

# ING Historical Trend Data 1Q2017 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.
- 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.
- ING analyses its results on an underlying basis. Underlying results are derived from results based on IFRS as adopted by the European Union (IFRS-EU), excluding the impact from divestments, special items, Insurance Other and discontinued operations. In case of a divestment, historical results are revised by excluding both the transaction gain/loss and the operating results of the divested unit. Insurance Other comprises mainly the net result relating to warrants on the shares of Voya Financial and NN Group.
- As from 1Q2017 customer lending, customer deposits, risk-weighted assets and related key figures are presented for ING Group in this document. Until 4Q2016 Historical Trend Data documents these items were presented for ING Bank.
- Special items after tax recorded in the fourth quarter of 2016 are now presented in the related business lines and geographical regions, while in the ING Historical Trend Data 4Q2016, these special items after tax were presented under Corporate Line.
- With effect from the end of the first quarter of 2017, the 'ING Group return on equity based on IFRS-EU equity' is calculated using IFRS-EU shareholders' equity after excluding 'interim profit not included in CET1 capital'.
- As from 1Q2017 ING changed the calculation of the underlying return on equity of the segments and product groups to underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio. Previously, the average equity was based on 10.0% common equity Tier 1 ratio.
- Rounding could cause some small differences.
- All figures are unaudited.

## Product segmentation Wholesale Banking

### Product Group

- Industry Lending
- General Lending & Transaction Services
- Financial Markets
- Bank Treasury & Other

### Sub products

Structured Finance  
Real Estate Finance

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

Financial Markets Clients & Products  
Corporate Finance

WB-part Bank Treasury (Asset & Liability Management and Treasury)  
Real Estate run-off portfolio  
General Lease run-off portfolio  
Other

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## ING 1.1 Profit or loss: Comparable quarters

Profit or loss												
In EUR million	Total Group			of which: Retail Banking			of which: Wholesale Banking			of which: Corporate Line		
	1Q2017	1Q2016	4Q2016	1Q2017	1Q2016	4Q2016	1Q2017	1Q2016	4Q2016	1Q2017	1Q2016	4Q2016
<b>Profit or loss</b>												
Net interest income	3,352	3,248	3,341	2,371	2,330	2,346	955	925	959	25	-7	37
Net commission income	682	607	611	403	357	376	280	251	235	-1	-1	-0
Investment income	48	71	39	27	56	30	23	15	8	-3	-0	1
Other income	314	161	470	111	72	213	287	125	269	-85	-36	-12
<b>Total underlying income</b>	<b>4,396</b>	<b>4,087</b>	<b>4,461</b>	<b>2,913</b>	<b>2,815</b>	<b>2,965</b>	<b>1,545</b>	<b>1,316</b>	<b>1,471</b>	<b>-63</b>	<b>-44</b>	<b>25</b>
Expenses excl. regulatory costs	2,137	2,140	2,159	1,459	1,508	1,499	608	573	592	70	59	68
Regulatory costs <sup>1)</sup>	474	496	209	384	394	110	91	102	99	0	0	0
<b>Operating expenses</b>	<b>2,611</b>	<b>2,636</b>	<b>2,369</b>	<b>1,843</b>	<b>1,902</b>	<b>1,609</b>	<b>698</b>	<b>676</b>	<b>691</b>	<b>70</b>	<b>59</b>	<b>68</b>
<b>Gross result</b>	<b>1,785</b>	<b>1,451</b>	<b>2,093</b>	<b>1,071</b>	<b>913</b>	<b>1,356</b>	<b>847</b>	<b>641</b>	<b>779</b>	<b>-133</b>	<b>-103</b>	<b>-43</b>
Addition to loan loss provisions	133	265	138	98	148	107	35	117	31	0	-0	0
<b>Underlying result before</b>	<b>1,652</b>	<b>1,186</b>	<b>1,955</b>	<b>972</b>	<b>766</b>	<b>1,249</b>	<b>813</b>	<b>524</b>	<b>748</b>	<b>-133</b>	<b>-103</b>	<b>-43</b>
Taxation	456	329	557	267	208	319	230	150	193	-41	-29	45
Non-controlling interests	21	16	17	17	14	15	4	3	2	-	-	-
<b>Underlying net result</b>	<b>1,175</b>	<b>842</b>	<b>1,381</b>	<b>688</b>	<b>545</b>	<b>916</b>	<b>579</b>	<b>371</b>	<b>553</b>	<b>-92</b>	<b>-74</b>	<b>-87</b>
Special items after tax	-	-13	-787	-	-13	-610	-	-	-149	-	-	-27
<b>Net result Banking</b>	<b>1,175</b>	<b>829</b>	<b>595</b>	<b>688</b>	<b>532</b>	<b>306</b>	<b>579</b>	<b>371</b>	<b>404</b>	<b>-92</b>	<b>-74</b>	<b>-115</b>
Net result Insurance Other	-32	-78	158									
<b>Net result from continuing operations</b>	<b>1,143</b>	<b>751</b>	<b>752</b>									
Net result from discontinued operations	-	506	-2									
<b>Net result ING Group</b>	<b>1,143</b>	<b>1,257</b>	<b>750</b>									
<b>Key figures<sup>2)</sup></b>												
Interest margin	1.52%	1.51%	1.52%									
Cost/income ratio	59.4%	64.5%	53.1%	63.3%	67.6%	54.3%	45.2%	51.3%	47.0%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity ING Group	9.6%	7.0%	11.1%									
Return on equity based on 12.0% CET1 <sup>3)</sup>	12.8%	8.9%	14.9%	15.1%	11.5%	19.7%	12.7%	8.2%	12.2%	-80.0%	-42.7%	-62.5%
Risk costs in bps of average RWA	17	33	18	25	36	27	9	31	8	0	-0	1
Risk-weighted assets (end of period)	309,796	318,357	314,325	154,677	161,307	156,035	151,929	151,122	153,811	3,190	5,928	4,479
Employees (internal FTEs, end of period)	51,464	52,088	51,546	39,960	40,702	40,060	11,500	11,383	11,483	3	3	3
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.52%	1.47%	1.52%									
Cost/income ratio	53.1%	59.1%	54.2%	55.1%	60.3%	56.0%	44.5%	48.9%	45.9%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity ING Group	10.8%	8.1%	10.1%									
Return on equity based on 12.0% CET1 <sup>3)</sup>	14.3%	10.4%	13.3%	18.4%	13.6%	17.5%	11.6%	9.6%	10.5%	-42.6%	-51.8%	-35.7%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.2 Profit or loss: 1Q2017 Segment split

### Profit or loss 1Q2017

In EUR million	Total	Retail	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	General Lending & Transaction Services		Financial Markets	Bank Treasury & Other	Corporate Line
		Banking	Netherlands	Belgium	Germany	Other		Industry Lending				
Balance sheet related interest	3,352	2,344	879	469	401	596	1,061	542	260	84	174	-53
Capital charge on book equity	-	1	1	0	10	-11	-134	-0	-0	-1	-132	133
Interest benefit on total capital	-	26	9	6	5	7	28	13	8	5	2	-55
Net interest income	3,352	2,371	889	475	416	591	955	555	268	89	43	25
Net commission income	682	403	151	114	48	91	280	155	98	27	-0	-1
Investment income	3	1	-	1	0	0	5	-	0	2	3	-3
Realised gains and fair value changes on investments	45	26	11	3	10	2	19	-4	-	-0	23	0
Total investment income	48	27	11	4	10	2	23	-4	0	1	26	-3
Valuation result and net trading income	215	73	18	40	-14	30	252	-19	10	249	12	-111
Other income	99	38	8	12	3	15	35	19	3	-10	23	26
Total other income	314	111	25	52	-11	45	287	-0	13	239	35	-85
<b>Total underlying income</b>	<b>4,396</b>	<b>2,913</b>	<b>1,076</b>	<b>645</b>	<b>463</b>	<b>729</b>	<b>1,545</b>	<b>705</b>	<b>379</b>	<b>356</b>	<b>104</b>	<b>-63</b>
Expenses excl. regulatory costs	2,137	1,459	496	340	225	398	608	161	187	227	32	70
Regulatory costs <sup>1)</sup>	474	384	86	196	52	50	91	17	19	31	24	0
<b>Operating expenses</b>	<b>2,611</b>	<b>1,843</b>	<b>582</b>	<b>536</b>	<b>277</b>	<b>448</b>	<b>698</b>	<b>178</b>	<b>206</b>	<b>258</b>	<b>57</b>	<b>70</b>
<b>Gross result</b>	<b>1,785</b>	<b>1,071</b>	<b>494</b>	<b>109</b>	<b>186</b>	<b>281</b>	<b>847</b>	<b>528</b>	<b>174</b>	<b>98</b>	<b>48</b>	<b>-133</b>
Addition to loan loss provisions	133	98	17	36	2	43	35	17	-13	-0	31	0
<b>Underlying result before tax</b>	<b>1,652</b>	<b>972</b>	<b>477</b>	<b>73</b>	<b>185</b>	<b>238</b>	<b>813</b>	<b>511</b>	<b>187</b>	<b>98</b>	<b>17</b>	<b>-133</b>
Taxation	456	267	121	25	63	58	230	120	48	27	34	-41
Non-controlling interests	21	17	-	2	1	15	4	2	2	1	-1	-
<b>Underlying net result</b>	<b>1,175</b>	<b>688</b>	<b>356</b>	<b>46</b>	<b>121</b>	<b>165</b>	<b>579</b>	<b>389</b>	<b>136</b>	<b>70</b>	<b>-16</b>	<b>-92</b>
Special items after tax	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net result Banking</b>	<b>1,175</b>	<b>688</b>	<b>356</b>	<b>46</b>	<b>121</b>	<b>165</b>	<b>579</b>	<b>389</b>	<b>136</b>	<b>70</b>	<b>-16</b>	<b>-92</b>
Net result Insurance Other	-32											
<b>Net result from continuing operations</b>	<b>1,143</b>											
Net result from discontinued operations	-											
<b>Net result ING Group</b>	<b>1,143</b>											
<b>Key figures<sup>2)</sup></b>												
Interest margin	1.52%											
Cost/income ratio	59.4%	63.3%	54.1%	83.1%	59.8%	61.4%	45.2%	25.2%	54.2%	72.5%	54.3%	n.a.
Return on equity based on IFRS-EU equity ING Group	9.6%											
Return on equity based on 12.0% CET1 <sup>3)</sup>	12.8%	15.1%	24.7%	4.6%	16.4%	12.5%	12.7%	18.7%	10.0%	8.7%	-5.7%	-80.0%
Risk costs in bps of average RWA	17	25	14	42	3	36	9	10	-11	-0	122	0
Risk-weighted assets (end of period)	309,796	154,677	46,898	34,975	24,207	48,597	151,929	69,428	46,333	26,253	9,914	3,190
Employees (internal FTEs, end of period)	51,464	39,960	8,945	8,475	4,611	17,929	11,500					3
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.52%											
Cost/income ratio	53.1%	55.1%	55.2%	57.3%	45.4%	59.2%	44.5%	24.8%	52.4%	80.5%	43.8%	n.a.
Return on equity based on IFRS-EU equity ING Group	10.8%											
Return on equity based on 12.0% CET1 <sup>3)</sup>	14.3%	18.4%	22.3%	15.6%	24.8%	12.9%	11.6%	18.2%	9.1%	4.4%	2.9%	-42.6%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.3 Profit or loss: Quarterly overview

Profit or loss								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Interest income				11,127	11,070	10,873	11,099	11,148
Minus: interest expense				7,776	7,728	7,489	7,832	7,900
<b>Net interest income</b>				<b>3,352</b>	<b>3,341</b>	<b>3,385</b>	<b>3,267</b>	<b>3,248</b>
Net commission income				682	611	605	610	607
Investment income				3	4	73	7	9
Realised gains and fair value changes on investments				45	36	66	165	62
<b>Total investment income</b>				<b>48</b>	<b>39</b>	<b>139</b>	<b>172</b>	<b>71</b>
Valuation result and net trading income				215	392	224	372	114
Other income				99	78	11	126	47
<b>Total other income</b>				<b>314</b>	<b>470</b>	<b>235</b>	<b>498</b>	<b>161</b>
<b>Total underlying income</b>				<b>4,396</b>	<b>4,461</b>	<b>4,363</b>	<b>4,547</b>	<b>4,087</b>
Staff expenses				1,271	1,264	1,250	1,258	1,267
Regulatory costs <sup>1)</sup>				474	209	65	75	496
Other expenses				865	895	905	898	873
<b>Operating expenses</b>				<b>2,611</b>	<b>2,369</b>	<b>2,220</b>	<b>2,231</b>	<b>2,636</b>
<b>Gross result</b>				<b>1,785</b>	<b>2,093</b>	<b>2,143</b>	<b>2,316</b>	<b>1,451</b>
Addition to loan loss provisions				133	138	265	307	265
<b>Underlying result before tax</b>				<b>1,652</b>	<b>1,955</b>	<b>1,878</b>	<b>2,009</b>	<b>1,186</b>
Taxation				456	557	522	569	329
Non-controlling interests				21	17	20	23	16
<b>Underlying net result</b>				<b>1,175</b>	<b>1,381</b>	<b>1,336</b>	<b>1,417</b>	<b>842</b>
Special items after tax				-	-787	-	-	-13
<b>Net result Banking</b>				<b>1,175</b>	<b>595</b>	<b>1,336</b>	<b>1,417</b>	<b>829</b>
Net result Insurance Other				-32	158	12	-58	-78
<b>Net result from continuing operations</b>				<b>1,143</b>	<b>752</b>	<b>1,348</b>	<b>1,359</b>	<b>751</b>
Net result from discontinued operations				-	-2	1	-64	506
<b>Net result ING Group</b>				<b>1,143</b>	<b>750</b>	<b>1,349</b>	<b>1,295</b>	<b>1,257</b>
<b>Key figures<sup>2)</sup></b>								
Interest margin				1.52%	1.52%	1.55%	1.50%	1.51%
Cost/income ratio				59.4%	53.1%	50.9%	49.1%	64.5%
Return on equity based on IFRS-EU equity ING Group				9.6%	11.1%	10.8%	11.6%	7.0%
Return on equity based on 12.0% CET1 <sup>3)</sup>				12.8%	14.9%	14.3%	15.1%	8.9%
Risk costs in bps of average RWA				17	18	33	39	33
Risk-weighted assets (end of period)				309,796	314,325	312,820	319,115	318,357
Employees (internal FTEs, end of period)				51,464	51,546	51,776	51,833	52,088
<b>Four-quarter rolling average key figures</b>								
Interest margin				1.52%	1.52%	1.50%	1.48%	1.47%
Cost/income ratio				53.1%	54.2%	56.5%	57.9%	59.1%
Return on equity based on IFRS-EU equity ING Group				10.8%	10.1%	9.1%	8.8%	8.1%
Return on equity based on 12.0% CET1 <sup>3)</sup>				14.3%	13.3%	11.8%	11.2%	10.4%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Balance sheet related interest				2,344	2,321	2,351	2,301	2,295
Capital charge on book equity				1	2	0	-3	-10
Interest benefit on total capital				26	23	25	35	45
<b>Net interest income</b>				<b>2,371</b>	<b>2,346</b>	<b>2,376</b>	<b>2,333</b>	<b>2,330</b>
Net commission income				403	376	362	339	357
Investment income				1	1	55	3	1
Realised gains and fair value changes on investments				26	29	42	153	55
<b>Total investment income</b>				<b>27</b>	<b>30</b>	<b>97</b>	<b>156</b>	<b>56</b>
Valuation result and net trading income				73	170	138	104	29
Other income				38	43	13	94	44
<b>Total other income</b>				<b>111</b>	<b>213</b>	<b>150</b>	<b>197</b>	<b>72</b>
<b>Total underlying income</b>				<b>2,913</b>	<b>2,965</b>	<b>2,985</b>	<b>3,025</b>	<b>2,815</b>
Expenses excl. regulatory costs				1,459	1,499	1,462	1,494	1,508
Regulatory costs				384	110	67	72	394
<b>Operating expenses</b>				<b>1,843</b>	<b>1,609</b>	<b>1,530</b>	<b>1,566</b>	<b>1,902</b>
<b>Gross result</b>				<b>1,071</b>	<b>1,356</b>	<b>1,456</b>	<b>1,459</b>	<b>913</b>
Addition to loan loss provisions				98	107	168	184	148
<b>Underlying result before tax</b>				<b>972</b>	<b>1,249</b>	<b>1,288</b>	<b>1,275</b>	<b>766</b>
Taxation				267	319	350	346	208
Non-controlling interests				17	15	16	19	14
<b>Underlying net result</b>				<b>688</b>	<b>916</b>	<b>922</b>	<b>911</b>	<b>545</b>
Special items after tax				-	-610	-	-	-13
<b>Net result</b>				<b>688</b>	<b>306</b>	<b>922</b>	<b>911</b>	<b>532</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				63.3%	54.3%	51.2%	51.8%	67.6%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>				15.1%	19.7%	19.6%	19.3%	11.5%
Risk costs in bps of average RWA				25	27	42	46	36
Risk-weighted assets (end of period)				154,677	156,035	159,209	160,647	161,307
Employees (internal FTEs, end of period)				39,960	40,060	40,252	40,399	40,702
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				55.1%	56.0%	57.5%	58.6%	60.3%
Return on equity based on 12.0% common equity Tier1 <sup>2)</sup>				18.4%	17.5%	15.8%	15.2%	13.6%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

# ING 1.5 Profit or loss: Retail Banking Benelux

Profit or loss Retail Banking Benelux								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Balance sheet related interest				1,348	1,375	1,383	1,391	1,360
Capital charge on book equity				1	2	1	1	1
Interest benefit on total capital				15	13	15	21	27
<b>Net interest income</b>				<b>1,364</b>	<b>1,390</b>	<b>1,399</b>	<b>1,413</b>	<b>1,388</b>
Net commission income				265	223	230	228	249
Investment income				1	1	7	1	1
Realised gains and fair value changes on investments				14	-2	4	16	45
<b>Total investment income</b>				<b>15</b>	<b>-0</b>	<b>10</b>	<b>17</b>	<b>47</b>
Valuation result and net trading income				57	131	112	62	4
Other income				20	31	-1	57	19
<b>Total other income</b>				<b>77</b>	<b>163</b>	<b>110</b>	<b>120</b>	<b>23</b>
<b>Total underlying income</b>				<b>1,721</b>	<b>1,776</b>	<b>1,749</b>	<b>1,778</b>	<b>1,707</b>
Expenses excl. regulatory costs				836	874	873	927	930
Regulatory costs				282	83	38	18	255
<b>Operating expenses</b>				<b>1,118</b>	<b>957</b>	<b>911</b>	<b>945</b>	<b>1,185</b>
<b>Gross result</b>				<b>603</b>	<b>819</b>	<b>838</b>	<b>833</b>	<b>522</b>
Addition to loan loss provisions				53	65	94	107	81
<b>Underlying result before tax</b>				<b>550</b>	<b>754</b>	<b>744</b>	<b>726</b>	<b>442</b>
Taxation				146	214	192	213	109
Non-controlling interests				2	2	1	-1	-1
<b>Underlying net result</b>				<b>402</b>	<b>538</b>	<b>551</b>	<b>513</b>	<b>333</b>
Special items after tax				-	-598	-	-	-13
<b>Net result</b>				<b>402</b>	<b>-60</b>	<b>551</b>	<b>513</b>	<b>320</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				65.0%	53.9%	52.1%	53.2%	69.4%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>				16.3%	21.3%	21.4%	19.6%	12.5%
Risk costs in bps of average RWA				26	31	44	49	36
Risk-weighted assets (end of period)				81,873	83,287	85,299	86,468	87,566
Employees (internal FTEs, end of period)				17,420	17,636	17,759	17,972	18,349
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				56.0%	57.0%	59.2%	60.3%	61.1%
Return on equity based on 12.0% common equity Tier1 <sup>2)</sup>				19.7%	18.7%	16.5%	16.1%	14.8%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

# ING 1.6 Profit or loss: Retail Banking Netherlands

Profit or loss Retail Banking Netherlands								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Balance sheet related interest				879	901	901	894	906
Capital charge on book equity				1	2	1	1	1
Interest benefit on total capital				9	8	9	13	17
Net interest income				889	910	911	908	924
Net commission income				151	138	139	132	137
Investment income				-	1	9	-	1
Realised gains and fair value changes on investments				11	1	0	11	16
Total investment income				11	2	9	11	17
Valuation result and net trading income				18	82	74	18	-10
Other income				8	13	-2	10	11
Total other income				25	95	72	29	1
<b>Total underlying income</b>				<b>1,076</b>	<b>1,145</b>	<b>1,132</b>	<b>1,080</b>	<b>1,079</b>
Expenses excl. regulatory costs				496	539	527	697	601
Regulatory costs				86	75	19	8	94
<b>Operating expenses</b>				<b>582</b>	<b>614</b>	<b>546</b>	<b>705</b>	<b>695</b>
<b>Gross result</b>				<b>494</b>	<b>531</b>	<b>585</b>	<b>375</b>	<b>384</b>
Addition to loan loss provisions				17	29	43	50	49
<b>Underlying result before tax</b>				<b>477</b>	<b>502</b>	<b>542</b>	<b>325</b>	<b>336</b>
Taxation				121	125	136	81	80
Non-controlling interests				-	-	-	-	-
<b>Underlying net result</b>				<b>356</b>	<b>377</b>	<b>406</b>	<b>244</b>	<b>255</b>
Special items after tax				-	-180	-	-	-13
<b>Net result</b>				<b>356</b>	<b>197</b>	<b>406</b>	<b>244</b>	<b>243</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				54.1%	53.6%	48.3%	65.3%	64.4%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>				24.7%	24.8%	25.6%	14.9%	15.0%
Risk costs in bps of average RWA				14	23	33	37	34
Risk-weighted assets (end of period)				46,898	49,088	52,341	53,581	55,737
Employees (internal FTEs, end of period)				8,945	9,048	9,099	9,271	9,533
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				55.2%	57.7%	61.0%	62.7%	59.8%
Return on equity based on 12.0% common equity Tier1 <sup>2)</sup>				22.3%	19.9%	16.7%	14.9%	14.8%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).



# ING 1.7 Profit or loss: Retail Banking Belgium

Profit or loss Retail Banking Belgium <sup>1)</sup>								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Balance sheet related interest				469	474	482	497	454
Capital charge on book equity				0	0	0	0	0
Interest benefit on total capital				6	5	6	8	10
<b>Net interest income</b>				<b>475</b>	<b>480</b>	<b>488</b>	<b>505</b>	<b>464</b>
Net commission income				114	86	91	96	112
Investment income				1	0	-3	1	1
Realised gains and fair value changes on investments				3	-2	4	5	29
<b>Total investment income</b>				<b>4</b>	<b>-2</b>	<b>1</b>	<b>6</b>	<b>30</b>
Valuation result and net trading income				40	49	38	44	14
Other income				12	18	0	47	8
<b>Total other income</b>				<b>52</b>	<b>68</b>	<b>38</b>	<b>91</b>	<b>22</b>
<b>Total underlying income</b>				<b>645</b>	<b>631</b>	<b>617</b>	<b>698</b>	<b>627</b>
Expenses excl. regulatory costs				340	335	346	231	329
Regulatory costs				196	8	19	9	161
<b>Operating expenses</b>				<b>536</b>	<b>343</b>	<b>365</b>	<b>240</b>	<b>490</b>
<b>Gross result</b>				<b>109</b>	<b>288</b>	<b>252</b>	<b>458</b>	<b>138</b>
Addition to loan loss provisions				36	36	51	57	32
<b>Underlying result before tax</b>				<b>73</b>	<b>252</b>	<b>202</b>	<b>401</b>	<b>106</b>
Taxation				25	89	56	132	29
Non-controlling interests				2	2	1	-1	-1
<b>Underlying net result</b>				<b>46</b>	<b>161</b>	<b>145</b>	<b>270</b>	<b>78</b>
Special items after tax				-	-418			
<b>Net result</b>				<b>46</b>	<b>-257</b>	<b>145</b>	<b>270</b>	<b>78</b>
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				83.1%	54.4%	59.1%	34.4%	78.0%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>				4.6%	16.2%	14.8%	27.7%	8.1%
Risk costs in bps of average RWA				42	43	61	70	40
Risk-weighted assets (end of period)				34,975	34,199	32,958	32,887	31,829
Employees (internal FTEs, end of period)				8,475	8,588	8,661	8,701	8,816
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				57.3%	55.9%	56.1%	56.2%	63.4%
Return on equity based on 12.0% common equity Tier1 <sup>3)</sup>				15.6%	16.7%	16.2%	18.3%	14.9%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

# ING 1.8 Profit or loss: Retail Banking Challengers & Growth Markets

Profit or loss Retail Banking Challengers & Growth Markets								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Balance sheet related interest				996	946	968	910	934
Capital charge on book equity				-0	0	-1	-4	-11
Interest benefit on total capital				11	10	10	14	18
<b>Net interest income</b>				<b>1,007</b>	<b>956</b>	<b>977</b>	<b>920</b>	<b>942</b>
Net commission income				138	152	132	110	108
Investment income				0	-1	49	2	0
Realised gains and fair value changes on investments				12	31	38	137	10
<b>Total investment income</b>				<b>12</b>	<b>30</b>	<b>87</b>	<b>139</b>	<b>10</b>
Valuation result and net trading income				16	39	26	42	24
Other income				18	12	14	36	25
<b>Total other income</b>				<b>34</b>	<b>51</b>	<b>40</b>	<b>78</b>	<b>49</b>
<b>Total underlying income</b>				<b>1,192</b>	<b>1,190</b>	<b>1,237</b>	<b>1,247</b>	<b>1,108</b>
Expenses excl. regulatory costs				623	625	589	567	578
Regulatory costs				102	27	30	54	139
<b>Operating expenses</b>				<b>725</b>	<b>652</b>	<b>619</b>	<b>621</b>	<b>717</b>
<b>Gross result</b>				<b>467</b>	<b>538</b>	<b>618</b>	<b>627</b>	<b>391</b>
Addition to loan loss provisions				45	42	74	77	67
<b>Underlying result before tax</b>				<b>422</b>	<b>496</b>	<b>544</b>	<b>550</b>	<b>324</b>
Taxation				121	105	157	133	98
Non-controlling interests				15	13	15	19	14
<b>Underlying net result</b>				<b>286</b>	<b>378</b>	<b>371</b>	<b>397</b>	<b>212</b>
Special items after tax				-	-12			
<b>Net result</b>				<b>286</b>	<b>365</b>	<b>371</b>	<b>397</b>	<b>212</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				60.8%	54.8%	50.0%	49.8%	64.7%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>				13.8%	17.8%	17.4%	18.8%	10.2%
Risk costs in bps of average RWA				25	23	40	42	36
Risk-weighted assets (end of period)				72,804	72,747	73,909	74,179	73,740
Employees (internal FTEs, end of period)				22,541	22,424	22,493	22,427	22,353
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				53.8%	54.5%	55.1%	56.1%	58.9%
Return on equity based on 12.0% common equity Tier1 <sup>2)</sup>				17.0%	16.0%	14.9%	14.3%	12.1%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

# ING 1.9 Profit or loss: Retail Banking Germany

Profit or loss Retail Banking Germany <sup>1)</sup>								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Balance sheet related interest				401	395	425	394	422
Capital charge on book equity				10	11	10	8	2
Interest benefit on total capital				5	4	4	6	7
<b>Net interest income</b>				<b>416</b>	<b>410</b>	<b>439</b>	<b>408</b>	<b>432</b>
Net commission income				48	53	47	42	41
Investment income				0	-0	0	0	-0
Realised gains and fair value changes on investments				10	-0	-	44	4
<b>Total investment income</b>				<b>10</b>	<b>-1</b>	<b>0</b>	<b>44</b>	<b>4</b>
Valuation result and net trading income				-14	-1	-11	10	-2
Other income				3	-1	2	4	2
<b>Total other income</b>				<b>-11</b>	<b>-2</b>	<b>-9</b>	<b>14</b>	<b>0</b>
<b>Total underlying income</b>				<b>463</b>	<b>461</b>	<b>478</b>	<b>508</b>	<b>477</b>
Expenses excl. regulatory costs				225	208	199	200	195
Regulatory costs				52	-23	-8	15	101
<b>Operating expenses</b>				<b>277</b>	<b>185</b>	<b>191</b>	<b>215</b>	<b>295</b>
<b>Gross result</b>				<b>186</b>	<b>276</b>	<b>287</b>	<b>293</b>	<b>182</b>
Addition to loan loss provisions				2	-46	5	14	8
<b>Underlying result before tax</b>				<b>185</b>	<b>321</b>	<b>282</b>	<b>279</b>	<b>174</b>
Taxation				63	80	100	75	60
Non-controlling interests				1	1	1	0	0
<b>Underlying net result</b>				<b>121</b>	<b>240</b>	<b>181</b>	<b>203</b>	<b>113</b>
Special items after tax				-				
<b>Net result</b>				<b>121</b>	<b>240</b>	<b>181</b>	<b>203</b>	<b>113</b>
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				59.8%	40.2%	39.9%	42.3%	61.9%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>				16.4%	31.6%	24.0%	27.1%	15.2%
Risk costs in bps of average RWA				3	-72	9	23	13
Risk-weighted assets (end of period)				24,207	25,374	25,504	25,133	24,932
Employees (internal FTEs, end of period)				4,611	4,540	4,462	4,392	4,335
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				45.4%	46.1%	46.0%	48.2%	48.4%
Return on equity based on 12.0% common equity Tier1 <sup>3)</sup>				24.8%	24.5%	23.2%	22.3%	21.1%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

# ING 1.10 Profit or loss: Retail Banking Other Challengers & Growth Markets

Profit or loss Retail Banking Other Challengers & Growth Markets <sup>1)</sup>								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Balance sheet related interest				596	551	543	516	512
Capital charge on book equity				-11	-11	-11	-12	-13
Interest benefit on total capital				7	6	6	9	11
<b>Net interest income</b>				<b>591</b>	<b>546</b>	<b>538</b>	<b>512</b>	<b>510</b>
Net commission income				91	99	85	69	67
Investment income				0	-0	48	2	0
Realised gains and fair value changes on investments				2	31	38	93	6
<b>Total investment income</b>				<b>2</b>	<b>31</b>	<b>87</b>	<b>95</b>	<b>6</b>
Valuation result and net trading income				30	40	36	31	26
Other income				15	13	13	32	22
<b>Total other income</b>				<b>45</b>	<b>53</b>	<b>49</b>	<b>63</b>	<b>48</b>
<b>Total underlying income</b>				<b>729</b>	<b>729</b>	<b>759</b>	<b>740</b>	<b>631</b>
Expenses excl. regulatory costs				398	417	390	367	383
Regulatory costs				50	50	38	39	38
<b>Operating expenses</b>				<b>448</b>	<b>467</b>	<b>428</b>	<b>406</b>	<b>422</b>
<b>Gross result</b>				<b>281</b>	<b>262</b>	<b>331</b>	<b>334</b>	<b>210</b>
Addition to loan loss provisions				43	87	69	63	59
<b>Underlying result before tax</b>				<b>238</b>	<b>175</b>	<b>262</b>	<b>271</b>	<b>151</b>
Taxation				58	25	58	58	38
Non-controlling interests				15	12	15	19	14
<b>Underlying net result</b>				<b>165</b>	<b>137</b>	<b>190</b>	<b>194</b>	<b>99</b>
Special items after tax				-	-12			
<b>Net result</b>				<b>165</b>	<b>125</b>	<b>190</b>	<b>194</b>	<b>99</b>
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				61.4%	64.1%	56.4%	54.9%	66.8%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>				12.5%	10.4%	14.0%	14.5%	7.7%
Risk costs in bps of average RWA				36	73	56	51	48
Risk-weighted assets (end of period)				48,597	47,373	48,405	49,047	48,809
Employees (internal FTEs, end of period)				17,929	17,884	18,030	18,035	18,018
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				59.2%	60.3%	61.6%	62.1%	67.3%
Return on equity based on 12.0% common equity Tier1 <sup>3)</sup>				12.9%	11.7%	10.6%	10.1%	7.5%

<sup>1)</sup> Includes: Australia, Czech Republic, France, Italy, Spain, UK Legacy run-off portfolio, Poland, Romania, Turkey, Asian stakes.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

# ING 1.11 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Balance sheet related interest				1,061	1,066	1,072	1,008	1,031
Capital charge on book equity				-134	-131	-134	-142	-153
Interest benefit on total capital				28	23	26	36	46
<b>Net interest income</b>				<b>955</b>	<b>959</b>	<b>964</b>	<b>902</b>	<b>925</b>
Net commission income				280	235	244	273	251
Investment income				5	3	18	3	8
Realised gains and fair value changes on investments				19	5	-2	12	7
<b>Total investment income</b>				<b>23</b>	<b>8</b>	<b>15</b>	<b>15</b>	<b>15</b>
Valuation result and net trading income				252	244	134	256	130
Other income				35	24	-6	25	-5
<b>Total other income</b>				<b>287</b>	<b>269</b>	<b>127</b>	<b>281</b>	<b>125</b>
<b>Total underlying income</b>				<b>1,545</b>	<b>1,471</b>	<b>1,350</b>	<b>1,471</b>	<b>1,316</b>
Expenses excl. regulatory costs				608	592	617	587	573
Regulatory costs				91	99	-2	2	102
<b>Operating expenses</b>				<b>698</b>	<b>691</b>	<b>615</b>	<b>590</b>	<b>676</b>
<b>Gross result</b>				<b>847</b>	<b>779</b>	<b>735</b>	<b>881</b>	<b>641</b>
Addition to loan loss provisions				35	31	97	123	117
<b>Underlying result before tax</b>				<b>813</b>	<b>748</b>	<b>638</b>	<b>758</b>	<b>524</b>
Taxation				230	193	144	266	150
Non-controlling interests				4	2	3	4	3
<b>Underlying net result</b>				<b>579</b>	<b>553</b>	<b>491</b>	<b>489</b>	<b>371</b>
Special items after tax				-	-149			
<b>Net result</b>				<b>579</b>	<b>404</b>	<b>491</b>	<b>489</b>	<b>371</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				45.2%	47.0%	45.6%	40.1%	51.3%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>				12.7%	12.2%	10.9%	10.8%	8.2%
Risk costs in bps of average RWA				9	8	26	32	31
Risk-weighted assets (end of period)				151,929	153,811	148,767	153,679	151,122
Employees (internal FTEs, end of period)				11,500	11,483	11,521	11,431	11,383
Value at Risk trading positions (average)				7.0	6.9	9.1	12.9	11.2
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				44.5%	45.9%	48.5%	49.5%	48.9%
Return on equity based on 12.0% common equity Tier1 <sup>2)</sup>				11.6%	10.5%	9.1%	8.7%	9.6%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.12 Profit or loss: WB - Industry Lending

Profit or loss Wholesale Banking - Industry Lending								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Balance sheet related interest				542	550	517	506	477
Capital charge on book equity				-0	-0	-0	-0	-0
Interest benefit on total capital				13	10	11	14	19
Net interest income				555	560	528	520	495
Net commission income				155	123	132	150	131
Investment income				-	0	1	0	0
Realised gains and fair value changes on investments				-4	-1	-5	-3	-5
Total investment income				-4	-0	-4	-2	-5
Valuation result and net trading income				-19	-6	3	2	3
Other income				19	15	1	8	-5
Total other income				-0	10	4	9	-2
<b>Total underlying income</b>				<b>705</b>	<b>693</b>	<b>660</b>	<b>678</b>	<b>620</b>
Expenses excl. regulatory costs				161	168	154	157	149
Regulatory costs				17	27	-4	-1	21
<b>Operating expenses</b>				<b>178</b>	<b>195</b>	<b>150</b>	<b>156</b>	<b>170</b>
<b>Gross result</b>				<b>528</b>	<b>498</b>	<b>510</b>	<b>522</b>	<b>450</b>
Addition to loan loss provisions				17	2	86	60	98
<b>Underlying result before tax</b>				<b>511</b>	<b>496</b>	<b>425</b>	<b>462</b>	<b>353</b>
Taxation				120	124	107	110	83
Non-controlling interests				2	-0	1	1	2
<b>Underlying net result</b>				<b>389</b>	<b>372</b>	<b>317</b>	<b>352</b>	<b>268</b>
Special items after tax				-				
<b>Net result</b>				<b>389</b>	<b>372</b>	<b>317</b>	<b>352</b>	<b>268</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				25.2%	28.1%	22.7%	23.0%	27.4%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>				18.7%	18.6%	16.6%	18.7%	14.6%
Risk costs in bps of average RWA				10	1	54	38	63
Risk-weighted assets (end of period)				69,428	69,881	63,166	64,670	60,841
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				24.8%	25.3%	25.4%	26.1%	26.5%
Return on equity based on 12.0% common equity Tier1 <sup>2)</sup>				18.2%	17.2%	16.4%	16.8%	16.5%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.13 Profit or loss: WB - General Lending & Transaction Services

Profit or loss Wholesale Banking - General Lending & Transaction Services								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Balance sheet related interest				260	266	253	240	237
Capital charge on book equity				-0	-1	-1	-1	-1
Interest benefit on total capital				8	7	8	11	13
<b>Net interest income</b>				<b>268</b>	<b>273</b>	<b>261</b>	<b>250</b>	<b>250</b>
Net commission income				98	95	93	95	84
Investment income				0	0	0	0	0
Realised gains and fair value changes on investments				-	-	-	-	-
<b>Total investment income</b>				<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Valuation result and net trading income				10	20	7	9	9
Other income				3	5	2	1	2
<b>Total other income</b>				<b>13</b>	<b>25</b>	<b>9</b>	<b>10</b>	<b>11</b>
<b>Total underlying income</b>				<b>379</b>	<b>393</b>	<b>362</b>	<b>354</b>	<b>345</b>
Expenses excl. regulatory costs				187	187	179	185	179
Regulatory costs				19	22	-4	5	23
<b>Operating expenses</b>				<b>206</b>	<b>209</b>	<b>175</b>	<b>191</b>	<b>202</b>
<b>Gross result</b>				<b>174</b>	<b>184</b>	<b>187</b>	<b>164</b>	<b>143</b>
Addition to loan loss provisions				-13	9	3	50	2
<b>Underlying result before tax</b>				<b>187</b>	<b>175</b>	<b>184</b>	<b>114</b>	<b>141</b>
Taxation				48	41	49	27	33
Non-controlling interests				2	3	1	3	0
<b>Underlying net result</b>				<b>136</b>	<b>131</b>	<b>134</b>	<b>84</b>	<b>107</b>
Special items after tax				-				
<b>Net result</b>				<b>136</b>	<b>131</b>	<b>134</b>	<b>84</b>	<b>107</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				54.2%	53.2%	48.3%	53.8%	58.5%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>				10.0%	9.8%	9.9%	6.4%	8.1%
Risk costs in bps of average RWA				-11	8	3	45	2
Risk-weighted assets (end of period)				46,333	45,611	45,153	45,787	44,507
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				52.4%	53.4%	55.0%	57.6%	57.6%
Return on equity based on 12.0% common equity Tier1 <sup>2)</sup>				9.1%	8.6%	7.8%	7.0%	7.2%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.14 Profit or loss: WB - Financial Markets

Profit or loss Wholesale Banking - Financial Markets								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Balance sheet related interest				84	102	133	69	114
Capital charge on book equity				-1	-1	-1	-1	-1
Interest benefit on total capital				5	5	5	8	11
Net interest income				89	106	138	76	124
Net commission income				27	18	22	29	36
Investment income				2	0	0	1	0
Realised gains and fair value changes on investments				-0	1	-1	1	-0
Total investment income				1	1	-1	2	-0
Valuation result and net trading income				249	182	72	222	113
Other income				-10	-22	-21	-7	-5
Total other income				239	160	51	215	108
<b>Total underlying income</b>				<b>356</b>	<b>285</b>	<b>210</b>	<b>322</b>	<b>268</b>
Expenses excl. regulatory costs				227	222	220	219	214
Regulatory costs				31	43	-6	-12	53
<b>Operating expenses</b>				<b>258</b>	<b>265</b>	<b>214</b>	<b>207</b>	<b>267</b>
<b>Gross result</b>				<b>98</b>	<b>19</b>	<b>-4</b>	<b>115</b>	<b>2</b>
Addition to loan loss provisions				-0	-8	4	-1	4
<b>Underlying result before tax</b>				<b>98</b>	<b>27</b>	<b>-8</b>	<b>116</b>	<b>-2</b>
Taxation				27	10	5	33	-8
Non-controlling interests				1	0	1	1	1
<b>Underlying net result</b>				<b>70</b>	<b>16</b>	<b>-14</b>	<b>83</b>	<b>5</b>
Special items after tax				-	-26			
<b>Net result</b>				<b>70</b>	<b>-10</b>	<b>-14</b>	<b>83</b>	<b>5</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				72.5%	93.2%	102.0%	64.2%	99.4%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>				8.7%	1.9%	-1.3%	8.3%	0.6%
Risk costs in bps of average RWA				-0	-11	5	-1	4
Risk-weighted assets (end of period)				26,253	28,049	30,120	32,378	34,389
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				80.5%	87.8%	92.2%	87.7%	75.8%
Return on equity based on 12.0% common equity Tier1 <sup>2)</sup>				4.4%	2.4%	0.9%	2.7%	6.2%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).



# ING 1.15 Profit or loss: WB - Bank Treasury & Other

Profit or loss Wholesale Banking - Bank Treasury & Other								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Balance sheet related interest				174	147	168	194	203
Capital charge on book equity				-132	-130	-133	-140	-151
Interest benefit on total capital				2	2	2	3	3
Net interest income				43	19	37	56	55
Net commission income				-0	-1	-3	-2	-0
Investment income				3	3	17	1	8
Realised gains and fair value changes on investments				23	5	3	14	12
Total investment income				26	7	20	15	20
Valuation result and net trading income				12	48	52	24	4
Other income				23	27	12	23	3
Total other income				35	75	64	47	8
<b>Total underlying income</b>				<b>104</b>	<b>100</b>	<b>118</b>	<b>117</b>	<b>83</b>
Expenses excl. regulatory costs				32	14	65	26	32
Regulatory costs				24	8	12	11	4
<b>Operating expenses</b>				<b>57</b>	<b>22</b>	<b>77</b>	<b>37</b>	<b>37</b>
<b>Gross result</b>				<b>48</b>	<b>78</b>	<b>41</b>	<b>80</b>	<b>46</b>
Addition to loan loss provisions				31	28	4	14	14
<b>Underlying result before tax</b>				<b>17</b>	<b>50</b>	<b>37</b>	<b>66</b>	<b>32</b>
Taxation				34	18	-16	96	42
Non-controlling interests				-1	-1	-0	-1	-1
<b>Underlying net result</b>				<b>-16</b>	<b>33</b>	<b>53</b>	<b>-30</b>	<b>-9</b>
Special items after tax				-	-123			
<b>Net result</b>				<b>-16</b>	<b>-90</b>	<b>53</b>	<b>-30</b>	<b>-9</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				54.3%	22.2%	65.0%	31.4%	44.5%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>				-5.7%	10.4%	16.6%	-9.1%	-2.8%
Risk costs in bps of average RWA				122	109	16	51	48
Risk-weighted assets (end of period)				9,914	10,270	10,327	10,843	11,385
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				43.8%	41.3%	58.1%	60.8%	74.3%
Return on equity based on 12.0% common equity Tier1 <sup>2)</sup>				2.9%	3.5%	-1.0%	-8.4%	-5.5%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.16 Profit or loss: Corporate Line

Profit or loss Corporate Line								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Balance sheet related interest				-53	-46	-38	-43	-78
Capital charge on book equity				133	129	134	145	162
Interest benefit on total capital				-55	-46	-51	-70	-92
Net interest income				25	37	45	31	-7
Net commission income				-1	-0	-1	-1	-1
Investment income				-3	0	-0	1	-0
Realised gains and fair value changes on investments				0	1	27	0	0
Total investment income				-3	1	27	1	-0
Valuation result and net trading income				-111	-23	-47	13	-44
Other income				26	10	4	7	8
Total other income				-85	-12	-43	20	-36
<b>Total underlying income</b>				<b>-63</b>	<b>25</b>	<b>27</b>	<b>51</b>	<b>-44</b>
Expenses excl. regulatory costs				70	68	75	76	59
Regulatory costs				0	0	0	1	0
<b>Operating expenses</b>				<b>70</b>	<b>68</b>	<b>75</b>	<b>76</b>	<b>59</b>
<b>Gross result</b>				<b>-133</b>	<b>-43</b>	<b>-48</b>	<b>-25</b>	<b>-103</b>
Addition to loan loss provisions				0	0	-0	0	-0
<b>Underlying result before tax</b>				<b>-133</b>	<b>-43</b>	<b>-48</b>	<b>-25</b>	<b>-103</b>
Taxation				-41	45	28	-42	-29
Non-controlling interests				-	-	-	-	-
<b>Underlying net result</b>				<b>-92</b>	<b>-87</b>	<b>-76</b>	<b>17</b>	<b>-74</b>
Special items after tax				-	-27			
<b>Net result</b>				<b>-92</b>	<b>-115</b>	<b>-76</b>	<b>17</b>	<b>-74</b>
<b>Key figures<sup>1)</sup></b>								
Risk-weighted assets (end of period)				3,190	4,479	4,844	4,788	5,928
Employees (internal FTEs, end of period)				3	3	3	3	3

<sup>1)</sup> Key figures based on underlying figures.

# ING 1.17 Geographical split: 1Q2017

## Geographical split 1Q2017

In EUR 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	1,127	889	238	551	475	76	528	416	112	375	285	89	359	306	53	387	387	26	0	25
Net commission income	224	151	73	139	114	25	60	48	13	56	30	26	73	61	12	131	131	-1	-0	-1
Investment income	31	11	20	7	4	3	11	10	1	3	1	2	1	1	0	-2	-2	-3	-1	-3
Other income	70	25	45	142	52	90	-6	-11	5	17	1	15	64	44	20	101	101	-73	11	-85
<b>Total underlying income</b>	<b>1,451</b>	<b>1,076</b>	<b>375</b>	<b>839</b>	<b>645</b>	<b>194</b>	<b>594</b>	<b>463</b>	<b>131</b>	<b>450</b>	<b>318</b>	<b>133</b>	<b>496</b>	<b>411</b>	<b>85</b>	<b>617</b>	<b>617</b>	<b>-52</b>	<b>11</b>	<b>-63</b>
Expenses excl. regulatory costs	664	496	168	428	340	88	252	225	28	237	199	38	233	200	34	251	251	72	2	70
Regulatory costs	105	86	19	226	196	30	53	52	1	23	17	6	43	33	10	24	24	0	0	0
<b>Operating expenses</b>	<b>769</b>	<b>582</b>	<b>187</b>	<b>654</b>	<b>536</b>	<b>118</b>	<b>306</b>	<b>277</b>	<b>29</b>	<b>260</b>	<b>216</b>	<b>44</b>	<b>276</b>	<b>233</b>	<b>44</b>	<b>275</b>	<b>275</b>	<b>72</b>	<b>2</b>	<b>70</b>
<b>Gross result</b>	<b>682</b>	<b>494</b>	<b>188</b>	<b>185</b>	<b>109</b>	<b>76</b>	<b>288</b>	<b>186</b>	<b>102</b>	<b>191</b>	<b>102</b>	<b>89</b>	<b>220</b>	<b>179</b>	<b>41</b>	<b>342</b>	<b>342</b>	<b>-124</b>	<b>9</b>	<b>-133</b>
Addition to loan loss provisions	-11	17	-28	58	36	22	-1	2	-2	40	-5	45	53	48	5	-7	-7	0	-	0
<b>Underlying result before tax Banking</b>	<b>693</b>	<b>477</b>	<b>216</b>	<b>127</b>	<b>73</b>	<b>54</b>	<b>289</b>	<b>185</b>	<b>104</b>	<b>151</b>	<b>107</b>	<b>44</b>	<b>168</b>	<b>131</b>	<b>37</b>	<b>349</b>	<b>349</b>	<b>-124</b>	<b>9</b>	<b>-133</b>
Retail Banking	477	477		73	73		185	185		107	107		131	131						
Wholesale Banking	216		216	54		54	104		104	44		44	37		37	349	349	9	9	
Corporate Line																		-133		-133
<b>Underlying result before tax Banking</b>	<b>693</b>	<b>477</b>	<b>216</b>	<b>127</b>	<b>73</b>	<b>54</b>	<b>289</b>	<b>185</b>	<b>104</b>	<b>151</b>	<b>107</b>	<b>44</b>	<b>168</b>	<b>131</b>	<b>37</b>	<b>349</b>	<b>349</b>	<b>-124</b>	<b>9</b>	<b>-133</b>
<b>Customer lending/deposits (in EUR billion)</b>																				
Residential mortgages	119.9	118.9	1.0	36.2	36.2	0.1	68.9	68.8	0.1	50.6	50.6	0.0	8.0	8.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	75.2	34.6	40.6	57.4	41.4	16.0	32.8	10.7	22.1	26.9	5.9	21.1	26.8	18.0	8.8	63.9	63.9	0.0	0.0	0.0
Customer deposits	166.0	137.1	28.8	96.9	80.8	16.1	132.7	131.6	1.1	88.9	87.3	1.6	34.1	29.8	4.3	15.3	15.3	-0.2	0.0	-0.2
<b>Key figures<sup>2)</sup></b>																				
Cost/income ratio	53.0%	54.1%	49.9%	77.9%	83.1%	60.7%	51.5%	59.8%	22.2%	57.6%	67.8%	33.2%	55.6%	56.5%	51.2%	44.5%	44.5%	n.a.	19.1%	n.a.
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	21.1%	24.7%	16.1%	5.4%	4.6%	7.0%	17.2%	16.4%	18.8%	12.5%	19.8%	6.6%	10.2%	9.8%	11.6%	12.7%	12.7%	-70.4%	65.7%	-130.5%
Risk costs in bps of average RWA	-5	14	-33	45	42	53	-1	3	-7	56	-15	113	49	55	22	-4	-4	0	-	0
Risk-weighted assets (end of period)	79,738	46,898	32,840	51,242	34,975	16,266	36,616	24,207	12,410	29,035	13,182	15,853	43,922	35,416	8,506	65,766	65,766	3,477	287	3,190
Employees (internal FTEs, end of period)	12,438	8,945	3,493	9,988	8,475	1,514	4,912	4,611	300	4,102	3,528	574	15,783	14,401	1,382	4,233	4,233	8	5	3
<b>Four-quarter rolling average key figures</b>																				
Cost/income ratio	54.5%	55.2%	52.2%	54.9%	57.3%	46.8%	41.2%	45.4%	23.4%	56.3%	66.8%	31.4%	53.0%	53.8%	48.9%	45.5%	45.5%	n.a.	28.5%	n.a.
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	17.9%	22.3%	11.3%	14.4%	15.6%	12.2%	22.6%	24.8%	17.3%	13.8%	18.1%	10.3%	11.4%	11.1%	12.8%	10.7%	10.7%	-36.8%	60.5%	-42.6%

<sup>1)</sup> Region Other consists of Corporate Line and Real Estate run-off portfolio.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.18 Geographical split: Comparable quarters

### Geographical split comparable quarters

In EUR million	Total Banking		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World		Other	
	1Q2017	1Q2016	1Q2017	1Q2016	1Q2017	1Q2016	1Q2017	1Q2016	1Q2017	1Q2016	1Q2017	1Q2016	1Q2017	1Q2016	1Q2017	1Q2016
<b>Profit or loss</b>																
Net interest income	3,352	3,248	1,127	1,182	551	533	528	505	375	347	359	298	387	389	26	-6
Net commission income	682	607	224	197	139	140	60	59	56	38	73	67	131	107	-1	-1
Investment income	48	71	31	33	7	36	11	4	3	-0	1	7	-2	-5	-3	-4
Other income	314	161	70	11	142	14	-6	4	17	14	64	68	101	80	-73	-31
<b>Total underlying income</b>	<b>4,396</b>	<b>4,087</b>	<b>1,451</b>	<b>1,423</b>	<b>839</b>	<b>723</b>	<b>594</b>	<b>572</b>	<b>450</b>	<b>399</b>	<b>496</b>	<b>439</b>	<b>617</b>	<b>572</b>	<b>-52</b>	<b>-41</b>
Expenses excl. regulatory costs	2,137	2,140	664	760	428	417	252	216	237	216	233	240	251	231	72	61
Regulatory costs	474	496	105	111	226	196	53	103	23	22	43	26	24	37	0	0
<b>Operating expenses</b>	<b>2,611</b>	<b>2,636</b>	<b>769</b>	<b>871</b>	<b>654</b>	<b>614</b>	<b>306</b>	<b>319</b>	<b>260</b>	<b>238</b>	<b>276</b>	<b>266</b>	<b>275</b>	<b>267</b>	<b>72</b>	<b>61</b>
<b>Gross result</b>	<b>1,785</b>	<b>1,451</b>	<b>682</b>	<b>552</b>	<b>185</b>	<b>109</b>	<b>288</b>	<b>253</b>	<b>191</b>	<b>161</b>	<b>220</b>	<b>173</b>	<b>342</b>	<b>305</b>	<b>-124</b>	<b>-103</b>
Addition to loan loss provisions	133	265	-11	92	58	33	-1	6	40	29	53	59	-7	46	0	-0
<b>Underlying result before tax Banking</b>	<b>1,652</b>	<b>1,186</b>	<b>693</b>	<b>460</b>	<b>127</b>	<b>76</b>	<b>289</b>	<b>247</b>	<b>151</b>	<b>132</b>	<b>168</b>	<b>115</b>	<b>349</b>	<b>259</b>	<b>-124</b>	<b>-102</b>
Retail Banking	972	766	477	336	73	106	185	174	107	73	131	78	-	-	-	-
Wholesale Banking	823	524	216	124	54	-30	104	73	44	59	37	37	349	259	9	1
Corporate Line	-143	-103	-	-	-	-	-	-	-	-	-	-	-	-	-133	-103
<b>Underlying result before tax Banking</b>	<b>1,652</b>	<b>1,186</b>	<b>693</b>	<b>460</b>	<b>127</b>	<b>76</b>	<b>289</b>	<b>247</b>	<b>151</b>	<b>132</b>	<b>168</b>	<b>115</b>	<b>349</b>	<b>259</b>	<b>-124</b>	<b>-102</b>
Taxation	456	329	174	115	44	17	97	85	43	45	35	21	101	72	-37	-28
Non-controlling interests	21	16	-	-	2	-1	1	0	-	-	19	16	-	-	-	-
<b>Underlying net result Banking</b>	<b>1,175</b>	<b>842</b>	<b>519</b>	<b>345</b>	<b>81</b>	<b>59</b>	<b>191</b>	<b>161</b>	<b>108</b>	<b>87</b>	<b>114</b>	<b>77</b>	<b>249</b>	<b>187</b>	<b>-87</b>	<b>-75</b>
Special items after tax	-	-13	-	-13	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net result Banking</b>	<b>1,175</b>	<b>829</b>	<b>519</b>	<b>332</b>	<b>81</b>	<b>59</b>	<b>191</b>	<b>161</b>	<b>108</b>	<b>87</b>	<b>114</b>	<b>77</b>	<b>249</b>	<b>187</b>	<b>-87</b>	<b>-75</b>
<b>Customer lending/deposits (in EUR billion)</b>																
Residential mortgages	283.6	280.0	119.9	127.0	36.2	34.5	68.9	66.5	50.6	44.8	8.0	7.3	0.0	0.0	0.0	0.0
Other customer lending	283.1	259.1	75.2	72.9	57.4	52.7	32.8	27.7	26.9	24.3	26.8	25.7	63.9	55.0	-0.0	0.7
Customer deposits	533.7	505.6	166.0	157.8	96.9	98.4	132.7	121.8	88.9	82.3	34.1	32.2	15.3	13.4	-0.2	-0.3
<b>Key figures<sup>1)</sup></b>																
Cost/income ratio	59.4%	64.5%	53.0%	61.2%	77.9%	84.9%	51.5%	55.8%	57.6%	59.6%	55.6%	60.5%	44.5%	46.7%	n.a.	n.a.
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	12.8%	8.9%	21.1%	12.3%	5.4%	3.9%	17.2%	16.2%	12.5%	10.5%	10.2%	6.9%	12.7%	9.8%	-70.4%	-40.4%
Risk costs in bps of average RWA	17	33	-5	39	45	26	-1	7	56	43	49	52	-4	29	0	-0
Risk-weighted assets (end of period)	309,796	318,357	79,738	91,816	51,242	50,271	36,616	33,731	29,035	27,113	43,922	45,540	65,766	63,626	3,477	6,259
Employees (internal FTEs, end of period)	51,464	52,088	12,438	12,957	9,988	10,479	4,912	4,607	4,102	3,972	15,783	16,158	4,233	3,908	8	8
<b>Four-quarter rolling average key figures</b>																
Cost/income ratio	53.1%	59.1%	54.5%	60.6%	54.9%	64.6%	41.2%	46.1%	56.3%	60.0%	53.0%	60.1%	45.5%	42.5%	n.a.	n.a.
Return on equity based on 12.0% common equity Tier1 <sup>2)</sup>	14.3%	10.4%	17.9%	10.7%	14.4%	12.2%	22.6%	19.8%	13.8%	9.9%	11.4%	7.9%	10.7%	11.8%	-36.8%	-41.3%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.19 Geographical split: Netherlands

Geographical split Netherlands								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Profit or loss</b>								
Net interest income				1,127	1,195	1,187	1,136	1,182
Net commission income				224	188	190	203	197
Investment income				31	2	16	29	33
Other income				70	110	82	84	11
<b>Total underlying income</b>				<b>1,451</b>	<b>1,495</b>	<b>1,475</b>	<b>1,452</b>	<b>1,423</b>
Expenses excl. regulatory costs				664	712	717	886	760
Regulatory costs				105	90	17	7	111
<b>Operating expenses</b>				<b>769</b>	<b>802</b>	<b>734</b>	<b>893</b>	<b>871</b>
<b>Gross result</b>				<b>682</b>	<b>693</b>	<b>741</b>	<b>558</b>	<b>552</b>
Addition to loan loss provisions				-11	51	64	103	92
<b>Underlying result before tax</b>				<b>693</b>	<b>642</b>	<b>677</b>	<b>456</b>	<b>460</b>
Retail Banking				477	502	542	325	336
Wholesale Banking				216	140	135	131	124
Corporate Line								
<b>Underlying result before tax</b>				<b>693</b>	<b>642</b>	<b>677</b>	<b>456</b>	<b>460</b>
<b>Customer lending/deposits (in EUR billion)</b>								
Residential mortgages				119.9	121.9	124.4	126.0	127.0
Other customer lending				75.2	73.3	75.7	76.2	72.9
Customer deposits				166.0	165.2	164.2	162.2	157.8
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				53.0%	53.6%	49.8%	61.5%	61.2%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>				21.1%	18.9%	19.3%	12.7%	12.3%
Risk costs in bps of average RWA				-5	24	29	45	39
Risk-weighted assets (end of period)				79,738	83,901	85,620	89,776	91,816
Employees (internal FTEs, end of period)				12,438	12,416	12,507	12,672	12,957
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				54.5%	56.5%	60.7%	62.6%	60.6%
Return on equity based on 12.0% common equity Tier1 <sup>2)</sup>				17.9%	15.7%	12.7%	11.0%	10.7%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

# ING 1.20 Geographical split: Belgium

Geographical split Belgium <sup>1)</sup>								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Profit or loss</b>								
Net interest income				551	533	564	553	533
Net commission income				139	99	115	127	140
Investment income				7	-2	12	3	36
Other income				142	187	99	211	14
<b>Total underlying income</b>				<b>839</b>	<b>817</b>	<b>790</b>	<b>895</b>	<b>723</b>
Expenses excl. regulatory costs				428	403	439	285	417
Regulatory costs				226	34	16	6	196
<b>Operating expenses</b>				<b>654</b>	<b>437</b>	<b>454</b>	<b>291</b>	<b>614</b>
<b>Gross result</b>				<b>185</b>	<b>380</b>	<b>336</b>	<b>604</b>	<b>109</b>
Addition to loan loss provisions				58	33	57	93	33
<b>Underlying result before tax</b>				<b>127</b>	<b>348</b>	<b>279</b>	<b>512</b>	<b>76</b>
Retail Banking				73	252	202	401	106
Wholesale Banking				54	96	77	111	-30
Corporate Line								
<b>Underlying result before tax</b>				<b>127</b>	<b>348</b>	<b>279</b>	<b>512</b>	<b>76</b>
<b>Customer lending/deposits (in EUR billion)</b>								
Residential mortgages				36.2	35.8	35.3	34.9	34.5
Other customer lending				57.4	57.2	55.4	54.6	52.7
Customer deposits				96.9	94.9	97.1	97.7	98.4
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				77.9%	53.5%	57.5%	32.5%	84.9%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>				5.4%	16.1%	13.7%	22.7%	3.9%
Risk costs in bps of average RWA				45	26	44	73	26
Risk-weighted assets (end of period)				51,242	51,306	51,160	51,250	50,271
Employees (internal FTEs, end of period)				9,988	10,190	10,288	10,347	10,479
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				54.9%	55.7%	57.2%	58.8%	64.6%
Return on equity based on 12.0% common equity Tier1 <sup>3)</sup>				14.4%	14.1%	12.6%	13.3%	12.2%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.21 Geographical split: Germany

Geographical split Germany <sup>1)</sup>								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Profit or loss</b>								
Net interest income				528	506	530	484	505
Net commission income				60	60	60	61	59
Investment income				11	-1	0	44	4
Other income				-6	5	-7	24	4
<b>Total underlying income</b>				<b>594</b>	<b>571</b>	<b>584</b>	<b>614</b>	<b>572</b>
Expenses excl. regulatory costs				252	236	221	223	216
Regulatory costs				53	-18	-8	14	103
<b>Operating expenses</b>				<b>306</b>	<b>218</b>	<b>212</b>	<b>237</b>	<b>319</b>
<b>Gross result</b>				<b>288</b>	<b>353</b>	<b>371</b>	<b>376</b>	<b>253</b>
Addition to loan loss provisions				-1	-41	6	16	6
<b>Underlying result before tax</b>				<b>289</b>	<b>394</b>	<b>366</b>	<b>360</b>	<b>247</b>
Retail Banking				185	321	282	279	174
Wholesale Banking				104	73	84	81	73
Corporate Line								
<b>Underlying result before tax</b>				<b>289</b>	<b>394</b>	<b>366</b>	<b>360</b>	<b>247</b>
<b>Customer lending/deposits (in EUR billion)</b>								
Residential mortgages				68.9	68.8	68.3	67.5	66.5
Other customer lending				32.8	32.7	30.4	27.7	27.7
Customer deposits				132.7	129.9	126.2	124.4	121.8
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				51.5%	38.1%	36.4%	38.7%	55.8%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>				17.2%	25.7%	22.3%	25.3%	16.2%
Risk costs in bps of average RWA				-1	-45	6	19	7
Risk-weighted assets (end of period)				36,616	37,793	35,739	34,721	33,731
Employees (internal FTEs, end of period)				4,912	4,833	4,754	4,673	4,607
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				41.2%	42.2%	42.5%	45.0%	46.1%
Return on equity based on 12.0% common equity Tier1 <sup>3)</sup>				22.6%	22.5%	22.2%	21.0%	19.8%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.22 Geographical split: Other Challengers

Geographical split Other Challengers <sup>1)</sup>								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Profit or loss</b>								
Net interest income				375	332	341	354	347
Net commission income				56	58	41	34	38
Investment income				3	45	9	11	-0
Other income				17	12	13	28	14
<b>Total underlying income</b>				<b>450</b>	<b>448</b>	<b>403</b>	<b>427</b>	<b>399</b>
Expenses excl. regulatory costs				237	242	215	202	216
Regulatory costs				23	25	15	14	22
<b>Operating expenses</b>				<b>260</b>	<b>267</b>	<b>230</b>	<b>216</b>	<b>238</b>
<b>Gross result</b>				<b>191</b>	<b>180</b>	<b>174</b>	<b>211</b>	<b>161</b>
Addition to loan loss provisions				40	24	29	37	29
<b>Underlying result before tax</b>				<b>151</b>	<b>156</b>	<b>144</b>	<b>175</b>	<b>132</b>
Retail Banking				107	84	66	102	73
Wholesale Banking				44	71	78	72	59
Corporate Line								
<b>Underlying result before tax</b>				<b>151</b>	<b>156</b>	<b>144</b>	<b>175</b>	<b>132</b>
<b>Customer lending/deposits (in EUR billion)</b>								
Residential mortgages				50.6	48.3	46.6	45.3	44.8
Other customer lending				26.9	25.9	24.8	24.6	24.3
Customer deposits				88.9	86.4	84.1	82.6	82.3
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				57.6%	59.7%	56.9%	50.5%	59.6%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>				12.5%	15.2%	11.9%	15.7%	10.5%
Risk costs in bps of average RWA				56	36	44	55	43
Risk-weighted assets (end of period)				29,035	28,297	26,838	26,449	27,113
Employees (internal FTEs, end of period)				4,102	4,038	4,034	4,009	3,972
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				56.3%	56.7%	56.2%	56.0%	60.0%
Return on equity based on 12.0% common equity Tier1 <sup>3)</sup>				13.8%	13.3%	12.5%	12.5%	9.9%

<sup>1)</sup> Including Australia, Czech Republic, France, Italy, Spain and Portugal, UK Legacy run-off portfolio.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).



## ING 1.23 Geographical split: Growth Markets

Geographical split Growth Markets <sup>1)</sup>								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Profit or loss</b>								
Net interest income				359	341	333	303	298
Net commission income				73	87	85	70	67
Investment income				1	-2	81	84	7
Other income				64	80	76	67	68
<b>Total underlying income</b>				<b>496</b>	<b>506</b>	<b>574</b>	<b>524</b>	<b>439</b>
Expenses excl. regulatory costs				233	252	248	232	240
Regulatory costs				43	42	28	34	26
<b>Operating expenses</b>				<b>276</b>	<b>295</b>	<b>276</b>	<b>266</b>	<b>266</b>
<b>Gross result</b>				<b>220</b>	<b>211</b>	<b>299</b>	<b>257</b>	<b>173</b>
Addition to loan loss provisions				53	84	54	43	59
<b>Underlying result before tax</b>				<b>168</b>	<b>127</b>	<b>244</b>	<b>214</b>	<b>115</b>
Retail Banking				131	90	196	169	78
Wholesale Banking				37	37	48	45	37
Corporate Line								
<b>Underlying result before tax</b>				<b>168</b>	<b>127</b>	<b>244</b>	<b>214</b>	<b>115</b>
<b>Customer lending/deposits (in EUR billion)</b>								
Residential mortgages				8.0	7.7	7.8	7.4	7.3
Other customer lending				26.8	26.0	26.7	26.2	25.7
Customer deposits				34.1	32.8	32.5	32.4	32.2
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				55.6%	58.3%	48.0%	50.8%	60.5%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>				10.2%	7.4%	15.4%	12.6%	6.9%
Risk costs in bps of average RWA				49	76	47	38	52
Risk-weighted assets (end of period)				43,922	43,185	45,236	46,071	45,540
Employees (internal FTEs, end of period)				15,783	15,870	16,052	16,119	16,158
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				53.0%	54.0%	55.7%	57.2%	60.1%
Return on equity based on 12.0% common equity Tier1 <sup>3)</sup>				11.4%	10.6%	10.1%	9.3%	7.9%

<sup>1)</sup> Including Poland, Romania, Turkey, Asian stakes.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

Geographical split Growth Markets - Asian stakes								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
Underlying result before tax				13	11	90	12	16
Risk-weighted assets (end of period) <sup>4)</sup>				11,800	11,204	11,697	12,093	11,357

Market value <sup>4)</sup> - Asian stakes	
In EUR million	31 Mar. 2017
TMB (25.0% held at ING Bank NV + 4.9% held at ING Group) <sup>4)</sup>	874
Bank of Beijing (13.6%)	2,718
Kotak Mahindra Bank (3.9%)	899
<b>Total valuation</b>	<b>4,491</b>

<sup>4)</sup> Value of ING's stake, Bloomberg end of quarter data and fx rates; 4.9% of TMB P&L and RWA are included in Geographical split Other (Corporate Line) and not in Growth Markets.

## ING 1.24 Geographical split: Wholesale Banking Rest of World

Geographical split Wholesale Banking Rest of World								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Profit or loss</b>								
Net interest income				387	398	385	407	389
Net commission income				131	117	114	114	107
Investment income				-2	-2	-6	-1	-5
Other income				101	82	5	47	80
<b>Total underlying income</b>				<b>617</b>	<b>595</b>	<b>498</b>	<b>567</b>	<b>572</b>
Expenses excl. regulatory costs				251	243	235	251	231
Regulatory costs				24	36	-2	-1	37
<b>Operating expenses</b>				<b>275</b>	<b>279</b>	<b>233</b>	<b>250</b>	<b>267</b>
<b>Gross result</b>				<b>342</b>	<b>316</b>	<b>265</b>	<b>318</b>	<b>305</b>
Addition to loan loss provisions				-7	-13	55	15	46
<b>Underlying result before tax</b>				<b>349</b>	<b>330</b>	<b>210</b>	<b>302</b>	<b>259</b>
Retail Banking								
Wholesale Banking				349	330	210	302	259
Corporate Line								
<b>Underlying result before tax</b>				<b>349</b>	<b>330</b>	<b>210</b>	<b>302</b>	<b>259</b>
<b>Customer lending/deposits (in EUR billion)</b>								
Residential mortgages				0.0	0.0	0.0	0.0	0.0
Other customer lending				63.9	63.0	59.4	60.5	55.0
Customer deposits				15.3	14.0	13.1	13.7	13.4
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				44.5%	46.8%	46.8%	44.0%	46.7%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>				12.7%	13.1%	8.7%	8.2%	9.8%
Risk costs in bps of average RWA				-4	-8	34	9	29
Risk-weighted assets (end of period)				65,766	65,110	63,120	65,780	63,626
Employees (internal FTEs, end of period)				4,233	4,191	4,132	4,007	3,908
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				45.5%	46.1%	46.9%	45.3%	42.5%
Return on equity based on 12.0% common equity Tier1 <sup>2)</sup>				10.7%	9.9%	8.6%	9.4%	11.8%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

# ING 1.25 Geographical split: Other

Geographical split Other <sup>1)</sup>								
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Profit or loss</b>								
Net interest income				26	36	46	31	-6
Net commission income				-1	0	-1	-1	-1
Investment income				-3	-1	27	1	-4
Other income				-73	-7	-34	36	-31
<b>Total underlying income</b>				<b>-52</b>	<b>29</b>	<b>38</b>	<b>68</b>	<b>-41</b>
Expenses excl. regulatory costs				72	71	80	77	61
Regulatory costs				0	0	0	1	0
<b>Operating expenses</b>				<b>72</b>	<b>71</b>	<b>80</b>	<b>78</b>	<b>61</b>
<b>Gross result</b>				<b>-124</b>	<b>-42</b>	<b>-42</b>	<b>-10</b>	<b>-103</b>
Addition to loan loss provisions				0	0	-0	0	-0
<b>Underlying result before tax</b>				<b>-124</b>	<b>-42</b>	<b>-42</b>	<b>-10</b>	<b>-102</b>
Retail Banking								
Wholesale Banking				9	0	6	15	1
Corporate Line				-133	-43	-48	-25	-103
<b>Underlying result before tax</b>				<b>-124</b>	<b>-42</b>	<b>-42</b>	<b>-10</b>	<b>-102</b>
<b>Customer lending/deposits (in EUR billion)</b>								
Residential mortgages				0.0	0.0	0.0	0.0	0.0
Other customer lending				-0.0	0.8	0.8	0.8	0.7
Customer deposits				-0.2	-0.2	-0.3	-0.2	-0.3
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>				-70.4%	-60.9%	-46.5%	17.1%	-40.4%
Risk costs in bps of average RWA				0	1	-0	0	-0
Risk-weighted assets (end of period)				3,477	4,733	5,108	5,068	6,259
Employees (internal FTEs, end of period)				8	8	8	7	8
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 12.0% common equity Tier1 <sup>3)</sup>				-36.8%	-31.5%	-25.7%	-28.8%	-41.3%

<sup>1)</sup> Region Other consists of Corporate Line and Real Estate run-off portfolio.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 2.1 Consolidated Balance Sheet: Assets - Comparable quarters

ING Group: Assets						
In EUR million	ING Group		ING Bank N.V.		Holding/Eliminations	
	31 Mar 2017	31 Dec 2016	31 Mar 2017	31 Dec 2016	31 Mar 2017	31 Dec 2016
Cash and balances with central banks	40,466	18,144	40,466	18,144		
Loans and advances to banks	30,857	28,858	30,876	28,872	-19	-14
<b>Financial assets at fair value through profit or loss</b>						
- trading assets	129,332	114,504	129,344	114,512	-12	-8
- non-trading derivatives	2,356	2,490	2,203	2,309	153	181
- designated as at fair value through profit or loss	4,848	5,099	4,848	5,099		
<b>Investments</b>						
- available-for-sale investments	78,227	82,912	78,227	82,912		
of which equity securities	4,145	4,024	4,145	4,024		
of which debt securities	74,082	78,888	74,082	78,888		
- held-to-maturity investments	9,083	8,751	9,083	8,751		
<b>Loans and advances to customers</b>						
- customer lending excl. provision for loan losses	566,739	561,367	566,773	560,580	-34	788
- securities at amortised cost	7,426	7,471	7,426	7,471		
- provision for loan losses	-5,100	-5,178	-5,100	-5,178		
Investments in associates and joint ventures	1,180	1,141	1,035	1,003	145	138
Property and equipment	1,990	2,002	1,990	2,002		
Intangible assets	1,477	1,484	1,477	1,484		
Current tax assets	394	314	323	252	71	62
Deferred tax assets	889	1,000	889	1,000		
Other assets	14,651	14,722	14,623	14,706	28	16
Assets held for sale						
<b>Total assets</b>	<b>884,815</b>	<b>845,081</b>	<b>884,483</b>	<b>843,919</b>	<b>332</b>	<b>1,162</b>

## ING 2.2 Consolidated Balance Sheet: Assets - Quarterly overview

ING Group: Assets								
In EUR million	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017	31 Dec 2016	30 Sep 2016	30 Jun 2016	31 Mar 2016
Cash and balances with central banks				40,466	18,144	24,331	26,121	29,972
Loans and advances to banks				30,857	28,858	27,192	29,024	28,085
<b>Financial assets at fair value through profit or loss</b>								
- trading assets				129,332	114,504	136,888	147,110	141,635
- non-trading derivatives				2,356	2,490	2,459	2,653	3,492
- designated as at fair value through profit or loss				4,848	5,099	4,532	4,865	3,611
<b>Investments</b>								
- available-for-sale investments				78,227	82,912	85,463	88,545	88,846
of which equity securities				4,145	4,024	3,847	4,168	4,099
of which debt securities				74,082	78,888	81,616	84,377	84,747
- held-to-maturity investments				9,083	8,751	7,796	7,790	7,566
<b>Loans and advances to customers<sup>1)</sup></b>								
- customer lending excl. provision for loan losses				566,739	561,367	555,645	551,781	539,136
- securities at amortised cost				7,426	7,471	8,472	8,911	9,060
- provision for loan losses				-5,100	-5,178	-5,513	-5,723	-5,618
Investments in associates and joint ventures				1,180	1,141	983	956	935
Property and equipment				1,990	2,002	1,987	1,972	1,999
Intangible assets				1,477	1,484	1,623	1,600	1,531
Current tax assets				394	314	318	570	494
Deferred tax assets				889	1,000	804	720	819
Other assets				14,651	14,722	17,562	18,764	16,020
Assets held for sale								1,315
<b>Total assets before change accounting policy</b>				<b>884,815</b>	<b>845,081</b>	<b>870,542</b>	<b>885,659</b>	<b>868,897</b>
Impact change accounting policy on Loans and advances to customers <sup>1)</sup>								172,695
<b>Total assets</b>				<b>884,815</b>	<b>845,081</b>	<b>870,542</b>	<b>885,659</b>	<b>1,041,592</b>

<sup>1)</sup> ING changed its accounting policy for the netting of cash pooling arrangements in the second quarter of 2016. In accordance with IFRS, the comparable amounts must be adjusted. In this document, however, the 31 March 2016 cash pool balances in Loans and advances to customers and Customer deposits are still presented on a net basis in order to provide consistent information to its users.

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

ING Group: Total liabilities and equity						
In EUR million	ING Group		ING Bank N.V.		Holding/Eliminations	
	31 Mar 2017	31 Dec 2016	31 Mar 2017	31 Dec 2016	31 Mar 2017	31 Dec 2016
Deposits from banks	39,182	31,964	39,182	31,964		
Customer deposits	533,737	522,942	547,444	531,096	-13,707	-8,154
<b>Financial liabilities at fair value through profit or loss</b>						
- trading liabilities	95,330	83,167	95,330	83,167		
- non-trading derivatives	3,070	3,541	3,099	3,585	-29	-44
- designated as at fair value through profit or loss	11,716	12,266	11,711	12,266	5	
Current tax liability	560	546	560	546		0
Deferred tax liabilities	734	919	734	919		
Provisions	1,924	2,028	1,924	2,028		
Other liabilities	17,366	16,852	17,282	16,792	84	60
Debt securities in issue	113,048	103,234	105,979	101,305	7,069	1,929
Subordinated loans	16,752	17,223	16,678	16,104	74	1,119
Liabilities held for sale						
<b>Total liabilities</b>	<b>833,419</b>	<b>794,682</b>	<b>839,923</b>	<b>799,773</b>	<b>-6,504</b>	<b>-5,091</b>
Shareholders' equity	50,741	49,793	43,905	43,540	6,836	6,253
Non-controlling interests	655	606	655	606		
<b>Total equity</b>	<b>51,396</b>	<b>50,399</b>	<b>44,560</b>	<b>44,146</b>	<b>6,836</b>	<b>6,253</b>
<b>Total liabilities and equity</b>	<b>884,815</b>	<b>845,081</b>	<b>884,483</b>	<b>843,919</b>	<b>332</b>	<b>1,162</b>

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

ING Group: Total liabilities and equity								
In EUR million	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017	31 Dec 2016	30 Sep 2016	30 Jun 2016	31 Mar 2016
Deposits from banks				39,182	31,964	36,971	34,682	33,852
Customer deposits <sup>1)</sup>				533,737	522,942	516,884	512,819	505,557
<b>Financial liabilities at fair value through profit or loss</b>								
- trading liabilities				95,330	83,167	104,754	114,166	104,963
- non-trading derivatives				3,070	3,541	3,518	3,900	4,074
- designated as at fair value through profit or loss				11,716	12,266	12,509	12,491	12,203
Current tax liability				560	546	653	637	531
Deferred tax liabilities				734	919	1,029	992	981
Provisions				1,924	2,028	985	1,027	911
Other liabilities				17,366	16,852	17,605	19,043	18,024
Debt securities in issue				113,048	103,234	109,590	119,384	122,740
Subordinated loans				16,752	17,223	15,956	16,812	15,581
Liabilities held for sale								
<b>Total liabilities before change accounting policy</b>				<b>833,419</b>	<b>794,682</b>	<b>820,453</b>	<b>835,954</b>	<b>819,417</b>
impact change accounting policy on Customer deposits <sup>1)</sup>								172,695
<b>Total liabilities</b>				<b>833,419</b>	<b>794,682</b>	<b>820,453</b>	<b>835,954</b>	<b>992,112</b>
Shareholders' equity (in parent)				50,741	49,793	49,444	49,086	48,810
Non-controlling interests				655	606	645	619	670
<b>Total equity</b>				<b>51,396</b>	<b>50,399</b>	<b>50,089</b>	<b>49,705</b>	<b>49,480</b>
<b>Total liabilities and equity</b>				<b>884,815</b>	<b>845,081</b>	<b>870,542</b>	<b>885,659</b>	<b>1,041,592</b>

<sup>1)</sup> ING changed its accounting policy for the netting of cash pooling arrangements in the second quarter of 2016. In accordance with IFRS, the comparable amounts must be adjusted. In this document, however, the 31 March 2016 cash pool balances in Loans and advances to customers and Customer deposits are still presented on a net basis in order to provide consistent information to its users.

## ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In EUR million	ING Group		ING Bank N.V.		Holdings/Eliminations	
	31 Mar 2017	31 Dec 2016	31 Mar 2017	31 Dec 2016	31 Mar 2017	31 Dec 2016
Share capital	39	39	525	525	-486	-486
Share premium	16,997	16,950	16,542	16,542	455	408
Revaluation reserve equity securities	2,802	2,656	2,802	2,656		
Revaluation reserve debt securities	1,044	1,174	1,046	1,176	-2	-2
Revaluation reserve cashflow hedge	565	777	565	777		
Other revaluation reserve	203	204	200	201	3	3
Remeasurement of the net defined benefit asset/liability	-362	-371	-362	-371		
Currency translation reserve	-801	-770	-824	-791	23	21
Treasury shares	-12	-8			-12	-8
Retained earnings and other reserves	29,123	24,491	22,221	18,598	6,902	5,893
Net result year to date	1,143	4,651	1,190	4,227	-47	424
<b>Shareholders' equity</b>	<b>50,741</b>	<b>49,793</b>	<b>43,905</b>	<b>43,540</b>	<b>6,836</b>	<b>6,253</b>
Non-controlling interests	655	606	655	606		
<b>Total equity</b>	<b>51,396</b>	<b>50,399</b>	<b>44,560</b>	<b>44,146</b>	<b>6,836</b>	<b>6,253</b>
<b>Key figures</b>						
Shareholders' equity per share in EUR	13.07	12.84				
Shares outstanding in the market (in million)	3,882	3,878				



## ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017	31 Dec 2016	30 Sep 2016	30 Jun 2016	31 Mar 2016
In EUR million								
Share capital				39	39	39	931	928
Share premium				16,997	16,950	16,948	16,055	16,055
Revaluation reserve equity securities				2,802	2,656	2,481	2,429	2,238
Revaluation reserve debt securities				1,044	1,174	1,299	1,324	1,257
Revaluation reserve cashflow hedge				565	777	1,248	1,287	1,129
Other revaluation reserve				203	204	205	334	325
Remeasurement of the net defined benefit asset/liability				-362	-371	-389	-365	-347
Currency translation reserve				-801	-770	-758	-716	-760
Treasury shares				-12	-8	-9	-11	-11
Retained earnings and other reserves				29,123	24,491	24,480	25,266	26,739
Net result year to date				1,143	4,651	3,900	2,552	1,257
<b>Shareholders' equity</b>				<b>50,741</b>	<b>49,793</b>	<b>49,444</b>	<b>49,086</b>	<b>48,810</b>
Non-controlling interests				655	606	645	619	670
<b>Total equity</b>				<b>51,396</b>	<b>50,399</b>	<b>50,089</b>	<b>49,705</b>	<b>49,480</b>
<b>Key figures</b>								
Shareholders' equity per share in EUR				13.07	12.84	12.75	12.66	12.61

## ING 2.7 Capital base

ING Group: Capital base <sup>1)</sup>				
In EUR million	ING Group <sup>2)</sup>		ING Bank N.V.	
	31 Mar 2017	31 Dec 2016	31 Mar 2017	31 Dec 2016
Shareholders' equity (parent)	50,741	49,793	43,905	43,540
Group hybrid capital	6,598	7,706	6,427	6,496
<b>Total capitalisation</b>	<b>57,339</b>	<b>57,499</b>	<b>50,332</b>	<b>50,036</b>
Adjustments to equity:				
Revaluation reserve debt securities	-209	-470	-209	-470
Revaluation reserve cashflow hedge	-565	-777	-565	-777
Goodwill and intangibles	-1,523	-1,537	-1,496	-1,510
Revaluation reserve equity	-560	-1,063	-560	-1,063
Revaluation reserves real estate	-41	-81	-40	-80
Prudential filters	-2,819	-1,754	-1,180	-725
Non-controlling interests	379	326	379	326
Deductions Tier 1	-865	-779	-864	-777
<b>Available Tier 1 capital</b>	<b>51,136</b>	<b>51,364</b>	<b>45,797</b>	<b>44,960</b>
Tier 2 capital	10,196	9,402	10,196	9,402
<b>BIS capital</b>	<b>61,332</b>	<b>60,765</b>	<b>55,993</b>	<b>54,362</b>

<sup>1)</sup> phased-in

<sup>2)</sup> The presentation of the Group Capital base has been aligned with regular reporting on ING Group solvency ratio's according to CRR/CRD IV

## ING 2.8 Funding

### ING Group: Maturity ladder outstanding long-term debt 31 March 2017

In EUR million	Long-term debt issued			Maturing											
	2015	2016	2017	Remaining 2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	>2027
ING Bank senior debt <sup>1)</sup>	17,232	7,419	590	5,972	9,025	9,077	5,488	6,138	3,028	498	120		446	273	2,318
ING Bank covered bond	1,002	493		58	5,524	1,856	3,645	3,795	3,657	1,773	792	610	1,131	754	2,927
ING Bank RMBS	1,195	611		238	790	3,772	238	636							
ING Group senior debt <sup>1)</sup>			5,244	1,750					3,840					1,404	123
ING Bank Tier 2		983		139		84				6,985			1,576	150	971
ING Group Tier 2			750												750

<sup>1)</sup> Figures shown for issued senior bonds are only included with the tenors >= 1 year.

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

	31 Mar 2017	31 Dec 2016
Loan-to-deposit ratio	1.07	1.08
Loan-to-deposit ratio excl. Securities at amortised cost	1.05	1.06
<b>Key figures</b>		
Customer deposits (retail)	49%	51%
Customer deposits (corporate)	21%	21%
Lending / repurchase agreement	7%	5%
Interbank	5%	5%
Public debt	16%	16%
Subordinated debt	2%	2%
<b>Total <sup>1)</sup></b>	<b>100%</b>	<b>100%</b>

<sup>1)</sup> Liabilities excluding trading securities, IFRS equity and assets held for sale.

## ING 2.9 Investments: Group

### ING Group: Total Investments - 31 March 2017

In EUR billion	Loans and advances to banks	Loans and advances to customers	Investments held-to-maturity	Investments available-for-sale		Fair value through profit or loss	Total	
	B/S value	B/S value	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total debt securities	0.2	7.4	9.1	74.1	1.0	1.4	92.2	1.0
of which Government bonds		0.8	7.2	40.1	0.6	0.4	48.6	0.6
of which Sub-sovereign, Supranationals and Agencies		0.3	1.6	18.9	0.3	0.4	21.1	0.3
of which Covered bonds	0.2	1.8	0.1	9.7	0.1		11.8	0.1
of which Financial institutions	0.0	0.4		2.2		0.6	3.2	
of which Corporate bonds		0.9		1.3			2.2	
of which asset-backed securities	0.0	3.2	0.2	1.8			5.2	
Public Equity Exposure				4.1	2.8		4.1	2.8
<b>Total Investments</b>	<b>0.2</b>	<b>7.4</b>	<b>9.1</b>	<b>78.2</b>	<b>3.8</b>	<b>1.4</b>	<b>96.3</b>	<b>3.8</b>

Total investments contains banking book but excludes the trading book and investments indicated as assets held for sale.

## ING 2.10 ING Bank Capital position

ING Bank: Capital position				
In EUR million	2019 rules (fully-loaded)		2017 rules (phased-in)	
	31 Mar 2017	31 Dec 2016	31 Mar 2017	31 Dec 2016
Shareholders' equity (parent)	43,905	43,540	43,905	43,540
- Interim profit not included in CET1 capital <sup>1)</sup>	-853	-617	-853	-617
- Other regulatory adjustments	-3,259	-3,548	-3,286	-3,661
Regulatory adjustments	-4,112	-4,165	-4,139	-4,278
<b>Available common equity Tier 1 capital</b>	<b>39,792</b>	<b>39,375</b>	<b>39,765</b>	<b>39,262</b>
Subordinated loans qualifying as Tier 1 capital <sup>2)</sup>	6,427	6,496	6,427	6,496
Regulatory adjustments additional Tier 1			-395	-798
<b>Available Tier 1 capital</b>	<b>46,219</b>	<b>45,871</b>	<b>45,797</b>	<b>44,960</b>
Supplementary capital - Tier 2 bonds <sup>3)</sup>	10,186	9,488	10,186	9,488
Regulatory adjustments Tier 2	106	109	10	-86
<b>Available BIS capital</b>	<b>56,511</b>	<b>55,467</b>	<b>55,993</b>	<b>54,362</b>
Risk-weighted assets	308,906	312,086	308,906	312,086
<b>Common equity Tier 1 ratio</b>	<b>12.9%</b>	<b>12.6%</b>	<b>12.9%</b>	<b>12.6%</b>
Tier 1 ratio	15.0%	14.7%	14.8%	14.4%
Total capital ratio	18.3%	17.8%	18.1%	17.4%

<sup>1)</sup> The interim profit not included in CET1 capital in 1Q2017 was EUR 853 million.

<sup>2)</sup> Including EUR 3,498 million which is CRR/CRD IV-compliant (4Q2016 EUR 3,542 million), and EUR 2,929 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (4Q2016 EUR 2,954 million).

<sup>3)</sup> Including EUR 8,047 million which is CRR/CRD IV-compliant (4Q2016 EUR 7,347 million), and EUR 2,139 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (4Q2016 EUR 2,141 million).

## ING 3.1 Customer lending/deposits: 1Q2017 Segment split

Customer lending/deposits												
In EUR billion	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	General Lending & Transaction Services		Financial Markets	Bank Treasury & Other	Corporate Line
			Netherlands	Belgium	Germany	Other		Industry Lending				
<b>Residential mortgages</b>												
<b>Beginning of period</b>	<b>282.5</b>	<b>281.3</b>	<b>120.9</b>	<b>35.7</b>	<b>68.7</b>	<b>56.0</b>	<b>1.1</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>1.1</b>	<b>0.0</b>
Net production	0.4	0.4	-1.5	0.5	0.3	1.2	-0.0				-0.0	
Bank Treasury Acquisitions / divestments	-0.3	-0.3	-0.3									
FX impact and other	1.0	1.0	-0.2	-0.0	-0.2	1.4	0.0				0.0	
<b>End of period</b>	<b>283.6</b>	<b>282.5</b>	<b>118.9</b>	<b>36.2</b>	<b>68.8</b>	<b>58.6</b>	<b>1.1</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>1.1</b>	<b>0.0</b>
<b>Other customer lending</b>												
<b>Beginning of period</b>	<b>278.9</b>	<b>108.2</b>	<b>34.4</b>	<b>41.1</b>	<b>9.8</b>	<b>22.9</b>	<b>169.9</b>	<b>114.6</b>	<b>48.1</b>	<b>1.3</b>	<b>5.9</b>	<b>0.8</b>
Net production	4.7	1.8	0.2	0.3	0.3	0.9	2.9	-0.3	3.5	-0.2	-0.1	
Bank Treasury Acquisitions / divestments	0.9	0.5	0.0	0.0	0.5	-0.1	0.5				0.5	
FX impact and other	-1.4	0.2				0.2	-0.8	-0.7	-0.1		-0.0	-0.8
<b>End of period</b>	<b>283.1</b>	<b>110.6</b>	<b>34.6</b>	<b>41.4</b>	<b>10.7</b>	<b>23.9</b>	<b>172.5</b>	<b>113.6</b>	<b>51.6</b>	<b>1.1</b>	<b>6.2</b>	<b>-0.0</b>
<b>Customer deposits</b>												
<b>Beginning of period</b>	<b>522.9</b>	<b>458.3</b>	<b>134.7</b>	<b>81.1</b>	<b>129.0</b>	<b>113.5</b>	<b>64.8</b>	<b>1.7</b>	<b>50.4</b>	<b>4.6</b>	<b>8.2</b>	<b>-0.2</b>
Net production	6.7	6.4	2.1	-0.2	2.7	1.8	0.3	0.1	-0.0	0.2	0.1	
Bank Treasury Acquisitions / divestments	2.1	0.3	0.3	-0.1	0.0	0.1	1.8				1.8	
FX impact and other	2.0	1.7				1.7	0.2	0.0	0.1	0.1	0.0	0.0
<b>End of period</b>	<b>533.7</b>	<b>466.7</b>	<b>137.1</b>	<b>80.8</b>	<b>131.6</b>	<b>117.1</b>	<b>67.2</b>	<b>1.8</b>	<b>50.5</b>	<b>4.8</b>	<b>10.1</b>	<b>-0.2</b>

## ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits <sup>1)</sup>								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>282.5</b>	<b>282.4</b>	<b>281.1</b>	<b>280.0</b>	<b>279.0</b>
Net production				0.4	1.5	1.1	2.0	1.0
Bank Treasury								
Acquisitions / divestments				-0.3	-0.3	-0.2	-0.3	-0.3
FX impact and other				1.0	-1.1	0.4	-0.5	0.4
<b>End of period</b>				<b>283.6</b>	<b>282.5</b>	<b>282.4</b>	<b>281.1</b>	<b>280.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>278.9</b>	<b>273.2</b>	<b>270.6</b>	<b>259.1</b>	<b>254.5</b>
Net production				4.7	7.0	1.8	12.2	5.5
Bank Treasury				0.9	-2.8	-0.5	-2.6	2.9
Acquisitions / divestments								
FX impact and other				-1.4	1.4	1.2	1.8	-3.7
<b>End of period</b>				<b>283.1</b>	<b>278.9</b>	<b>273.2</b>	<b>270.6</b>	<b>259.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>522.9</b>	<b>516.9</b>	<b>512.8</b>	<b>505.6</b>	<b>500.8</b>
Net production				6.7	9.7	3.1	7.7	8.0
Bank Treasury				2.1	-1.4	-1.4	-0.8	-2.7
Acquisitions / divestments								
FX impact and other				2.0	-2.2	2.3	0.4	-0.5
<b>End of period</b>				<b>533.7</b>	<b>522.9</b>	<b>516.9</b>	<b>512.8</b>	<b>505.6</b>

<sup>1)</sup> As of 2017, customer lending/deposits transactions within Corporate Line are excluded from net production and transferred to 'FX impact and other'. Historical figures have been adjusted.

## ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>281.3</b>	<b>281.0</b>	<b>279.7</b>	<b>278.5</b>	<b>277.7</b>
Net production				0.4	1.5	1.1	2.0	1.0
Bank Treasury								
Acquisitions / divestments				-0.3	-0.3	-0.2	-0.3	-0.3
FX impact and other				1.0	-0.9	0.5	-0.4	0.2
<b>End of period</b>				<b>282.5</b>	<b>281.3</b>	<b>281.0</b>	<b>279.7</b>	<b>278.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>108.2</b>	<b>112.0</b>	<b>110.8</b>	<b>111.1</b>	<b>107.6</b>
Net production				1.8	0.1	0.9	2.3	1.4
Bank Treasury				0.5	-2.2	-0.3	-2.2	2.1
Acquisitions / divestments								
FX impact and other				0.2	-1.7	0.6	-0.3	-0.0
<b>End of period</b>				<b>110.6</b>	<b>108.2</b>	<b>112.0</b>	<b>110.8</b>	<b>111.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>458.3</b>	<b>453.0</b>	<b>452.1</b>	<b>443.3</b>	<b>438.4</b>
Net production				6.4	7.8	0.4	10.3	6.9
Bank Treasury				0.3	-0.7	-1.0	-0.4	-2.2
Acquisitions / divestments								
FX impact and other				1.7	-1.7	1.4	-1.0	0.1
<b>End of period</b>				<b>466.7</b>	<b>458.3</b>	<b>453.0</b>	<b>452.1</b>	<b>443.3</b>



## ING 3.4 Customer lending/deposits: Retail Banking Netherlands

Customer lending/deposits Retail Banking Netherlands								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>120.9</b>	<b>123.2</b>	<b>124.8</b>	<b>125.7</b>	<b>126.7</b>
Net production				-1.5	-1.6	-1.3	-0.5	-0.6
Bank Treasury								
Acquisitions / divestments				-0.3	-0.3	-0.2	-0.3	-0.3
FX impact and other				-0.2	-0.4	-0.1	-0.1	-0.0
<b>End of period</b>				<b>118.9</b>	<b>120.9</b>	<b>123.2</b>	<b>124.8</b>	<b>125.7</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>34.4</b>	<b>37.0</b>	<b>37.5</b>	<b>37.7</b>	<b>37.4</b>
Net production				0.2	-0.8	-0.8	-0.4	-0.2
Bank Treasury				0.0	-1.1	-0.4	0.2	0.5
Acquisitions / divestments								
FX impact and other					-0.7	0.7		
<b>End of period</b>				<b>34.6</b>	<b>34.4</b>	<b>37.0</b>	<b>37.5</b>	<b>37.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>134.7</b>	<b>135.6</b>	<b>137.2</b>	<b>132.1</b>	<b>131.4</b>
Net production				2.1	0.7	-1.7	5.4	2.7
Bank Treasury				0.3	-0.9	-0.6	-0.2	-2.0
Acquisitions / divestments								
FX impact and other					-0.7	0.7		
<b>End of period</b>				<b>137.1</b>	<b>134.7</b>	<b>135.6</b>	<b>137.2</b>	<b>132.1</b>

# ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium <sup>1)</sup>								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>35.7</b>	<b>35.2</b>	<b>34.8</b>	<b>34.4</b>	<b>34.0</b>
Net production				0.5	0.5	0.4	0.4	0.4
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-0.0	-0.0	0.0	0.0	0.0
<b>End of period</b>				<b>36.2</b>	<b>35.7</b>	<b>35.2</b>	<b>34.8</b>	<b>34.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>41.1</b>	<b>41.0</b>	<b>40.3</b>	<b>39.2</b>	<b>38.3</b>
Net production				0.3	0.1	0.8	1.5	0.9
Bank Treasury				0.0	-0.0	-0.0	-0.3	0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>41.4</b>	<b>41.1</b>	<b>41.0</b>	<b>40.3</b>	<b>39.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>81.1</b>	<b>81.1</b>	<b>82.0</b>	<b>81.1</b>	<b>79.7</b>
Net production				-0.2	-0.0	-0.8	0.9	1.4
Bank Treasury				-0.1	0.1	-0.0	0.0	-0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>80.8</b>	<b>81.1</b>	<b>81.1</b>	<b>82.0</b>	<b>81.1</b>

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

## ING 3.6 Customer lending/deposits: Retail Banking Germany

Customer lending/deposits Retail Banking Germany <sup>1)</sup>								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>68.7</b>	<b>68.2</b>	<b>67.4</b>	<b>66.3</b>	<b>66.1</b>
Net production				0.3	0.8	0.9	1.0	0.3
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-0.2	-0.3	-0.0	0.1	0.0
<b>End of period</b>				<b>68.8</b>	<b>68.7</b>	<b>68.2</b>	<b>67.4</b>	<b>66.3</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>9.8</b>	<b>10.8</b>	<b>10.3</b>	<b>12.3</b>	<b>10.4</b>
Net production				0.3	0.1	0.3	0.2	0.2
Bank Treasury				0.5	-1.1	0.2	-2.3	1.8
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>10.7</b>	<b>9.8</b>	<b>10.8</b>	<b>10.3</b>	<b>12.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>129.0</b>	<b>125.3</b>	<b>123.6</b>	<b>121.0</b>	<b>120.2</b>
Net production				2.7	3.6	2.1	2.3	1.0
Bank Treasury				0.0	0.0	-0.4	0.2	-0.1
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>131.6</b>	<b>129.0</b>	<b>125.3</b>	<b>123.6</b>	<b>121.0</b>

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

## ING 3.7 Customer lending/deposits: RB Other Challengers & Growth Markets

Customer lending/deposits Retail Banking Other Challengers & Growth Markets								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>56.0</b>	<b>54.4</b>	<b>52.7</b>	<b>52.0</b>	<b>50.9</b>
Net production				1.2	1.7	1.1	1.1	0.9
Bank Treasury								
Acquisitions / divestments								
FX impact and other				1.4	-0.2	0.6	-0.4	0.2
<b>End of period</b>				<b>58.6</b>	<b>56.0</b>	<b>54.4</b>	<b>52.7</b>	<b>52.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>22.9</b>	<b>23.2</b>	<b>22.7</b>	<b>21.9</b>	<b>21.6</b>
Net production				0.9	0.8	0.6	1.0	0.5
Bank Treasury				-0.1	-0.0	-0.1	0.2	-0.1
Acquisitions / divestments								
FX impact and other				0.2	-1.0	-0.1	-0.3	-0.0
<b>End of period</b>				<b>23.9</b>	<b>22.9</b>	<b>23.2</b>	<b>22.7</b>	<b>21.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>113.5</b>	<b>110.9</b>	<b>109.4</b>	<b>109.1</b>	<b>107.1</b>
Net production				1.8	3.5	0.8	1.7	1.9
Bank Treasury				0.1	0.1	0.0	-0.4	-0.0
Acquisitions / divestments								
FX impact and other				1.7	-1.0	0.8	-1.0	0.1
<b>End of period</b>				<b>117.1</b>	<b>113.5</b>	<b>110.9</b>	<b>109.4</b>	<b>109.1</b>

## ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>1.1</b>	<b>1.4</b>	<b>1.4</b>	<b>1.4</b>	<b>1.3</b>
Net production				-0.0	-0.0	-0.0	0.0	-0.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.0	-0.2	-0.0	-0.0	0.1
<b>End of period</b>				<b>1.1</b>	<b>1.1</b>	<b>1.4</b>	<b>1.4</b>	<b>1.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>169.9</b>	<b>160.4</b>	<b>159.1</b>	<b>147.4</b>	<b>146.1</b>
Net production				2.9	6.9	0.9	9.9	4.1
Bank Treasury				0.5	-0.6	-0.2	-0.3	0.7
Acquisitions / divestments								
FX impact and other				-0.8	3.1	0.6	2.1	-3.6
<b>End of period</b>				<b>172.5</b>	<b>169.9</b>	<b>160.4</b>	<b>159.1</b>	<b>147.4</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>64.8</b>	<b>64.2</b>	<b>60.8</b>	<b>62.6</b>	<b>62.5</b>
Net production				0.3	1.9	2.7	-2.6	1.1
Bank Treasury				1.8	-0.7	-0.4	-0.4	-0.6
Acquisitions / divestments								
FX impact and other				0.2	-0.6	1.0	1.3	-0.5
<b>End of period</b>				<b>67.2</b>	<b>64.8</b>	<b>64.2</b>	<b>60.8</b>	<b>62.6</b>

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

Customer lending/deposits Wholesale Banking - Industry Lending								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<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>
Net production								
Bank Treasury								
Acquisitions / divestments								
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>Other customer lending</b>								
<b>Beginning of period</b>				<b>114.6</b>	<b>107.0</b>	<b>106.0</b>	<b>99.1</b>	<b>98.8</b>
Net production				-0.3	4.2	1.3	6.1	2.9
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-0.7	3.3	-0.4	0.8	-2.6
<b>End of period</b>				<b>113.6</b>	<b>114.6</b>	<b>107.0</b>	<b>106.0</b>	<b>99.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>1.7</b>	<b>1.1</b>	<b>1.3</b>	<b>1.1</b>	<b>1.5</b>
Net production				0.1	0.6	-0.2	0.2	-0.4
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.0	-0.0	0.0	-0.0
<b>End of period</b>				<b>1.8</b>	<b>1.7</b>	<b>1.1</b>	<b>1.3</b>	<b>1.1</b>

## ING 3.10 Customer lending/deposits: WB - General Lending & Transaction Services

Customer lending/deposits Wholesale Banking - General Lending & Transaction Services								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<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>
Net production				-0.0				
Bank Treasury								
Acquisitions / divestments				0.0		-0.0	-0.0	-0.0
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>Other customer lending</b>								
<b>Beginning of period</b>				<b>48.1</b>	<b>45.8</b>	<b>44.7</b>	<b>39.5</b>	<b>38.1</b>
Net production				3.5	2.6	0.1	3.8	1.8
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-0.1	-0.2	1.0	1.3	-0.4
<b>End of period</b>				<b>51.6</b>	<b>48.1</b>	<b>45.8</b>	<b>44.7</b>	<b>39.5</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>50.4</b>	<b>49.2</b>	<b>45.4</b>	<b>47.3</b>	<b>46.4</b>
Net production				-0.0	2.0	2.7	-3.1	1.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.1	-0.8	1.0	1.1	-0.1
<b>End of period</b>				<b>50.5</b>	<b>50.4</b>	<b>49.2</b>	<b>45.4</b>	<b>47.3</b>

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

Customer lending/deposits Wholesale Banking - Financial Markets								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.0	0.0
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>				1.3	1.0	1.3	1.2	2.0
Net production				-0.2	0.3	-0.3	0.1	-0.5
Bank Treasury								
Acquisitions / divestments								
FX impact and other								-0.4
<b>End of period</b>				1.1	1.3	1.0	1.3	1.2
<b>Customer deposits</b>								
<b>Beginning of period</b>				4.6	5.1	4.9	4.5	4.4
Net production				0.2	-0.7	0.2	0.2	0.4
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.1	0.1	0.0	0.1	-0.3
<b>End of period</b>				4.8	4.6	5.1	4.9	4.5



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

Customer lending/deposits Wholesale Banking - Bank Treasury & Other								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>				1.1	1.4	1.4	1.4	1.3
Net production				-0.0	-0.0	-0.0	0.0	-0.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.0	-0.2	-0.0	-0.0	0.1
<b>End of period</b>				1.1	1.1	1.4	1.4	1.4
<b>Other customer lending</b>								
<b>Beginning of period</b>				5.9	6.6	7.1	7.5	7.1
Net production				-0.1	-0.1	-0.3	-0.1	-0.2
Bank Treasury				0.5	-0.6	-0.2	-0.3	0.7
Acquisitions / divestments								
FX impact and other				-0.0	-0.0	-0.0		-0.2
<b>End of period</b>				6.2	5.9	6.6	7.1	7.5
<b>Customer deposits</b>								
<b>Beginning of period</b>				8.2	8.8	9.2	9.7	10.2
Net production				0.1	0.0	-0.0	-0.0	0.1
Bank Treasury				1.8	-0.7	-0.4	-0.4	-0.6
Acquisitions / divestments								
FX impact and other				0.0	-0.0	0.0	-0.0	-0.1
<b>End of period</b>				10.1	8.2	8.8	9.2	9.7

## ING 3.13 Customer lending/deposits: Corporate Line

### Customer lending/deposits Corporate Line<sup>1)</sup>

In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.7</b>	<b>0.8</b>
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-0.8	-0.0	0.0	0.1	-0.1
<b>End of period</b>				<b>-0.0</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>-0.2</b>	<b>-0.3</b>	<b>-0.2</b>	<b>-0.3</b>	<b>-0.1</b>
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.1	-0.1	0.1	-0.2
<b>End of period</b>				<b>-0.2</b>	<b>-0.2</b>	<b>-0.3</b>	<b>-0.2</b>	<b>-0.3</b>

<sup>1)</sup> As of 2017, customer lending/deposits transactions within Corporate Line are excluded from net production and transferred to 'FX impact and other'. Historical figures have been adjusted.

## ING 3.14 Customer lending/deposits: 1Q2017 Geographical split

Customer lending/deposits Geographical split								
In EUR billion	Total	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World	Other
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>282.5</b>	<b>121.9</b>	<b>35.8</b>	<b>68.8</b>	<b>48.3</b>	<b>7.7</b>	<b>0.0</b>	<b>0.0</b>
Net production	0.4	-1.5	0.5	0.3	1.0	0.2	-0.0	
Bank Treasury								
Acquisitions / divestments	-0.3	-0.3						
FX impact and other	1.0	-0.2	-0.0	-0.2	1.3	0.2		
<b>End of period</b>	<b>283.6</b>	<b>119.9</b>	<b>36.2</b>	<b>68.9</b>	<b>50.6</b>	<b>8.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>278.9</b>	<b>73.3</b>	<b>57.2</b>	<b>32.7</b>	<b>25.9</b>	<b>26.0</b>	<b>63.0</b>	<b>0.8</b>
Net production	4.7	1.7	0.3	0.2	0.9	0.8	0.8	
Bank Treasury	0.9	0.4	0.0	0.7	0.0	-0.1	-0.1	
Acquisitions / divestments								
FX impact and other	-1.4	-0.1	-0.1	-0.8	0.2	0.1	0.1	-0.8
<b>End of period</b>	<b>283.1</b>	<b>75.2</b>	<b>57.4</b>	<b>32.8</b>	<b>26.9</b>	<b>26.8</b>	<b>63.9</b>	<b>-0.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>522.9</b>	<b>165.2</b>	<b>94.9</b>	<b>129.9</b>	<b>86.4</b>	<b>32.8</b>	<b>14.0</b>	<b>-0.2</b>
Net production	6.7	-0.5	2.1	2.8	1.4	0.6	0.4	
Bank Treasury	2.1	1.2	-0.1	0.0	0.0	0.1	0.8	
Acquisitions / divestments								
FX impact and other	2.0	0.0			1.1	0.7	0.1	0.0
<b>End of period</b>	<b>533.7</b>	<b>166.0</b>	<b>96.9</b>	<b>132.7</b>	<b>88.9</b>	<b>34.1</b>	<b>15.3</b>	<b>-0.2</b>

## ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>121.9</b>	<b>124.4</b>	<b>126.0</b>	<b>127.0</b>	<b>127.8</b>
Net production				-1.5	-1.6	-1.3	-0.5	-0.6
Bank Treasury								
Acquisitions / divestments				-0.3	-0.3	-0.2	-0.3	-0.3
FX impact and other				-0.2	-0.6	-0.1	-0.1	0.1
<b>End of period</b>				<b>119.9</b>	<b>121.9</b>	<b>124.4</b>	<b>126.0</b>	<b>127.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>73.3</b>	<b>75.7</b>	<b>76.2</b>	<b>72.9</b>	<b>72.7</b>
Net production				1.7	0.1	-1.5	1.6	-0.3
Bank Treasury				0.4	-1.6	-0.6	0.3	1.0
Acquisitions / divestments								
FX impact and other				-0.1	-0.9	1.6	1.4	-0.5
<b>End of period</b>				<b>75.2</b>	<b>73.3</b>	<b>75.7</b>	<b>76.2</b>	<b>72.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>165.2</b>	<b>164.2</b>	<b>162.2</b>	<b>157.8</b>	<b>159.9</b>
Net production				-0.5	3.8	1.2	3.5	0.4
Bank Treasury				1.2	-1.3	-0.9	-0.4	-2.5
Acquisitions / divestments								
FX impact and other				0.0	-1.4	1.7	1.2	0.0
<b>End of period</b>				<b>166.0</b>	<b>165.2</b>	<b>164.2</b>	<b>162.2</b>	<b>157.8</b>

## ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium <sup>1)</sup>								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>35.8</b>	<b>35.3</b>	<b>34.9</b>	<b>34.5</b>	<b>34.1</b>
Net production				0.5	0.5	0.4	0.4	0.4
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-0.0	-0.0	0.0	0.0	0.1
<b>End of period</b>				<b>36.2</b>	<b>35.8</b>	<b>35.3</b>	<b>34.9</b>	<b>34.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>57.2</b>	<b>55.4</b>	<b>54.6</b>	<b>52.7</b>	<b>52.3</b>
Net production				0.3	1.6	0.8	2.4	0.6
Bank Treasury				0.0	-0.0	-0.0	-0.5	0.0
Acquisitions / divestments								
FX impact and other				-0.1	0.2	-0.0	0.1	-0.2
<b>End of period</b>				<b>57.4</b>	<b>57.2</b>	<b>55.4</b>	<b>54.6</b>	<b>52.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>94.9</b>	<b>97.1</b>	<b>97.7</b>	<b>98.4</b>	<b>94.5</b>
Net production				2.1	-2.4	-0.5	-0.7	3.9
Bank Treasury				-0.1	0.1	-0.1	0.0	-0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>96.9</b>	<b>94.9</b>	<b>97.1</b>	<b>97.7</b>	<b>98.4</b>

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

## ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany <sup>1)</sup>								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>68.8</b>	<b>68.3</b>	<b>67.5</b>	<b>66.5</b>	<b>66.1</b>
Net production				0.3	0.8	0.9	1.0	0.3
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-0.2	-0.3	-0.0	0.0	0.0
<b>End of period</b>				<b>68.9</b>	<b>68.8</b>	<b>68.3</b>	<b>67.5</b>	<b>66.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>32.7</b>	<b>30.4</b>	<b>27.7</b>	<b>27.7</b>	<b>24.2</b>
Net production				0.2	0.8	1.5	2.3	1.2
Bank Treasury				0.7	-1.2	0.3	-2.5	2.0
Acquisitions / divestments								
FX impact and other				-0.8	2.6	1.0	0.1	0.2
<b>End of period</b>				<b>32.8</b>	<b>32.7</b>	<b>30.4</b>	<b>27.7</b>	<b>27.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>129.9</b>	<b>126.2</b>	<b>124.4</b>	<b>121.8</b>	<b>120.9</b>
Net production				2.8	3.8	2.1	2.4	1.0
Bank Treasury				0.0	0.0	-0.4	0.2	-0.1
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>132.7</b>	<b>129.9</b>	<b>126.2</b>	<b>124.4</b>	<b>121.8</b>

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

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

### Customer lending/deposits Geographical Other Challengers<sup>1)</sup>

In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>48.3</b>	<b>46.6</b>	<b>45.3</b>	<b>44.8</b>	<b>44.0</b>
Net production				1.0	1.5	0.9	0.7	0.6
Bank Treasury								
Acquisitions / divestments								
FX impact and other				1.3	0.1	0.5	-0.2	0.2
<b>End of period</b>				<b>50.6</b>	<b>48.3</b>	<b>46.6</b>	<b>45.3</b>	<b>44.8</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>25.9</b>	<b>24.8</b>	<b>24.6</b>	<b>24.3</b>	<b>23.0</b>
Net production				0.9	1.0	0.3	0.1	1.4
Bank Treasury				0.0	0.0	-0.2	0.2	0.0
Acquisitions / divestments								
FX impact and other				0.2	0.1	0.1	-0.0	-0.1
<b>End of period</b>				<b>26.9</b>	<b>25.9</b>	<b>24.8</b>	<b>24.6</b>	<b>24.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>86.4</b>	<b>84.1</b>	<b>82.6</b>	<b>82.3</b>	<b>80.8</b>
Net production				1.4	2.2	1.0	1.0	1.1
Bank Treasury				0.0	-0.0	-0.0	-0.4	0.2
Acquisitions / divestments								
FX impact and other				1.1	0.1	0.4	-0.2	0.2
<b>End of period</b>				<b>88.9</b>	<b>86.4</b>	<b>84.1</b>	<b>82.6</b>	<b>82.3</b>

<sup>1)</sup> Includes Australia, Czech Republic, France, Italy, Spain and Portugal, UK Legacy run-off portfolio.

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

### Customer lending/deposits Geographical Growth Markets<sup>1)</sup>

In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>				7.7	7.8	7.4	7.3	6.9
Net production				0.2	0.2	0.2	0.4	0.3
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.2	-0.3	0.1	-0.2	0.0
<b>End of period</b>				<b>8.0</b>	<b>7.7</b>	<b>7.8</b>	<b>7.4</b>	<b>7.3</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				26.0	26.7	26.2	25.7	25.5
Net production				0.8	0.4	0.5	0.9	0.6
Bank Treasury				-0.1	-0.0	0.1	-0.0	-0.2
Acquisitions / divestments								
FX impact and other				0.1	-1.1	-0.1	-0.4	-0.3
<b>End of period</b>				<b>26.8</b>	<b>26.0</b>	<b>26.7</b>	<b>26.2</b>	<b>25.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				32.8	32.5	32.4	32.2	31.7
Net production				0.6	1.4	-0.4	1.1	0.8
Bank Treasury				0.1	0.1	0.0	0.0	-0.3
Acquisitions / divestments								
FX impact and other				0.7	-1.2	0.4	-0.9	-0.1
<b>End of period</b>				<b>34.1</b>	<b>32.8</b>	<b>32.5</b>	<b>32.4</b>	<b>32.2</b>

<sup>1)</sup> Includes: Poland, Romania, Turkey, Asian stakes.



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

Customer lending/deposits Geographical Wholesale Banking Rest of World								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<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>
Net production								
Bank Treasury								
Acquisitions / divestments								
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>Other customer lending</b>								
<b>Beginning of period</b>				<b>63.0</b>	<b>59.4</b>	<b>60.5</b>	<b>55.0</b>	<b>56.0</b>
Net production				0.8	3.1	0.3	5.0	1.9
Bank Treasury				-0.1	0.1	-0.0	-0.0	0.0
Acquisitions / divestments								
FX impact and other				0.1	0.5	-1.3	0.6	-2.9
<b>End of period</b>				<b>63.9</b>	<b>63.0</b>	<b>59.4</b>	<b>60.5</b>	<b>55.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>14.0</b>	<b>13.1</b>	<b>13.7</b>	<b>13.4</b>	<b>13.0</b>
Net production				0.4	0.9	-0.5	0.3	0.8
Bank Treasury				0.8	-0.3	-0.0	-0.3	0.1
Acquisitions / divestments								
FX impact and other				0.1	0.2	-0.0	0.2	-0.4
<b>End of period</b>				<b>15.3</b>	<b>14.0</b>	<b>13.1</b>	<b>13.7</b>	<b>13.4</b>

## ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other <sup>1)</sup>								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.7</b>	<b>0.8</b>
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-0.8	-0.0	0.0	0.1	-0.1
<b>End of period</b>				<b>-0.0</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>-0.2</b>	<b>-0.3</b>	<b>-0.2</b>	<b>-0.3</b>	<b>-0.1</b>
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.1	-0.1	0.1	-0.2
<b>End of period</b>				<b>-0.2</b>	<b>-0.2</b>	<b>-0.3</b>	<b>-0.2</b>	<b>-0.3</b>

<sup>1)</sup> Region Other consists of Corporate Line and Real Estate run-off portfolio. As of 2017, customer lending/deposits transactions within Corporate Line are excluded from net production and transferred to 'FX impact and other'. Historical figures have been adjusted.

## Important legal information

Projects may be subject to regulatory approvals. Insofar as they could have an impact in Belgium, all projects described are proposed intentions of the bank. No formal decisions will be taken until the information and consultation phases with the Work Council have been properly finalised.

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 2016 ING Group consolidated annual accounts. All figures in this document are unaudited. Small differences are possible in the tables due to rounding.

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

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