

ING Historical Trend Data 3Q2019 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 and Insurance Other. 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. ING sold its remaining part of warrants on the shares of Voya Financial in March 2018; the warrant agreement between NN Group and ING was terminated in November 2018.
- Small differences are possible due to rounding.
- All figures are unaudited.

Product segmentation Wholesale Banking

Product Group

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

Sub products

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

Transaction Services
Trade & Commodity Finance

Financial Markets Clients & Products

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

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ING 1.1 Profit or loss: Comparable quarters

| Profit or loss | | | | | | | | | | | | |
|--|--------------|--------------|--------------|--------------------------|--------------|--------------|-----------------------------|--------------|--------------|--------------------------|-------------|------------|
| In € million | ING Group | | | of which: Retail Banking | | | of which: Wholesale Banking | | | of which: Corporate Line | | |
| | 3Q2019 | 3Q2018 | 2Q2019 | 3Q2019 | 3Q2018 | 2Q2019 | 3Q2019 | 3Q2018 | 2Q2019 | 3Q2019 | 3Q2018 | 2Q2019 |
| Profit or loss | | | | | | | | | | | | |
| Net interest income | 3,529 | 3,500 | 3,470 | 2,483 | 2,499 | 2,440 | 938 | 908 | 901 | 108 | 92 | 129 |
| Net fee and commission income | 747 | 720 | 711 | 454 | 415 | 438 | 294 | 308 | 276 | 0 | -3 | -3 |
| Investment income | 104 | 89 | 25 | 105 | 86 | 19 | 1 | 3 | 6 | -1 | 0 | 0 |
| Other income | 246 | 337 | 459 | 143 | 188 | 276 | 127 | 194 | 128 | -23 | -46 | 54 |
| Total underlying income | 4,626 | 4,646 | 4,665 | 3,183 | 3,188 | 3,174 | 1,359 | 1,413 | 1,311 | 84 | 44 | 180 |
| Expenses excl. regulatory costs | 2,334 | 2,216 | 2,354 | 1,629 | 1,533 | 1,600 | 657 | 631 | 655 | 49 | 52 | 98 |
| Regulatory costs ¹⁾ | 106 | 91 | 97 | 94 | 86 | 89 | 11 | 10 | 11 | 1 | -5 | -2 |
| Underlying operating expenses | 2,440 | 2,307 | 2,451 | 1,723 | 1,619 | 1,689 | 668 | 641 | 666 | 49 | 47 | 96 |
| Gross result | 2,187 | 2,339 | 2,214 | 1,460 | 1,569 | 1,485 | 692 | 772 | 644 | 35 | -3 | 84 |
| Addition to loan loss provisions | 276 | 215 | 209 | 160 | 107 | 118 | 116 | 107 | 91 | -0 | 0 | 0 |
| Underlying result before tax | 1,911 | 2,124 | 2,005 | 1,301 | 1,462 | 1,367 | 576 | 665 | 553 | 35 | -3 | 84 |
| Taxation | 543 | 582 | 540 | 345 | 382 | 400 | 164 | 168 | 61 | 34 | 32 | 79 |
| Non-controlling interests | 23 | 28 | 26 | 22 | 24 | 22 | 1 | 4 | 5 | -0 | -0 | -0 |
| Underlying net result | 1,344 | 1,515 | 1,438 | 933 | 1,056 | 946 | 410 | 494 | 487 | 1 | -35 | 5 |
| Special items after tax | - | -775 | - | - | - | - | - | - | - | - | -775 | - |
| Net result Banking | 1,344 | 740 | 1,438 | 933 | 1,056 | 946 | 410 | 494 | 487 | 1 | -810 | 5 |
| Net result Insurance Other | - | 36 | - | - | - | - | - | - | - | - | - | - |
| Net result ING Group | 1,344 | 776 | 1,438 | | | | | | | | | |
| Key figures²⁾ | | | | | | | | | | | | |
| Interest margin | 1.54% | 1.52% | 1.52% | | | | | | | | | |
| Cost/income ratio | 52.7% | 49.7% | 52.5% | 54.1% | 50.8% | 53.2% | 49.1% | 45.4% | 50.8% | n.a. | n.a. | n.a. |
| Return on equity based on IFRS-EU equity | 10.5% | 12.7% | 11.4% | | | | | | | | | |
| Return on equity based on 13.5% CET1 ³⁾ | 12.7% | 14.4% | 13.8% | 16.6% | 19.5% | 17.4% | 8.4% | 9.8% | 9.9% | 1.0% | -39.1% | 4.6% |
| Risk costs in bps of average customer lending | 18 | 14 | 14 | 15 | 10 | 11 | 25 | 24 | 20 | n.a. | n.a. | n.a. |
| Risk costs in bps of average RWA | 35 | 27 | 27 | 38 | 26 | 29 | 32 | 28 | 25 | -1 | 1 | 1 |
| Risk-weighted assets (end of period) | 319,683 | 316,313 | 318,253 | 171,506 | 162,373 | 169,096 | 145,419 | 151,253 | 146,046 | 2,758 | 2,688 | 3,111 |
| Employees (internal FTEs, end of period) | 53,981 | 52,519 | 53,525 | 40,470 | 39,813 | 40,245 | 13,509 | 12,702 | 13,277 | 2 | 3 | 2 |
| Four-quarter rolling average key figures | | | | | | | | | | | | |
| Interest margin | 1.54% | 1.53% | 1.54% | | | | | | | | | |
| Cost/income ratio | 55.8% | 55.5% | 55.0% | 56.8% | 56.1% | 55.9% | 53.8% | 50.5% | 52.8% | n.a. | n.a. | n.a. |
| Return on equity based on IFRS-EU equity | 10.3% | 10.7% | 10.8% | | | | | | | | | |
| Return on equity based on 13.5% CET1 ³⁾ | 12.3% | 12.4% | 12.7% | 15.6% | 16.7% | 16.3% | 8.2% | 9.1% | 8.6% | 33.6% | -61.1% | 25.1% |

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

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.2 Profit or loss: 3Q2019 Segment split

| Profit or loss 3Q2019 | | | | | | | | | | | | |
|--|--------------|--------------|----------------|------------|-------------------------------------|------------|-------------------|-------------------------|------------|-------------------|------------------|----------------|
| In € million | Total | Retail | Retail Benelux | | Retail Challengers & Growth Markets | | Wholesale Banking | Daily Banking & Lending | | Financial Markets | Treasury & Other | Corporate Line |
| | | Banking | Netherlands | Belgium | Germany | Other | | Trade Finance | | | | |
| Balance sheet related interest | 3,529 | 2,578 | 900 | 508 | 399 | 770 | 1,012 | 646 | 195 | 125 | 47 | -61 |
| Capital charge on book equity | - | -73 | 2 | -15 | 7 | -68 | -55 | -0 | 1 | -29 | -26 | 128 |
| Interest benefit on total capital | - | -22 | -7 | -5 | -4 | -6 | -20 | -12 | -3 | -2 | -1 | 42 |
| Net interest income | 3,529 | 2,483 | 895 | 488 | 403 | 697 | 938 | 633 | 192 | 94 | 19 | 108 |
| Net fee and commission income | 747 | 454 | 178 | 96 | 74 | 106 | 294 | 121 | 126 | 46 | 1 | 0 |
| Investment income | 99 | 101 | 1 | 5 | -0 | 95 | -1 | 0 | 1 | 0 | -2 | -1 |
| Realised gains and fair value changes on investments | 5 | 3 | -0 | -2 | 4 | 2 | 2 | - | - | 1 | 1 | - |
| Total investment income | 104 | 105 | 1 | 2 | 4 | 97 | 1 | 0 | 1 | 1 | -0 | -1 |
| Valuation result and net trading income | 175 | 111 | 34 | 19 | 24 | 34 | 109 | -12 | 19 | 95 | 7 | -45 |
| Other income | 71 | 32 | 3 | 12 | 4 | 13 | 18 | 1 | -2 | -3 | 22 | 22 |
| Total other income | 246 | 143 | 37 | 31 | 28 | 47 | 127 | -11 | 17 | 92 | 29 | -23 |
| Total underlying income | 4,626 | 3,183 | 1,110 | 617 | 509 | 947 | 1,359 | 744 | 335 | 232 | 49 | 84 |
| Expenses excl. regulatory costs | 2,334 | 1,629 | 508 | 367 | 234 | 519 | 657 | 219 | 169 | 198 | 70 | 49 |
| Regulatory costs ¹⁾ | 106 | 94 | 24 | -2 | 15 | 56 | 11 | -0 | 3 | 1 | 7 | 1 |
| Underlying operating expenses | 2,440 | 1,723 | 532 | 366 | 249 | 576 | 668 | 219 | 172 | 199 | 78 | 49 |
| Gross result | 2,187 | 1,460 | 578 | 252 | 260 | 371 | 692 | 525 | 163 | 33 | -29 | 35 |
| Addition to loan loss provisions | 276 | 160 | 43 | 44 | -7 | 80 | 116 | 129 | -5 | -0 | -8 | -0 |
| Underlying result before tax | 1,911 | 1,301 | 535 | 207 | 268 | 291 | 576 | 396 | 167 | 33 | -21 | 35 |
| Taxation | 543 | 345 | 139 | 60 | 86 | 61 | 164 | 116 | 41 | 12 | -5 | 34 |
| Non-controlling interests | 23 | 22 | -0 | 0 | 1 | 21 | 1 | -0 | 1 | 1 | -1 | -0 |
| Underlying net result | 1,344 | 933 | 396 | 147 | 181 | 209 | 410 | 280 | 125 | 20 | -15 | 1 |
| Special items after tax | - | - | - | - | - | - | - | - | - | - | - | - |
| Net result Banking | 1,344 | 933 | 396 | 147 | 181 | 209 | 410 | 280 | 125 | 20 | -15 | 1 |
| Net result Insurance Other | - | - | - | - | - | - | - | - | - | - | - | - |
| Net result ING Group | 1,344 | - | - | - | - | - | - | - | - | - | - | - |
| Key figures²⁾ | | | | | | | | | | | | |
| Interest margin | 1.54% | | | | | | | | | | | |
| Cost/income ratio | 52.7% | 54.1% | 47.9% | 59.2% | 49.0% | 60.8% | 49.1% | 29.5% | 51.4% | 85.7% | 159.6% | n.a. |
| Return on equity based on IFRS-EU equity | 10.5% | | | | | | | | | | | |
| Return on equity based on 13.5% CET1 ³⁾ | 12.7% | 16.6% | 22.0% | 10.8% | 20.3% | 13.7% | 8.4% | 8.9% | 15.4% | 3.3% | -5.0% | 1.0% |
| Risk costs in bps of average customer lending | 18 | 15 | 11 | 20 | -3 | 34 | 25 | 36 | -5 | -0 | -58 | n.a. |
| Risk costs in bps of average RWA | 35 | 38 | 32 | 44 | -11 | 64 | 32 | 55 | -8 | -0 | -33 | -1 |
| Risk-weighted assets (end of period) | 319,683 | 171,506 | 54,120 | 40,516 | 26,476 | 50,394 | 145,419 | 93,424 | 23,396 | 19,351 | 9,249 | 2,758 |
| Employees (internal FTEs, end of period) | 53,981 | 40,470 | 9,424 | 8,047 | 4,933 | 18,066 | 13,509 | | | | | 2 |
| Four-quarter rolling average key figures | | | | | | | | | | | | |
| Interest margin | 1.54% | | | | | | | | | | | |
| Cost/income ratio | 55.8% | 56.8% | 49.2% | 65.2% | 53.6% | 62.5% | 53.8% | 30.9% | 51.9% | 112.2% | 480.1% | n.a. |
| Return on equity based on IFRS-EU equity | 10.3% | | | | | | | | | | | |
| Return on equity based on 13.5% CET1 ³⁾ | 12.3% | 15.6% | 24.1% | 9.1% | 19.3% | 10.3% | 8.2% | 10.3% | 14.0% | -2.9% | -5.2% | 33.6% |

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

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.3 Profit or loss: Quarterly overview

| Profit or loss | | | | | | | | | | |
|--|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|---------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Interest income | | 7,330 | 7,186 | 7,189 | 7,312 | 6,978 | 6,854 | 6,621 | 21,705 | 20,453 |
| Minus: interest expense | | 3,801 | 3,716 | 3,706 | 3,741 | 3,478 | 3,413 | 3,217 | 11,224 | 10,109 |
| Net interest income | | 3,529 | 3,470 | 3,483 | 3,571 | 3,500 | 3,441 | 3,404 | 10,481 | 10,345 |
| Net fee and commission income | | 747 | 711 | 675 | 704 | 720 | 717 | 661 | 2,133 | 2,098 |
| Investment income | | 99 | 3 | 122 | -121 | 92 | 9 | 2 | 224 | 103 |
| Realised gains and fair value changes on investments | | 5 | 22 | 28 | -11 | -3 | 29 | 63 | 55 | 89 |
| Total investment income | | 104 | 25 | 150 | -132 | 89 | 38 | 65 | 279 | 192 |
| Valuation result and net trading income | | 175 | 330 | 218 | 287 | 281 | 210 | 253 | 723 | 744 |
| Other income | | 71 | 129 | 50 | 71 | 56 | 77 | 74 | 250 | 207 |
| Total other income | | 246 | 459 | 268 | 358 | 337 | 287 | 327 | 973 | 951 |
| Total underlying income | | 4,626 | 4,665 | 4,576 | 4,501 | 4,646 | 4,484 | 4,457 | 13,867 | 13,586 |
| Staff expenses | | 1,462 | 1,437 | 1,374 | 1,351 | 1,346 | 1,384 | 1,340 | 4,273 | 4,069 |
| Regulatory costs ¹⁾ | | 106 | 97 | 515 | 266 | 91 | 98 | 493 | 718 | 682 |
| Other expenses | | 872 | 917 | 898 | 952 | 870 | 865 | 853 | 2,687 | 2,588 |
| Operating expenses | | 2,440 | 2,451 | 2,787 | 2,568 | 2,307 | 2,347 | 2,686 | 7,678 | 7,339 |
| Gross result | | 2,187 | 2,214 | 1,789 | 1,933 | 2,339 | 2,137 | 1,771 | 6,190 | 6,247 |
| Addition to loan loss provisions | | 276 | 209 | 207 | 242 | 215 | 115 | 85 | 692 | 415 |
| Underlying result before tax | | 1,911 | 2,005 | 1,582 | 1,692 | 2,124 | 2,022 | 1,686 | 5,497 | 5,833 |
| Taxation | | 543 | 540 | 443 | 425 | 582 | 557 | 464 | 1,526 | 1,603 |
| Non-controlling interests | | 23 | 26 | 21 | 29 | 28 | 22 | 29 | 70 | 79 |
| Underlying net result | | 1,344 | 1,438 | 1,119 | 1,238 | 1,515 | 1,443 | 1,192 | 3,901 | 4,151 |
| Special items after tax | | - | - | - | - | -775 | - | - | - | -775 |
| Net result Banking | | 1,344 | 1,438 | 1,119 | 1,238 | 740 | 1,443 | 1,192 | 3,901 | 3,376 |
| Net result Insurance Other | | - | - | - | 35 | 36 | -14 | 33 | - | 55 |
| Net result ING Group | | 1,344 | 1,438 | 1,119 | 1,273 | 776 | 1,429 | 1,225 | 3,901 | 3,431 |
| Key figures²⁾ | | | | | | | | | | |
| Interest margin | | 1.54% | 1.52% | 1.55% | 1.56% | 1.52% | 1.51% | 1.52% | 1.54% | 1.51% |
| Cost/income ratio | | 52.7% | 52.5% | 60.9% | 57.1% | 49.7% | 52.3% | 60.3% | 55.4% | 54.0% |
| Return on equity based on IFRS-EU equity | | 10.5% | 11.4% | 9.0% | 10.2% | 12.7% | 12.0% | 10.0% | 10.3% | 11.6% |
| Return on equity based on 13.5% CET1 ³⁾ | | 12.7% | 13.8% | 10.8% | 11.9% | 14.4% | 13.8% | 11.6% | 12.4% | 13.3% |
| Risk costs in bps of average customer lending | | 18 | 14 | 14 | 16 | 14 | 8 | 6 | 15 | 9 |
| Risk costs in bps of average RWA | | 35 | 27 | 26 | 31 | 27 | 15 | 11 | 29 | 18 |
| Risk-weighted assets (end of period) | | 319,683 | 318,253 | 311,884 | 314,149 | 316,313 | 318,729 | 312,434 | 319,683 | 316,313 |
| Employees (internal FTEs, end of period) | | 53,981 | 53,525 | 52,658 | 52,855 | 52,519 | 52,189 | 51,752 | 53,981 | 52,519 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| interest margin | | 1.54% | 1.54% | 1.54% | 1.53% | 1.53% | 1.54% | 1.54% | | |
| Cost/income ratio | | 55.8% | 55.0% | 55.0% | 54.8% | 55.5% | 56.1% | 55.7% | | |
| Return on equity based on IFRS-EU equity | | 10.3% | 10.8% | 11.0% | 11.2% | 10.7% | 10.4% | 10.3% | | |
| Return on equity based on 13.5% CET1 ³⁾ | | 12.3% | 12.7% | 12.7% | 12.9% | 12.4% | 12.1% | 12.1% | | |

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

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.4 Profit or loss: Retail Banking

| Profit or loss Retail Banking | | | | | | | | | | |
|--|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Balance sheet related interest | | 2,578 | 2,543 | 2,520 | 2,493 | 2,498 | 2,459 | 2,444 | 7,640 | 7,401 |
| Capital charge on book equity | | -73 | -84 | -87 | -1 | -2 | -2 | -1 | -244 | -4 |
| Interest benefit on total capital | | -22 | -20 | -3 | 1 | 3 | 22 | 25 | -45 | 50 |
| Net interest income | | 2,483 | 2,440 | 2,429 | 2,493 | 2,499 | 2,479 | 2,468 | 7,352 | 7,446 |
| Net fee and commission income | | 454 | 438 | 415 | 409 | 415 | 430 | 401 | 1,307 | 1,246 |
| Investment income | | 101 | 1 | 0 | 1 | 85 | 3 | -1 | 102 | 87 |
| Realised gains and fair value changes on investments | | 3 | 18 | 23 | -8 | 2 | 20 | 41 | 45 | 63 |
| Total investment income | | 105 | 19 | 23 | -7 | 86 | 23 | 40 | 147 | 150 |
| Valuation result and net trading income | | 111 | 221 | 136 | 73 | 157 | 79 | 128 | 468 | 364 |
| Other income | | 32 | 55 | 33 | 91 | 31 | 52 | 55 | 120 | 138 |
| Total other income | | 143 | 276 | 169 | 165 | 188 | 131 | 183 | 588 | 502 |
| Total underlying income | | 3,183 | 3,174 | 3,036 | 3,059 | 3,188 | 3,064 | 3,093 | 9,394 | 9,345 |
| Expenses excl. regulatory costs | | 1,629 | 1,600 | 1,537 | 1,591 | 1,533 | 1,535 | 1,531 | 4,766 | 4,600 |
| Regulatory costs | | 94 | 89 | 383 | 146 | 86 | 85 | 382 | 566 | 552 |
| Underlying operating expenses | | 1,723 | 1,689 | 1,920 | 1,738 | 1,619 | 1,620 | 1,914 | 5,332 | 5,152 |
| Gross result | | 1,460 | 1,485 | 1,116 | 1,322 | 1,569 | 1,444 | 1,179 | 4,062 | 4,193 |
| Addition to loan loss provisions | | 160 | 118 | 136 | 193 | 107 | 52 | 96 | 414 | 254 |
| Underlying result before tax | | 1,301 | 1,367 | 980 | 1,129 | 1,462 | 1,393 | 1,084 | 3,648 | 3,938 |
| Taxation | | 345 | 400 | 262 | 307 | 382 | 377 | 283 | 1,007 | 1,041 |
| Non-controlling interests | | 22 | 22 | 17 | 21 | 24 | 19 | 25 | 61 | 68 |
| Underlying net result | | 933 | 946 | 701 | 801 | 1,056 | 997 | 776 | 2,580 | 2,829 |
| Special items after tax | | - | - | - | - | - | - | - | - | - |
| Net result | | 933 | 946 | 701 | 801 | 1,056 | 997 | 776 | 2,580 | 2,829 |
| Key figures¹⁾ | | | | | | | | | | |
| Cost/income ratio | | 54.1% | 53.2% | 63.2% | 56.8% | 50.8% | 52.9% | 61.9% | 56.8% | 55.1% |
| Return on equity based on 13.5% CET1 ²⁾ | | 16.6% | 17.4% | 13.2% | 15.1% | 19.5% | 18.2% | 14.6% | 15.8% | 17.5% |
| Risk costs in bps of average customer lending | | 15 | 11 | 13 | 18 | 10 | 5 | 9 | 13 | 8 |
| Risk costs in bps of average RWA | | 38 | 29 | 34 | 48 | 26 | 13 | 24 | 33 | 21 |
| Risk-weighted assets (end of period) | | 171,506 | 169,096 | 160,374 | 161,299 | 162,373 | 166,004 | 163,724 | 171,506 | 162,373 |
| Employees (internal FTEs, end of period) | | 40,470 | 40,245 | 39,720 | 39,952 | 39,813 | 39,716 | 39,901 | 40,470 | 39,813 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 56.8% | 55.9% | 55.8% | 55.5% | 56.1% | 56.3% | 56.0% | | |
| Return on equity based on 13.5% CET1 ²⁾ | | 15.6% | 16.3% | 16.5% | 16.9% | 16.7% | 16.6% | 16.6% | | |

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.5 Profit or loss: Retail Banking Benelux

| Profit or loss Retail Banking Benelux | | | | | | | | | | |
|--|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Balance sheet related interest | | 1,408 | 1,382 | 1,375 | 1,386 | 1,405 | 1,388 | 1,363 | 4,165 | 4,156 |
| Capital charge on book equity | | -13 | -22 | -23 | 2 | 2 | 1 | 2 | -57 | 5 |
| Interest benefit on total capital | | -13 | -11 | -2 | 0 | 2 | 13 | 15 | -26 | 29 |
| Net interest income | | 1,383 | 1,349 | 1,350 | 1,389 | 1,408 | 1,402 | 1,379 | 4,082 | 4,189 |
| Net fee and commission income | | 274 | 262 | 256 | 249 | 259 | 274 | 252 | 791 | 785 |
| Investment income | | 6 | -1 | 0 | 2 | 2 | 2 | -1 | 5 | 3 |
| Realised gains and fair value changes on investments | | -3 | 11 | 8 | -4 | -7 | 10 | 45 | 16 | 48 |
| Total investment income | | 3 | 10 | 8 | -2 | -5 | 12 | 45 | 21 | 51 |
| Valuation result and net trading income | | 53 | 168 | 76 | 54 | 107 | 75 | 111 | 297 | 292 |
| Other income | | 15 | 25 | 16 | 31 | 13 | 37 | 28 | 55 | 77 |
| Total other income | | 67 | 193 | 92 | 85 | 119 | 112 | 138 | 352 | 370 |
| Total underlying income | | 1,727 | 1,814 | 1,705 | 1,722 | 1,781 | 1,800 | 1,814 | 5,246 | 5,394 |
| Expenses excl. regulatory costs | | 876 | 859 | 824 | 887 | 847 | 852 | 859 | 2,559 | 2,558 |
| Regulatory costs | | 22 | 23 | 262 | 68 | 21 | 19 | 278 | 307 | 317 |
| Underlying operating expenses | | 898 | 882 | 1,086 | 955 | 868 | 871 | 1,136 | 2,866 | 2,875 |
| Gross result | | 829 | 932 | 619 | 767 | 913 | 928 | 678 | 2,380 | 2,519 |
| Addition to loan loss provisions | | 87 | 38 | 52 | 85 | 25 | -20 | 34 | 177 | 38 |
| Underlying result before tax | | 742 | 894 | 567 | 682 | 888 | 949 | 644 | 2,203 | 2,481 |
| Taxation | | 199 | 255 | 131 | 186 | 231 | 245 | 162 | 585 | 638 |
| Non-controlling interests | | -0 | 0 | 0 | 0 | -0 | 0 | 6 | 0 | 6 |
| Underlying net result | | 543 | 638 | 435 | 496 | 657 | 703 | 476 | 1,617 | 1,837 |
| Special items after tax | | - | - | - | - | - | - | - | - | - |
| Net result | | 543 | 638 | 435 | 496 | 657 | 703 | 476 | 1,617 | 1,837 |
| Key figures¹⁾ | | | | | | | | | | |
| Cost/income ratio | | 52.0% | 48.6% | 63.7% | 55.4% | 48.7% | 48.4% | 62.6% | 54.6% | 53.3% |
| Return on equity based on 13.5% CET1 ²⁾ | | 17.2% | 21.0% | 14.8% | 16.8% | 21.8% | 23.2% | 16.2% | 17.7% | 20.4% |
| Risk costs in bps of average customer lending | | 14 | 6 | 8 | 14 | 4 | -3 | 6 | 9 | 2 |
| Risk costs in bps of average RWA | | 37 | 17 | 24 | 39 | 11 | -9 | 15 | 26 | 6 |
| Risk-weighted assets (end of period) | | 94,636 | 93,013 | 87,072 | 87,131 | 87,933 | 90,599 | 89,088 | 94,636 | 87,933 |
| Employees (internal FTEs, end of period) | | 17,471 | 17,381 | 17,225 | 17,056 | 16,993 | 17,005 | 17,265 | 17,471 | 16,993 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 54.8% | 54.0% | 53.9% | 53.8% | 53.8% | 53.3% | 53.2% | | |
| Return on equity based on 13.5% CET1 ²⁾ | | 17.5% | 18.6% | 19.2% | 19.5% | 19.6% | 20.0% | 19.9% | | |

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.6 Profit or loss: Retail Banking Netherlands

| Profit or loss Retail Banking Netherlands | | | | | | | | | | |
|--|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Balance sheet related interest | | 900 | 876 | 873 | 922 | 938 | 942 | 922 | 2,649 | 2,803 |
| Capital charge on book equity | | 2 | -3 | 1 | 2 | 2 | 1 | 1 | 0 | 5 |
| Interest benefit on total capital | | -7 | -6 | -1 | 0 | 1 | 7 | 9 | -14 | 17 |
| Net interest income | | 895 | 866 | 874 | 924 | 941 | 951 | 932 | 2,635 | 2,824 |
| Net fee and commission income | | 178 | 164 | 166 | 169 | 170 | 168 | 158 | 507 | 495 |
| Investment income | | 1 | 0 | - | 0 | 1 | 0 | - | 2 | 1 |
| Realised gains and fair value changes on investments | | -0 | 6 | 1 | -2 | -7 | 10 | 23 | 7 | 26 |
| Total investment income | | 1 | 6 | 1 | -2 | -6 | 10 | 23 | 9 | 27 |
| Valuation result and net trading income | | 34 | 103 | 54 | 42 | 87 | 57 | 78 | 190 | 221 |
| Other income | | 3 | 19 | 7 | 11 | 9 | 12 | 13 | 29 | 35 |
| Total other income | | 37 | 122 | 61 | 54 | 96 | 69 | 91 | 219 | 256 |
| Total underlying income | | 1,110 | 1,158 | 1,102 | 1,145 | 1,201 | 1,197 | 1,204 | 3,370 | 3,602 |
| Expenses excl. regulatory costs | | 508 | 509 | 486 | 536 | 499 | 490 | 497 | 1,503 | 1,486 |
| Regulatory costs | | 24 | 28 | 72 | 59 | 21 | 21 | 96 | 124 | 138 |
| Underlying operating expenses | | 532 | 537 | 558 | 595 | 521 | 511 | 593 | 1,627 | 1,625 |
| Gross result | | 578 | 621 | 544 | 550 | 681 | 686 | 611 | 1,742 | 1,977 |
| Addition to loan loss provisions | | 43 | 22 | 11 | 45 | -21 | -52 | -13 | 76 | -86 |
| Underlying result before tax | | 535 | 599 | 533 | 505 | 702 | 738 | 623 | 1,667 | 2,063 |
| Taxation | | 139 | 157 | 130 | 123 | 167 | 186 | 150 | 426 | 503 |
| Non-controlling interests | | -0 | 0 | 0 | 0 | -0 | - | - | - | -0 |
| Underlying net result | | 396 | 442 | 403 | 382 | 534 | 552 | 474 | 1,241 | 1,560 |
| Special items after tax | | - | - | - | - | - | - | - | - | - |
| Net result | | 396 | 442 | 403 | 382 | 534 | 552 | 474 | 1,241 | 1,560 |
| Key figures¹⁾ | | | | | | | | | | |
| Cost/income ratio | | 47.9% | 46.4% | 50.6% | 51.9% | 43.3% | 42.7% | 49.3% | 48.3% | 45.1% |
| Return on equity based on 13.5% CET1 ²⁾ | | 22.0% | 26.3% | 25.0% | 23.1% | 31.1% | 31.2% | 26.7% | 24.4% | 29.6% |
| Risk costs in bps of average customer lending | | 11 | 5 | 3 | 11 | -5 | -13 | -3 | 6 | -7 |
| Risk costs in bps of average RWA | | 32 | 18 | 9 | 37 | -16 | -40 | -10 | 20 | -22 |
| Risk-weighted assets (end of period) | | 54,120 | 52,308 | 47,386 | 48,041 | 49,787 | 52,123 | 52,898 | 54,120 | 49,787 |
| Employees (internal FTEs, end of period) | | 9,424 | 9,289 | 9,137 | 9,030 | 8,913 | 8,789 | 8,925 | 9,424 | 8,913 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 49.2% | 48.0% | 47.0% | 46.8% | 46.9% | 46.2% | 47.2% | | |
| Return on equity based on 13.5% CET1 ²⁾ | | 24.1% | 26.4% | 27.7% | 28.1% | 28.0% | 27.9% | 26.8% | | |

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.7 Profit or loss: Retail Banking Belgium

| Profit or loss Retail Banking Belgium ¹⁾ | | | | | | | | | | |
|--|--------|------------|------------|------------|------------|------------|------------|------------|--------------|--------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Balance sheet related interest | | 508 | 506 | 501 | 465 | 466 | 446 | 440 | 1,516 | 1,353 |
| Capital charge on book equity | | -15 | -18 | -24 | 0 | 0 | 0 | 0 | -58 | 0 |
| Interest benefit on total capital | | -5 | -5 | -1 | 0 | 1 | 5 | 6 | -11 | 12 |
| Net interest income | | 488 | 483 | 476 | 465 | 467 | 451 | 446 | 1,447 | 1,365 |
| Net fee and commission income | | 96 | 98 | 90 | 81 | 89 | 106 | 95 | 285 | 290 |
| Investment income | | 5 | -2 | 0 | 2 | 0 | 2 | -1 | 3 | 1 |
| Realised gains and fair value changes on investments | | -2 | 5 | 6 | -2 | -0 | 0 | 22 | 9 | 23 |
| Total investment income | | 2 | 3 | 6 | 0 | 0 | 2 | 22 | 12 | 24 |
| Valuation result and net trading income | | 19 | 66 | 22 | 12 | 20 | 18 | 33 | 107 | 71 |
| Other income | | 12 | 6 | 8 | 20 | 3 | 25 | 14 | 26 | 43 |
| Total other income | | 31 | 72 | 31 | 32 | 23 | 43 | 47 | 133 | 114 |
| Total underlying income | | 617 | 656 | 603 | 577 | 580 | 603 | 610 | 1,876 | 1,792 |
| Expenses excl. regulatory costs | | 367 | 350 | 338 | 351 | 348 | 362 | 362 | 1,056 | 1,072 |
| Regulatory costs | | -2 | -5 | 190 | 9 | -1 | -2 | 181 | 183 | 179 |
| Underlying operating expenses | | 366 | 345 | 528 | 360 | 347 | 360 | 543 | 1,239 | 1,250 |
| Gross result | | 252 | 311 | 75 | 217 | 233 | 242 | 67 | 638 | 542 |
| Addition to loan loss provisions | | 44 | 16 | 42 | 40 | 46 | 32 | 47 | 102 | 124 |
| Underlying result before tax | | 207 | 295 | 33 | 177 | 187 | 211 | 21 | 536 | 418 |
| Taxation | | 60 | 99 | 1 | 63 | 64 | 60 | 12 | 160 | 135 |
| Non-controlling interests | | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 6 |
| Underlying net result | | 147 | 197 | 32 | 114 | 123 | 151 | 3 | 376 | 276 |
| Special items after tax | | - | - | - | - | - | - | - | - | - |
| Net result | | 147 | 197 | 32 | 114 | 123 | 151 | 3 | 376 | 276 |
| Key figures²⁾ | | | | | | | | | | |
| Cost/income ratio | | 59.2% | 52.6% | 87.6% | 62.4% | 59.9% | 59.8% | 89.0% | 66.0% | 69.8% |
| Return on equity based on 13.5% CET1 ³⁾ | | 10.8% | 14.5% | 2.4% | 8.7% | 9.5% | 12.0% | 0.7% | 9.3% | 7.5% |
| Risk costs in bps of average customer lending | | 20 | 7 | 19 | 19 | 21 | 15 | 23 | 15 | 20 |
| Risk costs in bps of average RWA | | 44 | 16 | 42 | 42 | 48 | 34 | 52 | 34 | 45 |
| Risk-weighted assets (end of period) | | 40,516 | 40,705 | 39,686 | 39,091 | 38,147 | 38,476 | 36,190 | 40,516 | 38,147 |
| Employees (internal FTEs, end of period) | | 8,047 | 8,092 | 8,088 | 8,026 | 8,080 | 8,216 | 8,340 | 8,047 | 8,080 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 65.2% | 65.4% | 67.5% | 68.0% | 67.7% | 67.6% | 65.2% | | |
| Return on equity based on 13.5% CET1 ³⁾ | | 9.1% | 8.8% | 8.1% | 7.8% | 7.8% | 8.2% | 9.5% | | |

¹⁾ Including ING Luxembourg.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

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

| Profit or loss Retail Banking Challengers & Growth Markets | | | | | | | | | | |
|--|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Balance sheet related interest | | 1,170 | 1,161 | 1,145 | 1,107 | 1,093 | 1,071 | 1,081 | 3,476 | 3,245 |
| Capital charge on book equity | | -60 | -62 | -64 | -4 | -4 | -3 | -2 | -187 | -9 |
| Interest benefit on total capital | | -9 | -8 | -1 | 0 | 1 | 9 | 11 | -19 | 21 |
| Net interest income | | 1,100 | 1,091 | 1,079 | 1,104 | 1,091 | 1,077 | 1,090 | 3,270 | 3,257 |
| Net fee and commission income | | 180 | 176 | 159 | 159 | 156 | 157 | 149 | 515 | 461 |
| Investment income | | 95 | 2 | -0 | -0 | 83 | 2 | -0 | 97 | 85 |
| Realised gains and fair value changes on investments | | 6 | 7 | 15 | -5 | 9 | 10 | -5 | 29 | 14 |
| Total investment income | | 101 | 10 | 15 | -5 | 92 | 12 | -5 | 126 | 99 |
| Valuation result and net trading income | | 58 | 53 | 60 | 19 | 51 | 4 | 17 | 171 | 72 |
| Other income | | 17 | 30 | 17 | 60 | 18 | 15 | 28 | 65 | 61 |
| Total other income | | 75 | 83 | 78 | 79 | 69 | 19 | 45 | 236 | 133 |
| Total underlying income | | 1,456 | 1,360 | 1,331 | 1,337 | 1,407 | 1,264 | 1,279 | 4,148 | 3,950 |
| Expenses excl. regulatory costs | | 753 | 741 | 713 | 704 | 686 | 682 | 673 | 2,207 | 2,042 |
| Regulatory costs | | 72 | 66 | 121 | 78 | 65 | 66 | 105 | 258 | 235 |
| Underlying operating expenses | | 825 | 806 | 834 | 783 | 751 | 748 | 777 | 2,466 | 2,277 |
| Gross result | | 631 | 554 | 497 | 554 | 656 | 516 | 501 | 1,682 | 1,673 |
| Addition to loan loss provisions | | 73 | 80 | 84 | 107 | 82 | 72 | 62 | 236 | 216 |
| Underlying result before tax | | 559 | 473 | 414 | 447 | 574 | 444 | 440 | 1,446 | 1,457 |
| Taxation | | 147 | 145 | 131 | 120 | 150 | 132 | 121 | 422 | 403 |
| Non-controlling interests | | 22 | 22 | 17 | 21 | 24 | 18 | 19 | 61 | 62 |
| Underlying net result | | 390 | 307 | 266 | 305 | 399 | 294 | 300 | 962 | 992 |
| Special items after tax | | - | - | - | - | - | - | - | - | - |
| Net result | | 390 | 307 | 266 | 305 | 399 | 294 | 300 | 962 | 992 |
| Key figures¹⁾ | | | | | | | | | | |
| Cost/income ratio | | 56.7% | 59.3% | 62.6% | 58.5% | 53.4% | 59.2% | 60.8% | 59.4% | 57.6% |
| Return on equity based on 13.5% CET1 ²⁾ | | 16.0% | 13.0% | 11.4% | 13.0% | 16.7% | 12.3% | 12.7% | 13.5% | 13.9% |
| Risk costs in bps of average customer lending | | 16 | 18 | 19 | 25 | 19 | 17 | 15 | 18 | 17 |
| Risk costs in bps of average RWA | | 38 | 43 | 45 | 58 | 44 | 38 | 33 | 42 | 38 |
| Risk-weighted assets (end of period) | | 76,869 | 76,083 | 73,302 | 74,168 | 74,439 | 75,405 | 74,636 | 76,869 | 74,439 |
| Employees (internal FTEs, end of period) | | 22,999 | 22,864 | 22,496 | 22,896 | 22,820 | 22,710 | 22,636 | 22,999 | 22,820 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 59.2% | 58.4% | 58.4% | 57.9% | 59.2% | 60.7% | 60.0% | | |
| Return on equity based on 13.5% CET1 ²⁾ | | 13.4% | 13.6% | 13.4% | 13.7% | 13.2% | 12.6% | 12.8% | | |

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.9 Profit or loss: Retail Banking Germany

| Profit or loss Retail Banking Germany ¹⁾ | | | | | | | | | | |
|--|--------|------------|------------|------------|------------|------------|------------|------------|--------------|--------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Balance sheet related interest | | 399 | 400 | 383 | 386 | 408 | 422 | 408 | 1,182 | 1,238 |
| Capital charge on book equity | | 7 | 8 | 8 | 10 | 10 | 10 | 9 | 24 | 29 |
| Interest benefit on total capital | | -4 | -3 | -0 | 0 | 0 | 4 | 4 | -7 | 8 |
| Net interest income | | 403 | 405 | 391 | 396 | 418 | 435 | 422 | 1,199 | 1,275 |
| Net fee and commission income | | 74 | 68 | 55 | 71 | 61 | 48 | 46 | 198 | 154 |
| Investment income | | -0 | 1 | -0 | -0 | -0 | 0 | -0 | 0 | -0 |
| Realised gains and fair value changes on investments | | 4 | 5 | 11 | -3 | -1 | 6 | 0 | 20 | 4 |
| Total investment income | | 4 | 6 | 11 | -3 | -2 | 6 | 0 | 21 | 4 |
| Valuation result and net trading income | | 24 | 25 | 37 | 23 | 44 | -10 | 9 | 87 | 43 |
| Other income | | 4 | 3 | 3 | 1 | 4 | 2 | 3 | 11 | 9 |
| Total other income | | 28 | 28 | 41 | 24 | 47 | -8 | 12 | 97 | 51 |
| Total underlying income | | 509 | 507 | 498 | 487 | 525 | 481 | 479 | 1,514 | 1,485 |
| Expenses excl. regulatory costs | | 234 | 267 | 243 | 227 | 240 | 230 | 224 | 745 | 694 |
| Regulatory costs | | 15 | 16 | 52 | 17 | 19 | 19 | 51 | 84 | 89 |
| Underlying operating expenses | | 249 | 283 | 296 | 244 | 259 | 249 | 275 | 828 | 783 |
| Gross result | | 260 | 223 | 203 | 244 | 266 | 232 | 204 | 686 | 701 |
| Addition to loan loss provisions | | -7 | -25 | 2 | -45 | 5 | 3 | 9 | -30 | 18 |
| Underlying result before tax | | 268 | 248 | 201 | 289 | 260 | 228 | 195 | 716 | 684 |
| Taxation | | 86 | 81 | 71 | 94 | 93 | 75 | 62 | 238 | 230 |
| Non-controlling interests | | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 2 | 2 |
| Underlying net result | | 181 | 166 | 129 | 194 | 166 | 153 | 132 | 476 | 451 |
| Special items after tax | | - | - | - | - | - | - | - | - | - |
| Net result | | 181 | 166 | 129 | 194 | 166 | 153 | 132 | 476 | 451 |
| Key figures²⁾ | | | | | | | | | | |
| Cost/income ratio | | 49.0% | 55.9% | 59.3% | 50.0% | 49.3% | 51.8% | 57.4% | 54.7% | 52.8% |
| Return on equity based on 13.5% CET1 ³⁾ | | 20.3% | 19.0% | 15.1% | 22.5% | 19.1% | 17.8% | 15.7% | 18.2% | 17.5% |
| Risk costs in bps of average customer lending | | -3 | -12 | 1 | -21 | 2 | 2 | 5 | -5 | 3 |
| Risk costs in bps of average RWA | | -11 | -38 | 3 | -70 | 8 | 5 | 15 | -16 | 9 |
| Risk-weighted assets (end of period) | | 26,476 | 26,690 | 25,365 | 25,244 | 26,032 | 25,909 | 25,328 | 26,476 | 26,032 |
| Employees (internal FTEs, end of period) | | 4,933 | 4,957 | 4,861 | 4,717 | 4,696 | 4,706 | 4,737 | 4,933 | 4,696 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 53.6% | 53.6% | 52.6% | 52.1% | 53.0% | 53.9% | 54.0% | | |
| Return on equity based on 13.5% CET1 ³⁾ | | 19.3% | 18.9% | 18.6% | 18.8% | 18.9% | 19.1% | 19.1% | | |

¹⁾ Including ING Austria.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

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

| Profit or loss Retail Banking Other Challengers & Growth Markets ¹⁾ | | | | | | | | | | |
|--|--------|------------|------------|------------|------------|------------|------------|------------|--------------|--------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Balance sheet related interest | | 770 | 762 | 761 | 721 | 686 | 649 | 673 | 2,294 | 2,008 |
| Capital charge on book equity | | -68 | -70 | -72 | -14 | -13 | -13 | -11 | -211 | -38 |
| Interest benefit on total capital | | -6 | -5 | -1 | 0 | 1 | 5 | 6 | -12 | 13 |
| Net interest income | | 697 | 686 | 688 | 707 | 673 | 642 | 668 | 2,071 | 1,983 |
| Net fee and commission income | | 106 | 108 | 104 | 89 | 95 | 109 | 103 | 318 | 307 |
| Investment income | | 95 | 2 | 0 | 0 | 83 | 1 | 0 | 97 | 85 |
| Realised gains and fair value changes on investments | | 2 | 2 | 4 | -2 | 10 | 5 | -5 | 8 | 10 |
| Total investment income | | 97 | 4 | 4 | -2 | 93 | 6 | -5 | 105 | 95 |
| Valuation result and net trading income | | 34 | 27 | 23 | -4 | 7 | 14 | 8 | 85 | 29 |
| Other income | | 13 | 27 | 14 | 59 | 15 | 13 | 25 | 54 | 52 |
| Total other income | | 47 | 55 | 37 | 56 | 22 | 27 | 33 | 139 | 81 |
| Total underlying income | | 947 | 853 | 833 | 850 | 883 | 783 | 799 | 2,633 | 2,466 |
| Expenses excl. regulatory costs | | 519 | 474 | 470 | 478 | 446 | 453 | 448 | 1,463 | 1,347 |
| Regulatory costs | | 56 | 49 | 69 | 61 | 46 | 47 | 54 | 174 | 147 |
| Underlying operating expenses | | 576 | 523 | 538 | 539 | 493 | 499 | 502 | 1,637 | 1,494 |
| Gross result | | 371 | 330 | 295 | 311 | 390 | 284 | 297 | 996 | 972 |
| Addition to loan loss provisions | | 80 | 105 | 82 | 152 | 77 | 69 | 52 | 267 | 198 |
| Underlying result before tax | | 291 | 225 | 213 | 158 | 313 | 215 | 245 | 729 | 774 |
| Taxation | | 61 | 63 | 59 | 27 | 57 | 57 | 59 | 184 | 173 |
| Non-controlling interests | | 21 | 21 | 17 | 21 | 23 | 18 | 19 | 59 | 60 |
| Underlying net result | | 209 | 141 | 137 | 111 | 233 | 141 | 167 | 486 | 541 |
| Special items after tax | | - | - | - | - | - | - | - | - | - |
| Net result | | 209 | 141 | 137 | 111 | 233 | 141 | 167 | 486 | 541 |
| Key figures²⁾ | | | | | | | | | | |
| Cost/income ratio | | 60.8% | 61.3% | 64.6% | 63.4% | 55.8% | 63.7% | 62.8% | 62.2% | 60.6% |
| Return on equity based on 13.5% CET1 ³⁾ | | 13.7% | 9.8% | 9.4% | 8.0% | 15.5% | 9.5% | 11.2% | 11.0% | 12.1% |
| Risk costs in bps of average customer lending | | 34 | 45 | 35 | 68 | 35 | 32 | 24 | 38 | 30 |
| Risk costs in bps of average RWA | | 64 | 86 | 67 | 125 | 63 | 56 | 42 | 73 | 54 |
| Risk-weighted assets (end of period) | | 50,394 | 49,393 | 47,937 | 48,924 | 48,408 | 49,496 | 49,308 | 50,394 | 48,408 |
| Employees (internal FTEs, end of period) | | 18,066 | 17,907 | 17,635 | 18,179 | 18,124 | 18,004 | 17,899 | 18,066 | 18,124 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 62.5% | 61.2% | 61.8% | 61.3% | 63.1% | 64.8% | 63.7% | | |
| Return on equity based on 13.5% CET1 ³⁾ | | 10.3% | 10.7% | 10.6% | 11.1% | 10.2% | 9.2% | 9.6% | | |

¹⁾ Includes: Australia, Czech Republic, France, Italy, Spain, UK Legacy and Other, Poland, Romania, Turkey, Asian stakes.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.11 Profit or loss: Wholesale Banking

| Profit or loss Wholesale Banking | | | | | | | | | | |
|--|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Balance sheet related interest | | 1,012 | 983 | 996 | 1,126 | 1,035 | 1,022 | 976 | 2,990 | 3,033 |
| Capital charge on book equity | | -55 | -64 | -62 | -142 | -129 | -122 | -129 | -181 | -380 |
| Interest benefit on total capital | | -20 | -18 | -3 | 1 | 3 | 21 | 24 | -41 | 48 |
| Net interest income | | 938 | 901 | 930 | 985 | 908 | 922 | 871 | 2,769 | 2,701 |
| Net fee and commission income | | 294 | 276 | 262 | 295 | 308 | 287 | 261 | 832 | 856 |
| Investment income | | -1 | 2 | 3 | -123 | 7 | 1 | 2 | 4 | 11 |
| Realised gains and fair value changes on investments | | 2 | 4 | 5 | -3 | -4 | 8 | 22 | 10 | 26 |
| Total investment income | | 1 | 6 | 8 | -126 | 3 | 10 | 24 | 15 | 37 |
| Valuation result and net trading income | | 109 | 129 | 99 | 227 | 166 | 159 | 164 | 336 | 489 |
| Other income | | 18 | -0 | 8 | -15 | 28 | 17 | 15 | 25 | 60 |
| Total other income | | 127 | 128 | 106 | 212 | 194 | 176 | 179 | 361 | 549 |
| Total underlying income | | 1,359 | 1,311 | 1,307 | 1,367 | 1,413 | 1,394 | 1,335 | 3,977 | 4,143 |
| Expenses excl. regulatory costs | | 657 | 655 | 640 | 651 | 631 | 647 | 593 | 1,951 | 1,871 |
| Regulatory costs | | 11 | 11 | 132 | 119 | 10 | 9 | 111 | 154 | 131 |
| Underlying operating expenses | | 668 | 666 | 771 | 770 | 641 | 656 | 704 | 2,105 | 2,001 |
| Gross result | | 692 | 644 | 536 | 597 | 772 | 738 | 632 | 1,872 | 2,142 |
| Addition to loan loss provisions | | 116 | 91 | 71 | 50 | 107 | 63 | -10 | 278 | 160 |
| Underlying result before tax | | 576 | 553 | 465 | 547 | 665 | 675 | 642 | 1,593 | 1,982 |
| Taxation | | 164 | 61 | 148 | 124 | 168 | 185 | 156 | 374 | 509 |
| Non-controlling interests | | 1 | 5 | 3 | 7 | 4 | 3 | 4 | 9 | 11 |
| Underlying net result | | 410 | 487 | 313 | 416 | 494 | 487 | 481 | 1,210 | 1,462 |
| Special items after tax | | - | - | - | - | - | - | - | - | - |
| Net result | | 410 | 487 | 313 | 416 | 494 | 487 | 481 | 1,210 | 1,462 |
| Key figures¹⁾ | | | | | | | | | | |
| Cost/income ratio | | 49.1% | 50.8% | 59.0% | 56.3% | 45.4% | 47.1% | 52.7% | 52.9% | 48.3% |
| Return on equity based on 13.5% CET1 ²⁾ | | 8.4% | 9.9% | 6.3% | 8.3% | 9.8% | 9.8% | 9.9% | 8.2% | 9.8% |
| Risk costs in bps of average customer lending | | 25 | 20 | 16 | 11 | 24 | 15 | -3 | 20 | 12 |
| Risk costs in bps of average RWA | | 32 | 25 | 19 | 13 | 28 | 17 | -3 | 25 | 14 |
| Risk-weighted assets (end of period) | | 145,419 | 146,046 | 148,508 | 150,114 | 151,253 | 150,145 | 145,356 | 145,419 | 151,253 |
| Employees (internal FTEs, end of period) | | 13,509 | 13,277 | 12,935 | 12,899 | 12,702 | 12,470 | 11,848 | 13,509 | 12,702 |
| Value at Risk trading positions (average) | | 4.7 | 9.3 | 8.0 | 12.1 | 7.9 | 6.4 | 5.9 | | |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 53.8% | 52.8% | 51.8% | 50.3% | 50.5% | 51.1% | 50.1% | | |
| Return on equity based on 13.5% CET1 ²⁾ | | 8.2% | 8.6% | 8.5% | 9.4% | 9.1% | 8.7% | 8.9% | | |

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.12 Profit or loss: WB - Lending

| Profit or loss Wholesale Banking - Lending | | | | | | | | | | |
|--|--------|------------|------------|------------|------------|------------|------------|------------|--------------|--------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Balance sheet related interest | | 646 | 640 | 641 | 668 | 644 | 600 | 548 | 1,927 | 1,793 |
| Capital charge on book equity | | -0 | -0 | -0 | -0 | -0 | -0 | -0 | -1 | -1 |
| Interest benefit on total capital | | -12 | -12 | -2 | 0 | 2 | 12 | 14 | -26 | 28 |
| Net interest income | | 633 | 628 | 639 | 668 | 646 | 612 | 562 | 1,900 | 1,820 |
| Net fee and commission income | | 121 | 118 | 112 | 140 | 122 | 141 | 103 | 351 | 366 |
| Investment income | | 0 | 0 | - | 1 | - | 0 | 0 | 0 | 0 |
| Realised gains and fair value changes on investments | | - | - | - | -0 | -0 | 3 | -3 | - | 0 |
| Total investment income | | 0 | 0 | - | 1 | -0 | 3 | -3 | 0 | 0 |
| Valuation result and net trading income | | -12 | -14 | -9 | 111 | -6 | -33 | -26 | -35 | -66 |
| Other income | | 1 | 4 | -0 | -2 | 1 | 16 | 12 | 5 | 28 |
| Total other income | | -11 | -10 | -9 | 109 | -6 | -17 | -15 | -30 | -37 |
| Total underlying income | | 744 | 736 | 741 | 918 | 763 | 738 | 648 | 2,221 | 2,149 |
| Expenses excl. regulatory costs | | 219 | 215 | 221 | 216 | 196 | 218 | 197 | 656 | 611 |
| Regulatory costs | | -0 | 1 | 48 | 49 | 0 | -0 | 29 | 49 | 30 |
| Underlying operating expenses | | 219 | 217 | 269 | 265 | 197 | 217 | 226 | 705 | 640 |
| Gross result | | 525 | 519 | 472 | 653 | 566 | 521 | 422 | 1,516 | 1,509 |
| Addition to loan loss provisions | | 129 | 71 | 57 | 46 | 83 | 51 | -23 | 257 | 110 |
| Underlying result before tax | | 396 | 448 | 416 | 607 | 483 | 470 | 445 | 1,260 | 1,399 |
| Taxation | | 116 | 128 | 135 | 173 | 81 | 123 | 118 | 379 | 322 |
| Non-controlling interests | | -0 | 3 | 3 | 2 | 2 | 1 | 3 | 6 | 6 |
| Underlying net result | | 280 | 317 | 278 | 432 | 400 | 345 | 324 | 875 | 1,070 |
| Special items after tax | | - | - | - | - | - | - | - | - | - |
| Net result | | 280 | 317 | 278 | 432 | 400 | 345 | 324 | 875 | 1,070 |
| Key figures¹⁾ | | | | | | | | | | |
| Cost/income ratio | | 29.5% | 29.4% | 36.3% | 28.9% | 25.8% | 29.5% | 34.9% | 31.7% | 29.8% |
| Return on equity based on 13.5% CET1 ²⁾ | | 8.9% | 10.1% | 8.7% | 13.4% | 12.5% | 11.4% | 11.2% | 9.2% | 11.7% |
| Risk costs in bps of average customer lending | | 36 | 20 | 16 | 13 | 25 | 16 | -8 | 24 | 12 |
| Risk costs in bps of average RWA | | 55 | 30 | 24 | 19 | 35 | 23 | -11 | 36 | 16 |
| Risk-weighted assets (end of period) | | 93,424 | 93,358 | 94,956 | 95,716 | 96,509 | 94,348 | 86,064 | 93,424 | 96,509 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 30.9% | 30.0% | 30.0% | 29.5% | 30.4% | 30.5% | 29.5% | | |
| Return on equity based on 13.5% CET1 ²⁾ | | 10.3% | 11.2% | 11.5% | 12.2% | 11.6% | 11.4% | 11.6% | | |

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.13 Profit or loss: WB - Daily Banking & Trade Finance

| Profit or loss Wholesale Banking - Daily Banking & Trade Finance | | | | | | | | | | |
|--|--------|------------|------------|------------|------------|------------|------------|------------|--------------|------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Balance sheet related interest | | 195 | 197 | 189 | 202 | 183 | 182 | 170 | 581 | 535 |
| Capital charge on book equity | | 1 | 0 | -0 | -0 | -0 | -0 | -0 | 0 | -1 |
| Interest benefit on total capital | | -3 | -3 | -0 | 0 | 0 | 4 | 4 | -7 | 8 |
| Net interest income | | 192 | 194 | 188 | 202 | 183 | 185 | 174 | 574 | 542 |
| Net fee and commission income | | 126 | 131 | 126 | 132 | 136 | 137 | 130 | 383 | 403 |
| Investment income | | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Realised gains and fair value changes on investments | | - | - | - | - | - | - | - | - | - |
| Total investment income | | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Valuation result and net trading income | | 19 | 15 | 12 | 17 | 14 | 15 | 9 | 46 | 39 |
| Other income | | -2 | -1 | -1 | -1 | -2 | -1 | -2 | -4 | -5 |
| Total other income | | 17 | 14 | 12 | 16 | 12 | 14 | 7 | 42 | 33 |
| Total underlying income | | 335 | 340 | 326 | 351 | 332 | 336 | 311 | 1,000 | 979 |
| Expenses excl. regulatory costs | | 169 | 172 | 161 | 151 | 173 | 161 | 162 | 502 | 496 |
| Regulatory costs | | 3 | 1 | 30 | 13 | 2 | 0 | 15 | 35 | 18 |
| Underlying operating expenses | | 172 | 173 | 192 | 165 | 175 | 161 | 178 | 536 | 514 |
| Gross result | | 163 | 167 | 134 | 186 | 157 | 175 | 133 | 464 | 466 |
| Addition to loan loss provisions | | -5 | 5 | 18 | -4 | 23 | 6 | -2 | 19 | 27 |
| Underlying result before tax | | 167 | 162 | 116 | 190 | 134 | 169 | 135 | 445 | 439 |
| Taxation | | 41 | 41 | 30 | 56 | 51 | 44 | 28 | 112 | 123 |
| Non-controlling interests | | 1 | 1 | 1 | 4 | 0 | 2 | 2 | 3 | 4 |
| Underlying net result | | 125 | 120 | 84 | 131 | 83 | 123 | 105 | 330 | 312 |
| Special items after tax | | - | - | - | - | - | - | - | - | - |
| Net result | | 125 | 120 | 84 | 131 | 83 | 123 | 105 | 330 | 312 |
| Key figures¹⁾ | | | | | | | | | | |
| Cost/income ratio | | 51.4% | 50.8% | 58.8% | 46.9% | 52.7% | 47.8% | 57.1% | 53.6% | 52.5% |
| Return on equity based on 13.5% CET1 ²⁾ | | 15.4% | 14.6% | 10.4% | 15.7% | 9.6% | 14.4% | 12.3% | 13.5% | 12.1% |
| Risk costs in bps of average customer lending | | -5 | 5 | 18 | -4 | 23 | 6 | -2 | 19 | 27 |
| Risk costs in bps of average RWA | | -8 | 9 | 30 | -6 | 35 | 9 | -3 | 10 | 14 |
| Risk-weighted assets (end of period) | | 23,396 | 25,315 | 23,575 | 25,251 | 25,677 | 25,973 | 25,540 | 23,396 | 25,677 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 51.9% | 52.2% | 51.5% | 51.0% | 52.8% | 52.9% | 53.9% | | |
| Return on equity based on 13.5% CET1 ²⁾ | | 14.0% | 12.6% | 12.5% | 13.0% | 12.3% | 13.5% | 12.4% | | |

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.14 Profit or loss: WB - Financial Markets

| Profit or loss Wholesale Banking - Financial Markets | | | | | | | | | | |
|--|--------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Balance sheet related interest | | 125 | 111 | 122 | 114 | 32 | 76 | 102 | 358 | 209 |
| Capital charge on book equity | | -29 | -30 | -29 | -3 | -2 | -2 | -2 | -88 | -6 |
| Interest benefit on total capital | | -2 | -3 | -0 | 0 | 0 | 3 | 4 | -5 | 8 |
| Net interest income | | 94 | 79 | 92 | 112 | 30 | 77 | 104 | 265 | 211 |
| Net fee and commission income | | 46 | 11 | 20 | 17 | 42 | 6 | 18 | 77 | 65 |
| Investment income | | 0 | -0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Realised gains and fair value changes on investments | | 1 | 1 | - | 0 | -0 | 0 | -0 | 1 | -0 |
| Total investment income | | 1 | 1 | 0 | 0 | -0 | 0 | -0 | 1 | -0 |
| Valuation result and net trading income | | 95 | 104 | 84 | 55 | 142 | 167 | 142 | 283 | 451 |
| Other income | | -3 | -11 | -0 | -8 | -0 | -9 | -6 | -15 | -15 |
| Total other income | | 92 | 93 | 84 | 48 | 142 | 158 | 136 | 268 | 436 |
| Total underlying income | | 232 | 183 | 196 | 176 | 213 | 241 | 258 | 611 | 712 |
| Expenses excl. regulatory costs | | 198 | 200 | 196 | 205 | 211 | 211 | 209 | 594 | 631 |
| Regulatory costs | | 1 | 2 | 35 | 47 | 1 | -0 | 39 | 38 | 40 |
| Underlying operating expenses | | 199 | 202 | 231 | 251 | 212 | 211 | 248 | 632 | 671 |
| Gross result | | 33 | -19 | -35 | -75 | 1 | 30 | 10 | -21 | 41 |
| Addition to loan loss provisions | | -0 | 1 | -2 | 2 | -1 | 1 | 0 | -1 | 0 |
| Underlying result before tax | | 33 | -20 | -33 | -78 | 2 | 30 | 10 | -20 | 41 |
| Taxation | | 12 | -5 | -8 | -21 | -0 | 10 | -0 | -1 | 10 |
| Non-controlling interests | | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 4 | 4 |
| Underlying net result | | 20 | -16 | -26 | -58 | 0 | 19 | 8 | -23 | 27 |
| Special items after tax | | - | - | - | - | - | - | - | - | - |
| Net result | | 20 | -16 | -26 | -58 | 0 | 19 | 8 | -23 | 27 |
| Key figures¹⁾ | | | | | | | | | | |
| Cost/income ratio | | 85.7% | 110.4% | 117.8% | 142.8% | 99.4% | 87.4% | 96.2% | 103.4% | 94.2% |
| Return on equity based on 13.5% CET1 ²⁾ | | 3.3% | -2.2% | -3.6% | -8.6% | 0.3% | 2.6% | 1.2% | -0.9% | 1.4% |
| Risk costs in bps of average customer lending | | -0 | 20 | -54 | 70 | -24 | 21 | 1 | -9 | 0 |
| Risk costs in bps of average RWA | | -0 | 2 | -4 | 5 | -2 | 1 | 0 | -1 | 0 |
| Risk-weighted assets (end of period) | | 19,351 | 17,913 | 21,012 | 19,696 | 19,786 | 19,998 | 24,325 | 19,351 | 19,786 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 112.2% | 116.7% | 109.5% | 103.8% | 107.2% | 104.7% | 102.7% | | |
| Return on equity based on 13.5% CET1 ²⁾ | | -2.9% | -3.5% | -2.2% | -0.9% | -0.6% | -0.6% | -0.3% | | |

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

| Return on equity of ING's total Financial Markets activities, including Retail Banking | | | | | | | | | | |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Key figures¹⁾ | | | | | | | | | | |
| Return on equity based on 13.5% CET1 ²⁾ | | 5.8% | 1.3% | -1.1% | -4.6% | 3.7% | 5.5% | 4.4% | 1.9% | 4.6% |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Return on equity based on 13.5% CET1 ²⁾ | | 0.3% | -0.2% | 1.0% | 2.4% | 3.2% | 2.3% | 2.0% | | |

ING 1.15 Profit or loss: WB - Treasury & Other

| Profit or loss Wholesale Banking - Treasury & Other | | | | | | | | | | |
|--|--------|------------|------------|------------|-------------|------------|-----------|------------|------------|------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Balance sheet related interest | | 47 | 34 | 44 | 142 | 175 | 165 | 156 | 125 | 496 |
| Capital charge on book equity | | -26 | -33 | -33 | -139 | -126 | -119 | -127 | -92 | -372 |
| Interest benefit on total capital | | -1 | -1 | -0 | 0 | 0 | 1 | 2 | -3 | 3 |
| Net interest income | | 19 | -0 | 11 | 3 | 49 | 48 | 31 | 30 | 128 |
| Net fee and commission income | | 1 | 16 | 4 | 7 | 8 | 4 | 10 | 21 | 22 |
| Investment income | | -2 | 2 | 3 | -124 | 7 | 1 | 2 | 3 | 10 |
| Realised gains and fair value changes on investments | | 1 | 3 | 5 | -3 | -4 | 5 | 25 | 9 | 27 |
| Total investment income | | -0 | 5 | 8 | -126 | 3 | 7 | 27 | 12 | 36 |
| Valuation result and net trading income | | 7 | 24 | 11 | 43 | 16 | 9 | 39 | 42 | 65 |
| Other income | | 22 | 8 | 9 | -4 | 29 | 11 | 11 | 39 | 52 |
| Total other income | | 29 | 32 | 21 | 39 | 46 | 21 | 51 | 82 | 117 |
| Total underlying income | | 49 | 52 | 44 | -77 | 105 | 79 | 118 | 144 | 303 |
| Expenses excl. regulatory costs | | 70 | 68 | 61 | 79 | 50 | 58 | 24 | 200 | 133 |
| Regulatory costs | | 7 | 7 | 18 | 10 | 7 | 9 | 28 | 32 | 44 |
| Underlying operating expenses | | 78 | 75 | 79 | 90 | 57 | 67 | 52 | 232 | 176 |
| Gross result | | -29 | -23 | -36 | -167 | 48 | 11 | 66 | -88 | 126 |
| Addition to loan loss provisions | | -8 | 14 | -2 | 6 | 3 | 6 | 15 | 4 | 23 |
| Underlying result before tax | | -21 | -37 | -34 | -173 | 45 | 6 | 52 | -92 | 103 |
| Taxation | | -5 | -103 | -8 | -83 | 36 | 7 | 11 | -116 | 54 |
| Non-controlling interests | | -1 | -1 | -2 | -0 | -1 | -0 | -2 | -3 | -3 |
| Underlying net result | | -15 | 66 | -23 | -89 | 10 | -1 | 43 | 28 | 52 |
| Special items after tax | | - | - | - | - | - | - | - | - | - |
| Net result | | -15 | 66 | -23 | -89 | 10 | -1 | 43 | 28 | 52 |
| Key figures¹⁾ | | | | | | | | | | |
| Cost/income ratio | | 159.6% | 144.7% | 181.1% | n.a. | 54.2% | 85.5% | 43.9% | 160.8% | 58.3% |
| Return on equity based on 13.5% CET1 ²⁾ | | -5.0% | 21.1% | -8.1% | -28.3% | 2.8% | -0.4% | 12.7% | 2.6% | 5.0% |
| Risk costs in bps of average customer lending | | -58 | 102 | -14 | 30 | 13 | 28 | 64 | 10 | 35 |
| Risk costs in bps of average RWA | | -33 | 60 | -9 | 25 | 12 | 24 | 61 | 6 | 32 |
| Risk-weighted assets (end of period) | | 9,249 | 9,461 | 8,965 | 9,450 | 9,281 | 9,827 | 9,426 | 9,249 | 9,281 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 480.1% | 243.1% | 194.6% | 118.1% | 61.7% | 72.0% | 59.5% | | |
| Return on equity based on 13.5% CET1 ²⁾ | | -5.2% | -3.2% | -8.4% | -3.1% | -0.6% | -4.8% | -0.6% | | |

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.16 Profit or loss: Corporate Line

| Profit or loss Corporate Line | | | | | | | | | | |
|--|--------|-----------|------------|------------|-----------|-------------|------------|------------|------------|-------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Balance sheet related interest | | -61 | -56 | -32 | -49 | -33 | -41 | -16 | -149 | -89 |
| Capital charge on book equity | | 128 | 147 | 150 | 144 | 131 | 123 | 130 | 425 | 384 |
| Interest benefit on total capital | | 42 | 38 | 6 | -2 | -6 | -43 | -49 | 85 | -98 |
| Net interest income | | 108 | 129 | 123 | 93 | 92 | 40 | 64 | 361 | 197 |
| Net fee and commission income | | 0 | -3 | -2 | 0 | -3 | 0 | -1 | -6 | -4 |
| Investment income | | -1 | 0 | 119 | 0 | 0 | 4 | 1 | 118 | 6 |
| Realised gains and fair value changes on investments | | - | 0 | -0 | 0 | -0 | -0 | 0 | -0 | -0 |
| Total investment income | | -1 | 0 | 119 | 1 | 0 | 4 | 1 | 118 | 5 |
| Valuation result and net trading income | | -45 | -19 | -18 | -14 | -43 | -27 | -39 | -82 | -109 |
| Other income | | 22 | 74 | 10 | -6 | -3 | 8 | 4 | 105 | 9 |
| Total other income | | -23 | 54 | -8 | -19 | -46 | -19 | -35 | 23 | -100 |
| Total underlying income | | 84 | 180 | 233 | 75 | 44 | 26 | 29 | 497 | 98 |
| Expenses excl. regulatory costs | | 49 | 98 | 96 | 61 | 52 | 67 | 68 | 243 | 187 |
| Regulatory costs | | 1 | -2 | -0 | -0 | -5 | 4 | -0 | -2 | -1 |
| Underlying operating expenses | | 49 | 96 | 96 | 61 | 47 | 71 | 68 | 241 | 186 |
| Gross result | | 35 | 84 | 137 | 14 | -3 | -45 | -40 | 256 | -88 |
| Addition to loan loss provisions | | -0 | 0 | -0 | -1 | 0 | -0 | 0 | -0 | -0 |
| Underlying result before tax | | 35 | 84 | 137 | 15 | -3 | -45 | -40 | 256 | -87 |
| Taxation | | 34 | 79 | 32 | -6 | 32 | -5 | 25 | 145 | 53 |
| Non-controlling interests | | -0 | -0 | -0 | -0 | -0 | -0 | -0 | -0 | -0 |
| Underlying net result | | 1 | 5 | 105 | 21 | -35 | -40 | -65 | 110 | -140 |
| Special items after tax | | - | - | - | - | -775 | - | - | - | -775 |
| Net result | | 1 | 5 | 105 | 21 | -810 | -40 | -65 | 110 | -915 |
| Key figures¹⁾ | | | | | | | | | | |
| Risk-weighted assets (end of period) | | 2,758 | 3,111 | 3,002 | 2,737 | 2,688 | 2,579 | 3,355 | 2,758 | 2,688 |
| Employees (internal FTEs, end of period) | | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 3 |

¹⁾ Key figures based on underlying figures.

ING 1.17 Geographical split: 3Q2019

Geographical split 3Q2019

| In € million | Netherlands | | | Belgium | | | Germany | | | Other Challengers | | | Growth Markets | | | Wholesale Banking Rest of World | | Other ¹⁾ | | |
|--|--------------|----------------|-------------------|------------|----------------|-------------------|------------|----------------|-------------------|-------------------|----------------|-------------------|----------------|----------------|-------------------|---------------------------------|-------------------|---------------------|-------------------|----------------|
| | Total | Retail Banking | Wholesale Banking | Total | Retail Banking | Wholesale Banking | Total | Retail Banking | Wholesale Banking | Total | Retail Banking | Wholesale Banking | Total | Retail Banking | Wholesale Banking | Total | Wholesale Banking | Total | Wholesale Banking | Corporate Line |
| Profit or loss | | | | | | | | | | | | | | | | | | | | |
| Net interest income | 1,057 | 895 | 163 | 556 | 488 | 68 | 538 | 403 | 135 | 449 | 347 | 102 | 399 | 350 | 49 | 423 | 423 | 106 | -2 | 108 |
| Net fee and commission income | 258 | 178 | 81 | 132 | 96 | 36 | 85 | 74 | 11 | 70 | 43 | 27 | 75 | 62 | 13 | 127 | 127 | -0 | -0 | 0 |
| Investment income | 2 | 1 | 1 | 1 | 2 | -1 | 5 | 4 | 1 | 0 | 1 | -0 | 97 | 96 | 0 | 1 | 1 | -1 | 0 | -1 |
| Other income | 20 | 37 | -17 | 64 | 31 | 33 | 36 | 28 | 8 | 3 | -1 | 4 | 72 | 48 | 24 | 73 | 73 | -21 | 2 | -23 |
| Total underlying income | 1,337 | 1,110 | 227 | 753 | 617 | 136 | 664 | 509 | 154 | 523 | 390 | 133 | 642 | 556 | 85 | 624 | 624 | 84 | -0 | 84 |
| Expenses excl. regulatory costs | 692 | 508 | 183 | 437 | 367 | 70 | 269 | 234 | 35 | 326 | 280 | 45 | 271 | 239 | 32 | 292 | 292 | 48 | -1 | 49 |
| Regulatory costs | 26 | 24 | 2 | -2 | -2 | -0 | 15 | 15 | 0 | 22 | 22 | 0 | 41 | 35 | 6 | 3 | 3 | 1 | - | 1 |
| Underlying operating expenses | 717 | 532 | 185 | 436 | 366 | 70 | 284 | 249 | 35 | 348 | 302 | 45 | 312 | 273 | 39 | 295 | 295 | 48 | -1 | 49 |
| Gross result | 619 | 578 | 42 | 317 | 252 | 66 | 380 | 260 | 120 | 176 | 88 | 88 | 330 | 283 | 47 | 329 | 329 | 35 | 1 | 35 |
| Addition to loan loss provisions | 19 | 43 | -24 | 62 | 44 | 18 | 2 | -7 | 10 | 35 | 33 | 2 | 72 | 47 | 25 | 86 | 86 | -0 | - | -0 |
| Underlying result before tax | 601 | 535 | 66 | 255 | 207 | 48 | 377 | 268 | 110 | 141 | 55 | 86 | 258 | 236 | 22 | 243 | 243 | 35 | 1 | 35 |
| Retail Banking | 535 | 535 | | 207 | 207 | | 268 | 268 | | 55 | 55 | | 236 | 236 | | | | 1 | | |
| Wholesale Banking | 66 | | 66 | 48 | | 48 | 110 | | 110 | 86 | | 86 | 22 | | 22 | 243 | 243 | | 1 | |
| Corporate Line | | | | | | | | | | | | | | | | | | 35 | | 35 |
| Underlying result before tax | 601 | 535 | 66 | 255 | 207 | 48 | 377 | 268 | 110 | 141 | 55 | 86 | 258 | 236 | 22 | 243 | 243 | 35 | 1 | 35 |
| Customer lending/deposits (in € billion) | | | | | | | | | | | | | | | | | | | | |
| Residential mortgages | 113.2 | 112.6 | 0.6 | 39.4 | 39.3 | 0.1 | 75.8 | 75.6 | 0.1 | 56.9 | 56.9 | 0.0 | 11.2 | 11.2 | 0.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Other customer lending | 77.2 | 49.3 | 27.9 | 66.5 | 50.9 | 15.6 | 46.1 | 11.0 | 35.2 | 33.1 | 10.0 | 23.1 | 27.1 | 18.4 | 8.7 | 70.4 | 70.4 | 0.4 | 0.0 | 0.4 |
| Customer deposits | 176.4 | 151.2 | 25.2 | 110.5 | 90.0 | 20.5 | 138.1 | 137.2 | 0.9 | 94.9 | 93.2 | 1.7 | 41.4 | 36.7 | 4.7 | 12.9 | 12.9 | 0.0 | 0.0 | 0.0 |
| Key figures²⁾ | | | | | | | | | | | | | | | | | | | | |
| Cost/income ratio | 53.7% | 47.9% | 81.6% | 57.9% | 59.2% | 51.7% | 42.8% | 49.0% | 22.5% | 66.4% | 77.4% | 34.1% | 48.6% | 49.2% | 45.1% | 47.2% | 47.2% | n.a. | n.a. | n.a. |
| Return on equity based on 13.5% CET1 ³⁾ | 16.2% | 22.0% | 4.9% | 9.7% | 10.8% | 6.7% | 16.9% | 20.3% | 12.0% | 7.9% | 4.9% | 11.2% | 15.8% | 18.7% | 5.6% | 8.5% | 8.5% | 7.2% | 158.5% | 1.0% |
| Risk costs in bps of average customer lending | 4 | 11 | -34 | 23 | 20 | 45 | 1 | -3 | 11 | 16 | 20 | 3 | 75 | 64 | 114 | 49 | 49 | -4 | n.a. | -4 |
| Risk costs in bps of average RWA | 9 | 32 | -36 | 46 | 44 | 53 | 2 | -11 | 21 | 39 | 73 | 4 | 71 | 59 | 110 | 57 | 57 | -1 | - | -1 |
| Risk-weighted assets (end of period) | 81,602 | 54,120 | 27,482 | 53,894 | 40,516 | 13,378 | 44,335 | 26,476 | 17,859 | 35,544 | 18,776 | 16,768 | 40,700 | 31,618 | 9,082 | 60,740 | 60,740 | 2,868 | 110 | 2,758 |
| Employees (internal FTEs, end of period) | 15,601 | 9,424 | 6,177 | 9,279 | 8,047 | 1,232 | 5,307 | 4,933 | 374 | 5,375 | 4,741 | 634 | 14,585 | 13,325 | 1,260 | 3,828 | 3,828 | 6 | 4 | 2 |
| Four-quarter rolling average key figures | | | | | | | | | | | | | | | | | | | | |
| Cost/income ratio | 55.2% | 49.2% | 85.8% | 61.5% | 65.2% | 47.9% | 46.7% | 53.6% | 24.3% | 67.2% | 73.4% | 45.6% | 52.7% | 53.7% | 45.5% | 53.6% | 53.6% | n.a. | n.a. | n.a. |
| Return on equity based on 13.5% CET1 ³⁾ | 16.6% | 24.1% | 1.7% | 9.6% | 9.1% | 11.0% | 16.8% | 19.3% | 13.3% | 6.4% | 7.6% | 5.2% | 11.5% | 11.8% | 10.9% | 9.3% | 9.3% | 30.5% | -27.0% | 25.1% |

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

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.18 Geographical split: Comparable quarters

Geographical split comparable quarters

| In € million | Total Banking | | Netherlands | | Belgium | | Germany | | Other Challengers | | Growth Markets | | Wholesale Banking Rest of World | | Other | |
|--|---------------|--------------|--------------|--------------|------------|------------|------------|------------|-------------------|------------|----------------|------------|---------------------------------|------------|-----------|-------------|
| | 3Q2019 | 3Q2018 | 3Q2019 | 3Q2018 | 3Q2019 | 3Q2018 | 3Q2019 | 3Q2018 | 3Q2019 | 3Q2018 | 3Q2019 | 3Q2018 | 3Q2019 | 3Q2018 | 3Q2019 | 3Q2018 |
| Profit or loss | | | | | | | | | | | | | | | | |
| Net interest income | 3,529 | 3,500 | 1,057 | 1,103 | 556 | 546 | 538 | 546 | 449 | 424 | 399 | 420 | 423 | 368 | 106 | 92 |
| Net fee and commission income | 747 | 720 | 258 | 250 | 132 | 147 | 85 | 74 | 70 | 59 | 75 | 73 | 127 | 120 | -0 | -3 |
| Investment income | 104 | 89 | 2 | -4 | 1 | 2 | 5 | -2 | 0 | 10 | 97 | 83 | 1 | -0 | -1 | 0 |
| Other income | 246 | 337 | 20 | 130 | 64 | 28 | 36 | 61 | 3 | 3 | 72 | 51 | 73 | 105 | -21 | -41 |
| Total underlying income | 4,626 | 4,646 | 1,337 | 1,480 | 753 | 722 | 664 | 678 | 523 | 496 | 642 | 627 | 624 | 594 | 84 | 48 |
| Expenses excl. regulatory costs | 2,334 | 2,216 | 692 | 661 | 437 | 419 | 269 | 273 | 326 | 282 | 271 | 242 | 292 | 285 | 48 | 53 |
| Regulatory costs | 106 | 91 | 26 | 24 | -2 | -1 | 15 | 19 | 22 | 18 | 41 | 33 | 3 | 3 | 1 | -5 |
| Underlying operating expenses | 2,440 | 2,307 | 717 | 685 | 436 | 418 | 284 | 292 | 348 | 300 | 312 | 275 | 295 | 288 | 48 | 48 |
| Gross result | 2,187 | 2,339 | 619 | 795 | 317 | 304 | 380 | 386 | 176 | 196 | 330 | 352 | 329 | 306 | 35 | 0 |
| Addition to loan loss provisions | 276 | 215 | 19 | -19 | 62 | 62 | 2 | 1 | 35 | 32 | 72 | 79 | 86 | 59 | -0 | 0 |
| Underlying result before tax | 1,911 | 2,124 | 601 | 813 | 255 | 242 | 377 | 386 | 141 | 163 | 258 | 273 | 243 | 246 | 35 | 0 |
| Retail Banking | 1,301 | 1,462 | 535 | 702 | 207 | 187 | 268 | 260 | 55 | 78 | 236 | 235 | - | - | - | - |
| Wholesale Banking | 576 | 665 | 66 | 112 | 48 | 55 | 110 | 125 | 86 | 85 | 22 | 38 | 243 | 246 | 1 | 3 |
| Corporate Line | 35 | -3 | - | - | - | - | - | - | - | - | - | - | - | - | 35 | -3 |
| Underlying result before tax | 1,911 | 2,124 | 601 | 813 | 255 | 242 | 377 | 386 | 141 | 163 | 258 | 273 | 243 | 246 | 35 | 0 |
| Taxation | 543 | 582 | 160 | 197 | 77 | 79 | 123 | 132 | 46 | 61 | 41 | 37 | 69 | 45 | 28 | 31 |
| Non-controlling interests | 23 | 28 | -0 | 0 | 0 | 0 | 1 | 1 | - | - | 23 | 27 | - | - | -0 | -0 |
| Underlying net result | 1,344 | 1,515 | 441 | 616 | 178 | 164 | 254 | 253 | 95 | 102 | 194 | 209 | 174 | 201 | 8 | -30 |
| Special items after tax | - | -775 | - | - | - | - | - | - | - | - | - | - | - | - | - | -775 |
| Net result Banking | 1,344 | 740 | 441 | 616 | 178 | 164 | 254 | 253 | 95 | 102 | 194 | 209 | 174 | 201 | 8 | -805 |
| Customer lending/deposits (in € billion) | | | | | | | | | | | | | | | | |
| Residential mortgages | 296.5 | 284.9 | 113.2 | 111.9 | 39.4 | 38.0 | 75.8 | 72.7 | 56.9 | 52.6 | 11.2 | 9.6 | 0.0 | 0.0 | 0.0 | 0.0 |
| Other customer lending | 320.9 | 318.8 | 77.2 | 83.0 | 66.5 | 64.0 | 46.1 | 44.4 | 33.1 | 32.4 | 27.1 | 27.0 | 70.4 | 67.5 | 0.4 | 0.4 |
| Customer deposits | 574.2 | 552.0 | 176.4 | 173.2 | 110.5 | 104.1 | 138.1 | 133.6 | 94.9 | 91.2 | 41.4 | 36.6 | 12.9 | 13.3 | 0.0 | 0.1 |
| Key figures³⁾ | | | | | | | | | | | | | | | | |
| Cost/income ratio | 52.7% | 49.7% | 53.7% | 46.3% | 57.9% | 57.9% | 42.8% | 43.0% | 66.4% | 60.5% | 48.6% | 43.9% | 47.2% | 48.5% | 57.8% | 99.8% |
| Return on equity based on 13.5% CET1 ²⁾ | 12.7% | 14.4% | 16.2% | 24.1% | 9.7% | 9.2% | 16.9% | 17.2% | 7.9% | 9.4% | 15.8% | 16.0% | 8.5% | 9.0% | 7.2% | -31.9% |
| Risk costs in bps of average customer lending | 18 | 14 | 4 | -4 | 23 | 24 | 1 | 0 | 16 | 15 | 75 | 86 | 49 | 35 | -4 | 3 |
| Risk costs in bps of average RWA | 35 | 27 | 9 | -10 | 46 | 47 | 2 | 1 | 39 | 40 | 71 | 72 | 57 | 36 | -1 | 1 |
| Risk-weighted assets (end of period) | 319,683 | 316,313 | 81,602 | 73,942 | 53,894 | 52,595 | 44,335 | 44,188 | 35,544 | 32,534 | 40,700 | 43,486 | 60,740 | 66,684 | 2,868 | 2,885 |
| Employees (internal FTEs, end of period) | 53,981 | 52,519 | 15,601 | 14,423 | 9,279 | 9,448 | 5,307 | 5,034 | 5,375 | 5,173 | 14,585 | 14,868 | 3,828 | 3,564 | 6 | 8 |
| Four-quarter rolling average key figures | | | | | | | | | | | | | | | | |
| Cost/income ratio | 55.8% | 55.5% | 55.2% | 50.0% | 61.5% | 66.5% | 46.7% | 46.4% | 67.2% | 62.2% | 52.7% | 52.9% | 53.6% | 53.1% | n.a. | n.a. |
| Return on equity based on 13.5% CET1 ²⁾ | 12.3% | 12.4% | 16.6% | 22.1% | 9.6% | 7.6% | 16.8% | 16.3% | 6.4% | 9.0% | 11.5% | 10.9% | 9.3% | 8.1% | 30.5% | -55.0% |

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.19 Geographical split: Netherlands

| Geographical split Netherlands | | | | | | | | | | |
|--|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Profit or loss | | | | | | | | | | |
| Net interest income | | 1,057 | 1,026 | 1,035 | 998 | 1,103 | 1,144 | 1,129 | 3,118 | 3,376 |
| Net fee and commission income | | 258 | 243 | 244 | 259 | 250 | 238 | 232 | 745 | 721 |
| Investment income | | 2 | 9 | 3 | -2 | -4 | 17 | 35 | 14 | 48 |
| Other income | | 20 | 78 | 0 | 168 | 130 | 87 | 77 | 98 | 295 |
| Total underlying income | | 1,337 | 1,356 | 1,282 | 1,423 | 1,480 | 1,486 | 1,474 | 3,974 | 4,441 |
| Expenses excl. regulatory costs | | 692 | 686 | 640 | 707 | 661 | 649 | 659 | 2,018 | 1,969 |
| Regulatory costs | | 26 | 30 | 116 | 83 | 24 | 20 | 126 | 172 | 170 |
| Underlying operating expenses | | 717 | 716 | 756 | 790 | 685 | 669 | 784 | 2,189 | 2,139 |
| Gross result | | 619 | 640 | 526 | 633 | 795 | 817 | 690 | 1,785 | 2,302 |
| Addition to loan loss provisions | | 19 | 55 | 23 | 64 | -19 | -84 | -27 | 97 | -129 |
| Underlying result before tax | | 601 | 585 | 503 | 569 | 813 | 901 | 717 | 1,689 | 2,431 |
| Retail Banking | | 535 | 599 | 533 | 505 | 702 | 738 | 623 | 1,667 | 2,063 |
| Wholesale Banking | | 66 | -14 | -31 | 64 | 112 | 163 | 93 | 22 | 368 |
| Corporate Line | | | | | | | | | - | - |
| Underlying result before tax | | 601 | 585 | 503 | 569 | 813 | 901 | 717 | 1,689 | 2,431 |
| Customer lending/deposits (in € billion) | | | | | | | | | | |
| Residential mortgages | | 113.2 | 113.0 | 112.7 | 112.1 | 111.9 | 111.7 | 111.8 | 113.2 | 111.9 |
| Other customer lending | | 77.2 | 76.2 | 76.1 | 72.7 | 83.0 | 74.0 | 75.2 | 77.2 | 83.0 |
| Customer deposits | | 176.4 | 176.3 | 170.8 | 172.8 | 173.2 | 175.0 | 173.8 | 176.4 | 173.2 |
| Key figures¹⁾ | | | | | | | | | | |
| Cost/income ratio | | 53.7% | 52.8% | 59.0% | 55.5% | 46.3% | 45.0% | 53.2% | 55.1% | 48.2% |
| Return on equity based on 13.5% CET1 ²⁾ | | 16.2% | 17.3% | 15.6% | 17.1% | 24.1% | 26.0% | 20.8% | 16.4% | 23.6% |
| Risk costs in bps of average customer lending | | 4 | 12 | 5 | 13 | -4 | -18 | -6 | 7 | -9 |
| Risk costs in bps of average RWA | | 9 | 29 | 13 | 35 | -10 | -44 | -14 | 17 | -22 |
| Risk-weighted assets (end of period) | | 81,602 | 79,115 | 71,353 | 72,481 | 73,942 | 77,750 | 76,342 | 81,602 | 73,942 |
| Employees (internal FTEs, end of period) | | 15,601 | 15,272 | 14,834 | 14,786 | 14,423 | 14,153 | 13,745 | 15,601 | 14,423 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 55.2% | 53.2% | 51.1% | 50.0% | 50.0% | 49.5% | 50.1% | | |
| Return on equity based on 13.5% CET1 ²⁾ | | 16.6% | 18.6% | 20.8% | 22.1% | 22.1% | 22.0% | 20.8% | | |

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.20 Geographical split: Belgium

| Geographical split Belgium ¹⁾ | | | | | | | | | | |
|--|--------|------------|------------|------------|------------|------------|------------|------------|--------------|--------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Profit or loss | | | | | | | | | | |
| Net interest income | | 556 | 561 | 551 | 544 | 546 | 535 | 513 | 1,668 | 1,594 |
| Net fee and commission income | | 132 | 141 | 129 | 120 | 147 | 133 | 120 | 402 | 400 |
| Investment income | | 1 | 6 | 10 | -2 | 2 | 1 | 33 | 16 | 35 |
| Other income | | 64 | 103 | 59 | 152 | 28 | 85 | 82 | 225 | 194 |
| Total underlying income | | 753 | 810 | 748 | 814 | 722 | 754 | 747 | 2,311 | 2,223 |
| Expenses excl. regulatory costs | | 437 | 414 | 409 | 425 | 419 | 439 | 406 | 1,260 | 1,264 |
| Regulatory costs | | -2 | -4 | 207 | 35 | -1 | 1 | 206 | 200 | 207 |
| Underlying operating expenses | | 436 | 409 | 615 | 460 | 418 | 441 | 612 | 1,460 | 1,471 |
| Gross result | | 317 | 401 | 133 | 354 | 304 | 313 | 134 | 851 | 751 |
| Addition to loan loss provisions | | 62 | 22 | 77 | 24 | 62 | 33 | 34 | 161 | 129 |
| Underlying result before tax | | 255 | 379 | 56 | 330 | 242 | 280 | 100 | 690 | 622 |
| Retail Banking | | 207 | 295 | 33 | 177 | 187 | 211 | 21 | 536 | 418 |
| Wholesale Banking | | 48 | 84 | 22 | 153 | 55 | 69 | 79 | 154 | 204 |
| Corporate Line | | | | | | | | | - | - |
| Underlying result before tax | | 255 | 379 | 56 | 330 | 242 | 280 | 100 | 690 | 622 |
| Customer lending/deposits (in € billion) | | | | | | | | | | |
| Residential mortgages | | 39.4 | 38.8 | 38.5 | 37.9 | 38.0 | 37.2 | 36.6 | 39.4 | 38.0 |
| Other customer lending | | 66.5 | 68.0 | 67.8 | 65.7 | 64.0 | 66.3 | 62.3 | 66.5 | 64.0 |
| Customer deposits | | 110.5 | 105.1 | 104.0 | 101.3 | 104.1 | 102.0 | 100.4 | 110.5 | 104.1 |
| Key figures²⁾ | | | | | | | | | | |
| Cost/income ratio | | 57.9% | 50.5% | 82.2% | 56.5% | 57.9% | 58.5% | 82.0% | 63.2% | 66.2% |
| Return on equity based on 13.5% CET1 ³⁾ | | 9.7% | 14.2% | 2.3% | 12.3% | 9.2% | 11.6% | 4.2% | 8.8% | 8.3% |
| Risk costs in bps of average customer lending | | 23 | 8 | 29 | 9 | 24 | 13 | 14 | 20 | 17 |
| Risk costs in bps of average RWA | | 46 | 16 | 57 | 18 | 47 | 25 | 27 | 40 | 33 |
| Risk-weighted assets (end of period) | | 53,894 | 54,193 | 54,225 | 53,753 | 52,595 | 53,438 | 51,000 | 53,894 | 52,595 |
| Employees (internal FTEs, end of period) | | 9,279 | 9,309 | 9,324 | 9,368 | 9,448 | 9,593 | 9,717 | 9,279 | 9,448 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 61.5% | 61.5% | 63.7% | 63.6% | 66.5% | 67.9% | 67.2% | | |
| Return on equity based on 13.5% CET1 ³⁾ | | 9.6% | 9.5% | 8.8% | 9.3% | 7.6% | 6.9% | 7.1% | | |

¹⁾ Including ING Luxembourg.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.21 Geographical split: Germany

| Geographical split Germany ¹⁾ | | | | | | | | | | |
|--|--------|------------|------------|------------|------------|------------|------------|------------|--------------|--------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Profit or loss | | | | | | | | | | |
| Net interest income | | 538 | 535 | 525 | 537 | 546 | 567 | 550 | 1,599 | 1,663 |
| Net fee and commission income | | 85 | 77 | 65 | 82 | 74 | 61 | 57 | 226 | 191 |
| Investment income | | 5 | 7 | 13 | -4 | -2 | 7 | 0 | 25 | 5 |
| Other income | | 36 | 36 | 53 | 31 | 61 | -9 | 16 | 124 | 67 |
| Total underlying income | | 664 | 654 | 656 | 646 | 678 | 625 | 623 | 1,974 | 1,926 |
| Expenses excl. regulatory costs | | 269 | 305 | 277 | 263 | 273 | 264 | 257 | 851 | 794 |
| Regulatory costs | | 15 | 16 | 56 | 21 | 19 | 19 | 54 | 87 | 92 |
| Underlying operating expenses | | 284 | 321 | 333 | 285 | 292 | 283 | 311 | 938 | 886 |
| Gross result | | 380 | 333 | 323 | 361 | 386 | 342 | 312 | 1,036 | 1,040 |
| Addition to loan loss provisions | | 2 | -14 | -18 | -46 | 1 | 41 | 10 | -30 | 52 |
| Underlying result before tax | | 377 | 347 | 341 | 407 | 386 | 300 | 302 | 1,066 | 988 |
| Retail Banking | | 268 | 248 | 201 | 289 | 260 | 228 | 195 | 716 | 684 |
| Wholesale Banking | | 110 | 99 | 141 | 119 | 125 | 72 | 108 | 350 | 305 |
| Corporate Line | | | | | | | | | - | - |
| Underlying result before tax | | 377 | 347 | 341 | 407 | 386 | 300 | 302 | 1,066 | 988 |
| Customer lending/deposits (in € billion) | | | | | | | | | | |
| Residential mortgages | | 75.8 | 74.7 | 73.9 | 73.5 | 72.7 | 71.6 | 70.4 | 75.8 | 72.7 |
| Other customer lending | | 46.1 | 46.9 | 45.5 | 44.7 | 44.4 | 44.7 | 42.3 | 46.1 | 44.4 |
| Customer deposits | | 138.1 | 138.0 | 138.2 | 138.8 | 133.6 | 137.5 | 133.6 | 138.1 | 133.6 |
| Key figures²⁾ | | | | | | | | | | |
| Cost/income ratio | | 42.8% | 49.1% | 50.7% | 44.1% | 43.0% | 45.3% | 49.9% | 47.5% | 46.0% |
| Return on equity based on 13.5% CET1 ³⁾ | | 16.9% | 15.9% | 15.2% | 19.2% | 17.2% | 14.2% | 14.6% | 16.0% | 15.3% |
| Risk costs in bps of average customer lending | | 1 | -5 | -6 | -16 | 0 | 14 | 4 | -3 | 6 |
| Risk costs in bps of average RWA | | 2 | -13 | -17 | -42 | 1 | 39 | 10 | -9 | 17 |
| Risk-weighted assets (end of period) | | 44,335 | 44,917 | 42,622 | 43,463 | 44,188 | 43,338 | 40,984 | 44,335 | 44,188 |
| Employees (internal FTEs, end of period) | | 5,307 | 5,331 | 5,226 | 5,062 | 5,034 | 5,048 | 5,076 | 5,307 | 5,034 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 46.7% | 46.7% | 45.8% | 45.5% | 46.4% | 47.3% | 47.2% | | |
| Return on equity based on 13.5% CET1 ³⁾ | | 16.8% | 16.9% | 16.5% | 16.3% | 16.3% | 16.2% | 17.0% | | |

¹⁾ Including ING Austria.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.22 Geographical split: Other Challengers

| Geographical split Other Challengers ¹⁾ | | | | | | | | | | |
|--|--------|------------|------------|------------|------------|------------|------------|------------|--------------|--------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Profit or loss | | | | | | | | | | |
| Net interest income | | 449 | 444 | 441 | 461 | 424 | 410 | 437 | 1,334 | 1,271 |
| Net fee and commission income | | 70 | 73 | 68 | 67 | 59 | 65 | 63 | 212 | 187 |
| Investment income | | 0 | -1 | 1 | -126 | 10 | 3 | -13 | -0 | 0 |
| Other income | | 3 | 12 | -6 | 6 | 3 | -3 | 28 | 9 | 28 |
| Total underlying income | | 523 | 527 | 505 | 408 | 496 | 476 | 516 | 1,555 | 1,487 |
| Expenses excl. regulatory costs | | 326 | 297 | 296 | 298 | 282 | 276 | 266 | 918 | 824 |
| Regulatory costs | | 22 | 20 | 26 | 35 | 18 | 18 | 23 | 67 | 60 |
| Underlying operating expenses | | 348 | 317 | 321 | 333 | 300 | 294 | 289 | 986 | 884 |
| Gross result | | 176 | 211 | 183 | 75 | 196 | 181 | 226 | 570 | 603 |
| Addition to loan loss provisions | | 35 | 48 | 44 | 64 | 32 | 30 | 37 | 127 | 99 |
| Underlying result before tax | | 141 | 163 | 139 | 11 | 163 | 152 | 189 | 443 | 504 |
| Retail Banking | | 55 | 91 | 72 | 51 | 78 | 68 | 89 | 218 | 235 |
| Wholesale Banking | | 86 | 71 | 67 | -40 | 85 | 84 | 100 | 225 | 269 |
| Corporate Line | | | | | | | | | - | - |
| Underlying result before tax | | 141 | 163 | 139 | 11 | 163 | 152 | 189 | 443 | 504 |
| Customer lending/deposits (in € billion) | | | | | | | | | | |
| Residential mortgages | | 56.9 | 55.5 | 56.2 | 54.0 | 52.6 | 51.9 | 50.4 | 56.9 | 52.6 |
| Other customer lending | | 33.1 | 32.6 | 31.4 | 31.1 | 32.4 | 31.1 | 29.9 | 33.1 | 32.4 |
| Customer deposits | | 94.9 | 96.0 | 95.6 | 92.6 | 91.2 | 91.3 | 89.5 | 94.9 | 91.2 |
| Key figures²⁾ | | | | | | | | | | |
| Cost/income ratio | | 66.4% | 60.1% | 63.7% | 81.6% | 60.5% | 61.9% | 56.1% | 63.4% | 59.4% |
| Return on equity based on 13.5% CET1 ³⁾ | | 7.9% | 9.5% | 7.5% | 0.3% | 9.4% | 9.5% | 12.4% | 8.3% | 10.4% |
| Risk costs in bps of average customer lending | | 16 | 22 | 20 | 30 | 15 | 15 | 18 | 19 | 16 |
| Risk costs in bps of average RWA | | 39 | 54 | 50 | 77 | 40 | 38 | 48 | 48 | 42 |
| Risk-weighted assets (end of period) | | 35,544 | 35,561 | 34,855 | 34,512 | 32,534 | 31,799 | 31,380 | 35,544 | 32,534 |
| Employees (internal FTEs, end of period) | | 5,375 | 5,219 | 5,058 | 5,220 | 5,173 | 5,028 | 4,824 | 5,375 | 5,173 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 67.2% | 65.7% | 66.3% | 64.2% | 62.2% | 64.6% | 63.5% | | |
| Return on equity based on 13.5% CET1 ³⁾ | | 6.4% | 6.7% | 6.6% | 7.8% | 9.0% | 7.8% | 7.7% | | |

¹⁾ Including Australia, Czech Republic, France, Italy, Spain and Portugal, UK Legacy and Other.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.23 Geographical split: Growth Markets

| Geographical split Growth Markets ¹⁾ | | | | | | | | | | |
|--|--------|------------|------------|------------|------------|------------|------------|------------|--------------|--------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Profit or loss | | | | | | | | | | |
| Net interest income | | 399 | 390 | 408 | 434 | 420 | 391 | 394 | 1,197 | 1,205 |
| Net fee and commission income | | 75 | 78 | 74 | 61 | 73 | 85 | 79 | 227 | 236 |
| Investment income | | 97 | 4 | 4 | 1 | 83 | 4 | 10 | 105 | 97 |
| Other income | | 72 | 75 | 76 | 77 | 51 | 58 | 48 | 223 | 158 |
| Total underlying income | | 642 | 548 | 562 | 573 | 627 | 538 | 531 | 1,752 | 1,696 |
| Expenses excl. regulatory costs | | 271 | 256 | 252 | 259 | 242 | 255 | 261 | 780 | 757 |
| Regulatory costs | | 41 | 36 | 63 | 45 | 33 | 34 | 47 | 141 | 114 |
| Underlying operating expenses | | 312 | 293 | 315 | 304 | 275 | 289 | 307 | 920 | 871 |
| Gross result | | 330 | 255 | 247 | 269 | 352 | 249 | 224 | 832 | 825 |
| Addition to loan loss provisions | | 72 | 70 | 60 | 111 | 79 | 54 | 31 | 202 | 163 |
| Underlying result before tax | | 258 | 185 | 187 | 158 | 273 | 195 | 193 | 630 | 662 |
| Retail Banking | | 236 | 134 | 141 | 108 | 235 | 148 | 156 | 511 | 539 |
| Wholesale Banking | | 22 | 51 | 46 | 50 | 38 | 47 | 38 | 119 | 123 |
| Corporate Line | | - | - | - | - | - | - | - | - | - |
| Underlying result before tax | | 258 | 185 | 187 | 158 | 273 | 195 | 193 | 630 | 662 |
| Customer lending/deposits (in € billion) | | | | | | | | | | |
| Residential mortgages | | 11.2 | 10.9 | 10.4 | 10.1 | 9.6 | 9.3 | 9.2 | 11.2 | 9.6 |
| Other customer lending | | 27.1 | 27.2 | 27.1 | 27.3 | 27.0 | 27.2 | 26.8 | 27.1 | 27.0 |
| Customer deposits | | 41.4 | 40.8 | 39.3 | 38.9 | 36.6 | 36.8 | 36.5 | 41.4 | 36.6 |
| Key figures²⁾ | | | | | | | | | | |
| Cost/income ratio | | 48.6% | 53.5% | 56.1% | 53.0% | 43.9% | 53.7% | 57.8% | 52.5% | 51.3% |
| Return on equity based on 13.5% CET1 ³⁾ | | 15.8% | 10.4% | 10.5% | 9.4% | 16.0% | 10.0% | 10.8% | 12.2% | 12.3% |
| Risk costs in bps of average customer lending | | 75 | 74 | 64 | 120 | 86 | 60 | 34 | 71 | 60 |
| Risk costs in bps of average RWA | | 71 | 70 | 58 | 104 | 72 | 50 | 28 | 66 | 50 |
| Risk-weighted assets (end of period) | | 40,700 | 40,885 | 39,766 | 42,271 | 43,486 | 44,156 | 43,400 | 40,700 | 43,486 |
| Employees (internal FTEs, end of period) | | 14,585 | 14,588 | 14,474 | 14,854 | 14,868 | 14,875 | 14,962 | 14,585 | 14,868 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 52.7% | 51.4% | 51.4% | 51.8% | 52.9% | 53.9% | 53.5% | | |
| Return on equity based on 13.5% CET1 ³⁾ | | 11.5% | 11.6% | 11.5% | 11.6% | 10.9% | 10.7% | 10.7% | | |

¹⁾ Including Poland, Romania, Turkey, Asian stakes.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

| Geographical split Growth Markets - Asian stakes | | | | | | | | | | |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Underlying result before tax | | 93 | 7 | 9 | 53 | 94 | 11 | 12 | 109 | 117 |
| Risk-weighted assets (end of period) ⁴⁾ | | 6,622 | 6,928 | 7,373 | 9,631 | 10,316 | 11,347 | 11,053 | 6,622 | 10,316 |

| Market value ⁴⁾ - Asian stakes | |
|--|--------------|
| In € million | 30 Sep 2019 |
| TMB (25.0% held at ING Bank NV + 4.9% held at ING Group) ⁴⁾ | 617 |
| Bank of Beijing (13.0%) | 1,895 |
| Total valuation | 2,512 |

⁴⁾ 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 € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Profit or loss | | | | | | | | | | |
| Net interest income | | 423 | 387 | 401 | 506 | 368 | 355 | 319 | 1,211 | 1,042 |
| Net fee and commission income | | 127 | 103 | 99 | 115 | 120 | 135 | 111 | 329 | 367 |
| Investment income | | 1 | 1 | 0 | 1 | -0 | 2 | -1 | 1 | 0 |
| Other income | | 73 | 99 | 90 | -58 | 105 | 88 | 109 | 262 | 302 |
| Total underlying income | | 624 | 590 | 590 | 564 | 594 | 580 | 537 | 1,804 | 1,711 |
| Expenses excl. regulatory costs | | 292 | 297 | 302 | 281 | 285 | 293 | 275 | 890 | 854 |
| Regulatory costs | | 3 | 1 | 48 | 46 | 3 | 1 | 37 | 52 | 41 |
| Underlying operating expenses | | 295 | 298 | 350 | 327 | 288 | 294 | 312 | 943 | 895 |
| Gross result | | 329 | 292 | 240 | 236 | 306 | 285 | 225 | 861 | 816 |
| Addition to loan loss provisions | | 86 | 29 | 21 | 26 | 59 | 41 | -0 | 136 | 100 |
| Underlying result before tax | | 243 | 263 | 219 | 211 | 246 | 244 | 226 | 726 | 716 |
| Retail Banking | | | | | | | | | - | - |
| Wholesale Banking | | 243 | 263 | 219 | 211 | 246 | 244 | 226 | 726 | 716 |
| Corporate Line | | | | | | | | | - | - |
| Underlying result before tax | | 243 | 263 | 219 | 211 | 246 | 244 | 226 | 726 | 716 |
| Customer lending/deposits (in € billion) | | | | | | | | | | |
| Residential mortgages | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Other customer lending | | 70.4 | 70.8 | 70.4 | 67.1 | 67.5 | 66.9 | 63.1 | 70.4 | 67.5 |
| Customer deposits | | 12.9 | 15.0 | 13.4 | 11.2 | 13.3 | 14.0 | 13.3 | 12.9 | 13.3 |
| Key figures¹⁾ | | | | | | | | | | |
| Cost/income ratio | | 47.2% | 50.5% | 59.3% | 58.1% | 48.5% | 50.8% | 58.0% | 52.3% | 52.3% |
| Return on equity based on 13.5% CET1 ²⁾ | | 8.5% | 13.1% | 7.1% | 8.4% | 9.0% | 8.0% | 8.6% | 9.6% | 8.5% |
| Risk costs in bps of average customer lending | | 49 | 16 | 12 | 15 | 35 | 25 | -0 | 26 | 21 |
| Risk costs in bps of average RWA | | 57 | 18 | 13 | 16 | 36 | 25 | -0 | 29 | 20 |
| Risk-weighted assets (end of period) | | 60,740 | 60,341 | 65,910 | 64,740 | 66,684 | 65,459 | 65,753 | 60,740 | 66,684 |
| Employees (internal FTEs, end of period) | | 3,828 | 3,799 | 3,735 | 3,558 | 3,564 | 3,485 | 3,421 | 3,828 | 3,564 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | 53.6% | 54.1% | 54.1% | 53.7% | 53.1% | 51.6% | 49.7% | | |
| Return on equity based on 13.5% CET1 ²⁾ | | 9.3% | 9.4% | 8.1% | 8.5% | 8.1% | 8.5% | 8.7% | | |

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.25 Geographical split: Other

| Geographical split Other ¹⁾ | | | | | | | | | | |
|--|--------|-----------|------------|------------|-----------|-----------|------------|------------|------------|------------|
| In € million | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 | 9M2019 | 9M2018 |
| Profit or loss | | | | | | | | | | |
| Net interest income | | 106 | 126 | 121 | 92 | 92 | 39 | 62 | 353 | 193 |
| Net fee and commission income | | -0 | -3 | -3 | 0 | -3 | 0 | -1 | -7 | -4 |
| Investment income | | -1 | 0 | 120 | 1 | 0 | 5 | 1 | 119 | 6 |
| Other income | | -21 | 56 | -5 | -18 | -41 | -18 | -34 | 31 | -93 |
| Total underlying income | | 84 | 179 | 233 | 75 | 48 | 26 | 29 | 497 | 102 |
| Expenses excl. regulatory costs | | 48 | 99 | 97 | 70 | 53 | 72 | 70 | 244 | 195 |
| Regulatory costs | | 1 | -2 | -0 | -0 | -5 | 4 | -0 | -2 | -1 |
| Underlying operating expenses | | 48 | 97 | 97 | 70 | 48 | 76 | 70 | 242 | 194 |
| Gross result | | 35 | 83 | 137 | 5 | 0 | -50 | -42 | 255 | -91 |
| Addition to loan loss provisions | | -0 | 0 | -0 | -1 | 0 | -0 | 0 | -0 | -0 |
| Underlying result before tax | | 35 | 83 | 137 | 6 | 0 | -50 | -42 | 255 | -91 |
| Retail Banking | | | | | | | | | - | - |
| Wholesale Banking | | 1 | -1 | -0 | -9 | 3 | -5 | -2 | -1 | -4 |
| Corporate Line | | 35 | 84 | 137 | 15 | -3 | -45 | -40 | 256 | -87 |
| Underlying result before tax | | 35 | 83 | 137 | 6 | 0 | -50 | -42 | 255 | -91 |
| Customer lending/deposits (in € billion) | | | | | | | | | | |
| Residential mortgages | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Other customer lending | | 0.4 | 0.4 | 0.4 | 0.4 | 0.4 | 0.4 | 0.3 | 0.4 | 0.4 |
| Customer deposits | | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 0.0 | -0.2 | 0.0 | 0.1 |
| Key figures²⁾ | | | | | | | | | | |
| Cost/income ratio | | n.a. | n.a. | n.a. | n.a. | n.a. | n.a. | n.a. | n.a. | n.a. |
| Return on equity based on 13.5% CET1 ³⁾ | | 7.2% | -2.9% | 106.6% | 12.1% | -31.9% | -40.3% | -59.5% | 36.3% | -44.5% |
| Risk costs in bps of average customer lending | | -4 | 7 | -5 | -55 | 3 | -12 | 3 | -1 | -2 |
| Risk costs in bps of average RWA | | -1 | 1 | -1 | -12 | 1 | -3 | 1 | -0 | -0 |
| Risk-weighted assets (end of period) | | 2,868 | 3,241 | 3,154 | 2,929 | 2,885 | 2,788 | 3,576 | 2,868 | 2,885 |
| Employees (internal FTEs, end of period) | | 6 | 6 | 6 | 7 | 8 | 8 | 8 | 6 | 8 |
| Four-quarter rolling average key figures | | | | | | | | | | |
| Cost/income ratio | | n.a. | n.a. | n.a. | n.a. | n.a. | n.a. | n.a. | n.a. | n.a. |
| Return on equity based on 13.5% CET1 ³⁾ | | 30.5% | 21.7% | 11.8% | -31.1% | -55.0% | -65.7% | -57.6% | | |

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

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 2.1 Consolidated Balance Sheet: Assets - Comparable quarters

| ING Group: Assets | | | | | | |
|--|----------------|----------------|----------------|----------------|----------------------|-------------|
| In € million | ING Group | | ING Bank N.V. | | Holding/Eliminations | |
| | 30 Sep 2019 | 30 Jun 2019 | 30 Sep 2019 | 30 Jun 2019 | 30 Sep 2019 | 30 Jun 2019 |
| Cash and balances with central banks | 54,936 | 52,171 | 54,936 | 52,171 | | |
| Loans and advances to banks | 36,205 | 34,584 | 36,203 | 34,582 | 1 | 1 |
| Financial assets at fair value through profit or loss | | | | | | |
| - trading assets | 57,641 | 54,212 | 57,646 | 54,220 | -5 | -8 |
| - non-trading derivatives | 2,534 | 2,397 | 2,563 | 2,409 | -29 | -12 |
| - designated as at fair value through profit or loss | 3,058 | 2,944 | 3,058 | 2,944 | | |
| - mandatorily at fair value through profit or loss | 58,751 | 59,376 | 58,751 | 59,376 | | |
| Financial assets at fair value OCI | | | | | | |
| - equity securities FV OCI | 2,191 | 2,551 | 2,191 | 2,551 | | |
| - debt securities FV OCI | 30,944 | 26,776 | 30,944 | 26,776 | | |
| - loans and advances FV OCI | 1,841 | 1,967 | 1,841 | 1,967 | | |
| Securities at amortised cost | 45,371 | 45,970 | 45,371 | 45,970 | | |
| Loans and advances to customers | | | | | | |
| - customer lending | 617,346 | 615,245 | 617,489 | 615,381 | -143 | -135 |
| - provision for loan losses | -4,559 | -4,481 | -4,559 | -4,481 | | |
| Investments in associates and joint ventures | 1,441 | 1,317 | 1,259 | 1,147 | 182 | 170 |
| Property and equipment | 3,100 | 2,825 | 3,100 | 2,825 | | |
| Intangible assets | 1,939 | 1,917 | 1,939 | 1,917 | | |
| Current tax assets | 244 | 392 | 244 | 385 | 0 | 7 |
| Deferred tax assets | 750 | 711 | 750 | 711 | | |
| Other assets | 8,657 | 11,363 | 8,651 | 11,357 | 5 | 7 |
| Assets held for sale | | 1,154 | | 1,154 | | |
| Total assets | 922,391 | 913,390 | 922,379 | 913,360 | 12 | 29 |

ING 2.2 Consolidated Balance Sheet: Assets - Quarterly overview

| ING Group: Assets | | | | | | | | |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| In € million | 31 Dec 2019 | 30 Sep 2019 | 30 Jun 2019 | 31 Mar 2019 | 31 Dec 2018 | 30 Sep 2018 | 30 Jun 2018 | 31 Mar 2018 |
| Cash and balances with central banks | | 54,936 | 52,171 | 45,631 | 49,987 | 40,290 | 38,276 | 32,879 |
| Loans and advances to banks | | 36,205 | 34,584 | 33,877 | 30,422 | 31,035 | 31,627 | 29,441 |
| Financial assets at fair value through profit or loss | | | | | | | | |
| - trading assets | | 57,641 | 54,212 | 54,697 | 50,152 | 59,825 | 63,817 | 62,358 |
| - non-trading derivatives | | 2,534 | 2,397 | 2,543 | 2,664 | 2,671 | 2,743 | 2,584 |
| - designated as at fair value through profit or loss | | 3,058 | 2,944 | 2,757 | 2,887 | 2,858 | 2,775 | 2,529 |
| - mandatorily at fair value through profit or loss | | 58,751 | 59,376 | 60,855 | 64,783 | 70,214 | 82,168 | 86,287 |
| Financial assets at fair value OCI | | | | | | | | |
| - equity securities FV OCI | | 2,191 | 2,551 | 2,697 | 3,228 | 3,425 | 3,667 | 3,731 |
| - debt securities FV OCI | | 30,944 | 26,776 | 28,512 | 25,616 | 25,164 | 24,968 | 25,074 |
| - loans and advances FV OCI | | 1,841 | 1,967 | 2,160 | 2,379 | 2,623 | 2,865 | 3,117 |
| Securities at amortised cost | | 45,371 | 45,970 | 47,227 | 47,276 | 47,789 | 48,966 | 48,821 |
| Loans and advances to customers | | | | | | | | |
| - customer lending | | 617,346 | 615,245 | 610,308 | 596,687 | 603,708 | 592,392 | 578,167 |
| - provision for loan losses | | -4,559 | -4,481 | -4,546 | -4,491 | -4,907 | -4,977 | -5,051 |
| Investments in associates and joint ventures | | 1,441 | 1,317 | 1,266 | 1,203 | 1,105 | 1,082 | 1,088 |
| Property and equipment | | 3,100 | 2,825 | 2,920 | 1,659 | 1,772 | 1,775 | 1,786 |
| Intangible assets | | 1,939 | 1,917 | 1,859 | 1,839 | 1,751 | 1,785 | 1,742 |
| Current tax assets | | 244 | 392 | 193 | 202 | 228 | 401 | 351 |
| Deferred tax assets | | 750 | 711 | 793 | 841 | 980 | 984 | 1,090 |
| Other assets | | 8,657 | 11,363 | 9,967 | 8,433 | 11,054 | 10,667 | 11,026 |
| Assets held for sale | | | 1,154 | 1,218 | 1,262 | | | |
| Total assets | | 922,391 | 913,390 | 904,935 | 887,030 | 901,585 | 905,984 | 887,020 |

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

| ING Group: Total liabilities and equity | | | | | | |
|---|----------------|----------------|----------------|----------------|----------------------|---------------|
| In € million | ING Group | | ING Bank N.V. | | Holding/Eliminations | |
| | 30 Sep 2019 | 30 Jun 2019 | 30 Sep 2019 | 30 Jun 2019 | 30 Sep 2019 | 30 Jun 2019 |
| Deposits from banks | 38,173 | 38,095 | 38,173 | 38,095 | | |
| Customer deposits | 574,246 | 571,124 | 605,883 | 600,893 | -31,636 | -29,769 |
| Financial liabilities at fair value through profit or loss | | | | | | |
| - trading liabilities | 32,315 | 33,575 | 32,315 | 33,575 | | |
| - non-trading derivatives | 3,112 | 2,381 | 3,114 | 2,387 | -2 | -6 |
| - designated as at fair value through profit or loss | 65,543 | 63,492 | 65,543 | 63,489 | -0 | 3 |
| Current tax liability | 613 | 487 | 608 | 487 | 5 | |
| Deferred tax liabilities | 853 | 705 | 853 | 705 | | |
| Provisions | 851 | 853 | 851 | 852 | 0 | 0 |
| Other liabilities | 16,345 | 16,084 | 16,294 | 16,031 | 52 | 53 |
| Debt securities in issue | 119,921 | 118,929 | 94,412 | 95,340 | 25,508 | 23,589 |
| Subordinated loans | 16,007 | 14,205 | 15,936 | 14,137 | 72 | 68 |
| Total liabilities | 867,981 | 859,930 | 873,982 | 865,991 | -6,002 | -6,062 |
| Shareholders' equity | 53,512 | 52,598 | 47,498 | 46,508 | 6,013 | 6,091 |
| Non-controlling interests | 899 | 862 | 899 | 862 | | |
| Total equity | 54,410 | 53,460 | 48,397 | 47,369 | 6,013 | 6,091 |
| Total liabilities and equity | 922,391 | 913,390 | 922,379 | 913,360 | 12 | 29 |

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

| ING Group: Total liabilities and equity | | | | | | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| In € million | 31 Dec 2019 | 30 Sep 2019 | 30 Jun 2019 | 31 Mar 2019 | 31 Dec 2018 | 30 Sep 2018 | 30 Jun 2018 | 31 Mar 2018 |
| Deposits from banks | | 38,173 | 38,095 | 37,647 | 37,330 | 39,481 | 38,776 | 40,661 |
| Customer deposits | | 574,246 | 571,124 | 561,440 | 555,812 | 552,010 | 556,681 | 546,755 |
| Financial liabilities at fair value through profit or loss | | | | | | | | |
| - trading liabilities | | 32,315 | 33,575 | 34,288 | 31,215 | 44,710 | 42,711 | 40,446 |
| - non-trading derivatives | | 3,112 | 2,381 | 2,733 | 2,299 | 2,525 | 3,041 | 2,274 |
| - designated as at fair value through profit or loss | | 65,543 | 63,492 | 61,531 | 59,179 | 61,867 | 65,122 | 63,162 |
| Current tax liability | | 613 | 487 | 710 | 822 | 559 | 725 | 670 |
| Deferred tax liabilities | | 853 | 705 | 695 | 640 | 763 | 829 | 704 |
| Provisions | | 851 | 853 | 912 | 1,011 | 1,175 | 1,286 | 1,447 |
| Other liabilities | | 16,345 | 16,084 | 15,661 | 13,510 | 15,316 | 13,772 | 14,506 |
| Debt securities in issue | | 119,921 | 118,929 | 120,626 | 119,751 | 117,158 | 116,099 | 107,824 |
| Subordinated loans | | 16,007 | 14,205 | 15,069 | 13,724 | 16,284 | 16,225 | 17,672 |
| Total liabilities | | 867,981 | 859,930 | 851,312 | 835,295 | 851,848 | 855,267 | 836,121 |
| Shareholders' equity (in parent) | | 53,512 | 52,598 | 52,788 | 50,932 | 48,997 | 49,984 | 50,164 |
| Non-controlling interests | | 899 | 862 | 835 | 803 | 740 | 734 | 735 |
| Total equity | | 54,410 | 53,460 | 53,623 | 51,735 | 49,737 | 50,717 | 50,900 |
| Total liabilities and equity | | 922,391 | 913,390 | 904,935 | 887,030 | 901,585 | 905,984 | 887,020 |

ING 2.5 Total Equity: Comparable quarters

| ING Group: Total equity | | | | | | |
|--|---------------|---------------|---------------|---------------|-----------------------|--------------|
| In € million | ING Group | | ING Bank N.V. | | Holdings/Eliminations | |
| | 30 Sep 2019 | 30 Jun 2019 | 30 Sep 2019 | 30 Jun 2019 | 30 Sep 2019 | 30 Jun 2019 |
| Share capital | 39 | 39 | 525 | 525 | -487 | -487 |
| Share premium | 17,077 | 17,077 | 16,542 | 16,542 | 536 | 535 |
| Revaluation reserve equity securities | 1,470 | 1,791 | 1,470 | 1,791 | -0 | -0 |
| Revaluation reserve debt instruments | 315 | 332 | 317 | 334 | -2 | -2 |
| Revaluation reserve cashflow hedge | 1,759 | 1,434 | 1,759 | 1,434 | 0 | |
| Other revaluation reserve | 249 | 233 | 245 | 231 | 4 | 2 |
| Remeasurement of the net defined benefit asset/liability | -420 | -418 | -420 | -418 | | |
| Currency translation reserve | -1,815 | -2,165 | -1,858 | -2,200 | 43 | 35 |
| Treasury shares | -5 | -8 | | | -5 | -8 |
| Liability credit reserve | -88 | -82 | -88 | -82 | | |
| Retained earnings and other reserves | 31,029 | 31,807 | 25,042 | 25,760 | 5,987 | 6,047 |
| Net result year to date | 3,901 | 2,556 | 3,963 | 2,589 | -62 | -32 |
| Shareholders' equity | 53,512 | 52,598 | 47,498 | 46,508 | 6,013 | 6,091 |
| Non-controlling interests | 899 | 862 | 899 | 862 | | |
| Total equity | 54,410 | 53,460 | 48,397 | 47,369 | 6,013 | 6,091 |
| Key figures | | | | | | |
| Shareholders' equity per share in € | 13.74 | 13.50 | | | | |
| Shares outstanding in the market (in million) | 3,896 | 3,896 | | | | |

ING 2.6 Total Equity: Quarterly overview

| ING Group: Total equity | | | | | | | | |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| In € million | 31 Dec 2019 | 30 Sep 2019 | 30 Jun 2019 | 31 Mar 2019 | 31 Dec 2018 | 30 Sep 2018 | 30 Jun 2018 | 31 Mar 2018 |
| Share capital | | 39 | 39 | 39 | 39 | 39 | 39 | 39 |
| Share premium | | 17,077 | 17,077 | 17,076 | 17,050 | 17,049 | 17,049 | 17,049 |
| Revaluation reserve equity securities | | 1,470 | 1,791 | 1,937 | 1,914 | 1,994 | 2,263 | 2,375 |
| Revaluation reserve debt instruments | | 315 | 332 | 336 | 363 | 434 | 481 | 513 |
| Revaluation reserve cashflow hedge | | 1,759 | 1,434 | 1,058 | 604 | 250 | 422 | 222 |
| Other revaluation reserve | | 249 | 233 | 227 | 204 | 196 | 201 | 201 |
| Remeasurement of the net defined benefit asset/liability | | -420 | -418 | -427 | -394 | -411 | -394 | -394 |
| Currency translation reserve | | -1,815 | -2,165 | -2,016 | -2,043 | -2,295 | -1,941 | -1,928 |
| Treasury shares | | -5 | -8 | -8 | -11 | -11 | -20 | -13 |
| Liability credit reserve | | -88 | -82 | -70 | 8 | -111 | -116 | -144 |
| Retained earnings and other reserves | | 31,029 | 31,807 | 33,517 | 28,494 | 28,432 | 29,346 | 31,019 |
| Net result year to date | | 3,901 | 2,556 | 1,119 | 4,703 | 3,431 | 2,654 | 1,225 |
| Shareholders' equity | | 53,512 | 52,598 | 52,788 | 50,932 | 48,997 | 49,984 | 50,164 |
| Non-controlling interests | | 899 | 862 | 835 | 803 | 740 | 734 | 735 |
| Total equity | | 54,410 | 53,460 | 53,623 | 51,735 | 49,737 | 50,717 | 50,900 |
| Key figures | | | | | | | | |
| Shareholders' equity per share in € | | 13.74 | 13.50 | 13.56 | 13.09 | 12.59 | 12.85 | 12.91 |

ING 2.7 Capital position

| Capital position | | | | |
|---|---------------|---------------|---------------|---------------|
| In € million | ING Group | | ING Bank | |
| | 30 Sep 2019 | 30 Jun 2019 | 30 Sep 2019 | 30 Jun 2019 |
| Shareholders' equity (parent) | 53,512 | 52,598 | 47,498 | 46,508 |
| - Interim profit not included in CET1 capital ¹⁾ | -1,711 | -1,764 | -882 | -882 |
| - Minority interests, counting as CET1 capital | 182 | 179 | 330 | 323 |
| - Goodwill and intangibles deductible from CET1 | -2,200 | -2,167 | -2,164 | -2,132 |
| - Shortfall on expected loan loss provision | -499 | -461 | -499 | -455 |
| - Adjustment Revaluation reserve bonds | | | | |
| - Adjustment Revaluation reserve equity | | | | |
| - Adjustment Revaluation reserve real estate | | | | |
| - Adjustment Revaluation reserve cash flow hedge | -1,759 | -1,434 | -1,759 | -1,434 |
| - Treasury shares (ING Group) | | | -5 | -8 |
| - Prudent Valuation adjustment | -5 | -10 | -5 | -9 |
| - Own credit risk | 88 | 82 | 88 | 82 |
| - Defined benefit remeasurement | | | | |
| - Defined benefit pension fund assets | -538 | -493 | -538 | -493 |
| - Deferred tax assets | -124 | -136 | -124 | -136 |
| - Own credit risk adjustments to derivatives (DVA) | -20 | -16 | -20 | -16 |
| - Irrevocable Payment Commitment (IPC) | -262 | -214 | -262 | -214 |
| Regulatory adjustments | -6,848 | -6,433 | -5,840 | -5,373 |
| Available common equity Tier 1 capital | 46,663 | 46,165 | 41,658 | 41,135 |
| Subordinated loans qualifying as Tier 1 capital ^{2), 3)} | 7,085 | 5,540 | 6,923 | 5,376 |
| Regulatory adjustments additional Tier 1 | 45 | 50 | 67 | 64 |
| Available Tier 1 capital | 53,793 | 51,755 | 48,648 | 46,575 |
| Supplementary capital - Tier 2 bonds ⁴⁾ | 8,127 | 8,092 | 8,127 | 8,092 |
| Regulatory adjustments Tier 2 | -1,203 | -1,158 | 50 | 47 |
| Available BIS capital | 60,716 | 58,689 | 56,825 | 54,714 |
| Risk-weighted assets | 319,683 | 318,253 | 319,116 | 317,716 |
| Common equity Tier 1 ratio | 14.6% | 14.5% | 13.1% | 12.9% |
| Tier 1 ratio | 16.8% | 16.3% | 15.2% | 14.7% |
| Total capital ratio | 19.0% | 18.4% | 17.8% | 17.2% |

¹⁾ Interim profit not included in CET1 capital ING Group as per 30 September 2019 (€1,711 million) includes €882 million for 3Q2019 (YTD 3Q2019: €2,646 million).

An amount of €935 million was paid out as interim dividend in August 2019.

²⁾ ING Group: Including €5,468 million which is CRR/CRD IV-compliant (2Q2019: €3,932 million), and €1,617 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (2Q2019: €1,608 million).

³⁾ ING Bank: Including €5,929 million which is CRR/CRD IV-compliant (2Q2019: €4,382 million), and €994 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (2Q2019: €994 million).

⁴⁾ Including €7,970 million which is CRR/CRD IV-compliant (2Q2019: €7,932 million), and €156 million to be replaced (by Group instruments) as capital recognition is subject to CRR/CRD IV grandfathering rules (2Q2019: €160 million).

ING 2.8 Funding

ING Group: Maturity ladder outstanding long-term debt 30 September 2019

| In € million | Long-term debt issued | | | Maturing ¹⁾ | | | | | | | | | | | |
|-------------------------------------|-----------------------|--------|-------|------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | 2017 | 2018 | 2019 | Remaining 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 | 2026 | 2027 | 2028 | 2029 | >2029 |
| ING Bank senior debt ²⁾ | 1,337 | 6,569 | 4,364 | 4,932 | 8,450 | 9,656 | 4,795 | 516 | 180 | 359 | 620 | 423 | 444 | 366 | 2,081 |
| ING Bank covered bond | | 6,381 | 4,167 | 50 | 3,572 | 3,901 | 3,576 | 3,180 | 1,249 | 1,893 | 2,232 | 1,523 | 2,301 | 2,789 | 4,166 |
| ING Bank RMBS | 791 | | | 74 | 583 | 562 | | | | | | | | | 465 |
| ING Group senior debt ²⁾ | 6,214 | 11,491 | 6,313 | 134 | 84 | | 4,032 | 4,734 | 1,667 | 1,994 | 3,260 | 1,370 | 3,795 | 1,414 | 2,104 |
| ING Bank Tier 2 | -983 | | | 21 | 33 | | | 1,937 | | | 1,537 | 151 | 56 | 69 | 54 |
| ING Group Tier 2 | 3,115 | 1,741 | | 142 | 37 | | | | | | | 85 | 2,180 | 1,840 | 995 |

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

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

Note: In 2017 ING exercised the option to exchange € 1.0 billion of ING Bank Tier 2 securities into similar securities issued by ING Group.

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

| | 30 Sep 2019 | 30 Jun 2019 |
|--------------------------------|-------------|-------------|
| Loan-to-deposit ratio | 1.07 | 1.07 |
| Key figures | | |
| Customer deposits (retail) | 50% | 50% |
| Customer deposits (corporate) | 21% | 20% |
| Lending / repurchase agreement | 7% | 7% |
| Interbank | 5% | 5% |
| CD/CP | 4% | 5% |
| Long-term senior debt | 11% | 11% |
| Subordinated debt | 2% | 2% |
| Total ¹⁾ | 100% | 100% |

¹⁾ Liabilities excluding trading securities and IFRS equity.

ING 2.9 Investments: Group

ING Group: Total Investments - 30 September 2019

| In € billion | Securities at amortised cost | Financial assets at fair value through other comprehensive income (FV OCI) | | Fair value through profit or loss | Total | |
|---|---------------------------------|--|-----------------|---|-------------|-----------------|
| | B/S value | B/S value | Reval after tax | B/S value | B/S value | Reval after tax |
| Total debt securities | 45.4 | 31.0 | 0.2 | 3.1 | 79.4 | 0.2 |
| of which Government bonds | 24.4 | 21.3 | 0.2 | 0.4 | 46.1 | 0.2 |
| of which Sub-sovereign, Supranationals and Agencies | 10.6 | 6.4 | 0.0 | 0.5 | 17.5 | 0.0 |
| of which Covered bonds | 6.9 | 1.7 | 0.0 | 0.0 | 8.6 | 0.0 |
| of which Financial institutions | 2.1 | 0.4 | 0.0 | 1.4 | 3.9 | 0.0 |
| of which Corporate bonds | 0.2 | 0.4 | 0.0 | 0.0 | 0.5 | 0.0 |
| of which asset-backed securities | 1.2 | 0.8 | -0.0 | 0.7 | 2.7 | -0.0 |
| Total equity securities | | 2.2 | 1.5 | | 2.2 | 1.5 |
| Total Investments | 45.4 | 33.1 | 1.7 | 3.1 | 81.6 | 1.7 |

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

ING 3.1 Customer lending/deposits: 3Q2019 Segment split

| Customer lending/deposits | | | | | | | | | | | | |
|-------------------------------|--------------|----------------|----------------|-------------|-------------------------------------|--------------|-------------------|--------------|-------------------------------|-------------------|------------------|----------------|
| In € billion | Total | Retail Banking | Retail Benelux | | Retail Challengers & Growth Markets | | Wholesale Banking | Lending | Daily Banking & Trade Finance | Financial Markets | Treasury & Other | Corporate Line |
| | | | Netherlands | Belgium | Germany | Other | | | | | | |
| Residential mortgages | | | | | | | | | | | | |
| Beginning of period | 293.0 | 292.1 | 112.4 | 38.7 | 74.6 | 66.4 | 0.8 | 0.0 | 0.0 | 0.0 | 0.8 | 0.0 |
| Net production | 3.2 | 3.2 | -0.0 | 0.5 | 0.9 | 1.7 | 0.0 | | | | 0.0 | |
| Treasury | | | | | | | | | | | | |
| Acquisitions / divestments | | | | | | | | | | | | |
| FX impact and other | 0.3 | 0.2 | 0.2 | 0.0 | 0.1 | -0.0 | 0.1 | | | | 0.1 | |
| End of period | 296.5 | 295.5 | 112.6 | 39.3 | 75.6 | 68.1 | 0.9 | 0.0 | 0.0 | 0.0 | 0.9 | 0.0 |
| Other customer lending | | | | | | | | | | | | |
| Beginning of period | 322.3 | 140.0 | 48.6 | 52.2 | 11.0 | 28.1 | 181.9 | 142.3 | 33.2 | 1.7 | 4.6 | 0.4 |
| Net production | -4.4 | 0.2 | 0.3 | -0.7 | 0.3 | 0.4 | -4.6 | -1.4 | -3.1 | 0.1 | -0.1 | |
| Treasury | -0.5 | -0.5 | 0.4 | -0.5 | -0.3 | -0.0 | -0.0 | | | | -0.0 | |
| Acquisitions / divestments | | | | | | | | | | | | |
| FX impact and other | 3.5 | -0.1 | | | | -0.1 | 3.6 | 2.6 | 1.0 | | | 0.0 |
| End of period | 320.9 | 139.6 | 49.3 | 50.9 | 11.0 | 28.4 | 180.9 | 143.6 | 31.1 | 1.8 | 4.5 | 0.4 |
| Customer deposits | | | | | | | | | | | | |
| Beginning of period | 571.1 | 507.6 | 151.0 | 89.3 | 137.3 | 130.0 | 63.5 | 0.5 | 50.5 | 7.4 | 5.2 | 0.0 |
| Net production | 4.4 | 1.7 | 1.0 | 0.7 | -0.2 | 0.2 | 2.8 | -0.1 | 4.6 | -1.7 | 0.0 | 0.0 |
| Treasury | -1.1 | -0.7 | -0.8 | 0.0 | 0.1 | 0.0 | -0.5 | | | | -0.5 | |
| Acquisitions / divestments | | | | | | | | | | | | |
| FX impact and other | -0.2 | -0.3 | | | | -0.3 | 0.2 | 0.0 | 0.1 | 0.1 | -0.0 | 0.0 |
| End of period | 574.2 | 508.3 | 151.2 | 90.0 | 137.2 | 129.9 | 66.0 | 0.4 | 55.1 | 5.8 | 4.7 | 0.0 |

ING 3.2 Customer lending/deposits: Quarterly overview

| Customer lending/deposits | | | | | | | | |
|-------------------------------|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 293.0 | 291.6 | 287.7 | 284.9 | 281.7 | 278.3 | 278.6 |
| Net production | | 3.2 | 1.7 | 2.6 | 3.1 | 4.0 | 3.2 | 1.5 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | -0.2 |
| FX impact and other | | 0.3 | -0.4 | 1.3 | -0.3 | -0.8 | 0.2 | -1.6 |
| End of period | | 296.5 | 293.0 | 291.6 | 287.7 | 284.9 | 281.7 | 278.3 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 322.3 | 318.7 | 309.0 | 318.8 | 310.7 | 299.9 | 292.1 |
| Net production | | -4.4 | 5.3 | 5.9 | -0.4 | 2.4 | 10.6 | 10.4 |
| Treasury | | -0.5 | -0.2 | 2.2 | -9.7 | 6.7 | -2.8 | 0.1 |
| Acquisitions / divestments | | | | | -1.7 | | | |
| FX impact and other | | 3.5 | -1.5 | 1.7 | 1.9 | -1.0 | 3.1 | -2.7 |
| End of period | | 320.9 | 322.3 | 318.7 | 309.0 | 318.8 | 310.7 | 299.9 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 571.1 | 561.4 | 555.8 | 552.0 | 556.7 | 546.8 | 539.9 |
| Net production | | 4.4 | 11.7 | 4.8 | 7.7 | 3.4 | 5.8 | 2.4 |
| Treasury | | -1.1 | -1.4 | 0.3 | -4.2 | -6.9 | 4.9 | 6.4 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | -0.2 | -0.6 | 0.5 | 0.4 | -1.2 | -0.8 | -1.9 |
| End of period | | 574.2 | 571.1 | 561.4 | 555.8 | 552.0 | 556.7 | 546.8 |

ING 3.3 Customer lending/deposits: Retail Banking

| Customer lending/deposits Retail Banking | | | | | | | | |
|--|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 292.1 | 290.8 | 286.8 | 284.1 | 280.8 | 277.4 | 277.7 |
| Net production | | 3.2 | 1.7 | 2.6 | 3.1 | 4.0 | 3.2 | 1.5 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | -0.2 |
| FX impact and other | | 0.2 | -0.4 | 1.4 | -0.4 | -0.7 | 0.2 | -1.5 |
| End of period | | 295.5 | 292.1 | 290.8 | 286.8 | 284.1 | 280.8 | 277.4 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 140.0 | 137.2 | 132.9 | 137.6 | 135.0 | 133.6 | 130.5 |
| Net production | | 0.2 | 3.1 | 2.0 | 0.8 | -0.2 | 4.5 | 3.5 |
| Treasury | | -0.5 | -0.2 | 2.5 | -6.5 | 4.1 | -2.1 | 0.3 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | -0.1 | -0.1 | -0.2 | 1.1 | -1.3 | -0.9 | -0.7 |
| End of period | | 139.6 | 140.0 | 137.2 | 132.9 | 137.6 | 135.0 | 133.6 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 507.6 | 500.5 | 492.7 | 485.8 | 490.2 | 479.3 | 474.9 |
| Net production | | 1.7 | 8.5 | 5.6 | 9.2 | 1.2 | 7.8 | 1.8 |
| Treasury | | -0.7 | -1.0 | 1.9 | -2.6 | -4.5 | 4.1 | 4.2 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | -0.3 | -0.5 | 0.3 | 0.3 | -1.1 | -1.0 | -1.6 |
| End of period | | 508.3 | 507.6 | 500.5 | 492.7 | 485.8 | 490.2 | 479.3 |

ING 3.4 Customer lending/deposits: Retail Banking Netherlands

| Customer lending/deposits Retail Banking Netherlands | | | | | | | | |
|--|--------|--------|--------|--------|--------|--------|--------|--------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 112.4 | 112.1 | 111.4 | 111.3 | 110.9 | 111.1 | 111.8 |
| Net production | | -0.0 | 0.2 | 0.2 | -0.0 | 0.4 | -0.2 | -0.6 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.2 | 0.1 | 0.5 | 0.1 | -0.1 | 0.0 | -0.1 |
| End of period | | 112.6 | 112.4 | 112.1 | 111.4 | 111.3 | 110.9 | 111.1 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 48.6 | 47.9 | 46.0 | 52.0 | 46.5 | 47.5 | 47.0 |
| Net production | | 0.3 | 0.3 | 0.9 | -0.3 | 0.1 | 0.1 | 0.7 |
| Treasury | | 0.4 | 0.4 | 1.0 | -5.7 | 5.3 | -1.1 | -0.3 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | |
| End of period | | 49.3 | 48.6 | 47.9 | 46.0 | 52.0 | 46.5 | 47.5 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 151.0 | 147.4 | 143.8 | 145.4 | 147.4 | 142.7 | 139.3 |
| Net production | | 1.0 | 4.8 | 1.4 | 0.3 | -0.3 | 4.2 | -0.8 |
| Treasury | | -0.8 | -1.1 | 2.2 | -1.9 | -1.7 | 0.5 | 4.1 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | |
| End of period | | 151.2 | 151.0 | 147.4 | 143.8 | 145.4 | 147.4 | 142.7 |

ING 3.5 Customer lending/deposits: Retail Banking Belgium

| Customer lending/deposits Retail Banking Belgium ¹⁾ | | | | | | | | |
|--|--------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 38.7 | 38.4 | 37.9 | 37.9 | 37.2 | 36.5 | 36.2 |
| Net production | | 0.5 | 0.2 | 0.4 | 0.3 | 0.7 | 0.7 | 0.5 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | -0.2 |
| FX impact and other | | 0.0 | 0.1 | 0.1 | -0.4 | -0.0 | -0.0 | 0.0 |
| End of period | | 39.3 | 38.7 | 38.4 | 37.9 | 37.9 | 37.2 | 36.5 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 52.2 | 51.4 | 49.5 | 48.0 | 49.9 | 46.9 | 45.2 |
| Net production | | -0.7 | 1.5 | 0.6 | 1.2 | -1.6 | 2.7 | 1.7 |
| Treasury | | -0.5 | -0.7 | 1.4 | -0.1 | -0.3 | 0.4 | -0.1 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | 0.4 | | | |
| End of period | | 50.9 | 52.2 | 51.4 | 49.5 | 48.0 | 49.9 | 46.9 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 89.3 | 87.5 | 85.5 | 85.6 | 85.2 | 83.7 | 82.5 |
| Net production | | 0.7 | 1.8 | 2.0 | -0.1 | 0.5 | 1.4 | 1.2 |
| Treasury | | 0.0 | -0.0 | 0.0 | 0.0 | -0.0 | 0.1 | -0.0 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | |
| End of period | | 90.0 | 89.3 | 87.5 | 85.5 | 85.6 | 85.2 | 83.7 |

¹⁾ Including ING Luxembourg.

ING 3.6 Customer lending/deposits: Retail Banking Germany

| Customer lending/deposits Retail Banking Germany ¹⁾ | | | | | | | | |
|--|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 74.6 | 73.8 | 73.5 | 72.7 | 71.6 | 70.3 | 70.0 |
| Net production | | 0.9 | 0.8 | 0.2 | 0.7 | 1.2 | 1.2 | 0.4 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.1 | 0.1 | 0.1 | 0.1 | -0.1 | 0.1 | -0.1 |
| End of period | | 75.6 | 74.6 | 73.8 | 73.5 | 72.7 | 71.6 | 70.3 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 11.0 | 10.7 | 10.5 | 11.2 | 12.0 | 13.0 | 12.1 |
| Net production | | 0.3 | 0.3 | 0.0 | -0.0 | 0.3 | 0.3 | 0.3 |
| Treasury | | -0.3 | 0.1 | 0.1 | -0.7 | -1.0 | -1.3 | 0.6 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | |
| End of period | | 11.0 | 11.0 | 10.7 | 10.5 | 11.2 | 12.0 | 13.0 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 137.3 | 136.9 | 138.0 | 132.7 | 135.9 | 132.5 | 132.7 |
| Net production | | -0.2 | 0.3 | -0.9 | 6.0 | -0.5 | -0.2 | -0.2 |
| Treasury | | 0.1 | 0.1 | -0.2 | -0.6 | -2.7 | 3.6 | -0.0 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | |
| End of period | | 137.2 | 137.3 | 136.9 | 138.0 | 132.7 | 135.9 | 132.5 |

¹⁾ Including ING Austria.

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

| Customer lending/deposits Retail Banking Other Challengers & Growth Markets ¹⁾ | | | | | | | | |
|---|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 66.4 | 66.5 | 64.1 | 62.2 | 61.1 | 59.5 | 59.7 |
| Net production | | 1.7 | 0.6 | 1.8 | 2.1 | 1.6 | 1.5 | 1.2 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | -0.0 | -0.7 | 0.7 | -0.3 | -0.5 | 0.1 | -1.4 |
| End of period | | 68.1 | 66.4 | 66.5 | 64.1 | 62.2 | 61.1 | 59.5 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 28.1 | 27.2 | 27.0 | 26.4 | 26.6 | 26.3 | 26.1 |
| Net production | | 0.4 | 1.0 | 0.4 | -0.1 | 1.1 | 1.4 | 0.8 |
| Treasury | | -0.0 | -0.0 | -0.0 | -0.0 | 0.0 | -0.1 | 0.1 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | -0.1 | -0.1 | -0.2 | 0.7 | -1.3 | -0.9 | -0.7 |
| End of period | | 28.4 | 28.1 | 27.2 | 27.0 | 26.4 | 26.6 | 26.3 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 130.0 | 128.8 | 125.4 | 122.2 | 121.8 | 120.5 | 120.4 |
| Net production | | 0.2 | 1.7 | 3.1 | 3.1 | 1.6 | 2.3 | 1.6 |
| Treasury | | 0.0 | 0.1 | -0.1 | -0.1 | -0.1 | 0.0 | 0.1 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | -0.3 | -0.5 | 0.3 | 0.3 | -1.1 | -1.0 | -1.6 |
| End of period | | 129.9 | 130.0 | 128.8 | 125.4 | 122.2 | 121.8 | 120.5 |

¹⁾ Includes: Australia, Czech Republic, France, Italy, Spain, UK Legacy and Other, Poland, Romania, Turkey, Asian stakes.

ING 3.8 Customer lending/deposits: Wholesale Banking

| Customer lending/deposits Wholesale Banking | | | | | | | | |
|---|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 0.8 | 0.8 | 0.9 | 0.8 | 0.8 | 0.8 | 0.9 |
| Net production | | 0.0 | | 0.0 | 0.0 | 0.0 | -0.0 | 0.1 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.1 | 0.1 | -0.2 | 0.1 | -0.1 | 0.0 | -0.1 |
| End of period | | 0.9 | 0.8 | 0.8 | 0.9 | 0.8 | 0.8 | 0.8 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 181.9 | 181.2 | 175.7 | 180.9 | 175.3 | 166.0 | 161.3 |
| Net production | | -4.6 | 2.2 | 3.9 | -1.2 | 2.6 | 6.1 | 6.9 |
| Treasury | | -0.0 | -0.0 | -0.3 | -3.1 | 2.6 | -0.7 | -0.1 |
| Acquisitions / divestments | | | | | -1.7 | | | |
| FX impact and other | | 3.6 | -1.5 | 1.9 | 0.8 | 0.3 | 4.0 | -2.0 |
| End of period | | 180.9 | 181.9 | 181.2 | 175.7 | 180.9 | 175.3 | 166.0 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 63.5 | 60.9 | 63.1 | 66.2 | 66.5 | 67.7 | 65.1 |
| Net production | | 2.8 | 3.1 | -0.9 | -1.6 | 2.2 | -2.0 | 0.6 |
| Treasury | | -0.5 | -0.4 | -1.6 | -1.6 | -2.4 | 0.8 | 2.1 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.2 | -0.1 | 0.2 | 0.1 | -0.1 | -0.1 | -0.2 |
| End of period | | 66.0 | 63.5 | 60.9 | 63.1 | 66.2 | 66.5 | 67.7 |

ING 3.9 Customer lending/deposits: WB - Lending

| Customer lending/deposits Wholesale Banking - Lending | | | | | | | | |
|---|--------|--------|--------|--------|--------|--------|--------|--------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Net production | | | | | | | | |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | |
| End of period | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 142.3 | 142.5 | 138.6 | 136.3 | 130.4 | 122.4 | 119.4 |
| Net production | | -1.4 | 1.0 | 2.5 | 1.7 | 5.7 | 5.3 | 4.4 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 2.6 | -1.2 | 1.5 | 0.6 | 0.2 | 2.8 | -1.5 |
| End of period | | 143.6 | 142.3 | 142.5 | 138.6 | 136.3 | 130.4 | 122.4 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 0.5 | 0.4 | 0.6 | 0.4 | 0.5 | 0.6 | 0.6 |
| Net production | | -0.1 | 0.1 | -0.2 | 0.1 | -0.1 | -0.1 | -0.0 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.0 | -0.0 | 0.0 | 0.0 | -0.0 | 0.0 | 0.0 |
| End of period | | 0.4 | 0.5 | 0.4 | 0.6 | 0.4 | 0.5 | 0.6 |

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

| Customer lending/deposits Wholesale Banking - Daily Banking & Trade Finance | | | | | | | | |
|---|--------|--------|--------|--------|--------|--------|--------|--------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Net production | | | | | | | | |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | |
| End of period | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 33.2 | 32.8 | 30.9 | 33.9 | 36.5 | 33.8 | 32.7 |
| Net production | | -3.1 | 0.7 | 1.5 | -3.3 | -2.8 | 1.6 | 1.7 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 1.0 | -0.3 | 0.4 | 0.2 | 0.1 | 1.2 | -0.6 |
| End of period | | 31.1 | 33.2 | 32.8 | 30.9 | 33.9 | 36.5 | 33.8 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 50.5 | 49.7 | 51.4 | 52.3 | 50.7 | 52.3 | 51.6 |
| Net production | | 4.6 | 0.8 | -1.8 | -1.0 | 1.6 | -1.5 | 0.8 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.1 | -0.0 | 0.1 | 0.1 | -0.0 | -0.1 | -0.1 |
| End of period | | 55.1 | 50.5 | 49.7 | 51.4 | 52.3 | 50.7 | 52.3 |

ING 3.11 Customer lending/deposits: WB - Financial Markets

| Customer lending/deposits Wholesale Banking - Financial Markets | | | | | | | | |
|---|--------|--------|--------|--------|--------|--------|--------|--------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Net production | | | | | | | | |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | |
| End of period | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 1.7 | 1.2 | 1.5 | 1.4 | 1.3 | 1.8 | 0.9 |
| Net production | | 0.1 | 0.5 | -0.3 | 0.1 | 0.0 | -0.5 | 0.9 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | |
| End of period | | 1.8 | 1.7 | 1.2 | 1.5 | 1.4 | 1.3 | 1.8 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 7.4 | 5.4 | 4.3 | 5.0 | 4.3 | 4.7 | 5.0 |
| Net production | | -1.7 | 2.0 | 1.0 | -0.8 | 0.7 | -0.4 | -0.2 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.1 | -0.0 | 0.1 | 0.0 | -0.0 | 0.1 | -0.1 |
| End of period | | 5.8 | 7.4 | 5.4 | 4.3 | 5.0 | 4.3 | 4.7 |

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

| Customer lending/deposits Wholesale Banking - Treasury & Other | | | | | | | | |
|--|--------|------------|------------|------------|------------|-------------|-------------|-------------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 0.8 | 0.8 | 0.9 | 0.8 | 0.8 | 0.8 | 0.9 |
| Net production | | 0.0 | | 0.0 | 0.0 | 0.0 | -0.0 | 0.1 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.1 | 0.1 | -0.2 | 0.1 | -0.1 | 0.0 | -0.1 |
| End of period | | 0.9 | 0.8 | 0.8 | 0.9 | 0.8 | 0.8 | 0.8 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 4.6 | 4.6 | 4.7 | 9.3 | 7.1 | 8.1 | 8.4 |
| Net production | | -0.1 | -0.0 | 0.2 | 0.2 | -0.4 | -0.2 | -0.2 |
| Treasury | | -0.0 | -0.0 | -0.3 | -3.1 | 2.6 | -0.7 | -0.1 |
| Acquisitions / divestments | | | | | -1.7 | | | |
| FX impact and other | | | | | 0.0 | -0.0 | -0.0 | -0.0 |
| End of period | | 4.5 | 4.6 | 4.6 | 4.7 | 9.3 | 7.1 | 8.1 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 5.2 | 5.4 | 6.9 | 8.4 | 10.9 | 10.1 | 8.0 |
| Net production | | 0.0 | 0.2 | 0.1 | 0.0 | -0.0 | 0.0 | -0.0 |
| Treasury | | -0.5 | -0.4 | -1.6 | -1.6 | -2.4 | 0.8 | 2.1 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | -0.0 | -0.0 | -0.0 | -0.0 | -0.0 | -0.0 | -0.0 |
| End of period | | 4.7 | 5.2 | 5.4 | 6.9 | 8.4 | 10.9 | 10.1 |

ING 3.13 Customer lending/deposits: Corporate Line

| Customer lending/deposits Corporate Line | | | | | | | | |
|--|--------|--------|--------|--------|--------|--------|--------|--------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | | | | | | | |
| Net production | | | | | | | | |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | |
| End of period | | | | | | | | |
| Other customer lending | | | | | | | | |
| Beginning of period | | 0.4 | 0.4 | 0.4 | 0.4 | 0.4 | 0.3 | 0.3 |
| Net production | | | | | | | | |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | -0.0 |
| End of period | | 0.4 | 0.4 | 0.4 | 0.4 | 0.4 | 0.4 | 0.3 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 0.0 | 0.0 | 0.0 | 0.1 | 0.0 | -0.2 | -0.2 |
| Net production | | | | | | | | |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.0 | -0.0 | -0.0 | -0.0 | 0.0 | 0.3 | -0.1 |
| End of period | | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 0.0 | -0.2 |

ING 3.14 Customer lending/deposits: 3Q2019 Geographical split

| Customer lending/deposits Geographical split | | | | | | | | |
|--|--------------|--------------|--------------|--------------|----------------------|-------------------|---------------------|------------|
| In € billion | Total | Netherlands | Belgium | Germany | Other Challengers | Growth Markets | WB Rest of World | Other |
| Residential mortgages | | | | | | | | |
| Beginning of period | 293.0 | 113.0 | 38.8 | 74.7 | 55.5 | 10.9 | 0.0 | 0.0 |
| Net production | 3.2 | -0.0 | 0.5 | 0.9 | 1.2 | 0.5 | 0.0 | |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | 0.3 | 0.2 | 0.1 | 0.1 | 0.2 | -0.2 | | |
| End of period | 296.5 | 113.2 | 39.4 | 75.8 | 56.9 | 11.2 | 0.0 | 0.0 |
| Other customer lending | | | | | | | | |
| Beginning of period | 322.3 | 76.2 | 68.0 | 46.9 | 32.6 | 27.2 | 70.8 | 0.4 |
| Net production | -4.4 | -0.1 | -1.1 | 0.1 | 0.3 | -0.0 | -3.7 | -0.0 |
| Treasury | -0.5 | 0.5 | -0.6 | -0.4 | -0.0 | -0.0 | 0.0 | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | 3.5 | 0.5 | 0.2 | -0.4 | 0.1 | -0.1 | 3.2 | 0.0 |
| End of period | 320.9 | 77.2 | 66.5 | 46.1 | 33.1 | 27.1 | 70.4 | 0.4 |
| Customer deposits | | | | | | | | |
| Beginning of period | 571.1 | 176.3 | 105.1 | 138.0 | 96.0 | 40.8 | 15.0 | 0.0 |
| Net production | 4.4 | 1.3 | 5.4 | -0.1 | -1.1 | 1.1 | -2.1 | 0.0 |
| Treasury | -1.1 | -1.1 | 0.0 | 0.2 | -0.1 | 0.1 | -0.3 | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | -0.2 | | | | 0.1 | -0.5 | 0.3 | 0.0 |
| End of period | 574.2 | 176.4 | 110.5 | 138.1 | 94.9 | 41.4 | 12.9 | 0.0 |

ING 3.15 Customer lending/deposits: Geographical Netherlands

| Customer lending/deposits Geographical Netherlands | | | | | | | | |
|--|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 113.0 | 112.7 | 112.1 | 111.9 | 111.7 | 111.8 | 112.6 |
| Net production | | -0.0 | 0.2 | 0.2 | -0.0 | 0.4 | -0.2 | -0.6 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.2 | 0.2 | 0.4 | 0.2 | -0.2 | 0.0 | -0.1 |
| End of period | | 113.2 | 113.0 | 112.7 | 112.1 | 111.9 | 111.7 | 111.8 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 76.2 | 76.1 | 72.7 | 83.0 | 74.0 | 75.2 | 74.2 |
| Net production | | -0.1 | -0.2 | 2.7 | -1.7 | 0.7 | -0.1 | 3.1 |
| Treasury | | 0.5 | 0.5 | 0.4 | -8.8 | 8.3 | -1.7 | -0.7 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.5 | -0.2 | 0.3 | 0.1 | 0.1 | 0.5 | -1.4 |
| End of period | | 77.2 | 76.2 | 76.1 | 72.7 | 83.0 | 74.0 | 75.2 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 176.3 | 170.8 | 172.8 | 173.2 | 175.0 | 173.8 | 167.4 |
| Net production | | 1.3 | 6.9 | -2.3 | 2.5 | 0.9 | 0.7 | 0.2 |
| Treasury | | -1.1 | -1.5 | 0.3 | -2.9 | -2.6 | 0.5 | 6.1 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | 0.0 |
| End of period | | 176.4 | 176.3 | 170.8 | 172.8 | 173.2 | 175.0 | 173.8 |

ING 3.16 Customer lending/deposits: Geographical Belgium

| Customer lending/deposits Geographical Belgium ¹⁾ | | | | | | | | |
|--|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 38.8 | 38.5 | 37.9 | 38.0 | 37.2 | 36.6 | 36.2 |
| Net production | | 0.5 | 0.2 | 0.4 | 0.3 | 0.7 | 0.7 | 0.5 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | -0.2 |
| FX impact and other | | 0.1 | 0.1 | 0.1 | -0.3 | -0.0 | 0.0 | 0.0 |
| End of period | | 39.4 | 38.8 | 38.5 | 37.9 | 38.0 | 37.2 | 36.6 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 68.0 | 67.8 | 65.7 | 64.0 | 66.3 | 62.3 | 61.5 |
| Net production | | -1.1 | 1.1 | 0.4 | 1.4 | -2.0 | 3.3 | 1.4 |
| Treasury | | -0.6 | -0.8 | 1.6 | -0.1 | -0.4 | 0.5 | -0.1 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.2 | -0.1 | 0.1 | 0.4 | 0.1 | 0.2 | -0.5 |
| End of period | | 66.5 | 68.0 | 67.8 | 65.7 | 64.0 | 66.3 | 62.3 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 105.1 | 104.0 | 101.3 | 104.1 | 102.0 | 100.4 | 98.8 |
| Net production | | 5.4 | 1.1 | 2.7 | -2.7 | 2.1 | 1.6 | 1.6 |
| Treasury | | 0.0 | -0.0 | -0.0 | 0.0 | -0.1 | 0.1 | -0.1 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | |
| End of period | | 110.5 | 105.1 | 104.0 | 101.3 | 104.1 | 102.0 | 100.4 |

¹⁾ Including ING Luxembourg.

ING 3.17 Customer lending/deposits: Geographical Germany

| Customer lending/deposits Geographical Germany ¹⁾ | | | | | | | | |
|--|--------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 74.7 | 73.9 | 73.5 | 72.7 | 71.6 | 70.4 | 70.0 |
| Net production | | 0.9 | 0.8 | 0.2 | 0.7 | 1.2 | 1.2 | 0.4 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.1 | 0.1 | 0.2 | 0.1 | -0.1 | 0.1 | -0.1 |
| End of period | | 75.8 | 74.7 | 73.9 | 73.5 | 72.7 | 71.6 | 70.4 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 46.9 | 45.5 | 44.7 | 44.4 | 44.7 | 42.3 | 38.5 |
| Net production | | 0.1 | 1.1 | 0.6 | 0.8 | 1.1 | 2.0 | 1.0 |
| Treasury | | -0.4 | 0.1 | 0.2 | -0.9 | -1.2 | -1.5 | 0.8 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | -0.4 | 0.2 | -0.0 | 0.3 | -0.2 | 2.0 | 1.9 |
| End of period | | 46.1 | 46.9 | 45.5 | 44.7 | 44.4 | 44.7 | 42.3 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 138.0 | 138.2 | 138.8 | 133.6 | 137.5 | 133.6 | 133.7 |
| Net production | | -0.1 | -0.2 | -0.4 | 6.1 | -0.8 | -0.3 | -0.1 |
| Treasury | | 0.2 | 0.1 | -0.3 | -0.8 | -3.1 | 4.2 | -0.0 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | |
| End of period | | 138.1 | 138.0 | 138.2 | 138.8 | 133.6 | 137.5 | 133.6 |

¹⁾ Including ING Austria.

ING 3.18 Customer lending/deposits: Geographical Other Challengers

| Customer lending/deposits Geographical Other Challengers ¹⁾ | | | | | | | | |
|--|--------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 55.5 | 56.2 | 54.0 | 52.6 | 51.9 | 50.4 | 50.8 |
| Net production | | 1.2 | 0.1 | 1.4 | 1.7 | 1.2 | 1.1 | 0.8 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.2 | -0.8 | 0.7 | -0.3 | -0.5 | 0.4 | -1.2 |
| End of period | | 56.9 | 55.5 | 56.2 | 54.0 | 52.6 | 51.9 | 50.4 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 32.6 | 31.4 | 31.1 | 32.4 | 31.1 | 29.9 | 29.5 |
| Net production | | 0.3 | 1.4 | 0.1 | 0.5 | 1.4 | 1.3 | 0.3 |
| Treasury | | -0.0 | 0.0 | 0.0 | -0.0 | | -0.2 | 0.0 |
| Acquisitions / divestments | | | | | -1.7 | | | |
| FX impact and other | | 0.1 | -0.2 | 0.2 | -0.0 | -0.1 | 0.2 | 0.0 |
| End of period | | 33.1 | 32.6 | 31.4 | 31.1 | 32.4 | 31.1 | 29.9 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 96.0 | 95.6 | 92.6 | 91.2 | 91.3 | 89.5 | 90.5 |
| Net production | | -1.1 | 1.0 | 2.2 | 1.7 | 0.3 | 1.6 | 0.0 |
| Treasury | | -0.1 | 0.1 | 0.1 | 0.1 | -0.0 | 0.0 | 0.0 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.1 | -0.7 | 0.7 | -0.3 | -0.4 | 0.3 | -1.1 |
| End of period | | 94.9 | 96.0 | 95.6 | 92.6 | 91.2 | 91.3 | 89.5 |

¹⁾ Includes Australia, Czech Republic, France, Italy, Spain and Portugal, UK Legacy and Other.

ING 3.19 Customer lending/deposits: Geographical Growth Markets

| Customer lending/deposits Geographical Growth Markets ¹⁾ | | | | | | | | |
|---|--------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 10.9 | 10.4 | 10.1 | 9.6 | 9.3 | 9.2 | 8.9 |
| Net production | | 0.5 | 0.5 | 0.4 | 0.4 | 0.4 | 0.4 | 0.3 |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | -0.2 | 0.1 | -0.1 | 0.0 | -0.0 | -0.3 | -0.1 |
| End of period | | 11.2 | 10.9 | 10.4 | 10.1 | 9.6 | 9.3 | 9.2 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 27.2 | 27.1 | 27.3 | 27.0 | 27.2 | 26.8 | 27.5 |
| Net production | | -0.0 | 0.2 | 0.1 | -0.5 | 1.1 | 1.4 | 0.6 |
| Treasury | | -0.0 | -0.0 | -0.0 | -0.0 | 0.0 | 0.0 | 0.0 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | -0.1 | -0.0 | -0.3 | 0.8 | -1.4 | -1.0 | -1.4 |
| End of period | | 27.1 | 27.2 | 27.1 | 27.3 | 27.0 | 27.2 | 26.8 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 40.8 | 39.3 | 38.9 | 36.6 | 36.8 | 36.5 | 36.6 |
| Net production | | 1.1 | 1.1 | 1.0 | 1.9 | 0.8 | 1.6 | 0.4 |
| Treasury | | 0.1 | 0.1 | -0.2 | -0.2 | -0.1 | 0.0 | 0.1 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | -0.5 | 0.2 | -0.4 | 0.6 | -0.8 | -1.4 | -0.6 |
| End of period | | 41.4 | 40.8 | 39.3 | 38.9 | 36.6 | 36.8 | 36.5 |

¹⁾ 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 € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Net production | | | | | | | | |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | |
| End of period | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Other customer lending | | | | | | | | |
| Beginning of period | | 70.8 | 70.4 | 67.1 | 67.5 | 66.9 | 63.1 | 60.6 |
| Net production | | -3.7 | 1.7 | 1.9 | -1.0 | 0.1 | 2.6 | 4.0 |
| Treasury | | 0.0 | -0.0 | -0.0 | 0.1 | -0.0 | -0.0 | -0.0 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 3.2 | -1.2 | 1.5 | 0.4 | 0.6 | 1.2 | -1.4 |
| End of period | | 70.4 | 70.8 | 70.4 | 67.1 | 67.5 | 66.9 | 63.1 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 15.0 | 13.4 | 11.2 | 13.3 | 14.0 | 13.3 | 13.0 |
| Net production | | -2.1 | 1.8 | 1.6 | -1.7 | 0.2 | 0.5 | 0.2 |
| Treasury | | -0.3 | -0.2 | 0.4 | -0.4 | -1.0 | 0.1 | 0.2 |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.3 | -0.1 | 0.3 | 0.0 | 0.0 | 0.1 | -0.1 |
| End of period | | 12.9 | 15.0 | 13.4 | 11.2 | 13.3 | 14.0 | 13.3 |

ING 3.21 Customer lending/deposits: Geographical Other

| Customer lending/deposits Geographical Other ¹⁾ | | | | | | | | |
|--|--------|--------|--------|--------|--------|--------|--------|--------|
| In € billion | 4Q2019 | 3Q2019 | 2Q2019 | 1Q2019 | 4Q2018 | 3Q2018 | 2Q2018 | 1Q2018 |
| Residential mortgages | | | | | | | | |
| Beginning of period | | | | | | | | |
| Net production | | | | | | | | |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | | | | | | | |
| End of period | | | | | | | | |
| Other customer lending | | | | | | | | |
| Beginning of period | | 0.4 | 0.4 | 0.4 | 0.4 | 0.4 | 0.3 | 0.3 |
| Net production | | | | | | | | |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | -0.0 |
| End of period | | 0.4 | 0.4 | 0.4 | 0.4 | 0.4 | 0.4 | 0.3 |
| Customer deposits | | | | | | | | |
| Beginning of period | | 0.0 | 0.0 | 0.0 | 0.1 | 0.0 | -0.2 | -0.2 |
| Net production | | | -0.0 | | | | | |
| Treasury | | | | | | | | |
| Acquisitions / divestments | | | | | | | | |
| FX impact and other | | 0.0 | -0.0 | -0.0 | -0.0 | 0.0 | 0.3 | -0.1 |
| End of period | | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 0.0 | -0.2 |

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

Important legal information

Projects may be subject to regulatory approvals.

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 2018 ING Group consolidated annual accounts. All figures in this document are unaudited. Small differences are possible in the tables due to rounding.

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

Actual results, performance or events may differ materially from those in such statements due to a number of factors, including, without limitation: (1) changes in general economic conditions, in particular economic conditions in ING's core markets, (2) changes in performance of financial markets, including developing markets, (3) potential consequences of the United Kingdom leaving the European Union or a break-up of the euro, (4) changes in the fiscal position and the future economic performance of the US including potential consequences of a downgrade of the sovereign credit rating of the US government, (5) potential consequences of a European sovereign debt crises, (6) changes in the availability of, and costs associated with, sources of liquidity such as interbank funding, (7) changes in conditions in the credit and capital markets generally, including changes in borrower and counterparty creditworthiness, (8) changes affecting interest rate levels, (9) inflation and deflation in our principal markets, (10) changes affecting currency exchange rates, (11) changes in investor and customer behaviour, (12) changes in general competitive factors, (13) changes in or discontinuation of 'benchmark' indices, (14) changes in laws and regulations and the interpretation and application thereof, (15) changes in compliance obligations including, but not limited to, those posed by the implementation of DAC6, (16) geopolitical risks, political instabilities and policies and actions of governmental and regulatory authorities, (17) changes in standards and interpretations under International Financial Reporting Standards (IFRS) and the application thereof, (18) conclusions with regard to purchase accounting assumptions and methodologies, and other changes in accounting assumptions and methodologies including changes in valuation of issued securities and credit market exposure, (19) changes in ownership that could affect the future availability to us of net operating loss, net capital and built-in loss carry forwards, (20) changes in credit ratings, (21) the outcome of current and future legal and regulatory proceedings, (22) operational risks, such as system disruptions or failures, breaches of security, cyber-attacks, human error, changes in operational practices or inadequate controls including in respect of third parties with which we do business, (23) risks and challenges related to cybercrime including the effects of cyber-attacks and changes in legislation and regulation related to cybersecurity and data privacy, (24) the inability to protect our intellectual property and infringement claims by third parties, (25) the inability to retain key personnel, (26) business, operational, regulatory, reputation and other risks in connection with climate change, (27) ING's ability to achieve its strategy, including projected operational synergies and cost-saving programmes and (28) the other risks and uncertainties detailed in the 2018 annual report of ING Groep N.V. (including the Risk Factors contained therein) and ING's more recent disclosures, including press releases, which are available on www.ING.com. (29) This document may contain inactive textual addresses to internet websites operated by us and third parties. Reference to such websites is made for information purposes only, and information found at such websites is not incorporated by reference into this document. ING does not make any representation or warranty with respect to the accuracy or completeness of, or take any responsibility for, any information found at any websites operated by third parties. ING specifically disclaims any liability with respect to any information found at websites operated by third parties. ING cannot guarantee that websites operated by third parties remain available following the publication of this document, or that any information found at such websites will not change following the filing of this document. Many of those factors are beyond ING's control.

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