



do your thing

ING profile 3Q2025

October 2025

Global Brand & Marketing and Communications





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Empowering people to stay a step ahead in life and in business.

That's why we're here.

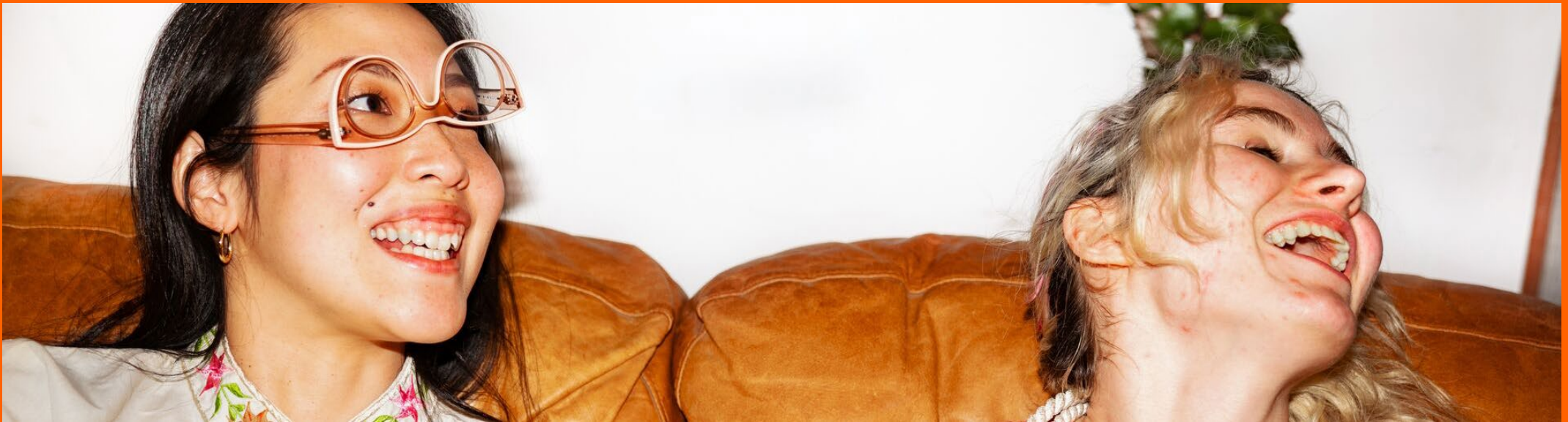
It's our purpose to empower people to stay a step ahead in life and in business. This purpose guides us in everything we do.

It represents our conviction in people's potential. We don't judge, coach or tell people how to live their lives. However big or small, modest or grand, we help people and businesses to realise their own vision for a better future.

We know people don't need banks; they need banking. Our promise to customers is to make banking frictionless, removing barriers to progress and giving people confidence in their ability to make decisions and to move forward. It frees them from the constraints that stand between them and their passions and encourages them to do more of the things that give their lives meaning.

Who we are.

ING is a global bank with a strong European base. Our more than 60,000 employees offer retail and wholesale banking services in over 100 countries.



Customers are who we're here for.

At every step of their ING journey, customers should feel an emotional connection with us. Banking is a relationship just like any other, and the best relationships are those in which people feel valued, confident, empowered and in control.

Our products.

Our products include savings, payments, investments, loans and mortgages in most of our retail markets. For wholesale banking clients we provide specialised lending, tailored corporate finance, debt and equity market solutions, sustainable finance solutions, payments & cash management and trade and treasury services.

Providing superior customer value.

We want to stand out from the crowd even with our basic banking products.

Banking made easy, instant, personal and relevant.

We make banking easy, instant, personal and relevant.

Digital customer journeys.

We provide mobile banking for individuals and small businesses, and offer personal relationships and strong expertise for mid-corporate and wholesale clients, all supported by seamless digital delivery.

Scalable tech & ops.

We're building on our strong technology and operations foundation to provide seamless digital services while keeping money and data safe and secure.





**Putting sustainability
at the heart of what
we do.**

Sustainability at the heart.

Challenge

Sustainability is one of the biggest challenges for society. ING aims to be a banking leader in building a sustainable future for our company, our customers, society and the environment.

Transition to a low-carbon economy

The climate crisis threatens both the planet and its people. ING wants to play a leading role in accelerating the global transition to a low-carbon economy. As a bank, we do this through financing: working with clients on their transitions to net zero while financing the technologies and solutions needed for a sustainable future. And because the global transition needs to include everyone, we're also finding new ways to enable people to stay a step ahead on climate change.

Strategy on climate action

Our sustainability strategy focuses on climate action and how we can help to halt and reverse nature loss, while monitoring human rights and working to advance financial health and inclusion.

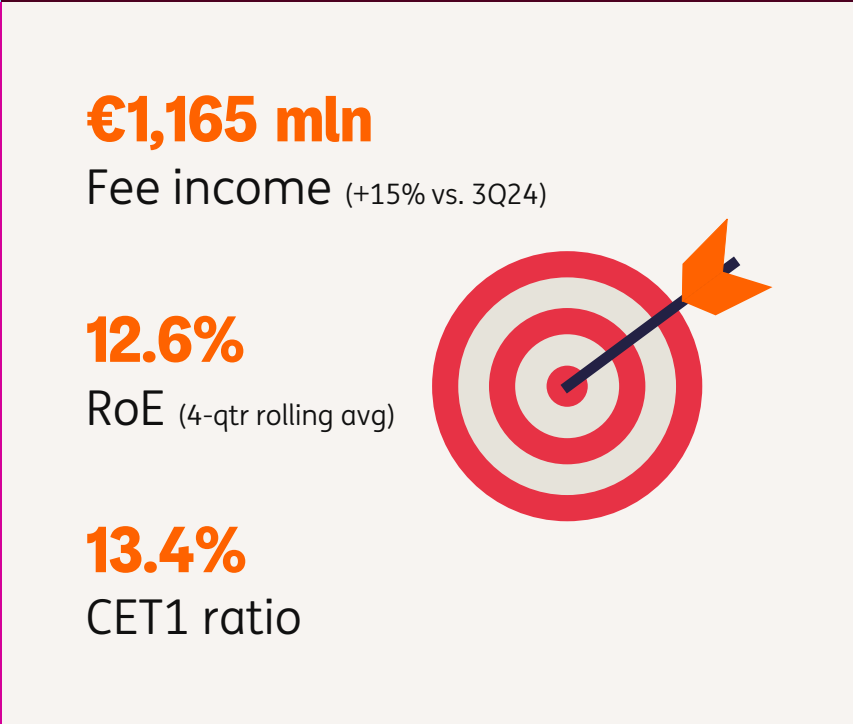
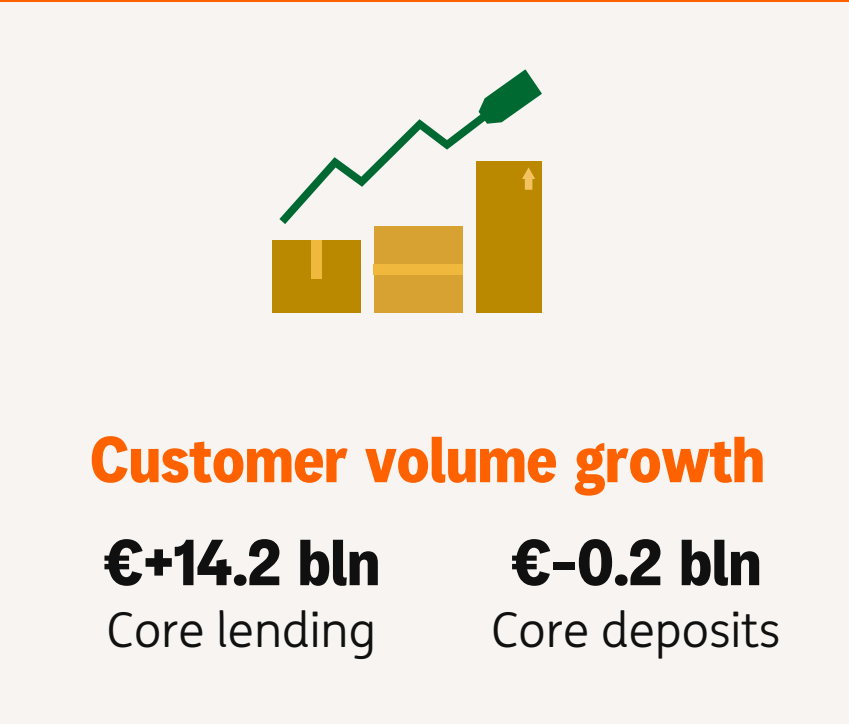
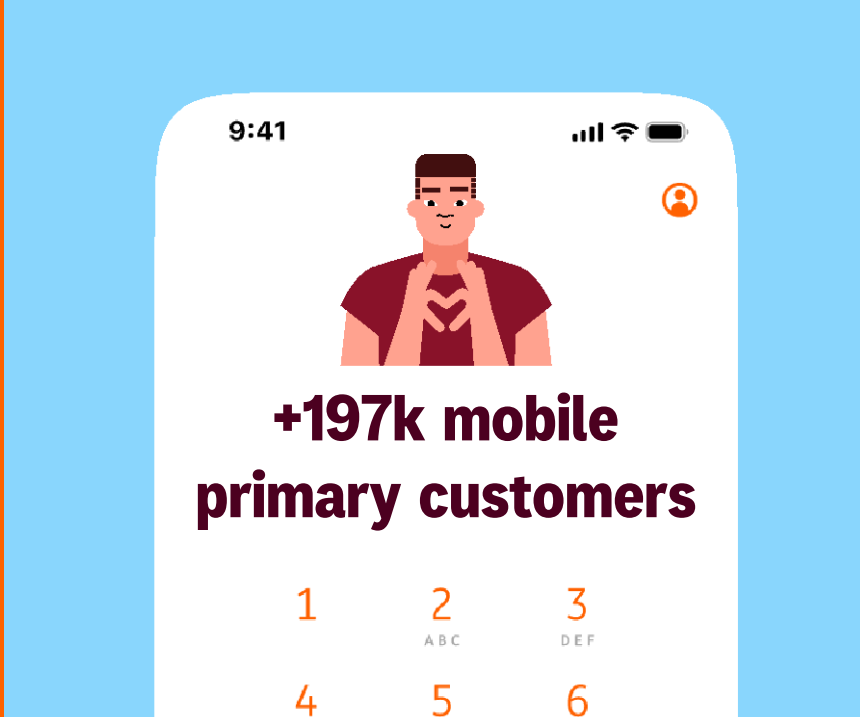
The transition

Society is transitioning to a low-carbon economy. So are our clients, and so is ING. We finance a lot of sustainable activities, but we still finance more that's not.

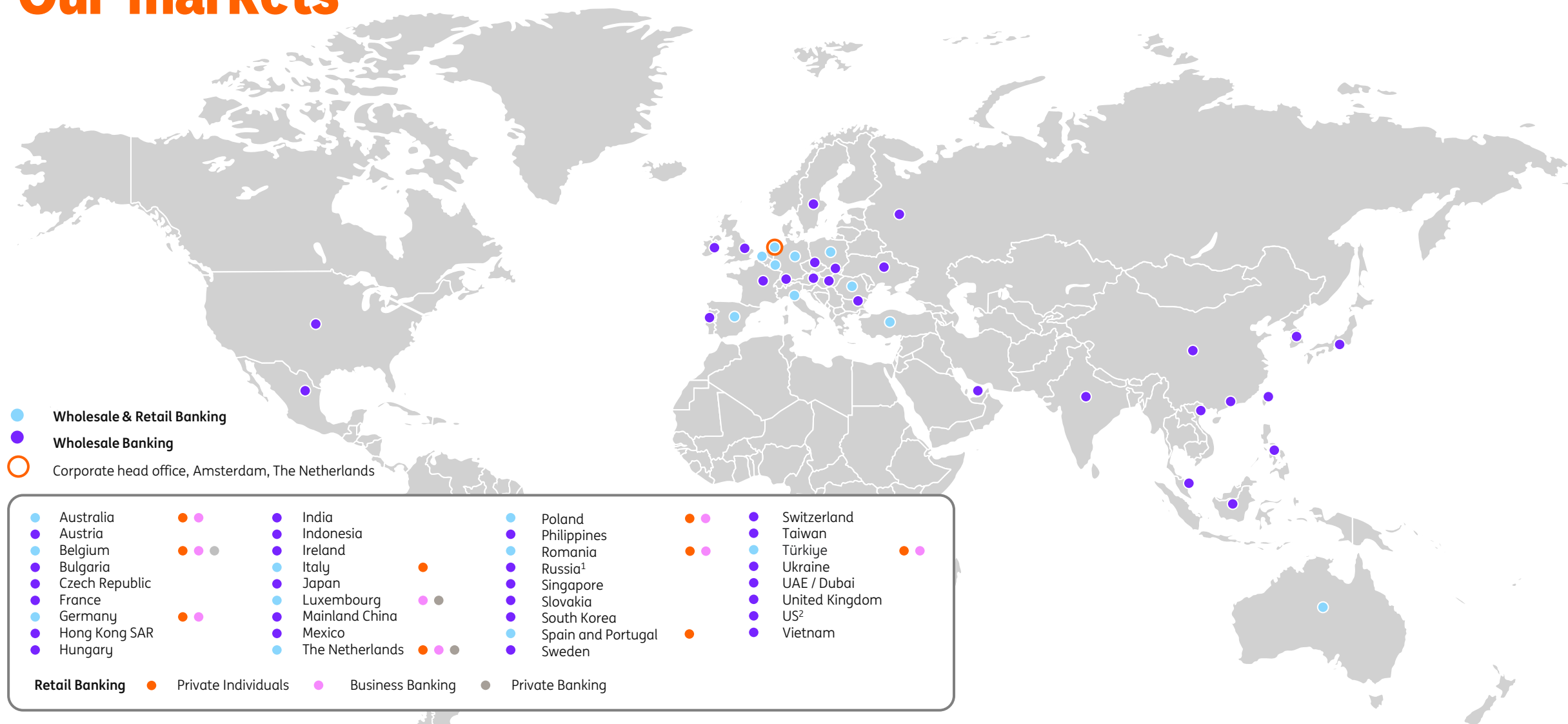
See how we're progressing on [ing.com/climate](https://www.ing.com/climate).

This is how we performed!

3Q25



Our markets



- (1) In January 2025, we announced that we have reached an agreement on the sale of our business in Russia to Global Development JSC. This transaction will effectively end ING's activities in the Russian market and is expected to close in the third quarter of 2025, following applicable regulatory approvals.
- (2) ING does not have a banking license in the US and therefore not permitted to conduct banking activities in the US. Through its wholly owned subsidiary ING Financial Holdings Corporation and its affiliates, ING offers a full array of wholesale financial products such as lending, corporate finance and a full range of financial markets products and services to its corporate and institutional clients.

Our leaders

Executive Board (EB) and Management Board Banking (MBB)

**Chief financial officer
EB & MBB**

Tanate Phutrakul



**Head of Retail, Market Leaders
and Challengers & Growth
Markets
MBB**

Pinar Abay



**Head of
Wholesale Banking
MBB**

Andrew Bester



**Chief executive officer
Chairman EB & MBB**

Steven van Rijswijk



**Chief operations officer
MBB**

Marnix van Stiphout



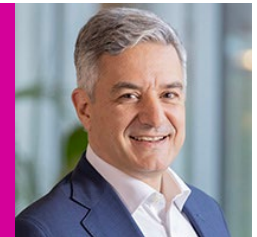
**Chief risk officer
EB & MBB**

Ljiljana Čortan



**Chief technology officer
MBB**

Daniele Tonella



[More about our leaders and our management structure on ing.com.](https://www.ing.com)

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