-39	-35	-71	-68	-60	-62	-176	-262
<b>Net interest income</b>	<b>2,789</b>	<b>2,853</b>	<b>2,874</b>	<b>2,933</b>	<b>2,795</b>	<b>2,936</b>	<b>2,911</b>	<b>2,817</b>	<b>11,449</b>	<b>11,459</b>
Net fee and commission income	681	688	678	646	586	608	569	575	2,694	2,337
Investment income	9	-3	3	-0	2	6	2	0	9	10
Realised gains and fair value changes on investments	-49	-45	7	5	-22	1	-0	11	-82	-9
<b>Total investment income</b>	<b>-40</b>	<b>-48</b>	<b>11</b>	<b>5</b>	<b>-19</b>	<b>7</b>	<b>1</b>	<b>12</b>	<b>-73</b>	<b>1</b>
Valuation result and net trading income	197	359	275	153	293	331	248	295	984	1,166
Other income	34	123	26	19	39	15	38	13	202	105
<b>Total other income</b>	<b>231</b>	<b>482</b>	<b>301</b>	<b>172</b>	<b>332</b>	<b>346</b>	<b>285</b>	<b>308</b>	<b>1,186</b>	<b>1,271</b>
<b>Total income</b>	<b>3,661</b>	<b>3,975</b>	<b>3,863</b>	<b>3,757</b>	<b>3,693</b>	<b>3,897</b>	<b>3,766</b>	<b>3,712</b>	<b>15,256</b>	<b>15,069</b>
Expenses excl. regulatory costs	1,901	1,834	1,877	1,750	1,836	1,739	1,660	1,703	7,361	6,938
Regulatory costs	206	71	70	321	207	94	81	389	668	771
<b>Operating expenses</b>	<b>2,107</b>	<b>1,904</b>	<b>1,947</b>	<b>2,072</b>	<b>2,043</b>	<b>1,833</b>	<b>1,741</b>	<b>2,092</b>	<b>8,030</b>	<b>7,709</b>
<b>Gross result</b>	<b>1,554</b>	<b>2,071</b>	<b>1,916</b>	<b>1,685</b>	<b>1,650</b>	<b>2,064</b>	<b>2,025</b>	<b>1,620</b>	<b>7,226</b>	<b>7,360</b>
Addition to loan loss provisions	158	145	98	165	86	166	113	242	566	607
<b>Result before tax</b>	<b>1,396</b>	<b>1,926</b>	<b>1,818</b>	<b>1,520</b>	<b>1,565</b>	<b>1,898</b>	<b>1,911</b>	<b>1,379</b>	<b>6,660</b>	<b>6,753</b>
Taxation	385	517	494	423	441	540	488	443	1,819	1,912
Non-controlling interests	62	65	49	48	54	48	46	26	223	174
<b>Net result</b>	<b>950</b>	<b>1,344</b>	<b>1,274</b>	<b>1,050</b>	<b>1,070</b>	<b>1,310</b>	<b>1,377</b>	<b>910</b>	<b>4,618</b>	<b>4,667</b>
<b>Key figures</b>										
Cost/income ratio	57.5%	47.9%	50.4%	55.1%	55.3%	47.0%	46.2%	56.4%	52.6%	51.2%
Risk costs in bps of average customer lending	13	12	8	14	8	15	10	21	12	13
Return on equity based on 12.5% CET1 <sup>1)</sup>	19.8%	28.1%	26.8%	22.6%	23.2%	27.8%	29.1%	19.2%	24.3%	24.8%
Risk-weighted assets (end of period)	165,171	161,571	159,373	156,353	154,366	155,449	157,248	155,587	165,171	154,366
Employees (internal FTEs, end of period)	45,551	45,416	45,215	45,139	44,930	44,865	44,403	43,853	45,551	44,930
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	52.6%	52.1%	51.9%	50.9%	51.2%	51.7%	56.0%	60.1%		
Return on equity based on 12.5% CET1 <sup>1)</sup>	24.3%	25.2%	25.1%	25.7%	24.8%	23.2%	18.5%	15.2%		

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

## ING 1.5 Profit or loss: Retail Netherlands

Profit or loss Retail Netherlands										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Balance sheet related interest	810	749	771	813	748	788	838	874	3,143	3,248
Capital charge on book equity	-17	-15	-11	-15	-24	-19	-11	-10	-58	-64
Interest benefit on total capital	-18	-16	-13	-12	-24	-23	-20	-21	-58	-88
Net interest income	775	718	748	787	700	746	807	843	3,027	3,096
Net fee and commission income	266	270	263	250	242	246	235	235	1,049	959
Investment income	0	1	1	-	0	1	0	1	2	2
Realised gains and fair value changes on investments	-16	-16	2	3	1	2	-0	2	-27	4
Total investment income	-16	-16	3	3	1	3	0	3	-25	6
Valuation result and net trading income	190	265	219	136	230	276	176	216	810	898
Other income	9	26	6	9	16	10	7	8	50	41
Total other income	200	291	225	145	247	286	183	224	860	939
<b>Total income</b>	<b>1,224</b>	<b>1,263</b>	<b>1,238</b>	<b>1,185</b>	<b>1,190</b>	<b>1,281</b>	<b>1,226</b>	<b>1,305</b>	<b>4,910</b>	<b>5,001</b>
Expenses excl. regulatory costs	523	506	499	483	494	489	466	474	2,011	1,923
Regulatory costs	73	-	21	20	72	27	21	93	114	212
<b>Operating expenses</b>	<b>595</b>	<b>506</b>	<b>520</b>	<b>503</b>	<b>566</b>	<b>516</b>	<b>487</b>	<b>567</b>	<b>2,124</b>	<b>2,135</b>
<b>Gross result</b>	<b>629</b>	<b>756</b>	<b>718</b>	<b>682</b>	<b>624</b>	<b>765</b>	<b>739</b>	<b>738</b>	<b>2,786</b>	<b>2,866</b>
Addition to loan loss provisions	26	9	-26	-17	-35	-1	-14	56	-8	5
<b>Result before tax</b>	<b>603</b>	<b>747</b>	<b>744</b>	<b>699</b>	<b>660</b>	<b>766</b>	<b>753</b>	<b>682</b>	<b>2,793</b>	<b>2,861</b>
Taxation	161	191	192	179	171	198	193	178	723	740
Non-controlling interests	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>442</b>	<b>556</b>	<b>552</b>	<b>520</b>	<b>489</b>	<b>569</b>	<b>559</b>	<b>504</b>	<b>2,070</b>	<b>2,121</b>
<b>Key figures</b>										
Cost/income ratio	48.6%	40.1%	42.0%	42.5%	47.5%	40.3%	39.7%	43.4%	43.3%	42.7%
Risk costs in bps of average customer lending	6	2	-7	-4	-9	-0	-4	15	-0	0
Return on equity based on 12.5% CET1 <sup>1)</sup>	27.1%	34.4%	34.2%	32.6%	30.7%	35.7%	35.2%	31.8%	32.1%	33.4%
Risk-weighted assets (end of period)	52,576	51,623	51,918	51,297	50,662	51,094	50,820	50,807	52,576	50,662
Employees (internal FTEs, end of period)	12,918	12,785	12,714	12,532	12,354	12,199	11,925	11,670	12,918	12,354
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	43.3%	43.0%	43.0%	42.4%	42.7%	43.8%	47.0%	48.3%		
Return on equity based on 12.5% CET1 <sup>1)</sup>	32.1%	33.0%	33.3%	33.6%	33.4%	30.7%	26.9%	24.8%		

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

## ING 1.6 Profit or loss: Retail Belgium

Profit or loss Retail Belgium <sup>1)</sup>										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Balance sheet related interest	502	554	602	602	607	626	585	546	2,260	2,363
Capital charge on book equity	-61	-66	-66	-70	-80	-69	-55	-38	-263	-243
Interest benefit on total capital	-12	-10	-9	-8	-15	-14	-13	-14	-38	-57
<b>Net interest income</b>	<b>428</b>	<b>478</b>	<b>528</b>	<b>524</b>	<b>511</b>	<b>543</b>	<b>516</b>	<b>494</b>	<b>1,959</b>	<b>2,063</b>
Net fee and commission income	144	153	158	148	129	133	125	115	603	502
Investment income	9	-4	0	0	2	4	-0	0	5	6
Realised gains and fair value changes on investments	-9	-15	4	2	-1	0	-0	1	-18	-1
<b>Total investment income</b>	<b>-0</b>	<b>-19</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>-1</b>	<b>1</b>	<b>-13</b>	<b>5</b>
Valuation result and net trading income	26	33	10	12	-6	15	22	30	81	61
Other income	12	94	11	5	24	-1	26	1	121	51
<b>Total other income</b>	<b>37</b>	<b>128</b>	<b>21</b>	<b>17</b>	<b>17</b>	<b>15</b>	<b>48</b>	<b>31</b>	<b>202</b>	<b>112</b>
<b>Total income</b>	<b>610</b>	<b>740</b>	<b>712</b>	<b>691</b>	<b>658</b>	<b>695</b>	<b>689</b>	<b>641</b>	<b>2,751</b>	<b>2,683</b>
Expenses excl. regulatory costs	397	402	418	387	425	437	396	383	1,605	1,642
Regulatory costs	32	-1	-28	203	30	-	3	177	206	211
<b>Operating expenses</b>	<b>429</b>	<b>401</b>	<b>391</b>	<b>589</b>	<b>456</b>	<b>437</b>	<b>399</b>	<b>560</b>	<b>1,811</b>	<b>1,852</b>
<b>Gross result</b>	<b>180</b>	<b>338</b>	<b>321</b>	<b>101</b>	<b>202</b>	<b>257</b>	<b>290</b>	<b>81</b>	<b>941</b>	<b>830</b>
Addition to loan loss provisions	25	43	22	44	28	50	13	78	134	169
<b>Result before tax</b>	<b>155</b>	<b>296</b>	<b>299</b>	<b>58</b>	<b>174</b>	<b>208</b>	<b>277</b>	<b>3</b>	<b>807</b>	<b>661</b>
Taxation	43	58	82	27	32	55	69	26	210	182
Non-controlling interests	0	0	0	0	0	0	0	0	0	0
<b>Net result</b>	<b>111</b>	<b>238</b>	<b>218</b>	<b>30</b>	<b>141</b>	<b>153</b>	<b>207</b>	<b>-22</b>	<b>597</b>	<b>479</b>
<b>Key figures</b>										
Cost/income ratio	70.5%	54.2%	54.9%	85.3%	69.3%	63.0%	57.9%	87.4%	65.8%	69.1%
Risk costs in bps of average customer lending	10	18	9	19	12	21	6	34	14	18
Return on equity based on 12.5% CET1 <sup>2)</sup>	10.0%	21.9%	20.2%	2.8%	13.2%	14.5%	19.4%	-2.1%	13.7%	11.2%
Risk-weighted assets (end of period)	36,221	35,046	34,548	34,276	34,603	33,699	33,641	34,602	36,221	34,603
Employees (internal FTEs, end of period)	7,356	7,403	7,414	7,537	7,583	7,601	7,630	7,588	7,356	7,583
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	65.8%	65.6%	68.0%	68.9%	69.1%	68.4%	76.0%	81.8%		
Return on equity based on 12.5% CET1 <sup>2)</sup>	13.7%	14.6%	12.7%	12.5%	11.2%	10.9%	5.1%	2.1%		

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

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



## ING 1.7 Profit or loss: Retail Germany

Profit or loss Retail Germany										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Balance sheet related interest	698	771	753	766	804	837	809	718	2,988	3,167
Capital charge on book equity	-68	-74	-85	-87	-83	-72	-63	-41	-314	-259
Interest benefit on total capital	-9	-7	-6	-5	-12	-12	-11	-12	-27	-47
<b>Net interest income</b>	<b>621</b>	<b>690</b>	<b>662</b>	<b>674</b>	<b>709</b>	<b>753</b>	<b>736</b>	<b>665</b>	<b>2,647</b>	<b>2,862</b>
Net fee and commission income	118	102	107	105	84	93	83	96	433	357
Investment income	-0	0	0	-0	0	0	-0	-0	1	0
Realised gains and fair value changes on investments	-8	-15	1	-0	-17	0	-	3	-23	-13
<b>Total investment income</b>	<b>-8</b>	<b>-15</b>	<b>1</b>	<b>-0</b>	<b>-17</b>	<b>1</b>	<b>-0</b>	<b>3</b>	<b>-22</b>	<b>-13</b>
Valuation result and net trading income	-86	-18	-8	-49	-3	-10	-30	-14	-160	-57
Other income	3	1	3	2	-4	3	2	2	9	2
<b>Total other income</b>	<b>-83</b>	<b>-17</b>	<b>-5</b>	<b>-46</b>	<b>-7</b>	<b>-7</b>	<b>-29</b>	<b>-12</b>	<b>-151</b>	<b>-54</b>
<b>Total income</b>	<b>648</b>	<b>760</b>	<b>765</b>	<b>733</b>	<b>769</b>	<b>839</b>	<b>790</b>	<b>753</b>	<b>2,906</b>	<b>3,152</b>
Expenses excl. regulatory costs	326	301	296	292	309	284	270	283	1,215	1,147
Regulatory costs	19	29	20	20	26	18	12	40	88	96
<b>Operating expenses</b>	<b>345</b>	<b>330</b>	<b>316</b>	<b>312</b>	<b>335</b>	<b>303</b>	<b>282</b>	<b>323</b>	<b>1,303</b>	<b>1,243</b>
<b>Gross result</b>	<b>303</b>	<b>430</b>	<b>449</b>	<b>421</b>	<b>434</b>	<b>537</b>	<b>508</b>	<b>430</b>	<b>1,604</b>	<b>1,909</b>
Addition to loan loss provisions	28	56	26	40	25	46	16	33	149	119
<b>Result before tax</b>	<b>275</b>	<b>375</b>	<b>424</b>	<b>382</b>	<b>409</b>	<b>491</b>	<b>493</b>	<b>397</b>	<b>1,455</b>	<b>1,790</b>
Taxation	94	146	139	126	169	173	148	141	505	631
Non-controlling interests	0	0	0	0	0	0	0	-0	1	0
<b>Net result</b>	<b>180</b>	<b>228</b>	<b>284</b>	<b>255</b>	<b>241</b>	<b>318</b>	<b>344</b>	<b>256</b>	<b>949</b>	<b>1,159</b>
<b>Key figures</b>										
Cost/income ratio	53.2%	43.4%	41.3%	42.5%	43.5%	36.0%	35.7%	42.9%	44.8%	39.4%
Risk costs in bps of average customer lending	10	21	10	15	10	18	6	13	14	12
Return on equity based on 12.5% CET1 <sup>1)</sup>	22.1%	28.8%	36.5%	33.5%	30.2%	36.3%	38.3%	28.1%	30.1%	33.3%
Risk-weighted assets (end of period)	26,595	25,673	25,205	24,761	24,025	27,070	28,997	28,541	26,595	24,025
Employees (internal FTEs, end of period)	6,308	6,156	6,003	6,009	5,969	5,899	5,857	5,849	6,308	5,969
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	44.8%	42.7%	40.7%	39.3%	39.4%	40.2%	43.2%	48.9%		
Return on equity based on 12.5% CET1 <sup>1)</sup>	30.1%	32.2%	34.2%	34.7%	33.3%	30.3%	26.2%	21.0%		

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

## ING 1.8 Profit or loss: Retail Other

Profit or loss Retail Other <sup>1)</sup>										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Balance sheet related interest	1,114	1,110	1,077	1,096	1,020	1,022	970	929	4,397	3,941
Capital charge on book equity	-132	-129	-130	-137	-125	-109	-102	-98	-528	-433
Interest benefit on total capital	-17	-14	-11	-10	-20	-19	-16	-16	-52	-71
<b>Net interest income</b>	<b>965</b>	<b>967</b>	<b>935</b>	<b>948</b>	<b>875</b>	<b>895</b>	<b>853</b>	<b>815</b>	<b>3,817</b>	<b>3,437</b>
Net fee and commission income	152	164	149	144	131	136	125	128	609	519
Investment income	0	-0	2	-0	0	0	2	-0	2	2
Realised gains and fair value changes on investments	-16	1	1	0	-4	-1	0	5	-14	0
<b>Total investment income</b>	<b>-16</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>-4</b>	<b>-1</b>	<b>2</b>	<b>5</b>	<b>-12</b>	<b>2</b>
Valuation result and net trading income	67	79	55	53	72	50	80	63	253	264
Other income	11	2	6	3	3	3	3	2	22	11
<b>Total other income</b>	<b>77</b>	<b>81</b>	<b>61</b>	<b>56</b>	<b>75</b>	<b>53</b>	<b>82</b>	<b>65</b>	<b>275</b>	<b>275</b>
<b>Total income</b>	<b>1,179</b>	<b>1,212</b>	<b>1,148</b>	<b>1,149</b>	<b>1,077</b>	<b>1,082</b>	<b>1,061</b>	<b>1,013</b>	<b>4,688</b>	<b>4,233</b>
Expenses excl. regulatory costs	655	624	664	589	608	528	528	562	2,532	2,227
Regulatory costs	82	43	57	79	79	49	45	80	261	252
<b>Operating expenses</b>	<b>737</b>	<b>667</b>	<b>721</b>	<b>667</b>	<b>687</b>	<b>577</b>	<b>573</b>	<b>642</b>	<b>2,792</b>	<b>2,479</b>
<b>Gross result</b>	<b>442</b>	<b>545</b>	<b>427</b>	<b>481</b>	<b>390</b>	<b>505</b>	<b>488</b>	<b>371</b>	<b>1,896</b>	<b>1,754</b>
Addition to loan loss provisions	78	37	77	99	68	72	99	75	291	313
<b>Result before tax</b>	<b>363</b>	<b>508</b>	<b>350</b>	<b>383</b>	<b>322</b>	<b>433</b>	<b>389</b>	<b>296</b>	<b>1,605</b>	<b>1,441</b>
Taxation	86	122	82	90	69	114	78	98	381	359
Non-controlling interests	61	65	48	47	54	48	45	26	221	174
<b>Net result</b>	<b>216</b>	<b>321</b>	<b>220</b>	<b>245</b>	<b>199</b>	<b>271</b>	<b>266</b>	<b>172</b>	<b>1,002</b>	<b>908</b>
<b>Key figures</b>										
Cost/income ratio	62.5%	55.0%	62.8%	58.1%	63.8%	53.3%	54.0%	63.4%	59.6%	58.6%
Risk costs in bps of average customer lending	27	13	27	36	25	27	37	28	26	29
Return on equity based on 12.5% CET1 <sup>2)</sup>	17.9%	25.5%	18.3%	20.5%	18.3%	23.4%	23.4%	15.2%	20.6%	20.1%
Risk-weighted assets (end of period)	49,779	49,228	47,703	46,019	45,076	43,587	43,791	41,636	49,779	45,076
Employees (internal FTEs, end of period)	18,969	19,072	19,086	19,061	19,024	19,165	18,990	18,745	18,969	19,024
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	59.6%	59.8%	59.5%	57.3%	58.6%	58.5%	64.0%	68.7%		
Return on equity based on 12.5% CET1 <sup>2)</sup>	20.6%	20.7%	20.1%	21.4%	20.1%	19.3%	13.9%	10.8%		

<sup>1)</sup> Includes: Australia, Italy, Spain, Poland, Romania, Türkiye and Other.

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

## ING 1.9 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Balance sheet related interest	1,010	978	1,125	1,081	1,240	1,240	1,248	1,270	4,194	4,997
Capital charge on book equity	-179	-192	-194	-207	-210	-188	-172	-148	-772	-719
Interest benefit on total capital	-50	-44	-36	-32	-67	-62	-58	-63	-163	-251
<b>Net interest income</b>	<b>780</b>	<b>742</b>	<b>896</b>	<b>842</b>	<b>962</b>	<b>989</b>	<b>1,017</b>	<b>1,059</b>	<b>3,259</b>	<b>4,028</b>
Net fee and commission income	319	322	322	354	296	294	346	323	1,317	1,259
Investment income	-8	5	6	1	-1	-1	-2	-0	4	-4
Realised gains and fair value changes on investments	-14	-6	-3	2	-4	-1	0	3	-22	-1
<b>Total investment income</b>	<b>-23</b>	<b>-1</b>	<b>3</b>	<b>2</b>	<b>-5</b>	<b>-2</b>	<b>-2</b>	<b>3</b>	<b>-18</b>	<b>-6</b>
Valuation result and net trading income	571	693	636	579	310	529	487	405	2,478	1,730
Other income	10	-12	-25	-28	32	15	-2	1	-55	46
<b>Total other income</b>	<b>581</b>	<b>681</b>	<b>611</b>	<b>551</b>	<b>342</b>	<b>544</b>	<b>485</b>	<b>406</b>	<b>2,424</b>	<b>1,777</b>
<b>Total income</b>	<b>1,657</b>	<b>1,744</b>	<b>1,831</b>	<b>1,749</b>	<b>1,595</b>	<b>1,825</b>	<b>1,846</b>	<b>1,791</b>	<b>6,981</b>	<b>7,057</b>
Expenses excl. regulatory costs	898	841	803	805	800	759	759	725	3,346	3,043
Regulatory costs	141	17	17	37	110	14	11	136	212	271
<b>Operating expenses</b>	<b>1,038</b>	<b>858</b>	<b>821</b>	<b>841</b>	<b>910</b>	<b>773</b>	<b>770</b>	<b>860</b>	<b>3,558</b>	<b>3,313</b>
<b>Gross result</b>	<b>619</b>	<b>886</b>	<b>1,011</b>	<b>907</b>	<b>685</b>	<b>1,052</b>	<b>1,076</b>	<b>931</b>	<b>3,423</b>	<b>3,744</b>
Addition to loan loss provisions	141	191	202	93	-1	15	-15	-90	627	-92
<b>Result before tax</b>	<b>478</b>	<b>695</b>	<b>809</b>	<b>814</b>	<b>686</b>	<b>1,037</b>	<b>1,091</b>	<b>1,021</b>	<b>2,796</b>	<b>3,836</b>
Taxation	131	156	182	225	151	254	225	270	693	900
Non-controlling interests	13	-0	9	13	14	18	17	11	35	61
<b>Net result</b>	<b>334</b>	<b>540</b>	<b>619</b>	<b>575</b>	<b>520</b>	<b>765</b>	<b>850</b>	<b>739</b>	<b>2,068</b>	<b>2,875</b>
<b>Key figures</b>										
Cost/income ratio	62.6%	49.2%	44.8%	48.1%	57.1%	42.4%	41.7%	48.0%	51.0%	47.0%
Income over average risk-weighted assets (in bps) <sup>1)</sup>	437	454	477	465	425	487	482	454	458	462
Risk costs in bps of average customer lending	29	40	42	20	-0	3	-3	-19	33	-5
Return on equity based on 12.5% CET1 <sup>2)</sup>	7.3%	11.2%	13.1%	12.5%	11.4%	16.7%	18.1%	15.2%	11.0%	15.4%
Risk-weighted assets (end of period)	152,151	151,006	156,285	150,677	150,288	150,179	149,934	156,218	152,151	150,288
Employees (internal FTEs, end of period)	16,435	16,175	15,792	15,499	15,391	15,277	15,031	14,687	16,435	15,391
Value at Risk trading positions (average)	15.8	14.7	13.2	15.4	17.4	18.1	15.4	14.4		
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	51.0%	49.6%	47.8%	47.0%	47.0%	47.0%	48.1%	48.0%		
Return on equity based on 12.5% CET1 <sup>2)</sup>	11.0%	12.1%	13.4%	14.7%	15.4%	14.2%	12.5%	11.6%		

<sup>1)</sup> Annualised total income divided by average risk-weighted assets.

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

## ING 1.10 Wholesale Banking income by product

Profit or loss Wholesale Banking income by product										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
<b>WB Lending</b>										
Net interest income	673	657	703	681	702	688	653	653	2,715	2,696
Net fee and commission income	149	132	141	153	123	141	157	152	575	574
Total investment income	-	-	0	-0	0	0	-0	-	0	0
Total other income	5	-5	-9	-2	-20	-25	-2	1	-11	-47
<b>Total income WB Lending</b>	<b>827</b>	<b>785</b>	<b>836</b>	<b>831</b>	<b>805</b>	<b>804</b>	<b>809</b>	<b>807</b>	<b>3,278</b>	<b>3,224</b>
<b>Key figures</b>										
Income over average risk-weighted assets (in bps) <sup>1)</sup>	333	311	330	337	319	317	313	302	328	313
Risk-weighted assets (end of period)	100,270	98,507	103,413	98,967	100,330	101,697	101,135	105,692	100,270	100,330
<b>WB Daily Banking &amp; Trade Finance</b>										
Net interest income	253	316	316	314	345	363	384	382	1,198	1,473
Net fee and commission income	130	127	128	131	125	123	134	128	517	511
Total investment income	-	-	-	-	-	-	-1	-	-	-1
Total other income	96	49	39	54	65	40	45	19	239	169
<b>Total income WB Daily Banking &amp; Trade Finance</b>	<b>479</b>	<b>492</b>	<b>482</b>	<b>499</b>	<b>536</b>	<b>527</b>	<b>561</b>	<b>529</b>	<b>1,954</b>	<b>2,153</b>
<b>Key figures</b>										
Income over average risk-weighted assets (in bps) <sup>1)</sup>	1,250	1,246	1,158	1,182	1,277	1,274	1,318	1,139	1,208	1,249
Risk-weighted assets (end of period)	15,503	15,169	16,438	16,887	16,919	16,622	16,454	17,615	15,503	16,919
<b>WB Financial Markets</b>										
Net interest income	-143	-192	-209	-160	-58	-61	-73	-19	-703	-211
Net fee and commission income	29	52	50	70	39	28	47	41	201	155
Total investment income	-0	1	0	0	0	3	-2	-0	1	1
Total other income	416	514	514	474	216	405	387	327	1,918	1,335
<b>Total income WB Financial Markets</b>	<b>302</b>	<b>376</b>	<b>356</b>	<b>383</b>	<b>197</b>	<b>375</b>	<b>359</b>	<b>349</b>	<b>1,417</b>	<b>1,280</b>
<b>Key figures</b>										
Income over average risk-weighted assets (in bps) <sup>1)</sup>	410	512	512	567	321	625	594	576	498	528
Risk-weighted assets (end of period)	28,935	29,990	28,776	26,881	25,131	24,017	23,983	24,345	28,935	25,131
<b>WB Treasury &amp; Other</b>										
Net interest income	-3	-39	85	7	-27	-2	54	43	50	69
Net fee and commission income	11	10	4	1	8	1	8	2	25	19
Total investment income	-23	-2	2	2	-5	-5	1	3	-20	-6
Total other income	64	122	66	25	81	124	55	59	278	319
<b>Total income WB Treasury &amp; Other</b>	<b>50</b>	<b>91</b>	<b>157</b>	<b>35</b>	<b>57</b>	<b>119</b>	<b>117</b>	<b>107</b>	<b>332</b>	<b>401</b>
<b>Key figures</b>										
Income over average risk-weighted assets (in bps) <sup>1)</sup>	269	484	804	176	292	587	554	520	434	490
Risk-weighted assets (end of period)	7,444	7,340	7,658	7,942	7,908	7,844	8,362	8,566	7,444	7,908
<b>Total Wholesale Banking</b>										
Net interest income	780	742	896	842	962	989	1,017	1,059	3,259	4,028
Net fee and commission income	319	322	322	354	296	294	346	323	1,317	1,259
Total investment income	-23	-1	3	2	-5	-2	-2	3	-18	-6
Total other income	581	681	611	551	342	544	485	406	2,424	1,777
<b>Total income Wholesale Banking</b>	<b>1,657</b>	<b>1,744</b>	<b>1,831</b>	<b>1,749</b>	<b>1,595</b>	<b>1,825</b>	<b>1,846</b>	<b>1,791</b>	<b>6,981</b>	<b>7,057</b>
<b>Key figures</b>										
Income over average risk-weighted assets (in bps) <sup>1)</sup>	437	454	477	465	425	487	482	454	458	462
Risk-weighted assets (end of period)	152,151	151,006	156,285	150,677	150,288	150,179	149,934	156,218	152,151	150,288

<sup>1)</sup> Annualised total income divided by average risk-weighted assets.

## ING 1.11 Profit or loss: Corporate Line

Profit or loss Corporate Line										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Balance sheet related interest	-454	-473	-499	-534	-543	-484	-389	-325	-1,959	-1,741
Capital charge on book equity	459	475	484	516	521	457	403	335	1,935	1,717
Interest benefit on total capital	106	92	75	67	138	130	119	125	339	513
Net interest income	110	94	61	50	117	103	134	136	315	489
Net fee and commission income	1	-2	-1	-2	-2	7	-3	-3	-3	-1
Investment income	0	101	3	0	0	98	2	0	104	100
Realised gains and fair value changes on investments	-0	0	-	-0	-0	0	-	0	-	-0
Total investment income	0	101	3	0	0	98	2	0	104	100
Valuation result and net trading income	-19	-3	-22	-11	2	26	-8	-8	-55	13
Other income	-4	-1	-19	40	3	-114	22	-62	17	-151
Total other income	-23	-4	-41	30	5	-88	14	-70	-38	-138
<b>Total income</b>	<b>89</b>	<b>189</b>	<b>22</b>	<b>78</b>	<b>120</b>	<b>120</b>	<b>147</b>	<b>63</b>	<b>378</b>	<b>450</b>
Expenses excl. regulatory costs	191	141	80	119	122	186	115	118	532	542
Regulatory costs	1	0	-0	-	-0	1	-1	-0	1	-0
<b>Operating expenses</b>	<b>192</b>	<b>142</b>	<b>80</b>	<b>119</b>	<b>122</b>	<b>187</b>	<b>114</b>	<b>118</b>	<b>533</b>	<b>542</b>
<b>Gross result</b>	<b>-103</b>	<b>48</b>	<b>-58</b>	<b>-42</b>	<b>-2</b>	<b>-67</b>	<b>32</b>	<b>-55</b>	<b>-155</b>	<b>-92</b>
Addition to loan loss provisions	0	0	0	0	2	3	0	0	1	5
<b>Result before tax</b>	<b>-103</b>	<b>47</b>	<b>-58</b>	<b>-42</b>	<b>-4</b>	<b>-70</b>	<b>32</b>	<b>-55</b>	<b>-156</b>	<b>-97</b>
Taxation	26	51	55	6	28	23	105	3	138	158
Non-controlling interests	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>-130</b>	<b>-3</b>	<b>-113</b>	<b>-48</b>	<b>-32</b>	<b>-93</b>	<b>-73</b>	<b>-58</b>	<b>-294</b>	<b>-255</b>
<b>Key figures</b>										
Risk-weighted assets (end of period)	16,386	15,881	15,269	16,033	14,515	15,168	15,744	15,571	16,386	14,515
Employees (internal FTEs, end of period)	13	15	18	41	39	32	40	154	13	39

# ING 1.12 Geographical split: 4Q2024

## Geographical split 4Q2024

In € million	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Wholesale Banking Rest of World		Other <sup>1)</sup>		
	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Wholesale Banking	Total	Wholesale Banking	Corporate Line
<b>Profit or loss</b>																				
Net interest income	782	775	8	546	428	117	751	621	130	507	420	87	637	545	92	347	347	109	-1	110
Net fee and commission income	341	266	75	188	144	44	124	118	6	97	52	45	113	100	12	136	136	1	-0	1
Investment income	-22	-16	-7	-9	-0	-8	-10	-8	-2	0	0	0	-21	-16	-5	0	0	-1	-1	0
Other income	450	200	250	56	37	19	-95	-83	-12	9	2	7	108	75	33	284	284	-22	1	-23
<b>Total income</b>	<b>1,550</b>	<b>1,224</b>	<b>326</b>	<b>781</b>	<b>610</b>	<b>172</b>	<b>770</b>	<b>648</b>	<b>122</b>	<b>614</b>	<b>474</b>	<b>139</b>	<b>837</b>	<b>705</b>	<b>132</b>	<b>767</b>	<b>767</b>	<b>87</b>	<b>-1</b>	<b>89</b>
Expenses excl. regulatory costs	764	523	241	484	397	87	378	326	53	358	311	47	400	344	55	418	418	188	-3	191
Regulatory costs	118	73	45	42	32	10	20	19	1	28	28	0	71	54	17	67	67	1	0	1
<b>Operating expenses</b>	<b>882</b>	<b>595</b>	<b>286</b>	<b>526</b>	<b>429</b>	<b>97</b>	<b>398</b>	<b>345</b>	<b>53</b>	<b>386</b>	<b>338</b>	<b>48</b>	<b>470</b>	<b>399</b>	<b>72</b>	<b>485</b>	<b>485</b>	<b>188</b>	<b>-3</b>	<b>192</b>
<b>Gross result</b>	<b>669</b>	<b>629</b>	<b>40</b>	<b>255</b>	<b>180</b>	<b>75</b>	<b>372</b>	<b>303</b>	<b>69</b>	<b>228</b>	<b>136</b>	<b>92</b>	<b>366</b>	<b>306</b>	<b>61</b>	<b>282</b>	<b>282</b>	<b>-101</b>	<b>2</b>	<b>-103</b>
Addition to loan loss provisions	24	26	-2	55	25	30	86	28	58	61	51	10	23	28	-5	51	51	0	-	0
<b>Result before tax</b>	<b>645</b>	<b>603</b>	<b>42</b>	<b>200</b>	<b>155</b>	<b>45</b>	<b>285</b>	<b>275</b>	<b>11</b>	<b>167</b>	<b>85</b>	<b>82</b>	<b>344</b>	<b>278</b>	<b>66</b>	<b>231</b>	<b>231</b>	<b>-101</b>	<b>2</b>	<b>-103</b>
Retail Banking	603	603		155	155		275	275		85	85		278	278						
Wholesale Banking	42		42	45		45	11		11	82		82	66		66	231	231	2	2	
Corporate Line																		-103		-103
<b>Result before tax</b>	<b>645</b>	<b>603</b>	<b>42</b>	<b>200</b>	<b>155</b>	<b>45</b>	<b>285</b>	<b>275</b>	<b>11</b>	<b>167</b>	<b>85</b>	<b>82</b>	<b>344</b>	<b>278</b>	<b>66</b>	<b>231</b>	<b>231</b>	<b>-101</b>	<b>2</b>	<b>-103</b>
<b>Customer lending/deposits (in € billion)</b>																				
Residential mortgages	117.2	117.8	-0.6	44.7	44.6	0.1	94.8	95.1	-0.3	71.1	71.1	0.0	17.4	17.3	0.1	0.0	0.0	0.0	0.0	0.0
Other customer lending	73.6	46.5	27.1	71.6	53.7	18.0	47.6	15.1	32.5	25.8	7.3	18.6	32.9	21.6	11.3	89.1	89.1	0.3	0.0	0.3
Customer deposits	237.4	200.7	36.8	110.4	97.1	13.3	152.6	151.1	1.5	101.6	100.8	0.7	68.5	62.3	6.2	21.1	21.1	0.0	0.0	0.0
<b>Key figures</b>																				
Cost/income ratio	56.9%	48.6%	87.9%	67.4%	70.5%	56.4%	51.7%	53.2%	43.8%	62.9%	71.3%	34.1%	56.2%	56.6%	54.3%	63.3%	63.3%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	5	7	-3	19	11	69	25	11	74	26	27	23	19	30	-18	23	23	26	n.a.	26
Return on equity based on 12.5% CET1 <sup>2)</sup>	18.3%	27.1%	2.9%	10.1%	10.0%	10.3%	15.1%	22.1%	2.3%	10.0%	7.1%	15.6%	23.6%	26.6%	15.4%	7.1%	7.1%	-25.3%	92.0%	-25.7%
Risk-weighted assets (end of period)	82,717	52,576	30,141	48,326	36,221	12,105	41,113	26,595	14,519	33,771	22,061	11,710	37,464	27,718	9,747	73,855	73,855	16,461	75	16,386
Employees (internal FTEs, end of period)	20,790	12,918	7,872	8,701	7,356	1,345	6,874	6,308	566	6,538	6,103	435	14,257	12,866	1,392	4,824	4,824	16	3	13
<b>Four-quarter rolling average key figures</b>																				
Cost/income ratio	48.2%	43.3%	65.7%	61.7%	65.8%	47.0%	43.5%	44.8%	36.6%	58.3%	65.6%	29.9%	53.9%	55.1%	48.1%	52.1%	52.1%	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 <sup>2)</sup>	23.4%	32.1%	8.1%	15.1%	13.7%	19.2%	23.7%	30.1%	12.7%	14.0%	13.2%	15.4%	22.8%	26.7%	13.0%	9.6%	9.6%	-14.4%	31.2%	-15.0%

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

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

## ING 1.13 Geographical split: Comparable quarters

Geographical split comparable quarters																
In € million	Total		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World		Other <sup>1)</sup>	
	4Q2024	4Q2023	4Q2024	4Q2023	4Q2024	4Q2023	4Q2024	4Q2023	4Q2024	4Q2023	4Q2024	4Q2023	4Q2024	4Q2023	4Q2024	4Q2023
<b>Profit or loss</b>																
Net interest income	3,680	3,875	782	840	546	663	751	834	507	523	637	524	347	376	109	116
Net fee and commission income	1,001	879	341	314	188	175	124	90	97	60	113	97	136	145	1	-2
Investment income	-63	-24	-22	1	-9	-1	-10	-20	0	-0	-21	-5	0	0	-1	1
Other income	789	679	450	389	56	12	-95	-12	9	5	108	126	284	144	-22	15
<b>Total income</b>	<b>5,407</b>	<b>5,408</b>	<b>1,550</b>	<b>1,544</b>	<b>781</b>	<b>849</b>	<b>770</b>	<b>891</b>	<b>614</b>	<b>588</b>	<b>837</b>	<b>743</b>	<b>767</b>	<b>664</b>	<b>87</b>	<b>129</b>
Expenses excl. regulatory costs	2,989	2,758	764	732	484	500	378	360	358	323	400	363	418	358	188	123
Regulatory costs	347	317	118	105	42	42	20	26	28	39	71	53	67	52	1	-0
<b>Operating expenses</b>	<b>3,337</b>	<b>3,075</b>	<b>882</b>	<b>837</b>	<b>526</b>	<b>542</b>	<b>398</b>	<b>386</b>	<b>386</b>	<b>362</b>	<b>470</b>	<b>416</b>	<b>485</b>	<b>411</b>	<b>188</b>	<b>123</b>
<b>Gross result</b>	<b>2,070</b>	<b>2,333</b>	<b>669</b>	<b>707</b>	<b>255</b>	<b>307</b>	<b>372</b>	<b>505</b>	<b>228</b>	<b>227</b>	<b>366</b>	<b>327</b>	<b>282</b>	<b>254</b>	<b>-101</b>	<b>6</b>
Addition to loan loss provisions	299	86	24	-95	55	13	86	35	61	40	23	39	51	53	0	2
<b>Result before tax</b>	<b>1,771</b>	<b>2,247</b>	<b>645</b>	<b>803</b>	<b>200</b>	<b>294</b>	<b>285</b>	<b>471</b>	<b>167</b>	<b>187</b>	<b>344</b>	<b>288</b>	<b>231</b>	<b>201</b>	<b>-101</b>	<b>5</b>
Retail Banking	1,396	1,565	603	660	155	174	275	409	85	111	278	211	-	-	-	-
Wholesale Banking	478	686	42	143	45	120	11	61	82	76	66	77	231	201	2	8
Corporate Line	-103	-4	-	-	-	-	-	-	-	-	-	-	-	-	-103	-4
<b>Result before tax</b>	<b>1,771</b>	<b>2,247</b>	<b>645</b>	<b>803</b>	<b>200</b>	<b>294</b>	<b>285</b>	<b>471</b>	<b>167</b>	<b>187</b>	<b>344</b>	<b>288</b>	<b>231</b>	<b>201</b>	<b>-101</b>	<b>5</b>
Taxation	542	620	176	195	50	76	94	153	61	68	67	47	68	49	27	32
Non-controlling interests	74	68	-	-	0	0	0	0	-	-	74	68	-	-	-	-
<b>Net result</b>	<b>1,154</b>	<b>1,558</b>	<b>469</b>	<b>607</b>	<b>150</b>	<b>218</b>	<b>190</b>	<b>317</b>	<b>106</b>	<b>119</b>	<b>203</b>	<b>172</b>	<b>163</b>	<b>152</b>	<b>-128</b>	<b>-27</b>
<b>Customer lending/deposits (in € billion)</b>																
Residential mortgages	345.2	324.6	117.2	110.5	44.7	41.8	94.8	90.0	71.1	66.8	17.4	15.5	0.0	0.0	0.0	0.0
Other customer lending	340.9	323.4	73.6	68.5	71.6	68.9	47.6	43.4	25.8	24.7	32.9	30.6	89.1	87.0	0.3	0.3
Customer deposits	691.7	650.3	237.4	232.8	110.4	103.4	152.6	145.2	101.6	95.7	68.5	62.2	21.1	10.9	0.0	0.0
<b>Key figures</b>																
Cost/income ratio	61.7%	56.9%	56.9%	54.2%	67.4%	63.9%	51.7%	43.3%	62.9%	61.4%	56.2%	56.0%	63.3%	61.8%	215.9%	95.3%
Risk costs in bps of average customer lending	18	5	5	-21	19	5	24	11	25	18	18	34	23	24	26	202
Return on equity based on 12.5% CET1 <sup>2)</sup>	11.9%	16.3%	18.3%	24.3%	10.1%	15.1%	15.1%	25.1%	10.0%	12.1%	23.6%	23.3%	7.1%	6.6%	-25.3%	-5.8%
Risk-weighted assets (end of period)	333,708	319,169	82,717	80,186	48,326	46,225	41,113	38,792	33,771	31,825	37,464	33,795	73,855	73,624	16,461	14,721
Employees (internal FTEs, end of period)	61,999	60,360	20,790	19,540	8,701	8,970	6,874	6,510	6,538	5,972	14,257	14,790	4,824	4,536	16	42
<b>Four-quarter rolling average key figures</b>																
Cost/income ratio	53.6%	51.2%	48.2%	46.2%	61.7%	61.4%	43.5%	38.9%	58.3%	54.4%	53.9%	52.8%	52.1%	51.1%	n.a.	n.a.
Return on equity based on 12.5% CET1 <sup>2)</sup>	16.3%	18.6%	23.4%	27.7%	15.1%	15.2%	23.7%	27.3%	14.0%	17.2%	22.8%	22.8%	9.6%	10.8%	-14.4%	-12.3%

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

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

## ING 1.14 Geographical split: Netherlands

Geographical split Netherlands										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
<b>Profit or loss</b>										
Net interest income	782	709	737	835	840	856	990	1,088	3,063	3,773
Net fee and commission income	341	339	327	323	314	308	315	302	1,329	1,239
Investment income	-22	-21	4	5	1	5	-1	4	-35	8
Other income	450	606	525	343	389	568	329	332	1,924	1,619
<b>Total income</b>	<b>1,550</b>	<b>1,632</b>	<b>1,593</b>	<b>1,506</b>	<b>1,544</b>	<b>1,736</b>	<b>1,633</b>	<b>1,725</b>	<b>6,282</b>	<b>6,639</b>
Expenses excl. regulatory costs	764	721	690	692	732	699	676	661	2,867	2,769
Regulatory costs	118	-	21	20	105	27	20	145	159	296
<b>Operating expenses</b>	<b>882</b>	<b>721</b>	<b>711</b>	<b>712</b>	<b>837</b>	<b>726</b>	<b>696</b>	<b>806</b>	<b>3,026</b>	<b>3,065</b>
<b>Gross result</b>	<b>669</b>	<b>911</b>	<b>882</b>	<b>794</b>	<b>707</b>	<b>1,010</b>	<b>937</b>	<b>919</b>	<b>3,256</b>	<b>3,574</b>
Addition to loan loss provisions	24	44	-31	6	-95	6	-65	44	42	-111
<b>Result before tax</b>	<b>645</b>	<b>867</b>	<b>913</b>	<b>788</b>	<b>803</b>	<b>1,005</b>	<b>1,002</b>	<b>875</b>	<b>3,213</b>	<b>3,685</b>
Retail Banking	603	747	744	699	660	766	753	682	2,793	2,861
Wholesale Banking	42	120	169	89	143	239	249	193	420	824
Corporate Line									-	-
<b>Result before tax</b>	<b>645</b>	<b>867</b>	<b>913</b>	<b>788</b>	<b>803</b>	<b>1,005</b>	<b>1,002</b>	<b>875</b>	<b>3,213</b>	<b>3,685</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages	117.2	115.2	112.5	111.3	110.5	108.7	109.1	108.3	117.2	110.5
Other customer lending	73.6	73.2	69.2	70.3	68.5	69.0	72.7	72.9	73.6	68.5
Customer deposits	237.4	251.9	250.9	242.9	232.8	246.9	253.5	252.0	237.4	232.8
<b>Key figures</b>										
Cost/income ratio	56.9%	44.2%	44.6%	47.3%	54.2%	41.8%	42.6%	46.7%	48.2%	46.2%
Risk costs in bps of average customer lending	5	9	-7	1	-21	1	-14	10	2	-6
Return on equity based on 12.5% CET1 <sup>1)</sup>	18.3%	25.5%	28.3%	21.4%	24.3%	29.9%	32.2%	24.6%	23.4%	27.7%
Risk-weighted assets (end of period)	82,717	80,932	81,335	80,255	80,186	79,828	79,149	80,346	82,717	80,186
Employees (internal FTEs, end of period)	20,790	20,451	20,155	19,780	19,540	19,289	18,856	18,402	20,790	19,540
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	48.2%	47.5%	46.8%	46.3%	46.2%	47.4%	51.0%	51.5%		
Return on equity based on 12.5% CET1 <sup>1)</sup>	23.4%	24.9%	26.0%	26.9%	27.7%	24.8%	20.9%	19.2%		

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



## ING 1.15 Geographical split: Belgium

Geographical split Belgium										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
<b>Profit or loss</b>										
Net interest income	546	605	670	657	663	706	689	654	2,478	2,712
Net fee and commission income	188	202	219	222	175	176	189	176	832	715
Investment income	-9	-13	5	2	-1	-1	-0	1	-15	-1
Other income	56	123	26	17	12	30	59	45	222	146
<b>Total income</b>	<b>781</b>	<b>918</b>	<b>920</b>	<b>897</b>	<b>849</b>	<b>911</b>	<b>937</b>	<b>876</b>	<b>3,517</b>	<b>3,573</b>
Expenses excl. regulatory costs	484	490	501	468	500	519	474	460	1,942	1,952
Regulatory costs	42	-1	-28	214	42	-	0	200	228	243
<b>Operating expenses</b>	<b>526</b>	<b>489</b>	<b>473</b>	<b>682</b>	<b>542</b>	<b>519</b>	<b>474</b>	<b>660</b>	<b>2,170</b>	<b>2,195</b>
<b>Gross result</b>	<b>255</b>	<b>429</b>	<b>447</b>	<b>216</b>	<b>307</b>	<b>393</b>	<b>463</b>	<b>216</b>	<b>1,346</b>	<b>1,378</b>
Addition to loan loss provisions	55	39	28	26	13	36	18	72	148	139
<b>Result before tax</b>	<b>200</b>	<b>390</b>	<b>418</b>	<b>189</b>	<b>294</b>	<b>357</b>	<b>444</b>	<b>143</b>	<b>1,198</b>	<b>1,239</b>
Retail Banking	155	296	299	58	174	208	277	3	807	661
Wholesale Banking	45	94	119	132	120	150	168	140	391	577
Corporate Line									-	-
<b>Result before tax</b>	<b>200</b>	<b>390</b>	<b>418</b>	<b>189</b>	<b>294</b>	<b>357</b>	<b>444</b>	<b>143</b>	<b>1,198</b>	<b>1,239</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages	44.7	44.3	44.0	43.9	41.8	40.7	40.4	40.4	44.7	41.8
Other customer lending	71.6	70.7	70.2	66.7	68.9	67.0	69.0	69.4	71.6	68.9
Customer deposits	110.4	108.8	106.6	103.5	103.4	105.2	108.5	109.8	110.4	103.4
<b>Key figures</b>										
Cost/income ratio	67.4%	53.3%	51.4%	76.0%	63.9%	56.9%	50.6%	75.4%	61.7%	61.4%
Risk costs in bps of average customer lending	19	14	10	10	5	13	7	26	13	13
Return on equity based on 12.5% CET1 <sup>1)</sup>	10.1%	21.2%	21.4%	7.9%	15.1%	18.3%	22.5%	5.1%	15.1%	15.2%
Risk-weighted assets (end of period)	48,326	47,001	47,123	46,653	46,225	45,690	46,457	47,920	48,326	46,225
Employees (internal FTEs, end of period)	8,701	8,735	8,734	8,853	8,970	8,977	9,018	8,945	8,701	8,970
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	61.7%	61.0%	61.9%	61.7%	61.4%	61.1%	68.2%	74.4%		
Return on equity based on 12.5% CET1 <sup>1)</sup>	15.1%	16.4%	15.7%	16.0%	15.2%	15.0%	9.3%	5.8%		

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

## ING 1.16 Geographical split: Germany

Geographical split Germany										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
<b>Profit or loss</b>										
Net interest income	751	822	801	808	834	875	867	800	3,182	3,375
Net fee and commission income	124	123	117	120	90	104	103	103	484	400
Investment income	-10	-18	1	-0	-20	1	-0	4	-26	-15
Other income	-95	-19	-3	-44	-12	-9	-32	-12	-161	-66
<b>Total income</b>	<b>770</b>	<b>909</b>	<b>915</b>	<b>884</b>	<b>891</b>	<b>970</b>	<b>937</b>	<b>896</b>	<b>3,478</b>	<b>3,694</b>
Expenses excl. regulatory costs	378	352	350	342	360	330	318	327	1,422	1,334
Regulatory costs	20	29	20	20	26	19	10	47	90	103
<b>Operating expenses</b>	<b>398</b>	<b>381</b>	<b>370</b>	<b>362</b>	<b>386</b>	<b>349</b>	<b>328</b>	<b>374</b>	<b>1,512</b>	<b>1,437</b>
<b>Gross result</b>	<b>372</b>	<b>528</b>	<b>545</b>	<b>522</b>	<b>505</b>	<b>621</b>	<b>609</b>	<b>522</b>	<b>1,966</b>	<b>2,257</b>
Addition to loan loss provisions	86	53	56	27	35	40	-23	-17	222	35
<b>Result before tax</b>	<b>285</b>	<b>475</b>	<b>489</b>	<b>495</b>	<b>471</b>	<b>582</b>	<b>631</b>	<b>538</b>	<b>1,744</b>	<b>2,222</b>
Retail Banking	275	375	424	382	409	491	493	397	1,455	1,790
Wholesale Banking	11	100	66	113	61	90	139	142	289	432
Corporate Line									-	-
<b>Result before tax</b>	<b>285</b>	<b>475</b>	<b>489</b>	<b>495</b>	<b>471</b>	<b>582</b>	<b>631</b>	<b>538</b>	<b>1,744</b>	<b>2,222</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages	94.8	93.2	90.8	90.3	90.0	87.3	87.1	86.7	94.8	90.0
Other customer lending	47.6	46.4	44.8	44.4	43.4	41.9	42.6	41.6	47.6	43.4
Customer deposits	152.6	153.2	155.7	154.8	145.2	149.0	154.4	138.8	152.6	145.2
<b>Key figures</b>										
Cost/income ratio	51.7%	42.0%	40.4%	41.0%	43.3%	36.0%	35.0%	41.7%	43.5%	38.9%
Risk costs in bps of average customer lending	24	15	17	8	11	12	-7	-5	16	3
Return on equity based on 12.5% CET1 <sup>1)</sup>	15.1%	26.4%	26.7%	27.0%	25.1%	28.8%	30.5%	24.5%	23.7%	27.3%
Risk-weighted assets (end of period)	41,113	39,617	39,602	39,948	38,792	42,047	45,216	45,348	41,113	38,792
Employees (internal FTEs, end of period)	6,874	6,713	6,557	6,555	6,510	6,436	6,384	6,366	6,874	6,510
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	43.5%	41.7%	40.1%	38.7%	38.9%	39.3%	41.6%	46.1%		
Return on equity based on 12.5% CET1 <sup>1)</sup>	23.7%	26.3%	26.9%	28.0%	27.3%	25.3%	21.9%	17.5%		

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

## ING 1.17 Geographical split: Other Challengers

Geographical split Other Challengers <sup>1)</sup>										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
<b>Profit or loss</b>										
Net interest income	507	539	541	544	523	537	536	525	2,131	2,121
Net fee and commission income	97	74	86	79	60	74	74	77	337	285
Investment income	0	0	0	-0	-0	0	1	2	0	3
Other income	9	3	7	7	5	0	5	8	27	18
<b>Total income</b>	<b>614</b>	<b>616</b>	<b>634</b>	<b>631</b>	<b>588</b>	<b>611</b>	<b>616</b>	<b>612</b>	<b>2,495</b>	<b>2,427</b>
Expenses excl. regulatory costs	358	342	376	318	323	284	303	318	1,394	1,228
Regulatory costs	28	4	15	14	39	16	15	22	61	92
<b>Operating expenses</b>	<b>386</b>	<b>345</b>	<b>391</b>	<b>332</b>	<b>362</b>	<b>301</b>	<b>318</b>	<b>340</b>	<b>1,454</b>	<b>1,320</b>
<b>Gross result</b>	<b>228</b>	<b>271</b>	<b>243</b>	<b>299</b>	<b>227</b>	<b>310</b>	<b>298</b>	<b>272</b>	<b>1,041</b>	<b>1,107</b>
Addition to loan loss provisions	61	41	51	35	40	29	71	27	188	166
<b>Result before tax</b>	<b>167</b>	<b>230</b>	<b>192</b>	<b>264</b>	<b>187</b>	<b>282</b>	<b>227</b>	<b>245</b>	<b>853</b>	<b>941</b>
Retail Banking	85	167	112	170	111	203	168	166	534	649
Wholesale Banking	82	63	80	94	76	78	59	79	319	292
Corporate Line									-	-
<b>Result before tax</b>	<b>167</b>	<b>230</b>	<b>192</b>	<b>264</b>	<b>187</b>	<b>282</b>	<b>227</b>	<b>245</b>	<b>853</b>	<b>941</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages	71.1	70.8	69.3	66.7	66.8	65.6	64.9	63.7	71.1	66.8
Other customer lending	25.8	25.9	27.3	24.9	24.7	24.2	24.1	23.9	25.8	24.7
Customer deposits	101.6	99.4	98.9	96.2	95.7	92.8	91.3	90.3	101.6	95.7
<b>Key figures</b>										
Cost/income ratio	62.9%	56.0%	61.7%	52.6%	61.4%	49.2%	51.6%	55.6%	58.3%	54.4%
Risk costs in bps of average customer lending	25	17	22	15	18	13	32	12	20	19
Return on equity based on 12.5% CET1 <sup>2)</sup>	10.0%	15.1%	12.6%	18.3%	12.1%	19.7%	19.1%	18.0%	14.0%	17.2%
Risk-weighted assets (end of period)	33,771	33,783	33,686	32,604	31,825	31,002	30,866	30,123	33,771	31,825
Employees (internal FTEs, end of period)	6,538	6,455	6,248	6,103	5,972	5,998	5,830	5,691	6,538	5,972
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	58.3%	57.9%	56.2%	53.6%	54.4%	54.8%	54.3%	57.3%		
Return on equity based on 12.5% CET1 <sup>2)</sup>	14.0%	14.5%	15.6%	17.3%	17.2%	17.6%	18.2%	16.8%		

<sup>1)</sup> Including Australia, Italy, Spain and Portugal and Other.

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

## ING 1.18 Geographical split: Growth Markets

Geographical split Growth Markets <sup>1)</sup>										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
<b>Profit or loss</b>										
Net interest income	637	605	584	584	524	514	476	446	2,409	1,961
Net fee and commission income	113	120	108	104	97	102	92	93	445	384
Investment income	-21	0	3	1	-5	-2	1	5	-17	-1
Other income	108	121	97	99	126	96	154	113	425	488
<b>Total income</b>	<b>837</b>	<b>846</b>	<b>792</b>	<b>787</b>	<b>743</b>	<b>710</b>	<b>724</b>	<b>656</b>	<b>3,262</b>	<b>2,833</b>
Expenses excl. regulatory costs	400	370	374	355	363	316	295	314	1,498	1,288
Regulatory costs	71	50	54	85	53	41	39	74	260	207
<b>Operating expenses</b>	<b>470</b>	<b>419</b>	<b>428</b>	<b>441</b>	<b>416</b>	<b>357</b>	<b>334</b>	<b>388</b>	<b>1,759</b>	<b>1,495</b>
<b>Gross result</b>	<b>366</b>	<b>426</b>	<b>364</b>	<b>347</b>	<b>327</b>	<b>353</b>	<b>390</b>	<b>268</b>	<b>1,503</b>	<b>1,338</b>
Addition to loan loss provisions	23	62	66	63	39	38	52	59	214	189
<b>Result before tax</b>	<b>344</b>	<b>365</b>	<b>297</b>	<b>283</b>	<b>288</b>	<b>315</b>	<b>338</b>	<b>209</b>	<b>1,289</b>	<b>1,149</b>
Retail Banking	278	342	239	212	211	230	221	130	1,071	792
Wholesale Banking	66	23	59	71	77	85	116	79	218	357
Corporate Line									-	-
<b>Result before tax</b>	<b>344</b>	<b>365</b>	<b>297</b>	<b>283</b>	<b>288</b>	<b>315</b>	<b>338</b>	<b>209</b>	<b>1,289</b>	<b>1,149</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages	17.4	16.9	16.4	16.0	15.5	14.7	15.0	14.4	17.4	15.5
Other customer lending	32.9	32.4	31.3	31.2	30.6	29.6	30.2	29.9	32.9	30.6
Customer deposits	68.5	66.1	65.2	64.4	62.2	57.9	58.8	57.4	68.5	62.2
<b>Key figures</b>										
Cost/income ratio	56.2%	49.6%	54.1%	56.0%	56.0%	50.2%	46.2%	59.1%	53.9%	52.8%
Risk costs in bps of average customer lending	18	51	56	54	34	34	46	54	45	42
Return on equity based on 12.5% CET1 <sup>2)</sup>	23.6%	24.5%	21.3%	21.7%	23.3%	25.0%	26.8%	16.1%	22.8%	22.8%
Risk-weighted assets (end of period)	37,464	37,506	36,878	34,871	33,795	32,263	32,483	32,017	37,464	33,795
Employees (internal FTEs, end of period)	14,257	14,431	14,637	14,751	14,790	14,906	14,866	14,717	14,257	14,790
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	53.9%	53.8%	54.1%	52.2%	52.8%	52.1%	60.3%	66.0%		
Return on equity based on 12.5% CET1 <sup>2)</sup>	22.8%	22.7%	22.8%	24.2%	22.8%	21.5%	12.9%	9.1%		

<sup>1)</sup> Including Poland, Romania and Türkiye.

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

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

Geographical split Wholesale Banking Rest of World										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
<b>Profit or loss</b>										
Net interest income	347	316	438	347	376	439	370	364	1,448	1,548
Net fee and commission income	136	152	144	153	145	139	141	148	585	573
Investment income	0	2	0	0	0	2	-2	0	2	0
Other income	284	326	259	297	144	204	254	227	1,165	829
<b>Total income</b>	<b>767</b>	<b>796</b>	<b>840</b>	<b>797</b>	<b>664</b>	<b>784</b>	<b>763</b>	<b>739</b>	<b>3,200</b>	<b>2,950</b>
Expenses excl. regulatory costs	418	399	390	379	358	350	352	348	1,586	1,407
Regulatory costs	67	6	5	5	52	5	7	36	83	101
<b>Operating expenses</b>	<b>485</b>	<b>405</b>	<b>394</b>	<b>384</b>	<b>411</b>	<b>355</b>	<b>359</b>	<b>384</b>	<b>1,669</b>	<b>1,509</b>
<b>Gross result</b>	<b>282</b>	<b>390</b>	<b>446</b>	<b>413</b>	<b>254</b>	<b>429</b>	<b>404</b>	<b>355</b>	<b>1,531</b>	<b>1,441</b>
Addition to loan loss provisions	51	97	109	122	53	32	45	-33	378	96
<b>Result before tax</b>	<b>231</b>	<b>294</b>	<b>337</b>	<b>291</b>	<b>201</b>	<b>397</b>	<b>359</b>	<b>389</b>	<b>1,153</b>	<b>1,345</b>
Retail Banking									-	-
Wholesale Banking	231	294	337	291	201	397	359	389	1,153	1,345
Corporate Line									-	-
<b>Result before tax</b>	<b>231</b>	<b>294</b>	<b>337</b>	<b>291</b>	<b>201</b>	<b>397</b>	<b>359</b>	<b>389</b>	<b>1,153</b>	<b>1,345</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	89.1	85.3	86.3	88.0	87.0	88.5	87.7	88.2	89.1	87.0
Customer deposits	21.1	19.0	15.3	12.7	10.9	12.2	11.5	11.8	21.1	10.9
<b>Key figures</b>										
Cost/income ratio	63.3%	50.9%	46.9%	48.2%	61.8%	45.3%	47.1%	52.0%	52.1%	51.1%
Risk costs in bps of average customer lending	23	45	50	56	24	15	20	-15	44	11
Return on equity based on 12.5% CET1 <sup>1)</sup>	7.1%	9.6%	11.7%	9.8%	6.6%	13.0%	11.1%	12.6%	9.6%	10.8%
Risk-weighted assets (end of period)	73,855	73,679	76,887	72,215	73,624	74,638	72,727	76,051	73,855	73,624
Employees (internal FTEs, end of period)	4,824	4,803	4,673	4,592	4,536	4,533	4,477	4,415	4,824	4,536
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	52.1%	51.5%	50.0%	50.2%	51.1%	50.5%	49.6%	48.3%		
Return on equity based on 12.5% CET1 <sup>1)</sup>	9.6%	9.4%	10.3%	10.1%	10.8%	9.6%	9.6%	10.2%		

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

## ING 1.20 Geographical split: Other

Geographical split Other <sup>1)</sup>										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
<b>Profit or loss</b>										
Net interest income	109	93	60	49	116	102	133	135	312	486
Net fee and commission income	1	-2	-1	-2	-2	7	-3	-3	-3	-1
Investment income	-1	101	3	0	1	98	2	0	103	101
Other income	-22	-0	-40	33	15	-87	16	-69	-29	-126
<b>Total income</b>	<b>87</b>	<b>192</b>	<b>22</b>	<b>81</b>	<b>129</b>	<b>120</b>	<b>148</b>	<b>63</b>	<b>382</b>	<b>460</b>
Expenses excl. regulatory costs	188	142	80	120	123	187	116	118	530	544
Regulatory costs	1	0	-0	-	-0	1	-1	0	1	-0
<b>Operating expenses</b>	<b>188</b>	<b>142</b>	<b>80</b>	<b>120</b>	<b>123</b>	<b>187</b>	<b>115</b>	<b>118</b>	<b>531</b>	<b>544</b>
<b>Gross result</b>	<b>-101</b>	<b>49</b>	<b>-58</b>	<b>-39</b>	<b>6</b>	<b>-68</b>	<b>33</b>	<b>-55</b>	<b>-149</b>	<b>-84</b>
Addition to loan loss provisions	0	0	21	-21	2	3	0	0	1	5
<b>Result before tax</b>	<b>-101</b>	<b>49</b>	<b>-79</b>	<b>-18</b>	<b>5</b>	<b>-71</b>	<b>33</b>	<b>-55</b>	<b>-149</b>	<b>-89</b>
Retail Banking									-	-
Wholesale Banking	2	2	-20	23	8	-1	1	0	7	8
Corporate Line	-103	47	-58	-42	-4	-70	32	-55	-156	-97
<b>Result before tax</b>	<b>-101</b>	<b>49</b>	<b>-79</b>	<b>-18</b>	<b>5</b>	<b>-71</b>	<b>33</b>	<b>-55</b>	<b>-149</b>	<b>-89</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	0.3	0.3	0.3	0.2	0.3	0.3	0.3	0.2	0.3	0.3
Customer deposits	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Key figures</b>										
Cost/income ratio	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	26	37	2,771	-2,728	202	414	22	21	22	174
Return on equity based on 12.5% CET1 <sup>2)</sup>	-25.3%	-1.9%	-32.9%	3.2%	-5.8%	-19.1%	-12.0%	-11.9%	-14.4%	-12.3%
Risk-weighted assets (end of period)	16,461	15,940	15,416	16,525	14,721	15,330	16,027	15,571	16,461	14,721
Employees (internal FTEs, end of period)	16	18	21	44	42	35	43	157	16	42
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 <sup>2)</sup>	-14.4%	-9.5%	-13.9%	-8.4%	-12.3%	-13.4%	-8.6%	-23.2%		

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

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

Geographical split Other - Asian stakes										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Result before tax	28	125	25	23	22	120	22	20	202	185
Risk-weighted assets (end of period)	8,769	8,265	7,966	7,808	6,793	6,897	6,760	6,870	8,769	6,793

Market value <sup>3)</sup> - Asian stakes	
In € million	31 Dec 2024
TTB (22.8%)	1,162
Bank of Beijing (13.0%)	2,242
<b>Total valuation</b>	<b>3,404</b>

<sup>3)</sup> Value of ING's stake, based on 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	
	31 Dec 2024	30 Sep 2024	31 Dec 2024	30 Sep 2024	31 Dec 2024	30 Sep 2024
Cash and balances with central banks	70,353	100,118	70,353	100,118		
Loans and advances to banks	21,770	22,947	21,769	22,946	1	1
<b>Financial assets at fair value through profit or loss</b>						
- trading assets	72,897	78,114	72,906	78,122	-9	-9
- non-trading derivatives	2,463	1,558	2,463	1,558		
- designated as at fair value through profit or loss	5,740	4,961	5,740	4,961		
- mandatorily at fair value through profit or loss	56,481	65,516	56,481	65,516		
<b>Financial assets at fair value OCI</b>						
- equity securities FV OCI	2,562	2,359	2,562	2,359		
- debt securities FV OCI	42,219	42,061	42,219	42,061		
- loans and advances FV OCI	1,608	1,156	1,608	1,156		
Securities at amortised cost	50,273	47,950	50,273	47,950		
<b>Loans and advances to customers</b>						
- customer lending	686,066	674,531	686,132	674,580	-66	-49
- provision for loan losses	-5,833	-6,033	-5,833	-6,033		
Investments in associates and joint ventures	1,679	1,658	1,679	1,658		
Property and equipment	2,434	2,413	2,434	2,413		
Intangible assets	1,334	1,296	1,334	1,296		
Current tax assets	485	334	599	412	-114	-78
Deferred tax assets	1,069	1,068	1,069	1,068	-0	-0
Other assets	6,945	7,463	6,935	7,448	10	14
Assets held for sale						
<b>Total assets</b>	<b>1,020,545</b>	<b>1,049,470</b>	<b>1,020,724</b>	<b>1,049,591</b>	<b>-178</b>	<b>-121</b>

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

ING Group: Total assets								
	31 Dec 2024	30 Sep 2024	30 Jun 2024	31 Mar 2024	31 Dec 2023	30 Sep 2023	30 Jun 2023	31 Mar 2023
In € million								
Cash and balances with central banks	70,353	100,118	97,073	98,113	90,214	116,725	113,636	118,002
Loans and advances to banks	21,770	22,947	27,443	21,787	16,709	24,705	32,905	32,655
<b>Financial assets at fair value through profit or loss</b>								
- trading assets	72,897	78,114	73,207	68,594	60,229	68,150	62,827	57,343
- non-trading derivatives	2,463	1,558	1,964	1,713	2,028	2,865	2,935	2,843
- designated as at fair value through profit or loss	5,740	4,961	5,044	5,428	5,775	6,026	6,005	5,848
- mandatorily at fair value through profit or loss	56,481	65,516	69,364	71,901	54,983	70,962	70,216	73,854
<b>Financial assets at fair value OCI</b>								
- equity securities FV OCI	2,562	2,359	2,364	2,291	1,885	1,916	1,888	1,897
- debt securities FV OCI	42,219	42,061	42,647	42,432	38,281	36,082	34,776	31,937
- loans and advances FV OCI	1,608	1,156	1,331	1,133	951	804	727	592
Securities at amortised cost	50,273	47,950	49,537	52,790	48,313	46,779	48,212	47,722
<b>Loans and advances to customers</b>								
- customer lending	686,066	674,531	662,175	654,032	648,023	637,289	643,245	639,490
- provision for loan losses	-5,833	-6,033	-5,901	-5,777	-5,621	-5,723	-5,663	-5,785
Investments in associates and joint ventures	1,679	1,658	1,459	1,486	1,509	1,514	1,485	1,520
Property and equipment	2,434	2,413	2,435	2,415	2,399	2,363	2,425	2,477
Intangible assets	1,334	1,296	1,245	1,206	1,198	1,152	1,120	1,108
Current tax assets	485	334	402	260	311	285	283	375
Deferred tax assets	1,069	1,068	1,193	1,240	1,280	1,465	1,565	1,623
Other assets	6,945	7,463	8,388	8,814	7,117	8,247	10,593	8,687
Assets held for sale						23		
<b>Total assets</b>	<b>1,020,545</b>	<b>1,049,470</b>	<b>1,041,371</b>	<b>1,029,859</b>	<b>975,583</b>	<b>1,021,627</b>	<b>1,029,181</b>	<b>1,022,188</b>



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

ING Group: Total liabilities and equity						
In € million	ING Group		ING Bank		Holding/Eliminations	
	31 Dec 2024	30 Sep 2024	31 Dec 2024	30 Sep 2024	31 Dec 2024	30 Sep 2024
Deposits from banks	16,723	16,684	16,722	16,684	1	
Customer deposits	691,661	698,377	699,725	706,410	-8,064	-8,032
<b>Financial liabilities at fair value through profit or loss</b>						
- trading liabilities	35,255	38,775	35,255	38,775		
- non-trading derivatives	2,101	1,797	2,101	1,797		
- designated as at fair value through profit or loss	49,543	59,981	49,539	59,981	4	0
Current tax liability	276	432	276	411		20
Deferred tax liabilities	287	267	287	267		
Provisions	774	753	752	735	22	19
Other liabilities	12,369	11,738	10,596	11,467	1,773	271
Debt securities in issue	142,367	150,942	94,459	104,455	47,908	46,487
Senior non-preferred debt			49,393	47,976	-49,393	-47,976
Subordinated loans	17,878	17,488	17,879	17,490	-1	-1
<b>Total liabilities</b>	<b>969,236</b>	<b>997,235</b>	<b>976,986</b>	<b>1,006,447</b>	<b>-7,749</b>	<b>-9,212</b>
Shareholders' equity	50,314	51,294	42,743	42,203	7,571	9,091
Non-controlling interests	995	941	995	941		
<b>Total equity</b>	<b>51,309</b>	<b>52,235</b>	<b>43,738</b>	<b>43,144</b>	<b>7,571</b>	<b>9,091</b>
<b>Total liabilities and equity</b>	<b>1,020,545</b>	<b>1,049,470</b>	<b>1,020,724</b>	<b>1,049,591</b>	<b>-178</b>	<b>-121</b>

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

ING Group: Total liabilities and equity								
In € million	31 Dec 2024	30 Sep 2024	30 Jun 2024	31 Mar 2024	31 Dec 2023	30 Sep 2023	30 Jun 2023	31 Mar 2023
Deposits from banks	16,723	16,684	20,496	18,611	23,257	26,387	31,156	54,211
Customer deposits	691,661	698,377	692,577	674,517	650,267	664,002	677,959	660,189
<b>Financial liabilities at fair value through profit or loss</b>								
- trading liabilities	35,255	38,775	33,734	36,429	37,220	47,816	40,075	40,914
- non-trading derivatives	2,101	1,797	1,653	1,722	2,019	2,725	2,340	2,377
- designated as at fair value through profit or loss	49,543	59,981	67,261	65,335	55,400	71,093	73,866	70,780
Current tax liability	276	432	391	532	396	657	555	598
Deferred tax liabilities	287	267	216	188	184	207	220	231
Provisions	774	753	850	872	920	895	872	906
Other liabilities	12,369	11,738	16,123	16,253	13,667	13,332	14,786	14,760
Debt securities in issue	142,367	150,942	141,175	145,265	124,670	126,706	120,129	107,963
Subordinated loans	17,878	17,488	15,933	16,005	15,401	15,274	15,761	16,985
<b>Total liabilities</b>	<b>969,236</b>	<b>997,235</b>	<b>990,408</b>	<b>975,729</b>	<b>923,400</b>	<b>969,094</b>	<b>977,718</b>	<b>969,914</b>
Shareholders' equity	50,314	51,294	50,147	53,122	51,240	51,716	50,742	51,679
Non-controlling interests	995	941	816	1,008	944	816	721	595
<b>Total equity</b>	<b>51,309</b>	<b>52,235</b>	<b>50,963</b>	<b>54,130</b>	<b>52,184</b>	<b>52,533</b>	<b>51,463</b>	<b>52,274</b>
<b>Total liabilities and equity</b>	<b>1,020,545</b>	<b>1,049,470</b>	<b>1,041,371</b>	<b>1,029,859</b>	<b>975,583</b>	<b>1,021,627</b>	<b>1,029,181</b>	<b>1,022,188</b>

## ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank		Holding/Eliminations	
	31 Dec 2024	30 Sep 2024	31 Dec 2024	30 Sep 2024	31 Dec 2024	30 Sep 2024
Share capital	31	33	525	525	-494	-492
Share premium	17,116	17,116	16,542	16,542	575	575
Revaluation reserve equity securities	1,816	1,624	1,816	1,624		
Revaluation reserve debt instruments	-479	-354	-479	-354		
Revaluation reserve cashflow hedge	-1,693	-1,599	-1,693	-1,599		
Other revaluation reserve	161	168	161	168		
Remeasurement of the net defined benefit asset/liability	-333	-301	-333	-301		
Currency translation reserve	-1,986	-2,418	-1,986	-2,419	0	0
Treasury shares	-765	-2,260	-	-	-765	-2,260
Liability credit reserve	-15	-1	-15	-1		
Retained earnings and other reserves	30,068	34,048	22,017	22,936	8,051	11,112
Net result year to date	6,392	5,238	6,187	5,081	205	157
<b>Shareholders' equity</b>	<b>50,314</b>	<b>51,294</b>	<b>42,743</b>	<b>42,203</b>	<b>7,571</b>	<b>9,091</b>
Non-controlling interests	995	941	995	941		
<b>Total equity</b>	<b>51,309</b>	<b>52,235</b>	<b>43,738</b>	<b>43,144</b>	<b>7,571</b>	<b>9,091</b>
<b>Key figures</b>						
Shareholders' equity per share in €	16.25	16.22				
Shares outstanding in the market (in million)	3,096	3,162				

## ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar
In € million	2024	2024	2024	2024	2023	2023	2023	2023
Share capital	31	33	33	35	35	36	36	36
Share premium	17,116	17,116	17,116	17,116	17,116	17,116	17,116	17,116
Revaluation reserve equity securities	1,816	1,624	1,628	1,556	1,152	1,203	1,187	1,195
Revaluation reserve debt instruments	-479	-354	-316	-283	-277	-322	-225	-263
Revaluation reserve cashflow hedge	-1,693	-1,599	-2,264	-2,255	-2,058	-2,669	-2,893	-2,824
Other revaluation reserve	161	168	170	171	178	180	182	179
Remeasurement of the net defined benefit asset/liability	-333	-301	-300	-305	-317	-290	-275	-246
Currency translation reserve	-1,986	-2,418	-2,203	-2,353	-2,527	-2,440	-2,601	-2,537
Treasury shares	-765	-2,260	-1,024	-2,513	-1,994	-1,510	-150	-12
Liability credit reserve	-15	-1	22	-12	31	62	105	178
Retained earnings and other reserves	30,068	34,048	33,927	40,386	32,612	34,622	34,514	37,265
Net result year to date	6,392	5,238	3,358	1,578	7,287	5,728	3,746	1,591
<b>Shareholders' equity</b>	<b>50,314</b>	<b>51,294</b>	<b>50,147</b>	<b>53,122</b>	<b>51,240</b>	<b>51,716</b>	<b>50,742</b>	<b>51,679</b>
Non-controlling interests	995	941	816	1,008	944	816	721	595
<b>Total equity</b>	<b>51,309</b>	<b>52,235</b>	<b>50,963</b>	<b>54,130</b>	<b>52,184</b>	<b>52,533</b>	<b>51,463</b>	<b>52,274</b>
<b>Key figures</b>								
Shareholders' equity per share in €	16.25	16.22	15.48	16.09	15.32	14.77	14.07	14.28

## ING 2.7 Capital position

Capital position				
In € million	ING Group		ING Bank	
	31 Dec 2024	30 Sep 2024	31 Dec 2024	30 Sep 2024
Shareholders' equity (parent)	50,314	51,294	42,743	42,203
- Reserved profit not included in CET1 capital	-2,152	-1,559	-	-933
- Minority interests, counting as CET1 capital	485	361	588	528
- Goodwill and intangibles deductible from CET1	-1,091	-998	-1,091	-998
- Deferred tax liabilities associated to intangible assets	14	11	14	11
- Shortfall on expected loan loss provision	-1,234	-1,160	-1,234	-1,160
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	1,693	1,599	1,693	1,599
- Treasury shares (ING Group)			-9	-9
- Prudent Valuation adjustment	-691	-598	-691	-598
- Own credit risk	15	1	15	1
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-437	-476	-437	-476
- Deferred tax assets	-83	-91	-83	-91
- Own credit risk adjustments to derivatives (DVA)	-38	-34	-38	-34
- Irrevocable Payment Commitment (IPC)	-691	-675	-691	-675
- Excess of provisions over expected losses eligible	6	6	6	6
- Non-Performing Exposure Prudential Backstop (Pillar I)	-186	-192	-186	-192
- Non-Performing Exposure Prudential Backstop (Pillar II)	-663	-663		
Regulatory adjustments	-5,054	-4,469	-2,146	-3,022
<b>Available common equity Tier 1 capital</b>	<b>45,260</b>	<b>46,824</b>	<b>40,597</b>	<b>39,181</b>
Subordinated loans qualifying as Tier 1 capital	7,965	7,805	7,967	7,776
Regulatory adjustments additional Tier 1	66	59	106	94
<b>Available Tier 1 capital</b>	<b>53,291</b>	<b>54,689</b>	<b>48,671</b>	<b>47,052</b>
Supplementary capital - Tier 2 bonds	9,852	9,822	9,853	9,822
Regulatory adjustments Tier 2	50	46	81	69
<b>Available BIS capital</b>	<b>63,194</b>	<b>64,557</b>	<b>58,604</b>	<b>56,943</b>
Risk-weighted assets	333,708	328,458	334,770	330,211
<b>Common equity Tier 1 ratio</b>	<b>13.6%</b>	<b>14.3%</b>	<b>12.1%</b>	<b>11.9%</b>
Tier 1 ratio	16.0%	16.7%	14.5%	14.2%
Total capital ratio	18.9%	19.7%	17.5%	17.2%

# ING 2.8 Funding

## ING Group: Maturity ladder outstanding long-term debt 31 December 2024

In € million	Long-term debt issued			Maturing <sup>1)</sup>										
	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	>2034
ING Bank senior debt <sup>2)</sup>	2,187	4,577	3,690	541	3,261	2,154	1,596	1,374	129	501	202	328	435	2,092
ING Bank covered bond	10,029	6,267	6,467	4,707	4,597	4,092	5,695	6,780	3,600	2,650	1,260	2,590	1,276	2,024
ING Bank RMBS	54	1,928	1,745											3,491
ING Group senior debt <sup>2)</sup>	11,268	6,092	9,752	1,000	7,935	7,336	7,500	6,159	6,898	1,708	1,724	2,063	2,882	4,071
ING Bank Tier 2			140		2									140
ING Group Tier 2	1,000	1,374	2,500						1,750	1,500	1,751	1,907	1,250	1,750

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

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

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

	31 Dec 2024	30 Sep 2024
Loan-to-deposit ratio	0.98	0.96
<b>Funding mix</b>		
Customer deposits (private individuals)	53%	50%
Customer deposits (other)	22%	23%
Repurchase agreements	5%	7%
Interbank	2%	2%
CD/CP	5%	6%
Long-term senior debt	11%	11%
Subordinated debt	2%	2%
<b>Total <sup>1)</sup></b>	<b>100%</b>	<b>100%</b>

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

## ING 2.9 Investments: ING Group

### ING Group: Investments - 31 December 2024

In € billion	Securities at amortised cost	Financial assets at fair value through other comprehensive income (FV OCI)		Fair value through profit or loss	Total	
	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total debt securities	50.3	42.2	-0.5	5.5	98.0	-0.5
of which Government bonds	22.7	24.8	-0.5	0.3	47.8	-0.5
of which Central bank bonds	2.9	0.0	0.0	0.4	3.3	0.0
of which Sub-sovereign, Supranationals and Agencies	15.4	11.5	0.0	1.0	28.0	0.0
of which Covered bonds	5.7	4.1	0.0	0.0	9.8	0.0
of which Corporate bonds	0.1	0.1	0.0	0.8	1.0	0.0
of which Financial institutions bonds	0.1	1.0	0.0	2.1	3.3	0.0
of which asset-backed securities	3.3	0.8	0.0	0.8	4.8	0.0
Total equity securities		2.6	1.8		2.6	1.8
<b>Total Investments</b>	<b>50.3</b>	<b>44.8</b>	<b>1.3</b>	<b>5.5</b>	<b>100.6</b>	<b>1.3</b>

Total investments contains banking book but excludes the trading book.

## ING 3.1 Customer lending/deposits: 4Q2024 Segment split

Customer lending/deposits												
In € billion	Total	Retail Banking	Retail Netherlands	Retail Belgium	Retail Germany	Retail Other	Wholesale Banking	Lending	Daily Banking & Trade Finance	Financial Markets	Treasury & Other	Corporate Line
<b>Residential mortgages</b>												
<b>Beginning of period</b>	<b>340.5</b>	<b>341.2</b>	<b>115.8</b>	<b>44.2</b>	<b>93.6</b>	<b>87.7</b>	<b>-0.7</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>-0.7</b>	<b>0.0</b>
Net core lending growth	5.9	5.9	2.2	0.2	1.3	2.2	0.0				0.0	
Treasury												
Acquisitions / divestments / run-off <sup>1)</sup>	-0.1	-0.1	-0.1									
FX impact and other <sup>3)</sup>	-1.1	-1.1	-0.1	0.2	0.2	-1.5	0.0				0.0	
<b>End of period</b>	<b>345.2</b>	<b>345.9</b>	<b>117.8</b>	<b>44.6</b>	<b>95.1</b>	<b>88.4</b>	<b>-0.7</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>-0.7</b>	<b>0.0</b>
<b>Other customer lending</b>												
<b>Beginning of period</b>	<b>334.0</b>	<b>142.3</b>	<b>45.7</b>	<b>53.8</b>	<b>14.0</b>	<b>28.8</b>	<b>191.5</b>	<b>150.2</b>	<b>24.4</b>	<b>9.7</b>	<b>7.1</b>	<b>0.3</b>
Net core lending growth	1.3	1.1	1.0	0.0	0.0	0.1	0.1	-1.7	2.6	-0.7	-0.0	
Treasury	1.0	0.9	-0.1	0.0	1.1	-0.0	0.1				0.1	
Acquisitions / divestments / run-off <sup>2)</sup>	-0.1	-0.0	-0.0				-0.1				-0.1	
FX impact and other <sup>3)</sup>	4.6	-0.2		-0.2		-0.0	4.8	3.8	1.0			0.0
<b>End of period</b>	<b>340.9</b>	<b>144.1</b>	<b>46.5</b>	<b>53.7</b>	<b>15.1</b>	<b>28.8</b>	<b>196.5</b>	<b>152.3</b>	<b>28.0</b>	<b>9.0</b>	<b>7.2</b>	<b>0.3</b>
<b>Customer deposits</b>												
<b>Beginning of period</b>	<b>698.4</b>	<b>616.7</b>	<b>211.5</b>	<b>95.7</b>	<b>151.6</b>	<b>157.9</b>	<b>81.7</b>	<b>0.3</b>	<b>59.8</b>	<b>9.2</b>	<b>12.4</b>	<b>0.0</b>
Net core deposits growth	16.4	12.4	4.0	1.6	0.2	6.6	4.0	0.1	2.5	1.4	-0.0	
Treasury	-22.3	-15.9	-14.9	-0.2	-0.6	-0.1	-6.5				-6.5	
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0				-0.0				-0.0	
FX impact and other	-0.8	-1.2				-1.2	0.4	0.0	0.1	0.4	-0.0	
<b>End of period</b>	<b>691.7</b>	<b>612.0</b>	<b>200.7</b>	<b>97.1</b>	<b>151.1</b>	<b>163.2</b>	<b>79.6</b>	<b>0.4</b>	<b>62.4</b>	<b>10.9</b>	<b>5.9</b>	<b>0.0</b>

<sup>1)</sup> Acquisitions / divestments / run-off in Residential mortgages includes the WUB run-off portfolio in Retail Netherlands.

<sup>2)</sup> Acquisitions / divestments / run-off in Other customer lending includes the WUB run-off portfolio recorded in Retail Netherlands and the Lease and France run-off portfolios recorded in Wholesale Banking Treasury & Other.

<sup>3)</sup> 4Q2024 included a reclassification between residential mortgages and other customer lending in Retail Belgium.



## ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>340.5</b>	<b>332.9</b>	<b>328.2</b>	<b>324.6</b>	<b>316.8</b>	<b>316.6</b>	<b>313.6</b>	<b>313.5</b>
Net core lending growth	5.9	6.0	4.6	2.5	2.3	2.2	2.7	0.8
Treasury								
Acquisitions / divestments / run-off <sup>1)</sup>	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1
FX impact and other <sup>3) 4)</sup>	-1.1	1.6	0.2	1.2	5.6	-1.9	0.4	-0.6
<b>End of period</b>	<b>345.2</b>	<b>340.5</b>	<b>332.9</b>	<b>328.2</b>	<b>324.6</b>	<b>316.8</b>	<b>316.6</b>	<b>313.6</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>334.0</b>	<b>329.2</b>	<b>325.8</b>	<b>323.4</b>	<b>320.5</b>	<b>326.7</b>	<b>325.9</b>	<b>328.0</b>
Net core lending growth	1.3	2.5	3.1	1.7	4.9	-4.6	0.0	0.2
Treasury	1.0	4.1	-0.4	1.1	0.2	-2.5	0.3	0.3
Acquisitions / divestments / run-off <sup>2)</sup>	-0.1	-0.1	-0.1	-0.0	-0.1	-0.1	-0.1	0.0
FX impact and other <sup>3) 4) 5)</sup>	4.6	-1.7	0.7	-0.4	-2.1	1.0	0.5	-2.6
<b>End of period</b>	<b>340.9</b>	<b>334.0</b>	<b>329.2</b>	<b>325.8</b>	<b>323.4</b>	<b>320.5</b>	<b>326.7</b>	<b>325.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>698.4</b>	<b>692.6</b>	<b>674.5</b>	<b>650.3</b>	<b>664.0</b>	<b>678.0</b>	<b>660.2</b>	<b>640.8</b>
Net core deposits growth	16.4	2.9	14.7	13.5	-0.9	-7.0	17.2	1.3
Treasury	-22.3	3.0	2.6	11.1	-15.4	-5.1	-0.2	19.6
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0	-0.0	-0.0	0.0	-0.0	-0.0
FX impact and other	-0.8	-0.1	0.8	-0.3	2.6	-1.9	0.8	-1.4
<b>End of period</b>	<b>691.7</b>	<b>698.4</b>	<b>692.6</b>	<b>674.5</b>	<b>650.3</b>	<b>664.0</b>	<b>678.0</b>	<b>660.2</b>

<sup>1)</sup> Acquisitions / divestments / run-off in Residential mortgages includes the WUB run-off portfolio in Retail Netherlands.

<sup>2)</sup> Acquisitions / divestments / run-off in Other customer lending includes the WUB, Lease and France run-off portfolios.

<sup>3)</sup> 3Q2024 and 4Q2024 included reclassifications between residential mortgages and other customer lending in Retail Belgium.

<sup>4)</sup> In 1Q2024 in Retail Banking Belgium €2.1 billion shifted from Other customer lending to Residential mortgages, due to a reclassification from commercial real estate backed loans to residential real estate backed loans.

<sup>5)</sup> In 1Q2023, FX impact and other included a reclassification of €0.7 billion in Retail Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

## ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>341.2</b>	<b>334.5</b>	<b>329.2</b>	<b>325.5</b>	<b>318.6</b>	<b>318.0</b>	<b>315.0</b>	<b>315.0</b>
Net core lending growth	5.9	5.7	4.9	2.4	2.3	2.2	2.7	0.8
Treasury								
Acquisitions / divestments / run-off <sup>1)</sup>	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1
FX impact and other <sup>2) 3)</sup>	-1.1	1.2	0.4	1.4	4.7	-1.5	0.4	-0.8
<b>End of period</b>	<b>345.9</b>	<b>341.2</b>	<b>334.5</b>	<b>329.2</b>	<b>325.5</b>	<b>318.6</b>	<b>318.0</b>	<b>315.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>142.3</b>	<b>137.7</b>	<b>134.2</b>	<b>134.3</b>	<b>131.7</b>	<b>136.0</b>	<b>135.0</b>	<b>136.7</b>
Net core lending growth	1.1	0.7	3.8	1.3	1.5	-1.8	0.6	1.4
Treasury	0.9	3.1	-0.3	0.8	0.4	-1.9	0.3	0.3
Acquisitions / divestments / run-off <sup>1)</sup>	-0.0	-0.0	-0.0	-0.0	-0.0	-0.0	0.0	-0.0
FX impact and other <sup>2) 3) 4)</sup>	-0.2	0.8	0.0	-2.1	0.8	-0.7	0.1	-3.4
<b>End of period</b>	<b>144.1</b>	<b>142.3</b>	<b>137.7</b>	<b>134.2</b>	<b>134.3</b>	<b>131.7</b>	<b>136.0</b>	<b>135.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>616.7</b>	<b>613.8</b>	<b>601.9</b>	<b>585.5</b>	<b>591.6</b>	<b>600.5</b>	<b>581.0</b>	<b>566.2</b>
Net core deposits growth	12.4	1.0	9.0	9.2	2.5	-4.7	18.9	1.7
Treasury	-15.9	1.9	2.0	7.5	-10.9	-3.6	-0.3	14.3
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0	-0.0				
FX impact and other <sup>4) 5)</sup>	-1.2	0.0	0.8	-0.3	2.3	-0.6	0.8	-1.3
<b>End of period</b>	<b>612.0</b>	<b>616.7</b>	<b>613.8</b>	<b>601.9</b>	<b>585.5</b>	<b>591.6</b>	<b>600.5</b>	<b>581.0</b>

<sup>1)</sup> Acquisitions / divestments / run-off includes the WUB run-off portfolio in Retail Netherlands.

<sup>2)</sup> 3Q2024 and 4Q2024 included reclassifications between residential mortgages and other customer lending in Retail Belgium.

<sup>3)</sup> In 1Q2024 in Retail Banking Belgium €2.1 billion shifted from Other customer lending to Residential mortgages, due to a reclassification from commercial real estate backed loans to residential real estate backed loans.

<sup>4)</sup> FX impact and other in 1Q2023 included the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Retail Other, and a reclassification of €0.7 billion in Retail Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

<sup>5)</sup> In 3Q2023, Customer deposits included a transfer of €1.0 billion from Wholesale Banking Belgium to Retail Belgium, recorded on FX impact and other.

## ING 3.4 Customer lending/deposits: Retail Netherlands

Customer lending/deposits Retail Netherlands								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>115.8</b>	<b>113.1</b>	<b>111.8</b>	<b>110.9</b>	<b>109.4</b>	<b>109.6</b>	<b>108.9</b>	<b>108.5</b>
Net core lending growth	2.2	2.4	1.7	1.1	0.7	0.6	0.7	0.5
Treasury								
Acquisitions / divestments / run-off <sup>1)</sup>	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1
FX impact and other	-0.1	0.3	-0.3	-0.1	0.8	-0.7	0.1	-0.0
<b>End of period</b>	<b>117.8</b>	<b>115.8</b>	<b>113.1</b>	<b>111.8</b>	<b>110.9</b>	<b>109.4</b>	<b>109.6</b>	<b>108.9</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>45.7</b>	<b>42.7</b>	<b>42.7</b>	<b>41.9</b>	<b>42.0</b>	<b>43.9</b>	<b>44.0</b>	<b>45.1</b>
Net core lending growth	1.0	0.6	0.0	0.5	-0.0	0.0	-0.1	-0.3
Treasury	-0.1	2.4	-0.0	0.3	-0.1	-1.8	-0.1	-0.1
Acquisitions / divestments / run-off <sup>1)</sup>	-0.0	-0.0	-0.0	-0.0	-0.0	-0.0	0.0	-0.0
FX impact and other <sup>2)</sup>								-0.7
<b>End of period</b>	<b>46.5</b>	<b>45.7</b>	<b>42.7</b>	<b>42.7</b>	<b>41.9</b>	<b>42.0</b>	<b>43.9</b>	<b>44.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>211.5</b>	<b>210.1</b>	<b>203.7</b>	<b>199.7</b>	<b>209.7</b>	<b>213.8</b>	<b>211.5</b>	<b>201.1</b>
Net core deposits growth	4.0	-0.4	4.8	-3.5	0.4	-1.1	1.7	-2.6
Treasury	-14.9	1.9	1.5	7.5	-10.4	-3.0	0.6	13.0
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0	-0.0				
FX impact and other								
<b>End of period</b>	<b>200.7</b>	<b>211.5</b>	<b>210.1</b>	<b>203.7</b>	<b>199.7</b>	<b>209.7</b>	<b>213.8</b>	<b>211.5</b>

<sup>1)</sup> Acquisitions / divestments / run-off includes the WUB run-off portfolio.

<sup>2)</sup> In 1Q2023, FX impact and other included 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 Belgium

Customer lending/deposits Retail Belgium <sup>1)</sup>								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>44.2</b>	<b>44.3</b>	<b>43.9</b>	<b>41.8</b>	<b>40.8</b>	<b>40.5</b>	<b>40.5</b>	<b>40.3</b>
Net core lending growth	0.2	0.2	0.5	0.0	0.2	0.5	-0.0	0.1
Treasury								
Acquisitions / divestments / run-off								
FX impact and other <sup>2) 3)</sup>	0.2	-0.3	-0.2	2.1	0.8	-0.1	-0.0	0.1
<b>End of period</b>	<b>44.6</b>	<b>44.2</b>	<b>44.3</b>	<b>43.9</b>	<b>41.8</b>	<b>40.8</b>	<b>40.5</b>	<b>40.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>53.8</b>	<b>52.9</b>	<b>50.5</b>	<b>52.5</b>	<b>51.0</b>	<b>53.0</b>	<b>52.7</b>	<b>51.4</b>
Net core lending growth	0.0	-0.2	2.5	0.3	0.9	-1.9	0.3	1.4
Treasury	0.0	0.3	-0.1	-0.1	0.5	-0.1	-0.0	0.0
Acquisitions / divestments / run-off								
FX impact and other <sup>2) 3)</sup>	-0.2	0.8		-2.1				
<b>End of period</b>	<b>53.7</b>	<b>53.8</b>	<b>52.9</b>	<b>50.5</b>	<b>52.5</b>	<b>51.0</b>	<b>53.0</b>	<b>52.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>95.7</b>	<b>93.2</b>	<b>91.9</b>	<b>91.2</b>	<b>91.6</b>	<b>92.2</b>	<b>93.0</b>	<b>91.5</b>
Net core deposits growth	1.6	2.4	1.9	0.5	0.1	-2.3	0.3	0.7
Treasury	-0.2	0.1	-0.6	0.2	-0.5	0.7	-1.0	0.8
Acquisitions / divestments / run-off								
FX impact and other <sup>4)</sup>						1.0		
<b>End of period</b>	<b>97.1</b>	<b>95.7</b>	<b>93.2</b>	<b>91.9</b>	<b>91.2</b>	<b>91.6</b>	<b>92.2</b>	<b>93.0</b>

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

<sup>2)</sup> 3Q2024 and 4Q2024 included reclassifications between residential mortgages and other customer lending.

<sup>3)</sup> In 1Q2024 in Retail Belgium €2.1 billion shifted from Other customer lending to Residential mortgages, due to a reclassification from commercial real estate backed loans to residential real estate backed loans.

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

## ING 3.6 Customer lending/deposits: Retail Germany

Customer lending/deposits Retail Germany								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>93.6</b>	<b>91.4</b>	<b>90.9</b>	<b>90.4</b>	<b>88.1</b>	<b>87.9</b>	<b>87.5</b>	<b>86.9</b>
Net core lending growth	1.3	0.9	0.8	0.5	0.2	0.5	0.4	0.3
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.2	1.2	-0.2	-0.1	2.1	-0.3	0.0	0.3
<b>End of period</b>	<b>95.1</b>	<b>93.6</b>	<b>91.4</b>	<b>90.9</b>	<b>90.4</b>	<b>88.1</b>	<b>87.9</b>	<b>87.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>14.0</b>	<b>13.4</b>	<b>13.1</b>	<b>12.4</b>	<b>12.3</b>	<b>12.1</b>	<b>11.7</b>	<b>11.4</b>
Net core lending growth	0.0	0.4	0.2	0.2	0.1	0.2	0.0	-0.1
Treasury	1.1	0.2	0.1	0.5	0.0	-0.0	0.4	0.3
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>	<b>15.1</b>	<b>14.0</b>	<b>13.4</b>	<b>13.1</b>	<b>12.4</b>	<b>12.3</b>	<b>12.1</b>	<b>11.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>151.6</b>	<b>154.0</b>	<b>152.8</b>	<b>143.6</b>	<b>146.7</b>	<b>151.8</b>	<b>135.8</b>	<b>135.9</b>
Net core deposits growth	0.2	-2.5	0.8	9.0	-2.5	-5.7	16.3	0.5
Treasury	-0.6	0.0	0.3	0.2	-0.6	0.6	-0.2	-0.6
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>	<b>151.1</b>	<b>151.6</b>	<b>154.0</b>	<b>152.8</b>	<b>143.6</b>	<b>146.7</b>	<b>151.8</b>	<b>135.8</b>

## ING 3.7 Customer lending/deposits: Retail Other

Customer lending/deposits Retail Other <sup>1)</sup>								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>87.7</b>	<b>85.6</b>	<b>82.6</b>	<b>82.4</b>	<b>80.2</b>	<b>80.0</b>	<b>78.1</b>	<b>79.4</b>
Net core lending growth	2.2	2.1	1.9	0.7	1.2	0.7	1.6	-0.1
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	-1.5	-0.0	1.0	-0.5	1.0	-0.4	0.3	-1.2
<b>End of period</b>	<b>88.4</b>	<b>87.7</b>	<b>85.6</b>	<b>82.6</b>	<b>82.4</b>	<b>80.2</b>	<b>80.0</b>	<b>78.1</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>28.8</b>	<b>28.7</b>	<b>27.8</b>	<b>27.4</b>	<b>26.3</b>	<b>27.0</b>	<b>26.6</b>	<b>28.8</b>
Net core lending growth	0.1	-0.1	1.0	0.2	0.4	-0.1	0.4	0.3
Treasury	-0.0	0.3	-0.2	0.2	-0.1	0.1	-0.1	0.0
Acquisitions / divestments / run-off								
FX impact and other <sup>2)</sup>	-0.0	-0.0	0.0	0.0	0.8	-0.7	0.1	-2.6
<b>End of period</b>	<b>28.8</b>	<b>28.8</b>	<b>28.7</b>	<b>27.8</b>	<b>27.4</b>	<b>26.3</b>	<b>27.0</b>	<b>26.6</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>157.9</b>	<b>156.4</b>	<b>153.5</b>	<b>151.0</b>	<b>143.6</b>	<b>142.6</b>	<b>140.6</b>	<b>137.7</b>
Net core deposits growth	6.6	1.6	1.4	3.1	4.6	4.5	0.8	3.1
Treasury	-0.1	-0.1	0.7	-0.4	0.5	-1.9	0.4	1.1
Acquisitions / divestments / run-off								
FX impact and other	-1.2	0.0	0.8	-0.3	2.3	-1.6	0.8	-1.3
<b>End of period</b>	<b>163.2</b>	<b>157.9</b>	<b>156.4</b>	<b>153.5</b>	<b>151.0</b>	<b>143.6</b>	<b>142.6</b>	<b>140.6</b>

<sup>1)</sup> Includes: Australia, Italy, Spain, Poland, Romania, Türkiye and Other.

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

## ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>-0.7</b>	<b>-1.5</b>	<b>-1.0</b>	<b>-0.9</b>	<b>-1.8</b>	<b>-1.4</b>	<b>-1.4</b>	<b>-1.6</b>
Net core lending growth	0.0	0.3	-0.3	0.1	0.0	-0.0	0.0	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.0	0.5	-0.2	-0.1	0.9	-0.4	0.0	0.2
<b>End of period</b>	<b>-0.7</b>	<b>-0.7</b>	<b>-1.5</b>	<b>-1.0</b>	<b>-0.9</b>	<b>-1.8</b>	<b>-1.4</b>	<b>-1.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>191.5</b>	<b>191.3</b>	<b>191.3</b>	<b>188.9</b>	<b>188.6</b>	<b>190.4</b>	<b>190.8</b>	<b>191.1</b>
Net core lending growth	0.1	1.8	-0.7	0.4	3.4	-2.8	-0.6	-1.2
Treasury	0.1	1.0	-0.1	0.3	-0.2	-0.7	0.0	0.0
Acquisitions / divestments / run-off <sup>1)</sup>	-0.1	-0.1	-0.1	-0.0	-0.1	-0.1	-0.1	0.0
FX impact and other <sup>2)</sup>	4.8	-2.6	0.7	1.8	-2.9	1.7	0.3	0.8
<b>End of period</b>	<b>196.5</b>	<b>191.5</b>	<b>191.3</b>	<b>191.3</b>	<b>188.9</b>	<b>188.6</b>	<b>190.4</b>	<b>190.8</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>81.7</b>	<b>78.8</b>	<b>72.6</b>	<b>64.8</b>	<b>72.4</b>	<b>77.5</b>	<b>79.2</b>	<b>74.5</b>
Net core deposits growth	4.0	1.8	5.7	4.3	-3.5	-2.4	-1.7	-0.4
Treasury	-6.5	1.1	0.5	3.6	-4.5	-1.4	0.1	5.2
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0	-0.0	-0.0	0.0	-0.0	-0.0
FX impact and other <sup>3)</sup>	0.4	-0.1	0.0	0.0	0.3	-1.3	-0.1	-0.1
<b>End of period</b>	<b>79.6</b>	<b>81.7</b>	<b>78.8</b>	<b>72.6</b>	<b>64.8</b>	<b>72.4</b>	<b>77.5</b>	<b>79.2</b>

<sup>1)</sup> Acquisitions / divestments / run-off in Other customer lending includes the Lease and France run-off portfolios.

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

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

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

Customer lending/deposits Wholesale Banking - Lending								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>	150.2	150.6	149.6	153.0	154.1	155.0	152.6	152.1
Net core lending growth	-1.7	1.7	0.4	0.4	1.2	-2.2	2.2	1.8
Treasury								
Acquisitions / divestments / run-off								
FX impact and other <sup>1)</sup>	3.8	-2.0	0.6	-3.9	-2.3	1.3	0.2	-1.3
<b>End of period</b>	152.3	150.2	150.6	149.6	153.0	154.1	155.0	152.6
<b>Customer deposits</b>								
<b>Beginning of period</b>	0.3	0.4	0.4	0.3	0.3	0.3	0.3	0.3
Net core deposits growth	0.1	-0.1	-0.0	0.1	-0.0	0.0	0.0	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.0	-0.0	-0.0	0.0	-0.0	0.0	-0.0	-0.0
<b>End of period</b>	0.4	0.3	0.4	0.4	0.3	0.3	0.3	0.3

<sup>1)</sup> 1Q2024 Other customer lending included a transfer of €5.2 billion from Lending to Financial Markets following a change within the Wholesale Banking organisation.



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

Customer lending/deposits Wholesale Banking - Daily Banking & Trade Finance								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>	24.4	26.2	25.9	26.5	25.5	25.6	28.0	30.7
Net core lending growth	2.6	-1.2	0.1	-1.0	1.7	-0.4	-2.5	-2.3
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	1.0	-0.6	0.1	0.4	-0.6	0.3	0.1	-0.4
<b>End of period</b>	28.0	24.4	26.2	25.9	26.5	25.5	25.6	28.0
<b>Customer deposits</b>								
<b>Beginning of period</b>	59.8	59.1	55.5	53.2	56.3	60.4	63.1	63.3
Net core deposits growth	2.5	0.6	3.6	2.3	-3.5	-3.8	-2.7	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.1	0.0	0.0	-0.0	0.4	-0.3	-0.0	-0.2
<b>End of period</b>	62.4	59.8	59.1	55.5	53.2	56.3	60.4	63.1

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

Customer lending/deposits Wholesale Banking - Financial Markets								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>	9.7	8.2	9.5	3.5	3.2	3.0	4.0	4.1
Net core lending growth	-0.7	1.6	-1.4	0.8	0.3	0.1	-1.0	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other <sup>1)</sup>			-	5.2				
<b>End of period</b>	9.0	9.7	8.2	9.5	3.5	3.2	3.0	4.0
<b>Customer deposits</b>								
<b>Beginning of period</b>	9.2	7.8	6.0	4.0	4.1	3.8	2.6	3.4
Net core deposits growth	1.4	1.5	1.8	1.9	-0.0	1.4	1.3	-0.8
Treasury								
Acquisitions / divestments / run-off								
FX impact and other <sup>2)</sup>	0.4	-0.1	-0.0	0.0	-0.1	-1.2	-0.1	-0.0
<b>End of period</b>	10.9	9.2	7.8	6.0	4.0	4.1	3.8	2.6

<sup>1)</sup> 1Q2024 Other customer lending included a transfer of €5.2 billion from Lending to Financial Markets following a change within the Wholesale Banking organisation.

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

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

Customer lending/deposits Wholesale Banking - Treasury & Other								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>-0.7</b>	<b>-1.5</b>	<b>-1.0</b>	<b>-0.9</b>	<b>-1.8</b>	<b>-1.4</b>	<b>-1.4</b>	<b>-1.6</b>
Net core lending growth	0.0	0.3	-0.3	0.1	0.0	-0.0	0.0	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.0	0.5	-0.2	-0.1	0.9	-0.4	0.0	0.2
<b>End of period</b>	<b>-0.7</b>	<b>-0.7</b>	<b>-1.5</b>	<b>-1.0</b>	<b>-0.9</b>	<b>-1.8</b>	<b>-1.4</b>	<b>-1.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>7.1</b>	<b>6.3</b>	<b>6.3</b>	<b>5.9</b>	<b>5.8</b>	<b>6.9</b>	<b>6.1</b>	<b>4.3</b>
Net core lending growth	-0.0	-0.2	0.2	0.2	0.3	-0.3	0.8	-0.7
Treasury	0.1	1.0	-0.1	0.3	-0.2	-0.7	0.0	0.0
Acquisitions / divestments / run-off <sup>1)</sup>	-0.1	-0.1	-0.1	-0.0	-0.1	-0.1	-0.1	0.0
FX impact and other <sup>2)</sup>								2.5
<b>End of period</b>	<b>7.2</b>	<b>7.1</b>	<b>6.3</b>	<b>6.3</b>	<b>5.9</b>	<b>5.8</b>	<b>6.9</b>	<b>6.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>12.4</b>	<b>11.5</b>	<b>10.8</b>	<b>7.2</b>	<b>11.6</b>	<b>13.0</b>	<b>13.3</b>	<b>7.6</b>
Net core deposits growth	-0.0	-0.1	0.2	0.0	0.0	-0.1	-0.4	0.4
Treasury	-6.5	1.1	0.5	3.6	-4.5	-1.4	0.1	5.2
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0	-0.0	-0.0	0.0	-0.0	-0.0
FX impact and other <sup>3)</sup>	-0.0	-0.0	-0.0	0.0	-0.0	0.2	0.0	0.1
<b>End of period</b>	<b>5.9</b>	<b>12.4</b>	<b>11.5</b>	<b>10.8</b>	<b>7.2</b>	<b>11.6</b>	<b>13.0</b>	<b>13.3</b>

<sup>1)</sup> Acquisitions / divestments / run-off in Other customer lending includes the Lease and France run-off portfolios.

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

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

## ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line <sup>1)</sup>								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>0.3</b>	<b>0.3</b>	<b>0.2</b>	<b>0.3</b>	<b>0.3</b>	<b>0.3</b>	<b>0.2</b>	<b>0.2</b>
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.0	0.0	0.0	-0.0	0.0	0.0	0.0	0.0
<b>End of period</b>	<b>0.3</b>	<b>0.3</b>	<b>0.3</b>	<b>0.2</b>	<b>0.3</b>	<b>0.3</b>	<b>0.3</b>	<b>0.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
Net core deposits growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>

<sup>1)</sup> Corporate Line is not part of core lending and core deposits.

## ING 3.14 Customer lending/deposits: 4Q2024 Geographical split

Customer lending/deposits Geographical split								
In € billion	Total	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World	Other
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>340.5</b>	<b>115.2</b>	<b>44.3</b>	<b>93.2</b>	<b>70.8</b>	<b>16.9</b>	<b>0.0</b>	<b>0.0</b>
Net core lending growth	5.9	2.2	0.2	1.3	1.7	0.5		
Treasury								
Acquisitions / divestments / run-off <sup>1)</sup>	-0.1	-0.1						
FX impact and other <sup>3)</sup>	-1.1	-0.1	0.2	0.2	-1.5	0.0		
<b>End of period</b>	<b>345.2</b>	<b>117.2</b>	<b>44.7</b>	<b>94.8</b>	<b>71.1</b>	<b>17.4</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>334.0</b>	<b>73.2</b>	<b>70.7</b>	<b>46.4</b>	<b>25.9</b>	<b>32.4</b>	<b>85.3</b>	<b>0.3</b>
Net core lending growth	1.3	0.1	0.7	-0.6	0.2	0.4	0.3	0.0
Treasury	1.0	-0.2	0.0	1.3		-0.1	-0.0	
Acquisitions / divestments / run-off <sup>2)</sup>	-0.1	-0.0			-0.0		-0.1	
FX impact and other <sup>3)</sup>	4.6	0.5	0.2	0.5	-0.3	0.1	3.6	0.0
<b>End of period</b>	<b>340.9</b>	<b>73.6</b>	<b>71.6</b>	<b>47.6</b>	<b>25.8</b>	<b>32.9</b>	<b>89.1</b>	<b>0.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>698.4</b>	<b>251.9</b>	<b>108.8</b>	<b>153.2</b>	<b>99.4</b>	<b>66.1</b>	<b>19.0</b>	<b>0.0</b>
Net core deposits growth	16.4	6.5	1.9	0.1	3.5	2.4	1.9	
Treasury	-22.3	-21.0	-0.2	-0.7	0.0	-0.2	-0.2	
Acquisitions / divestments / run-off	-0.0	-0.0					-0.0	
FX impact and other	-0.8				-1.3	0.2	0.4	
<b>End of period</b>	<b>691.7</b>	<b>237.4</b>	<b>110.4</b>	<b>152.6</b>	<b>101.6</b>	<b>68.5</b>	<b>21.1</b>	<b>0.0</b>

<sup>1)</sup> Acquisitions / divestments / run-off in Residential mortgages includes the WUB run-off portfolio in the Netherlands (Retail Banking).

<sup>2)</sup> Acquisitions / divestments / run-off in Other customer lending includes the WUB run-off portfolio recorded in the Netherlands (Retail Banking), the Lease and France run-off portfolios recorded in Other Challengers (Wholesale Banking), and the Lease run-off portfolio in WB Rest of World.

<sup>3)</sup> 4Q2024 included reclassifications between residential mortgages and other customer lending in Retail Belgium.

## ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>115.2</b>	<b>112.5</b>	<b>111.3</b>	<b>110.5</b>	<b>108.7</b>	<b>109.1</b>	<b>108.3</b>	<b>108.0</b>
Net core lending growth	2.2	2.4	1.7	1.1	0.7	0.6	0.7	0.5
Treasury								
Acquisitions / divestments / run-off <sup>1)</sup>	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1
FX impact and other	-0.1	0.4	-0.4	-0.2	1.2	-0.9	0.1	0.0
<b>End of period</b>	<b>117.2</b>	<b>115.2</b>	<b>112.5</b>	<b>111.3</b>	<b>110.5</b>	<b>108.7</b>	<b>109.1</b>	<b>108.3</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>73.2</b>	<b>69.2</b>	<b>70.3</b>	<b>68.5</b>	<b>69.0</b>	<b>72.7</b>	<b>72.9</b>	<b>74.5</b>
Net core lending growth	0.1	0.9	-1.2	1.2	-0.0	-1.3	-0.2	-0.6
Treasury	-0.2	3.3	-0.1	0.4	-0.1	-2.5	-0.1	-0.2
Acquisitions / divestments / run-off <sup>1)</sup>	-0.0	-0.0	-0.0	-0.0	-0.0	-0.0	0.0	-0.0
FX impact and other <sup>2)</sup>	0.5	-0.2	0.1	0.2	-0.3	0.2	0.0	-0.9
<b>End of period</b>	<b>73.6</b>	<b>73.2</b>	<b>69.2</b>	<b>70.3</b>	<b>68.5</b>	<b>69.0</b>	<b>72.7</b>	<b>72.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>251.9</b>	<b>250.9</b>	<b>242.9</b>	<b>232.8</b>	<b>246.9</b>	<b>253.5</b>	<b>252.0</b>	<b>234.2</b>
Net core deposits growth	6.5	-1.6	5.8	-0.9	0.2	-2.5	0.7	-0.0
Treasury	-21.0	2.6	2.2	11.1	-14.3	-4.2	0.8	17.8
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0	-0.0				
FX impact and other								
<b>End of period</b>	<b>237.4</b>	<b>251.9</b>	<b>250.9</b>	<b>242.9</b>	<b>232.8</b>	<b>246.9</b>	<b>253.5</b>	<b>252.0</b>

<sup>1)</sup> Acquisitions / divestments / run-off includes the WUB run-off portfolio in Retail Netherlands.

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

## ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium <sup>1)</sup>								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>44.3</b>	<b>44.0</b>	<b>43.9</b>	<b>41.8</b>	<b>40.7</b>	<b>40.4</b>	<b>40.4</b>	<b>40.2</b>
Net core lending growth	0.2	0.5	0.3	0.0	0.2	0.5	-0.0	0.1
Treasury								
Acquisitions / divestments / run-off								
FX impact and other <sup>2) 3)</sup>	0.2	-0.2	-0.2	2.0	1.0	-0.2	-0.0	0.1
<b>End of period</b>	<b>44.7</b>	<b>44.3</b>	<b>44.0</b>	<b>43.9</b>	<b>41.8</b>	<b>40.7</b>	<b>40.4</b>	<b>40.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>70.7</b>	<b>70.2</b>	<b>66.7</b>	<b>68.9</b>	<b>67.0</b>	<b>69.0</b>	<b>69.4</b>	<b>68.3</b>
Net core lending growth	0.7	-0.5	3.7	-0.1	1.4	-2.0	-0.3	1.0
Treasury	0.0	0.3	-0.1	-0.1	0.6	-0.1	-0.0	0.0
Acquisitions / divestments / run-off								
FX impact and other <sup>2) 3)</sup>	0.2	0.7	0.0	-2.0	-0.2	0.1	0.0	-0.1
<b>End of period</b>	<b>71.6</b>	<b>70.7</b>	<b>70.2</b>	<b>66.7</b>	<b>68.9</b>	<b>67.0</b>	<b>69.0</b>	<b>69.4</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>108.8</b>	<b>106.6</b>	<b>103.5</b>	<b>103.4</b>	<b>105.2</b>	<b>108.5</b>	<b>109.8</b>	<b>109.5</b>
Net core deposits growth	1.9	2.0	3.8	-0.1	-1.3	-4.0	-0.2	-0.6
Treasury	-0.2	0.1	-0.7	0.2	-0.5	0.8	-1.2	1.0
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>	<b>110.4</b>	<b>108.8</b>	<b>106.6</b>	<b>103.5</b>	<b>103.4</b>	<b>105.2</b>	<b>108.5</b>	<b>109.8</b>

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

<sup>2)</sup> 3Q2024 and 4Q2024 included reclassifications between residential mortgages and other customer lending.

<sup>3)</sup> In 1Q2024 in Retail Belgium €2.1 billion shifted from Other customer lending to Residential mortgages, due to a reclassification from commercial real estate backed loans to residential real estate backed loans.

## ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>93.2</b>	<b>90.8</b>	<b>90.3</b>	<b>90.0</b>	<b>87.3</b>	<b>87.1</b>	<b>86.7</b>	<b>85.9</b>
Net core lending growth	1.3	0.9	0.8	0.5	0.2	0.5	0.4	0.3
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.2	1.4	-0.3	-0.2	2.5	-0.3	0.0	0.5
<b>End of period</b>	<b>94.8</b>	<b>93.2</b>	<b>90.8</b>	<b>90.3</b>	<b>90.0</b>	<b>87.3</b>	<b>87.1</b>	<b>86.7</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>46.4</b>	<b>44.8</b>	<b>44.4</b>	<b>43.4</b>	<b>41.9</b>	<b>42.6</b>	<b>41.6</b>	<b>41.0</b>
Net core lending growth	-0.6	1.7	0.1	0.3	1.8	-0.9	0.6	0.4
Treasury	1.3	0.2	0.1	0.6	0.0	-0.0	0.4	0.4
Acquisitions / divestments / run-off								
FX impact and other	0.5	-0.3	0.1	0.2	-0.3	0.2	0.0	-0.2
<b>End of period</b>	<b>47.6</b>	<b>46.4</b>	<b>44.8</b>	<b>44.4</b>	<b>43.4</b>	<b>41.9</b>	<b>42.6</b>	<b>41.6</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>153.2</b>	<b>155.7</b>	<b>154.8</b>	<b>145.2</b>	<b>149.0</b>	<b>154.4</b>	<b>138.8</b>	<b>138.9</b>
Net core deposits growth	0.1	-2.5	0.5	9.3	-3.0	-6.2	15.8	0.7
Treasury	-0.7	0.1	0.4	0.3	-0.7	0.7	-0.2	-0.8
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>	<b>152.6</b>	<b>153.2</b>	<b>155.7</b>	<b>154.8</b>	<b>145.2</b>	<b>149.0</b>	<b>154.4</b>	<b>138.8</b>



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

Customer lending/deposits Geographical Other Challengers <sup>1)</sup>								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>70.8</b>	<b>69.3</b>	<b>66.7</b>	<b>66.8</b>	<b>65.6</b>	<b>64.9</b>	<b>63.7</b>	<b>64.8</b>
Net core lending growth	1.7	1.7	1.4	0.5	1.1	0.5	1.5	0.1
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	-1.5	-0.1	1.1	-0.6	0.2	0.1	-0.3	-1.2
<b>End of period</b>	<b>71.1</b>	<b>70.8</b>	<b>69.3</b>	<b>66.7</b>	<b>66.8</b>	<b>65.6</b>	<b>64.9</b>	<b>63.7</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>25.9</b>	<b>27.3</b>	<b>24.9</b>	<b>24.7</b>	<b>24.2</b>	<b>24.1</b>	<b>23.9</b>	<b>26.5</b>
Net core lending growth	0.2	-1.3	2.1	0.3	0.5	0.0	0.4	0.2
Treasury								0.1
Acquisitions / divestments / run-off <sup>2)</sup>	-0.0	-0.0	-0.0	-0.0	-0.0	-0.0	-0.0	-0.0
FX impact and other <sup>3)</sup>	-0.3	-0.0	0.3	-0.1	0.0	0.0	-0.1	-2.9
<b>End of period</b>	<b>25.8</b>	<b>25.9</b>	<b>27.3</b>	<b>24.9</b>	<b>24.7</b>	<b>24.2</b>	<b>24.1</b>	<b>23.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>99.4</b>	<b>98.9</b>	<b>96.2</b>	<b>95.7</b>	<b>92.8</b>	<b>91.3</b>	<b>90.3</b>	<b>90.1</b>
Net core deposits growth	3.5	0.6	1.6	1.1	2.7	1.4	1.3	1.2
Treasury	0.0	0.0	0.0	0.0	-0.0	0.0	0.0	0.0
Acquisitions / divestments / run-off								
FX impact and other	-1.3	-0.1	1.0	-0.6	0.2	0.1	-0.2	-1.1
<b>End of period</b>	<b>101.6</b>	<b>99.4</b>	<b>98.9</b>	<b>96.2</b>	<b>95.7</b>	<b>92.8</b>	<b>91.3</b>	<b>90.3</b>

<sup>1)</sup> Including Australia, Italy, Spain and Portugal and Other.

<sup>2)</sup> Acquisitions / divestments / run-off in Other customer lending includes the Lease run-off portfolio.

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

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

Customer lending/deposits Geographical Growth Markets <sup>1)</sup>								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>16.9</b>	<b>16.4</b>	<b>16.0</b>	<b>15.5</b>	<b>14.7</b>	<b>15.0</b>	<b>14.4</b>	<b>14.6</b>
Net core lending growth	0.5	0.5	0.5	0.3	0.1	0.1	0.0	-0.2
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.0	0.1	-0.1	0.1	0.8	-0.5	0.6	0.0
<b>End of period</b>	<b>17.4</b>	<b>16.9</b>	<b>16.4</b>	<b>16.0</b>	<b>15.5</b>	<b>14.7</b>	<b>15.0</b>	<b>14.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>32.4</b>	<b>31.3</b>	<b>31.2</b>	<b>30.6</b>	<b>29.6</b>	<b>30.2</b>	<b>29.9</b>	<b>29.4</b>
Net core lending growth	0.4	0.7	0.4	0.3	0.2	0.1	0.2	0.6
Treasury	-0.1	0.3	-0.3	0.2	-0.1	0.1	-0.1	0.1
Acquisitions / divestments / run-off								
FX impact and other	0.1	-0.0	-0.1	0.1	0.9	-0.8	0.2	-0.1
<b>End of period</b>	<b>32.9</b>	<b>32.4</b>	<b>31.3</b>	<b>31.2</b>	<b>30.6</b>	<b>29.6</b>	<b>30.2</b>	<b>29.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>66.1</b>	<b>65.2</b>	<b>64.4</b>	<b>62.2</b>	<b>57.9</b>	<b>58.8</b>	<b>57.4</b>	<b>54.8</b>
Net core deposits growth	2.4	1.0	0.1	2.4	1.2	3.5	-0.3	1.3
Treasury	-0.2	-0.1	0.9	-0.6	0.6	-2.4	0.4	1.3
Acquisitions / divestments / run-off								
FX impact and other	0.2	0.1	-0.2	0.3	2.5	-1.9	1.2	-0.0
<b>End of period</b>	<b>68.5</b>	<b>66.1</b>	<b>65.2</b>	<b>64.4</b>	<b>62.2</b>	<b>57.9</b>	<b>58.8</b>	<b>57.4</b>

<sup>1)</sup> Includes: Poland, Romania and Türkiye.

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

Customer lending/deposits Geographical Wholesale Banking Rest of World								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>85.3</b>	<b>86.3</b>	<b>88.0</b>	<b>87.0</b>	<b>88.5</b>	<b>87.7</b>	<b>88.2</b>	<b>88.0</b>
Net core lending growth	0.3	1.0	-2.1	-0.3	1.1	-0.5	-0.6	-1.3
Treasury	-0.0	-0.1	-0.0	0.0	-0.2	0.0	0.0	-0.1
Acquisitions / divestments / run-off <sup>1)</sup>	-0.1	-0.1	-0.1	-0.0	-0.1	-0.1	-0.1	0.0
FX impact and other <sup>2)</sup>	3.6	-1.8	0.4	1.3	-2.3	1.3	0.2	1.5
<b>End of period</b>	<b>89.1</b>	<b>85.3</b>	<b>86.3</b>	<b>88.0</b>	<b>87.0</b>	<b>88.5</b>	<b>87.7</b>	<b>88.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>19.0</b>	<b>15.3</b>	<b>12.7</b>	<b>10.9</b>	<b>12.2</b>	<b>11.5</b>	<b>11.8</b>	<b>13.2</b>
Net core deposits growth	1.9	3.5	2.8	1.7	-0.7	0.8	-0.1	-1.2
Treasury	-0.2	0.3	-0.2	0.1	-0.5	-0.1	-0.0	0.2
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0	-0.0	-0.0	0.0	-0.0	-0.0
FX impact and other	0.4	-0.1	0.0	-0.0	-0.0	-0.1	-0.2	-0.3
<b>End of period</b>	<b>21.1</b>	<b>19.0</b>	<b>15.3</b>	<b>12.7</b>	<b>10.9</b>	<b>12.2</b>	<b>11.5</b>	<b>11.8</b>

<sup>1)</sup> Acquisitions / divestments / run-off in Other customer lending includes the Lease and France run-off portfolios.

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

## ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other <sup>1)</sup>								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>0.3</b>	<b>0.3</b>	<b>0.2</b>	<b>0.3</b>	<b>0.3</b>	<b>0.3</b>	<b>0.2</b>	<b>0.2</b>
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.0	0.0	0.0	-0.0	0.0	0.0	0.0	0.0
<b>End of period</b>	<b>0.3</b>	<b>0.3</b>	<b>0.3</b>	<b>0.2</b>	<b>0.3</b>	<b>0.3</b>	<b>0.3</b>	<b>0.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
Net core deposits growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.0							
<b>End of period</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>

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

## Important legal information

ING Group's annual accounts are prepared in accordance with International Financial Reporting Standards as adopted by the European Union ('IFRS-EU'). In preparing the financial information in this document, except as described otherwise, the same accounting principles are applied as in the 2023 ING Group consolidated annual accounts. The Financial statements for 2024 are in progress and may be subject to adjustments from subsequent events. 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.

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