

ING Historical Trend Data 4Q2019 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		
	4Q2019	4Q2018	3Q2019	4Q2019	4Q2018	3Q2019	4Q2019	4Q2018	3Q2019	4Q2019	4Q2018	3Q2019
Profit or loss												
Net interest income	3,597	3,571	3,529	2,462	2,493	2,483	1,025	985	938	109	93	108
Net fee and commission income	735	704	747	432	409	454	303	295	294	-0	0	0
Investment income	26	-132	104	25	-7	105	-5	-126	1	7	1	-1
Other income	81	358	246	128	165	143	-2	212	127	-45	-19	-23
Total underlying income	4,439	4,501	4,626	3,047	3,059	3,183	1,322	1,367	1,359	71	75	84
Expenses excl. regulatory costs	2,372	2,303	2,334	1,617	1,591	1,629	689	651	657	66	61	49
Regulatory costs ¹⁾	303	266	106	161	146	94	142	119	11	0	-0	1
Underlying operating expenses	2,675	2,568	2,440	1,778	1,738	1,723	831	770	668	66	61	49
Gross result	1,764	1,933	2,187	1,269	1,322	1,460	490	597	692	5	14	35
Addition to loan loss provisions	428	242	276	174	193	160	254	50	116	-0	-1	-0
Underlying result before tax	1,337	1,692	1,911	1,096	1,129	1,301	236	547	576	5	15	35
Taxation	428	425	543	304	307	345	90	124	164	34	-6	34
Non-controlling interests	28	29	23	24	21	22	5	7	1	-0	-0	-0
Underlying net result	880	1,238	1,344	767	801	933	141	416	410	-29	21	1
Special items after tax	-	-	-	-	-	-	-	-	-	-	-	-
Net result Banking	880	1,238	1,344	767	801	933	141	416	410	-29	21	1
Net result Insurance Other	-	35	-	-	-	-	-	-	-	-	-	-
Net result ING Group	880	1,273	1,344									
Key figures²⁾												
Interest margin	1.57%	1.56%	1.54%									
Cost/income ratio	60.3%	57.1%	52.7%	58.3%	56.8%	54.1%	62.9%	56.3%	49.1%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	6.8%	10.2%	10.5%									
Return on equity based on 13.5% CET1 ³⁾	8.3%	11.9%	12.7%	13.8%	15.1%	16.6%	2.9%	8.3%	8.4%	-32.8%	23.0%	1.0%
Risk costs in bps of average customer lending	28	16	18	16	18	15	56	11	25	n.a.	n.a.	n.a.
Risk costs in bps of average RWA	53	31	35	41	48	38	68	13	32	-0	-13	-1
Risk-weighted assets (end of period)	326,414	314,149	319,683	168,918	161,299	171,506	155,072	150,114	145,419	2,425	2,737	2,758
Employees (internal FTEs, end of period)	54,514	52,855	53,981	40,808	39,952	40,470	13,701	12,899	13,509	5	3	2
Four-quarter rolling average key figures												
Interest margin	1.54%	1.53%	1.54%									
Cost/income ratio	56.6%	54.8%	55.8%	57.1%	55.5%	56.8%	55.4%	50.3%	53.8%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	9.4%	11.2%	10.3%									
Return on equity based on 13.5% CET1 ³⁾	11.4%	12.9%	12.3%	15.3%	16.9%	15.6%	6.8%	9.4%	8.2%	21.1%	-30.9%	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 1.2 Profit or loss: 4Q2019 Segment split

Profit or loss 4Q2019

In € million	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	Daily Banking & Trade Finance		Financial Markets	Treasury & Other	Corporate Line
			Netherlands	Belgium	Germany	Other		Lending				
Balance sheet related interest	3,597	2,542	909	478	374	780	1,087	687	193	147	60	-32
Capital charge on book equity	-	-63	3	-14	8	-60	-47	-1	1	-26	-21	110
Interest benefit on total capital	-	-17	-6	-4	-3	-5	-15	-9	-2	-2	-1	32
Net interest income	3,597	2,462	906	460	380	716	1,025	677	191	119	38	109
Net fee and commission income	735	432	167	89	70	105	303	132	137	16	18	-0
Investment income	10	7	-0	5	1	1	-4	0	-0	-3	-1	7
Realised gains and fair value changes on investments	17	17	3	1	14	0	-1	-	-	-	-1	0
Total investment income	26	25	3	6	15	1	-5	0	-0	-3	-2	7
Valuation result and net trading income	32	93	46	-4	25	27	-2	-47	15	24	6	-60
Other income	49	35	14	15	-20	26	-0	12	-4	-10	1	15
Total other income	81	128	59	11	5	53	-2	-35	11	15	7	-45
Total underlying income	4,439	3,047	1,135	565	471	875	1,322	774	339	147	61	71
Expenses excl. regulatory costs	2,372	1,617	517	360	235	505	689	236	177	206	69	66
Regulatory costs ¹⁾	303	161	66	10	17	67	142	69	19	42	12	0
Underlying operating expenses	2,675	1,778	583	370	252	572	831	306	196	248	81	66
Gross result	1,764	1,269	552	195	219	303	490	468	143	-101	-20	5
Addition to loan loss provisions	428	174	15	84	-23	97	254	131	112	0	11	-0
Underlying result before tax	1,337	1,096	537	111	241	206	236	337	31	-101	-31	5
Taxation	428	304	132	32	89	50	90	93	10	-29	16	34
Non-controlling interests	28	24	-0	0	1	23	5	3	2	1	-2	-0
Underlying net result	880	767	405	79	151	132	141	241	19	-73	-46	-29
Special items after tax	-	-	-	-	-	-	-	-	-	-	-	-
Net result Banking	880	767	405	79	151	132	141	241	19	-73	-46	-29
Net result Insurance Other	-	-	-	-	-	-	-	-	-	-	-	-
Net result ING Group	880											
Key figures²⁾												
Interest margin	1.57%											
Cost/income ratio	60.3%	58.3%	51.3%	65.5%	53.5%	65.4%	62.9%	39.5%	57.9%	168.5%	132.6%	n.a.
Return on equity based on IFRS-EU equity	6.8%											
Return on equity based on 13.5% CET1 ³⁾	8.3%	13.8%	22.8%	5.8%	17.1%	9.0%	2.9%	7.4%	2.5%	-11.2%	-15.2%	-32.8%
Risk costs in bps of average customer lending	28	16	4	37	-10	40	56	37	112	6	82	n.a.
Risk costs in bps of average RWA	53	41	12	83	-34	76	68	54	184	1	47	-0
Risk-weighted assets (end of period)	326,414	168,918	50,970	39,851	26,144	51,953	155,072	101,910	25,236	18,744	9,182	2,425
Employees (internal FTEs, end of period)	54,514	40,808	9,532	8,110	5,051	18,115	13,701					5
Four-quarter rolling average key figures												
Interest margin	1.54%											
Cost/income ratio	56.6%	57.1%	49.1%	65.9%	54.4%	63.0%	55.4%	33.7%	54.7%	116.0%	152.3%	n.a.
Return on equity based on IFRS-EU equity	9.4%											
Return on equity based on 13.5% CET1 ³⁾	11.4%	15.3%	24.0%	8.4%	17.9%	10.5%	6.8%	8.8%	10.8%	-3.5%	-1.8%	21.1%

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 1.3 Profit or loss: Quarterly overview

Profit or loss										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	FY2019	FY2018
Interest income	6,749	7,330	7,186	7,189	7,312	6,978	6,854	6,621	28,454	27,766
Minus: interest expense	3,152	3,801	3,716	3,706	3,741	3,478	3,413	3,217	14,376	13,850
Net interest income	3,597	3,529	3,470	3,483	3,571	3,500	3,441	3,404	14,079	13,916
Net fee and commission income	735	747	711	675	704	720	717	661	2,868	2,803
Investment income	10	99	3	122	-121	92	9	2	234	-18
Realised gains and fair value changes on investments	17	5	22	28	-11	-3	29	63	72	78
Total investment income	26	104	25	150	-132	89	38	65	306	60
Valuation result and net trading income	32	175	330	218	287	281	210	253	754	1,030
Other income	49	71	129	50	71	56	77	74	300	279
Total other income	81	246	459	268	358	337	287	327	1,054	1,309
Total underlying income	4,439	4,626	4,665	4,576	4,501	4,646	4,484	4,457	18,306	18,088
Staff expenses	1,482	1,462	1,437	1,374	1,351	1,346	1,384	1,340	5,755	5,420
Regulatory costs ¹⁾	303	106	97	515	266	91	98	493	1,021	947
Other expenses	890	872	917	898	952	870	865	853	3,577	3,540
Operating expenses	2,675	2,440	2,451	2,787	2,568	2,307	2,347	2,686	10,353	9,907
Gross result	1,764	2,187	2,214	1,789	1,933	2,339	2,137	1,771	7,954	8,180
Addition to loan loss provisions	428	276	209	207	242	215	115	85	1,120	656
Underlying result before tax	1,337	1,911	2,005	1,582	1,692	2,124	2,022	1,686	6,834	7,524
Taxation	428	543	540	443	425	582	557	464	1,955	2,028
Non-controlling interests	28	23	26	21	29	28	22	29	99	108
Underlying net result	880	1,344	1,438	1,119	1,238	1,515	1,443	1,192	4,781	5,389
Special items after tax	-	-	-	-	-	-775	-	-	-	-775
Net result Banking	880	1,344	1,438	1,119	1,238	740	1,443	1,192	4,781	4,614
Net result Insurance Other	-	-	-	-	35	36	-14	33	-	90
Net result ING Group	880	1,344	1,438	1,119	1,273	776	1,429	1,225	4,781	4,703
Key figures²⁾										
Interest margin	1.57%	1.54%	1.52%	1.55%	1.56%	1.52%	1.51%	1.52%	1.54%	1.53%
Cost/income ratio	60.3%	52.7%	52.5%	60.9%	57.1%	49.7%	52.3%	60.3%	56.6%	54.8%
Return on equity based on IFRS-EU equity	6.8%	10.5%	11.4%	9.0%	10.2%	12.7%	12.0%	10.0%	9.4%	11.2%
Return on equity based on 13.5% CET1 ³⁾	8.3%	12.7%	13.8%	10.8%	11.9%	14.4%	13.8%	11.6%	11.4%	12.9%
Risk costs in bps of average customer lending	28	18	14	14	16	14	8	6	18	11
Risk costs in bps of average RWA	53	35	27	26	31	27	15	11	35	21
Risk-weighted assets (end of period)	326,414	319,683	318,253	311,884	314,149	316,313	318,729	312,434	326,414	314,149
Employees (internal FTEs, end of period)	54,514	53,981	53,525	52,658	52,855	52,519	52,189	51,752	54,514	52,855
Four-quarter rolling average key figures										
interest margin	1.54%	1.54%	1.54%	1.54%	1.53%	1.53%	1.54%	1.54%		
Cost/income ratio	56.6%	55.8%	55.0%	55.0%	54.8%	55.5%	56.1%	55.7%		
Return on equity based on IFRS-EU equity	9.4%	10.3%	10.8%	11.0%	11.2%	10.7%	10.4%	10.3%		
Return on equity based on 13.5% CET1 ³⁾	11.4%	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	FY2019	FY2018
Balance sheet related interest	2,542	2,578	2,543	2,520	2,493	2,498	2,459	2,444	10,182	9,894
Capital charge on book equity	-63	-73	-84	-87	-1	-2	-2	-1	-307	-6
Interest benefit on total capital	-17	-22	-20	-3	1	3	22	25	-62	50
Net interest income	2,462	2,483	2,440	2,429	2,493	2,499	2,479	2,468	9,814	9,939
Net fee and commission income	432	454	438	415	409	415	430	401	1,739	1,655
Investment income	7	101	1	0	1	85	3	-1	109	89
Realised gains and fair value changes on investments	17	3	18	23	-8	2	20	41	62	54
Total investment income	25	105	19	23	-7	86	23	40	171	143
Valuation result and net trading income	93	111	221	136	73	157	79	128	562	438
Other income	35	32	55	33	91	31	52	55	155	230
Total other income	128	143	276	169	165	188	131	183	717	667
Total underlying income	3,047	3,183	3,174	3,036	3,059	3,188	3,064	3,093	12,440	12,404
Expenses excl. regulatory costs	1,617	1,629	1,600	1,537	1,591	1,533	1,535	1,531	6,383	6,191
Regulatory costs	161	94	89	383	146	86	85	382	726	699
Underlying operating expenses	1,778	1,723	1,689	1,920	1,738	1,619	1,620	1,914	7,109	6,889
Gross result	1,269	1,460	1,485	1,116	1,322	1,569	1,444	1,179	5,331	5,514
Addition to loan loss provisions	174	160	118	136	193	107	52	96	588	447
Underlying result before tax	1,096	1,301	1,367	980	1,129	1,462	1,393	1,084	4,744	5,067
Taxation	304	345	400	262	307	382	377	283	1,312	1,348
Non-controlling interests	24	22	22	17	21	24	19	25	85	89
Underlying net result	767	933	946	701	801	1,056	997	776	3,347	3,630
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	767	933	946	701	801	1,056	997	776	3,347	3,630
Key figures¹⁾										
Cost/income ratio	58.3%	54.1%	53.2%	63.2%	56.8%	50.8%	52.9%	61.9%	57.1%	55.5%
Return on equity based on 13.5% CET1 ²⁾	13.8%	16.6%	17.4%	13.2%	15.1%	19.5%	18.2%	14.6%	15.3%	16.9%
Risk costs in bps of average customer lending	16	15	11	13	18	10	5	9	14	11
Risk costs in bps of average RWA	41	38	29	34	48	26	13	24	35	27
Risk-weighted assets (end of period)	168,918	171,506	169,096	160,374	161,299	162,373	166,004	163,724	168,918	161,299
Employees (internal FTEs, end of period)	40,808	40,470	40,245	39,720	39,952	39,813	39,716	39,901	40,808	39,952
Four-quarter rolling average key figures										
Cost/income ratio	57.1%	56.8%	55.9%	55.8%	55.5%	56.1%	56.3%	56.0%		
Return on equity based on 13.5% CET1 ²⁾	15.3%	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	FY2019	FY2018
Balance sheet related interest	1,387	1,408	1,382	1,375	1,386	1,405	1,388	1,363	5,552	5,542
Capital charge on book equity	-11	-13	-22	-23	2	2	1	2	-69	7
Interest benefit on total capital	-10	-13	-11	-2	0	2	13	15	-35	29
Net interest income	1,366	1,383	1,349	1,350	1,389	1,408	1,402	1,379	5,448	5,578
Net fee and commission income	256	274	262	256	249	259	274	252	1,048	1,034
Investment income	5	6	-1	0	2	2	2	-1	10	4
Realised gains and fair value changes on investments	3	-3	11	8	-4	-7	10	45	19	45
Total investment income	8	3	10	8	-2	-5	12	45	29	49
Valuation result and net trading income	41	53	168	76	54	107	75	111	338	346
Other income	29	15	25	16	31	13	37	28	84	109
Total other income	70	67	193	92	85	119	112	138	422	455
Total underlying income	1,701	1,727	1,814	1,705	1,722	1,781	1,800	1,814	6,947	7,117
Expenses excl. regulatory costs	877	876	859	824	887	847	852	859	3,436	3,445
Regulatory costs	76	22	23	262	68	21	19	278	383	385
Underlying operating expenses	953	898	882	1,086	955	868	871	1,136	3,819	3,830
Gross result	748	829	932	619	767	913	928	678	3,128	3,287
Addition to loan loss provisions	99	87	38	52	85	25	-20	34	277	124
Underlying result before tax	648	742	894	567	682	888	949	644	2,851	3,163
Taxation	165	199	255	131	186	231	245	162	750	825
Non-controlling interests	-0	-0	0	0	0	-0	0	6	-0	6
Underlying net result	484	543	638	435	496	657	703	476	2,101	2,332
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	484	543	638	435	496	657	703	476	2,101	2,332
Key figures¹⁾										
Cost/income ratio	56.0%	52.0%	48.6%	63.7%	55.4%	48.7%	48.4%	62.6%	55.0%	53.8%
Return on equity based on 13.5% CET1 ²⁾	15.5%	17.2%	21.0%	14.8%	16.8%	21.8%	23.2%	16.2%	17.1%	19.5%
Risk costs in bps of average customer lending	16	14	6	8	14	4	-3	6	11	5
Risk costs in bps of average RWA	43	37	17	24	39	11	-9	15	30	14
Risk-weighted assets (end of period)	90,821	94,636	93,013	87,072	87,131	87,933	90,599	89,088	90,821	87,131
Employees (internal FTEs, end of period)	17,642	17,471	17,381	17,225	17,056	16,993	17,005	17,265	17,642	17,056
Four-quarter rolling average key figures										
Cost/income ratio	55.0%	54.8%	54.0%	53.9%	53.8%	53.8%	53.3%	53.2%		
Return on equity based on 13.5% CET1 ²⁾	17.1%	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	FY2019	FY2018
Balance sheet related interest	909	900	876	873	922	938	942	922	3,558	3,725
Capital charge on book equity	3	2	-3	1	2	2	1	1	3	7
Interest benefit on total capital	-6	-7	-6	-1	0	1	7	9	-20	17
Net interest income	906	895	866	874	924	941	951	932	3,541	3,749
Net fee and commission income	167	178	164	166	169	170	168	158	674	664
Investment income	-0	1	0	-	0	1	0	-	1	1
Realised gains and fair value changes on investments	3	-0	6	1	-2	-7	10	23	10	24
Total investment income	3	1	6	1	-2	-6	10	23	11	25
Valuation result and net trading income	46	34	103	54	42	87	57	78	236	264
Other income	14	3	19	7	11	9	12	13	43	46
Total other income	59	37	122	61	54	96	69	91	279	310
Total underlying income	1,135	1,110	1,158	1,102	1,145	1,201	1,197	1,204	4,505	4,747
Expenses excl. regulatory costs	517	508	509	486	536	499	490	497	2,020	2,022
Regulatory costs	66	24	28	72	59	21	21	96	190	198
Underlying operating expenses	583	532	537	558	595	521	511	593	2,210	2,220
Gross result	552	578	621	544	550	681	686	611	2,295	2,528
Addition to loan loss provisions	15	43	22	11	45	-21	-52	-13	91	-41
Underlying result before tax	537	535	599	533	505	702	738	623	2,204	2,568
Taxation	132	139	157	130	123	167	186	150	558	626
Non-controlling interests	-0	-0	0	0	0	-0	-	-	-0	-0
Underlying net result	405	396	442	403	382	534	552	474	1,646	1,942
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	405	396	442	403	382	534	552	474	1,646	1,942
Key figures¹⁾										
Cost/income ratio	51.3%	47.9%	46.4%	50.6%	51.9%	43.3%	42.7%	49.3%	49.1%	46.8%
Return on equity based on 13.5% CET1 ²⁾	22.8%	22.0%	26.3%	25.0%	23.1%	31.1%	31.2%	26.7%	24.0%	28.1%
Risk costs in bps of average customer lending	4	11	5	3	11	-5	-13	-3	6	-3
Risk costs in bps of average RWA	12	32	18	9	37	-16	-40	-10	18	-8
Risk-weighted assets (end of period)	50,970	54,120	52,308	47,386	48,041	49,787	52,123	52,898	50,970	48,041
Employees (internal FTEs, end of period)	9,532	9,424	9,289	9,137	9,030	8,913	8,789	8,925	9,532	9,030
Four-quarter rolling average key figures										
Cost/income ratio	49.1%	49.2%	48.0%	47.0%	46.8%	46.9%	46.2%	47.2%		
Return on equity based on 13.5% CET1 ²⁾	24.0%	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	FY2019	FY2018
Balance sheet related interest	478	508	506	501	465	466	446	440	1,993	1,817
Capital charge on book equity	-14	-15	-18	-24	0	0	0	0	-71	0
Interest benefit on total capital	-4	-5	-5	-1	0	1	5	6	-15	12
Net interest income	460	488	483	476	465	467	451	446	1,907	1,830
Net fee and commission income	89	96	98	90	81	89	106	95	374	371
Investment income	5	5	-2	0	2	0	2	-1	8	3
Realised gains and fair value changes on investments	1	-2	5	6	-2	-0	0	22	10	21
Total investment income	6	2	3	6	0	0	2	22	18	24
Valuation result and net trading income	-4	19	66	22	12	20	18	33	102	82
Other income	15	12	6	8	20	3	25	14	41	63
Total other income	11	31	72	31	32	23	43	47	143	145
Total underlying income	565	617	656	603	577	580	603	610	2,442	2,369
Expenses excl. regulatory costs	360	367	350	338	351	348	362	362	1,416	1,423
Regulatory costs	10	-2	-5	190	9	-1	-2	181	193	187
Underlying operating expenses	370	366	345	528	360	347	360	543	1,609	1,610
Gross result	195	252	311	75	217	233	242	67	833	759
Addition to loan loss provisions	84	44	16	42	40	46	32	47	186	164
Underlying result before tax	111	207	295	33	177	187	211	21	647	595
Taxation	32	60	99	1	63	64	60	12	192	199
Non-controlling interests	0	0	0	0	0	0	0	6	0	6
Underlying net result	79	147	197	32	114	123	151	3	455	390
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	79	147	197	32	114	123	151	3	455	390
Key figures²⁾										
Cost/income ratio	65.5%	59.2%	52.6%	87.6%	62.4%	59.9%	59.8%	89.0%	65.9%	68.0%
Return on equity based on 13.5% CET1 ³⁾	5.8%	10.8%	14.5%	2.4%	8.7%	9.5%	12.0%	0.7%	8.4%	7.8%
Risk costs in bps of average customer lending	37	20	7	19	19	21	15	23	21	19
Risk costs in bps of average RWA	83	44	16	42	42	48	34	52	46	44
Risk-weighted assets (end of period)	39,851	40,516	40,705	39,686	39,091	38,147	38,476	36,190	39,851	39,091
Employees (internal FTEs, end of period)	8,110	8,047	8,092	8,088	8,026	8,080	8,216	8,340	8,110	8,026
Four-quarter rolling average key figures										
Cost/income ratio	65.9%	65.2%	65.4%	67.5%	68.0%	67.7%	67.6%	65.2%		
Return on equity based on 13.5% CET1 ³⁾	8.4%	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	FY2019	FY2018
Balance sheet related interest	1,155	1,170	1,161	1,145	1,107	1,093	1,071	1,081	4,631	4,352
Capital charge on book equity	-51	-60	-62	-64	-4	-4	-3	-2	-238	-12
Interest benefit on total capital	-7	-9	-8	-1	0	1	9	11	-26	21
Net interest income	1,096	1,100	1,091	1,079	1,104	1,091	1,077	1,090	4,366	4,361
Net fee and commission income	176	180	176	159	159	156	157	149	691	620
Investment income	2	95	2	-0	-0	83	2	-0	100	84
Realised gains and fair value changes on investments	14	6	7	15	-5	9	10	-5	43	10
Total investment income	16	101	10	15	-5	92	12	-5	142	94
Valuation result and net trading income	52	58	53	60	19	51	4	17	223	91
Other income	6	17	30	17	60	18	15	28	71	121
Total other income	58	75	83	78	79	69	19	45	294	212
Total underlying income	1,346	1,456	1,360	1,331	1,337	1,407	1,264	1,279	5,494	5,287
Expenses excl. regulatory costs	740	753	741	713	704	686	682	673	2,947	2,746
Regulatory costs	85	72	66	121	78	65	66	105	343	314
Underlying operating expenses	824	825	806	834	783	751	748	777	3,290	3,060
Gross result	522	631	554	497	554	656	516	501	2,204	2,227
Addition to loan loss provisions	75	73	80	84	107	82	72	62	311	323
Underlying result before tax	447	559	473	414	447	574	444	440	1,893	1,904
Taxation	140	147	145	131	120	150	132	121	562	523
Non-controlling interests	24	22	22	17	21	24	18	19	85	83
Underlying net result	283	390	307	266	305	399	294	300	1,246	1,298
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	283	390	307	266	305	399	294	300	1,246	1,298
Key figures¹⁾										
Cost/income ratio	61.2%	56.7%	59.3%	62.6%	58.5%	53.4%	59.2%	60.8%	59.9%	57.9%
Return on equity based on 13.5% CET1 ²⁾	11.8%	16.0%	13.0%	11.4%	13.0%	16.7%	12.3%	12.7%	13.0%	13.7%
Risk costs in bps of average customer lending	16	16	18	19	25	19	17	15	17	19
Risk costs in bps of average RWA	38	38	43	45	58	44	38	33	41	43
Risk-weighted assets (end of period)	78,097	76,869	76,083	73,302	74,168	74,439	75,405	74,636	78,097	74,168
Employees (internal FTEs, end of period)	23,166	22,999	22,864	22,496	22,896	22,820	22,710	22,636	23,166	22,896
Four-quarter rolling average key figures										
Cost/income ratio	59.9%	59.2%	58.4%	58.4%	57.9%	59.2%	60.7%	60.0%		
Return on equity based on 13.5% CET1 ²⁾	13.0%	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	FY2019	FY2018
Balance sheet related interest	374	399	400	383	386	408	422	408	1,557	1,624
Capital charge on book equity	8	7	8	8	10	10	10	9	32	39
Interest benefit on total capital	-3	-4	-3	-0	0	0	4	4	-10	8
Net interest income	380	403	405	391	396	418	435	422	1,579	1,671
Net fee and commission income	70	74	68	55	71	61	48	46	268	225
Investment income	1	-0	1	-0	-0	-0	0	-0	2	-1
Realised gains and fair value changes on investments	14	4	5	11	-3	-1	6	0	34	1
Total investment income	15	4	6	11	-3	-2	6	0	36	1
Valuation result and net trading income	25	24	25	37	23	44	-10	9	111	66
Other income	-20	4	3	3	1	4	2	3	-9	9
Total other income	5	28	28	41	24	47	-8	12	102	75
Total underlying income	471	509	507	498	487	525	481	479	1,985	1,972
Expenses excl. regulatory costs	235	234	267	243	227	240	230	224	979	921
Regulatory costs	17	15	16	52	17	19	19	51	101	106
Underlying operating expenses	252	249	283	296	244	259	249	275	1,080	1,027
Gross result	219	260	223	203	244	266	232	204	904	945
Addition to loan loss provisions	-23	-7	-25	2	-45	5	3	9	-53	-27
Underlying result before tax	241	268	248	201	289	260	228	195	957	972
Taxation	89	86	81	71	94	93	75	62	328	324
Non-controlling interests	1	1	1	1	1	1	1	0	3	3
Underlying net result	151	181	166	129	194	166	153	132	627	646
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	151	181	166	129	194	166	153	132	627	646
Key figures²⁾										
Cost/income ratio	53.5%	49.0%	55.9%	59.3%	50.0%	49.3%	51.8%	57.4%	54.4%	52.1%
Return on equity based on 13.5% CET1 ³⁾	17.1%	20.3%	19.0%	15.1%	22.5%	19.1%	17.8%	15.7%	17.9%	18.8%
Risk costs in bps of average customer lending	-10	-3	-12	1	-21	2	2	5	-6	-3
Risk costs in bps of average RWA	-34	-11	-38	3	-70	8	5	15	-20	-11
Risk-weighted assets (end of period)	26,144	26,476	26,690	25,365	25,244	26,032	25,909	25,328	26,144	25,244
Employees (internal FTEs, end of period)	5,051	4,933	4,957	4,861	4,717	4,696	4,706	4,737	5,051	4,717
Four-quarter rolling average key figures										
Cost/income ratio	54.4%	53.6%	53.6%	52.6%	52.1%	53.0%	53.9%	54.0%		
Return on equity based on 13.5% CET1 ³⁾	17.9%	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	FY2019	FY2018
Balance sheet related interest	780	770	762	761	721	686	649	673	3,074	2,728
Capital charge on book equity	-60	-68	-70	-72	-14	-13	-13	-11	-270	-51
Interest benefit on total capital	-5	-6	-5	-1	0	1	5	6	-16	13
Net interest income	716	697	686	688	707	673	642	668	2,787	2,690
Net fee and commission income	105	106	108	104	89	95	109	103	423	395
Investment income	1	95	2	0	0	83	1	0	98	85
Realised gains and fair value changes on investments	0	2	2	4	-2	10	5	-5	9	8
Total investment income	1	97	4	4	-2	93	6	-5	106	93
Valuation result and net trading income	27	34	27	23	-4	7	14	8	112	25
Other income	26	13	27	14	59	15	13	25	80	112
Total other income	53	47	55	37	56	22	27	33	192	137
Total underlying income	875	947	853	833	850	883	783	799	3,509	3,315
Expenses excl. regulatory costs	505	519	474	470	478	446	453	448	1,968	1,825
Regulatory costs	67	56	49	69	61	46	47	54	242	208
Underlying operating expenses	572	576	523	538	539	493	499	502	2,210	2,033
Gross result	303	371	330	295	311	390	284	297	1,299	1,282
Addition to loan loss provisions	97	80	105	82	152	77	69	52	364	350
Underlying result before tax	206	291	225	213	158	313	215	245	935	932
Taxation	50	61	63	59	27	57	57	59	234	200
Non-controlling interests	23	21	21	17	21	23	18	19	82	80
Underlying net result	132	209	141	137	111	233	141	167	619	652
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	132	209	141	137	111	233	141	167	619	652
Key figures²⁾										
Cost/income ratio	65.4%	60.8%	61.3%	64.6%	63.4%	55.8%	63.7%	62.8%	63.0%	61.3%
Return on equity based on 13.5% CET1 ³⁾	9.0%	13.7%	9.8%	9.4%	8.0%	15.5%	9.5%	11.2%	10.5%	11.1%
Risk costs in bps of average customer lending	40	34	45	35	68	35	32	24	38	40
Risk costs in bps of average RWA	76	64	86	67	125	63	56	42	73	71
Risk-weighted assets (end of period)	51,953	50,394	49,393	47,937	48,924	48,408	49,496	49,308	51,953	48,924
Employees (internal FTEs, end of period)	18,115	18,066	17,907	17,635	18,179	18,124	18,004	17,899	18,115	18,179
Four-quarter rolling average key figures										
Cost/income ratio	63.0%	62.5%	61.2%	61.8%	61.3%	63.1%	64.8%	63.7%		
Return on equity based on 13.5% CET1 ³⁾	10.5%	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, Philippines, 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	FY2019	FY2018
Balance sheet related interest	1,087	1,012	983	996	1,126	1,035	1,022	976	4,077	4,159
Capital charge on book equity	-47	-55	-64	-62	-142	-129	-122	-129	-228	-522
Interest benefit on total capital	-15	-20	-18	-3	1	3	21	24	-55	49
Net interest income	1,025	938	901	930	985	908	922	871	3,794	3,686
Net fee and commission income	303	294	276	262	295	308	287	261	1,135	1,152
Investment income	-4	-1	2	3	-123	7	1	2	-0	-112
Realised gains and fair value changes on investments	-1	2	4	5	-3	-4	8	22	10	24
Total investment income	-5	1	6	8	-126	3	10	24	9	-89
Valuation result and net trading income	-2	109	129	99	227	166	159	164	334	716
Other income	-0	18	-0	8	-15	28	17	15	25	46
Total other income	-2	127	128	106	212	194	176	179	359	761
Total underlying income	1,322	1,359	1,311	1,307	1,367	1,413	1,394	1,335	5,298	5,510
Expenses excl. regulatory costs	689	657	655	640	651	631	647	593	2,640	2,521
Regulatory costs	142	11	11	132	119	10	9	111	296	250
Underlying operating expenses	831	668	666	771	770	641	656	704	2,937	2,771
Gross result	490	692	644	536	597	772	738	632	2,362	2,739
Addition to loan loss provisions	254	116	91	71	50	107	63	-10	532	210
Underlying result before tax	236	576	553	465	547	665	675	642	1,830	2,529
Taxation	90	164	61	148	124	168	185	156	464	633
Non-controlling interests	5	1	5	3	7	4	3	4	14	19
Underlying net result	141	410	487	313	416	494	487	481	1,352	1,877
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	141	410	487	313	416	494	487	481	1,352	1,877
Key figures¹⁾										
Cost/income ratio	62.9%	49.1%	50.8%	59.0%	56.3%	45.4%	47.1%	52.7%	55.4%	50.3%
Return on equity based on 13.5% CET1 ²⁾	2.9%	8.4%	9.9%	6.3%	8.3%	9.8%	9.8%	9.9%	6.8%	9.4%
Risk costs in bps of average customer lending	56	25	20	16	11	24	15	-3	29	12
Risk costs in bps of average RWA	68	32	25	19	13	28	17	-3	36	14
Risk-weighted assets (end of period)	155,072	145,419	146,046	148,508	150,114	151,253	150,145	145,356	155,072	150,114
Employees (internal FTEs, end of period)	13,701	13,509	13,277	12,935	12,899	12,702	12,470	11,848	13,701	12,899
Value at Risk trading positions (average)	11.4	4.7	9.3	8.0	12.1	7.9	6.4	5.9		
Four-quarter rolling average key figures										
Cost/income ratio	55.4%	53.8%	52.8%	51.8%	50.3%	50.5%	51.1%	50.1%		
Return on equity based on 13.5% CET1 ²⁾	6.8%	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	FY2019	FY2018
Balance sheet related interest	687	646	640	641	668	644	600	548	2,614	2,461
Capital charge on book equity	-1	-0	-0	-0	-0	-0	-0	-0	-2	-1
Interest benefit on total capital	-9	-12	-12	-2	0	2	12	14	-35	29
Net interest income	677	633	628	639	668	646	612	562	2,577	2,489
Net fee and commission income	132	121	118	112	140	122	141	103	482	506
Investment income	0	0	0	-	1	-	0	0	0	1
Realised gains and fair value changes on investments	-	-	-	-	-0	-0	3	-3	-	0
Total investment income	0	0	0	-	1	-0	3	-3	0	1
Valuation result and net trading income	-47	-12	-14	-9	111	-6	-33	-26	-82	45
Other income	12	1	4	-0	-2	1	16	12	17	27
Total other income	-35	-11	-10	-9	109	-6	-17	-15	-65	72
Total underlying income	774	744	736	741	918	763	738	648	2,995	3,067
Expenses excl. regulatory costs	236	219	215	221	216	196	218	197	892	826
Regulatory costs	69	-0	1	48	49	0	-0	29	119	79
Underlying operating expenses	306	219	217	269	265	197	217	226	1,010	905
Gross result	468	525	519	472	653	566	521	422	1,984	2,162
Addition to loan loss provisions	131	129	71	57	46	83	51	-23	387	156
Underlying result before tax	337	396	448	416	607	483	470	445	1,597	2,006
Taxation	93	116	128	135	173	81	123	118	472	495
Non-controlling interests	3	-0	3	3	2	2	1	3	9	9
Underlying net result	241	280	317	278	432	400	345	324	1,116	1,503
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	241	280	317	278	432	400	345	324	1,116	1,503
Key figures¹⁾										
Cost/income ratio	39.5%	29.5%	29.4%	36.3%	28.9%	25.8%	29.5%	34.9%	33.7%	29.5%
Return on equity based on 13.5% CET1 ²⁾	7.4%	8.9%	10.1%	8.7%	13.4%	12.5%	11.4%	11.2%	8.8%	12.2%
Risk costs in bps of average customer lending	37	36	20	16	13	25	16	-8	27	12
Risk costs in bps of average RWA	54	55	30	24	19	35	23	-11	41	17
Risk-weighted assets (end of period)	101,910	93,424	93,358	94,956	95,716	96,509	94,348	86,064	101,910	95,716
Four-quarter rolling average key figures										
Cost/income ratio	33.7%	30.9%	30.0%	30.0%	29.5%	30.4%	30.5%	29.5%		
Return on equity based on 13.5% CET1 ²⁾	8.8%	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	FY2019	FY2018
Balance sheet related interest	193	195	197	189	202	183	182	170	774	737
Capital charge on book equity	1	1	0	-0	-0	-0	-0	-0	1	-1
Interest benefit on total capital	-2	-3	-3	-0	0	0	4	4	-9	9
Net interest income	191	192	194	188	202	183	185	174	766	744
Net fee and commission income	137	126	131	126	132	136	137	130	520	536
Investment income	-0	1	0	0	0	0	0	0	1	1
Realised gains and fair value changes on investments	-	-	-	-	-	-	-	-	-	-
Total investment income	-0	1	0	0	0	0	0	0	1	1
Valuation result and net trading income	15	19	15	12	17	14	15	9	61	56
Other income	-4	-2	-1	-1	-1	-2	-1	-2	-8	-7
Total other income	11	17	14	12	16	12	14	7	53	50
Total underlying income	339	335	340	326	351	332	336	311	1,340	1,330
Expenses excl. regulatory costs	177	169	172	161	151	173	161	162	679	647
Regulatory costs	19	3	1	30	13	2	0	15	54	31
Underlying operating expenses	196	172	173	192	165	175	161	178	733	678
Gross result	143	163	167	134	186	157	175	133	607	652
Addition to loan loss provisions	112	-5	5	18	-4	23	6	-2	131	23
Underlying result before tax	31	167	162	116	190	134	169	135	476	629
Taxation	10	41	41	30	56	51	44	28	122	178
Non-controlling interests	2	1	1	1	4	0	2	2	5	8
Underlying net result	19	125	120	84	131	83	123	105	349	443
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	19	125	120	84	131	83	123	105	349	443
Key figures¹⁾										
Cost/income ratio	57.9%	51.4%	50.8%	58.8%	46.9%	52.7%	47.8%	57.1%	54.7%	51.0%
Return on equity based on 13.5% CET1 ²⁾	2.5%	15.4%	14.6%	10.4%	15.7%	9.6%	14.4%	12.3%	10.8%	13.0%
Risk costs in bps of average customer lending	112	-5	5	18	-4	23	6	-2	131	23
Risk costs in bps of average RWA	184	-8	9	30	-6	35	9	-3	54	9
Risk-weighted assets (end of period)	25,236	23,396	25,315	23,575	25,251	25,677	25,973	25,540	25,236	25,251
Four-quarter rolling average key figures										
Cost/income ratio	54.7%	51.9%	52.2%	51.5%	51.0%	52.8%	52.9%	53.9%		
Return on equity based on 13.5% CET1 ²⁾	10.8%	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	FY2019	FY2018
Balance sheet related interest	147	125	111	122	114	32	76	102	505	323
Capital charge on book equity	-26	-29	-30	-29	-3	-2	-2	-2	-114	-8
Interest benefit on total capital	-2	-2	-3	-0	0	0	3	4	-7	8
Net interest income	119	94	79	92	112	30	77	104	384	323
Net fee and commission income	16	46	11	20	17	42	6	18	94	82
Investment income	-3	0	-0	0	0	0	0	0	-3	0
Realised gains and fair value changes on investments	-	1	1	-	0	-0	0	-0	1	-0
Total investment income	-3	1	1	0	0	-0	0	-0	-2	-0
Valuation result and net trading income	24	95	104	84	55	142	167	142	307	507
Other income	-10	-3	-11	-0	-8	-0	-9	-6	-24	-23
Total other income	15	92	93	84	48	142	158	136	283	484
Total underlying income	147	232	183	196	176	213	241	258	758	888
Expenses excl. regulatory costs	206	198	200	196	205	211	211	209	800	836
Regulatory costs	42	1	2	35	47	1	-0	39	80	86
Underlying operating expenses	248	199	202	231	251	212	211	248	880	922
Gross result	-101	33	-19	-35	-75	1	30	10	-122	-34
Addition to loan loss provisions	0	-0	1	-2	2	-1	1	0	-1	3
Underlying result before tax	-101	33	-20	-33	-78	2	30	10	-121	-36
Taxation	-29	12	-5	-8	-21	-0	10	-0	-30	-11
Non-controlling interests	1	1	1	1	1	2	1	1	5	5
Underlying net result	-73	20	-16	-26	-58	0	19	8	-96	-31
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	-73	20	-16	-26	-58	0	19	8	-96	-31
Key figures¹⁾										
Cost/income ratio	168.5%	85.7%	110.4%	117.8%	142.8%	99.4%	87.4%	96.2%	116.0%	103.8%
Return on equity based on 13.5% CET1 ²⁾	-11.2%	3.3%	-2.2%	-3.6%	-8.6%	0.3%	2.6%	1.2%	-3.5%	-0.9%
Risk costs in bps of average customer lending	6	-0	20	-54	70	-24	21	1	-5	18
Risk costs in bps of average RWA	1	-0	2	-4	5	-2	1	0	-0	1
Risk-weighted assets (end of period)	18,744	19,351	17,913	21,012	19,696	19,786	19,998	24,325	18,744	19,696
Four-quarter rolling average key figures										
Cost/income ratio	116.0%	112.2%	116.7%	109.5%	103.8%	107.2%	104.7%	102.7%		
Return on equity based on 13.5% CET1 ²⁾	-3.5%	-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	FY2019	FY2018
Key figures¹⁾										
Return on equity based on 13.5% CET1 ²⁾	-6.6%	5.8%	1.3%	-1.1%	-4.6%	3.7%	5.5%	4.4%	-0.2%	2.4%
Four-quarter rolling average key figures										
Return on equity based on 13.5% CET1 ²⁾	-0.2%	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	FY2019	FY2018
Balance sheet related interest	60	47	34	44	142	175	165	156	185	638
Capital charge on book equity	-21	-26	-33	-33	-139	-126	-119	-127	-114	-511
Interest benefit on total capital	-1	-1	-1	-0	0	0	1	2	-4	3
Net interest income	38	19	-0	11	3	49	48	31	68	130
Net fee and commission income	18	1	16	4	7	8	4	10	39	28
Investment income	-1	-2	2	3	-124	7	1	2	2	-114
Realised gains and fair value changes on investments	-1	1	3	5	-3	-4	5	25	8	24
Total investment income	-2	-0	5	8	-126	3	7	27	10	-90
Valuation result and net trading income	6	7	24	11	43	16	9	39	48	108
Other income	1	22	8	9	-4	29	11	11	40	48
Total other income	7	29	32	21	39	46	21	51	89	156
Total underlying income	61	49	52	44	-77	105	79	118	206	225
Expenses excl. regulatory costs	69	70	68	61	79	50	58	24	269	212
Regulatory costs	12	7	7	18	10	7	9	28	44	54
Underlying operating expenses	81	78	75	79	90	57	67	52	313	266
Gross result	-20	-29	-23	-36	-167	48	11	66	-108	-41
Addition to loan loss provisions	11	-8	14	-2	6	3	6	15	15	29
Underlying result before tax	-31	-21	-37	-34	-173	45	6	52	-123	-70
Taxation	16	-5	-103	-8	-83	36	7	11	-100	-30
Non-controlling interests	-2	-1	-1	-2	-0	-1	-0	-2	-5	-3
Underlying net result	-46	-15	66	-23	-89	10	-1	43	-18	-37
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	-46	-15	66	-23	-89	10	-1	43	-18	-37
Key figures¹⁾										
Cost/income ratio	132.6%	159.6%	144.7%	181.1%	n.a.	54.2%	85.5%	43.9%	152.3%	118.1%
Return on equity based on 13.5% CET1 ²⁾	-15.2%	-5.0%	21.1%	-8.1%	-28.3%	2.8%	-0.4%	12.7%	-1.8%	-3.1%
Risk costs in bps of average customer lending	82	-58	102	-14	30	13	28	64	28	34
Risk costs in bps of average RWA	47	-33	60	-9	25	12	24	61	16	31
Risk-weighted assets (end of period)	9,182	9,249	9,461	8,965	9,450	9,281	9,827	9,426	9,182	9,450
Four-quarter rolling average key figures										
Cost/income ratio	152.3%	480.1%	243.1%	194.6%	118.1%	61.7%	72.0%	59.5%		
Return on equity based on 13.5% CET1 ²⁾	-1.8%	-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	FY2019	FY2018
Balance sheet related interest	-32	-61	-56	-32	-49	-33	-41	-16	-181	-138
Capital charge on book equity	110	128	147	150	144	131	123	130	535	527
Interest benefit on total capital	32	42	38	6	-2	-6	-43	-49	117	-99
Net interest income	109	108	129	123	93	92	40	64	470	290
Net fee and commission income	-0	0	-3	-2	0	-3	0	-1	-6	-4
Investment income	7	-1	0	119	0	0	4	1	125	6
Realised gains and fair value changes on investments	0	-	0	-0	0	-0	-0	0	-	0
Total investment income	7	-1	0	119	1	0	4	1	125	6
Valuation result and net trading income	-60	-45	-19	-18	-14	-43	-27	-39	-142	-123
Other income	15	22	74	10	-6	-3	8	4	120	3
Total other income	-45	-23	54	-8	-19	-46	-19	-35	-22	-119
Total underlying income	71	84	180	233	75	44	26	29	568	173
Expenses excl. regulatory costs	66	49	98	96	61	52	67	68	309	248
Regulatory costs	0	1	-2	-0	-0	-5	4	-0	-2	-1
Underlying operating expenses	66	49	96	96	61	47	71	68	307	247
Gross result	5	35	84	137	14	-3	-45	-40	261	-73
Addition to loan loss provisions	-0	-0	0	-0	-1	0	-0	0	-0	-1
Underlying result before tax	5	35	84	137	15	-3	-45	-40	261	-72
Taxation	34	34	79	32	-6	32	-5	25	179	47
Non-controlling interests	-0	-0	-0	-0	-0	-0	-0	-0	-0	-0
Underlying net result	-29	1	5	105	21	-35	-40	-65	82	-119
Special items after tax	-	-	-	-	-	-775	-	-	-	-775
Net result	-29	1	5	105	21	-810	-40	-65	82	-894
Key figures¹⁾										
Risk-weighted assets (end of period)	2,425	2,758	3,111	3,002	2,737	2,688	2,579	3,355	2,425	2,737
Employees (internal FTEs, end of period)	5	2	2	2	3	3	3	3	5	3

¹⁾ Key figures based on underlying figures.

ING 1.17 Geographical split: 4Q2019

Geographical split 4Q2019																				
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	1,095	906	188	565	460	105	523	380	143	473	361	112	409	355	54	425	425	108	-2	109
Net fee and commission income	249	167	82	132	89	43	88	70	18	71	46	26	72	59	13	122	122	-0	0	-0
Investment income	3	3	1	7	6	1	13	15	-2	0	0	0	-1	1	-2	-3	-3	7	0	7
Other income	4	59	-55	-15	11	-26	7	5	2	7	-3	10	84	56	27	40	40	-45	-0	-45
Total underlying income	1,351	1,135	215	687	565	122	632	471	161	552	404	148	564	472	93	584	584	69	-2	71
Expenses excl. regulatory costs	707	517	190	428	360	67	275	235	40	300	257	43	283	248	35	312	312	66	1	66
Regulatory costs	98	66	32	37	10	27	24	17	7	32	26	6	58	41	16	54	54	0	0	0
Underlying operating expenses	805	583	222	465	370	95	299	252	47	332	283	49	341	290	51	366	366	66	1	66
Gross result	546	552	-7	222	195	27	333	219	114	220	121	99	223	182	42	218	218	3	-2	5
Addition to loan loss provisions	49	15	34	107	84	23	-10	-23	13	45	33	12	69	64	5	167	167	-0	-	-0
Underlying result before tax	496	537	-41	115	111	4	342	241	101	175	88	87	154	117	37	51	51	3	-2	5
Retail Banking	537	537		111	111		241	241		88	88		117	117						
Wholesale Banking	-41		-41	4		4	101		101	87		87	37		37	51	51	-2	-2	
Corporate Line																		5		5
Underlying result before tax	496	537	-41	115	111	4	342	241	101	175	88	87	154	117	37	51	51	3	-2	5
Customer lending/deposits (in € billion)																				
Residential mortgages	112.4	111.9	0.6	39.3	39.3	0.1	76.1	76.0	0.1	58.1	58.1	0.0	12.1	12.0	0.1	0.0	0.0	0.0	0.0	0.0
Other customer lending	75.6	48.3	27.3	67.6	52.0	15.6	44.3	10.7	33.6	32.6	10.5	22.1	27.6	18.3	9.3	70.3	70.3	0.4	0.0	0.4
Customer deposits	178.7	150.3	28.4	105.2	89.7	15.6	139.5	138.5	1.0	95.3	93.4	1.9	43.7	39.0	4.7	12.0	12.0	0.0	0.0	0.0
Key figures²⁾																				
Cost/income ratio	59.6%	51.3%	103.2%	67.6%	65.5%	77.7%	47.3%	53.5%	29.2%	60.2%	70.0%	33.4%	60.4%	61.5%	55.1%	62.7%	62.7%	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ³⁾	14.0%	22.8%	-2.8%	4.2%	5.8%	-0.4%	14.6%	17.1%	11.0%	9.5%	11.1%	7.8%	8.0%	7.8%	8.7%	1.4%	1.4%	-31.5%	-2.2%	-32.8%
Risk costs in bps of average customer lending	10	4	48	40	37	59	-3	-10	15	20	19	21	71	86	22	95	95	-2	n.a.	-2
Risk costs in bps of average RWA	25	12	49	79	83	66	-9	-34	27	50	70	28	66	79	21	106	106	-0	-	-0
Risk-weighted assets (end of period)	78,334	50,970	27,364	54,427	39,851	14,577	46,126	26,144	19,982	36,078	18,742	17,336	43,550	33,211	10,339	65,362	65,362	2,536	112	2,425
Employees (internal FTEs, end of period)	15,926	9,532	6,394	9,345	8,110	1,235	5,440	5,051	389	5,486	4,872	615	14,516	13,243	1,272	3,792	3,792	9	4	5
Four-quarter rolling average key figures																				
Cost/income ratio	56.2%	49.1%	95.6%	64.2%	65.9%	56.8%	47.5%	54.4%	25.2%	62.5%	72.2%	35.3%	54.5%	55.2%	48.2%	54.8%	54.8%	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ³⁾	15.8%	24.0%	-0.3%	7.6%	8.4%	5.4%	15.6%	17.9%	12.4%	8.6%	8.6%	8.7%	11.1%	11.7%	9.8%	7.5%	7.5%	21.0%	18.3%	33.6%

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 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	
	4Q2019	4Q2018	4Q2019	4Q2018	4Q2019	4Q2018	4Q2019	4Q2018	4Q2019	4Q2018	4Q2019	4Q2018	4Q2019	4Q2018	4Q2019	4Q2018
Profit or loss																
Net interest income	3,597	3,571	1,095	998	565	544	523	537	473	461	409	434	425	506	108	92
Net fee and commission income	735	704	249	259	132	120	88	82	71	67	72	61	122	115	-0	0
Investment income	26	-132	3	-2	7	-2	13	-4	0	-126	-1	1	-3	1	7	1
Other income	81	358	4	168	-15	152	7	31	7	6	84	77	40	-58	-45	-18
Total underlying income	4,439	4,501	1,351	1,423	687	814	632	646	552	408	564	573	584	564	69	75
Expenses excl. regulatory costs	2,372	2,303	707	707	428	425	275	263	300	298	283	259	312	281	66	70
Regulatory costs	303	266	98	83	37	35	24	21	32	35	58	45	54	46	0	-0
Underlying operating expenses	2,675	2,568	805	790	465	460	299	285	332	333	341	304	366	327	66	70
Gross result	1,764	1,933	546	633	222	354	333	361	220	75	223	269	218	236	3	5
Addition to loan loss provisions	428	242	49	64	107	24	-10	-46	45	64	69	111	167	26	-0	-1
Underlying result before tax	1,337	1,692	496	569	115	330	342	407	175	11	154	158	51	211	3	6
Retail Banking	1,096	1,129	537	505	111	177	241	289	88	51	117	108	-	-	-	-
Wholesale Banking	236	547	-41	64	4	153	101	119	87	-40	37	50	51	211	-2	-9
Corporate Line	5	15	-	-	-	-	-	-	-	-	-	-	-	-	5	15
Underlying result before tax	1,337	1,692	496	569	115	330	342	407	175	11	154	158	51	211	3	6
Taxation	428	425	117	146	38	109	120	123	60	7	40	22	21	24	32	-6
Non-controlling interests	28	29	0	1	0	0	1	1	-	-	27	27	-	-	-0	-0
Underlying net result	880	1,238	379	422	78	221	221	284	115	3	87	109	29	187	-29	12
Special items after tax	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net result Banking	880	1,238	379	422	78	221	221	284	115	3	87	109	29	187	-29	12
Customer lending/deposits (in € billion)																
Residential mortgages	298.0	287.7	112.4	112.1	39.3	37.9	76.1	73.5	58.1	54.0	12.1	10.1	0.0	0.0	0.0	0.0
Other customer lending	318.3	309.0	75.6	72.7	67.6	65.7	44.3	44.7	32.6	31.1	27.6	27.3	70.3	67.1	0.4	0.4
Customer deposits	574.4	555.8	178.7	172.8	105.2	101.3	139.5	138.8	95.3	92.6	43.7	38.9	12.0	11.2	0.0	0.0
Key figures³⁾																
Cost/income ratio	60.3%	57.1%	59.6%	55.5%	67.6%	56.5%	47.3%	44.1%	60.2%	81.6%	60.4%	53.0%	62.7%	58.1%	95.9%	92.9%
Return on equity based on 13.5% CET1 ²⁾	8.3%	11.9%	14.0%	17.1%	4.2%	12.3%	14.6%	19.2%	9.5%	0.3%	8.0%	9.4%	1.4%	8.4%	-31.5%	12.1%
Risk costs in bps of average customer lending	28	16	10	13	40	9	-3	-16	20	30	71	120	95	15	-2	-55
Risk costs in bps of average RWA	53	31	25	35	79	18	-9	-42	50	77	66	104	106	16	-0	-12
Risk-weighted assets (end of period)	326,414	314,149	78,334	72,481	54,427	53,753	46,126	43,463	36,078	34,512	43,550	42,271	65,362	64,740	2,536	2,929
Employees (internal FTEs, end of period)	54,514	52,855	15,926	14,786	9,345	9,368	5,440	5,062	5,486	5,220	14,516	14,854	3,792	3,558	9	7
Four-quarter rolling average key figures																
Cost/income ratio	56.6%	54.8%	56.2%	50.0%	64.2%	63.6%	47.5%	45.5%	62.5%	64.2%	54.5%	51.8%	54.8%	53.7%	n.a.	n.a.
Return on equity based on 13.5% CET1 ²⁾	11.4%	12.9%	15.8%	22.1%	7.6%	9.3%	15.6%	16.3%	8.6%	7.8%	11.1%	11.6%	7.5%	8.5%	21.0%	-31.1%

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	FY2019	FY2018
Profit or loss										
Net interest income	1,095	1,057	1,026	1,035	998	1,103	1,144	1,129	4,213	4,374
Net fee and commission income	249	258	243	244	259	250	238	232	994	980
Investment income	3	2	9	3	-2	-4	17	35	17	46
Other income	4	20	78	0	168	130	87	77	102	463
Total underlying income	1,351	1,337	1,356	1,282	1,423	1,480	1,486	1,474	5,325	5,863
Expenses excl. regulatory costs	707	692	686	640	707	661	649	659	2,725	2,676
Regulatory costs	98	26	30	116	83	24	20	126	270	253
Underlying operating expenses	805	717	716	756	790	685	669	784	2,994	2,929
Gross result	546	619	640	526	633	795	817	690	2,331	2,934
Addition to loan loss provisions	49	19	55	23	64	-19	-84	-27	146	-65
Underlying result before tax	496	601	585	503	569	813	901	717	2,185	3,000
Retail Banking	537	535	599	533	505	702	738	623	2,204	2,568
Wholesale Banking	-41	66	-14	-31	64	112	163	93	-19	432
Corporate Line									-	-
Underlying result before tax	496	601	585	503	569	813	901	717	2,185	3,000
Customer lending/deposits (in € billion)										
Residential mortgages	112.4	113.2	113.0	112.7	112.1	111.9	111.7	111.8	112.4	112.1
Other customer lending	75.6	77.2	76.2	76.1	72.7	83.0	74.0	75.2	75.6	72.7
Customer deposits	178.7	176.4	176.3	170.8	172.8	173.2	175.0	173.8	178.7	172.8
Key figures¹⁾										
Cost/income ratio	59.6%	53.7%	52.8%	59.0%	55.5%	46.3%	45.0%	53.2%	56.2%	50.0%
Return on equity based on 13.5% CET1 ²⁾	14.0%	16.2%	17.3%	15.6%	17.1%	24.1%	26.0%	20.8%	15.8%	22.1%
Risk costs in bps of average customer lending	10	4	12	5	13	-4	-18	-6	8	-3
Risk costs in bps of average RWA	25	9	29	13	35	-10	-44	-14	19	-9
Risk-weighted assets (end of period)	78,334	81,602	79,115	71,353	72,481	73,942	77,750	76,342	78,334	72,481
Employees (internal FTEs, end of period)	15,926	15,601	15,272	14,834	14,786	14,423	14,153	13,745	15,926	14,786
Four-quarter rolling average key figures										
Cost/income ratio	56.2%	55.2%	53.2%	51.1%	50.0%	50.0%	49.5%	50.1%		
Return on equity based on 13.5% CET1 ²⁾	15.8%	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	FY2019	FY2018
Profit or loss										
Net interest income	565	556	561	551	544	546	535	513	2,233	2,137
Net fee and commission income	132	132	141	129	120	147	133	120	533	520
Investment income	7	1	6	10	-2	2	1	33	23	33
Other income	-15	64	103	59	152	28	85	82	210	346
Total underlying income	687	753	810	748	814	722	754	747	2,999	3,037
Expenses excl. regulatory costs	428	437	414	409	425	419	439	406	1,687	1,690
Regulatory costs	37	-2	-4	207	35	-1	1	206	238	242
Underlying operating expenses	465	436	409	615	460	418	441	612	1,925	1,932
Gross result	222	317	401	133	354	304	313	134	1,073	1,105
Addition to loan loss provisions	107	62	22	77	24	62	33	34	268	153
Underlying result before tax	115	255	379	56	330	242	280	100	805	952
Retail Banking	111	207	295	33	177	187	211	21	647	595
Wholesale Banking	4	48	84	22	153	55	69	79	158	357
Corporate Line									-	-
Underlying result before tax	115	255	379	56	330	242	280	100	805	952
Customer lending/deposits (in € billion)										
Residential mortgages	39.3	39.4	38.8	38.5	37.9	38.0	37.2	36.6	39.3	37.9
Other customer lending	67.6	66.5	68.0	67.8	65.7	64.0	66.3	62.3	67.6	65.7
Customer deposits	105.2	110.5	105.1	104.0	101.3	104.1	102.0	100.4	105.2	101.3
Key figures²⁾										
Cost/income ratio	67.6%	57.9%	50.5%	82.2%	56.5%	57.9%	58.5%	82.0%	64.2%	63.6%
Return on equity based on 13.5% CET1 ³⁾	4.2%	9.7%	14.2%	2.3%	12.3%	9.2%	11.6%	4.2%	7.6%	9.3%
Risk costs in bps of average customer lending	40	23	8	29	9	24	13	14	25	15
Risk costs in bps of average RWA	79	46	16	57	18	47	25	27	50	29
Risk-weighted assets (end of period)	54,427	53,894	54,193	54,225	53,753	52,595	53,438	51,000	54,427	53,753
Employees (internal FTEs, end of period)	9,345	9,279	9,309	9,324	9,368	9,448	9,593	9,717	9,345	9,368
Four-quarter rolling average key figures										
Cost/income ratio	64.2%	61.5%	61.5%	63.7%	63.6%	66.5%	67.9%	67.2%		
Return on equity based on 13.5% CET1 ³⁾	7.6%	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	FY2019	FY2018
Profit or loss										
Net interest income	523	538	535	525	537	546	567	550	2,122	2,200
Net fee and commission income	88	85	77	65	82	74	61	57	315	273
Investment income	13	5	7	13	-4	-2	7	0	38	1
Other income	7	36	36	53	31	61	-9	16	131	98
Total underlying income	632	664	654	656	646	678	625	623	2,606	2,572
Expenses excl. regulatory costs	275	269	305	277	263	273	264	257	1,126	1,057
Regulatory costs	24	15	16	56	21	19	19	54	111	113
Underlying operating expenses	299	284	321	333	285	292	283	311	1,237	1,171
Gross result	333	380	333	323	361	386	342	312	1,369	1,402
Addition to loan loss provisions	-10	2	-14	-18	-46	1	41	10	-40	6
Underlying result before tax	342	377	347	341	407	386	300	302	1,409	1,396
Retail Banking	241	268	248	201	289	260	228	195	957	972
Wholesale Banking	101	110	99	141	119	125	72	108	451	424
Corporate Line									-	-
Underlying result before tax	342	377	347	341	407	386	300	302	1,409	1,396
Customer lending/deposits (in € billion)										
Residential mortgages	76.1	75.8	74.7	73.9	73.5	72.7	71.6	70.4	76.1	73.5
Other customer lending	44.3	46.1	46.9	45.5	44.7	44.4	44.7	42.3	44.3	44.7
Customer deposits	139.5	138.1	138.0	138.2	138.8	133.6	137.5	133.6	139.5	138.8
Key figures²⁾										
Cost/income ratio	47.3%	42.8%	49.1%	50.7%	44.1%	43.0%	45.3%	49.9%	47.5%	45.5%
Return on equity based on 13.5% CET1 ³⁾	14.6%	16.9%	15.9%	15.2%	19.2%	17.2%	14.2%	14.6%	15.6%	16.3%
Risk costs in bps of average customer lending	-3	1	-5	-6	-16	0	14	4	-3	1
Risk costs in bps of average RWA	-9	2	-13	-17	-42	1	39	10	-9	1
Risk-weighted assets (end of period)	46,126	44,335	44,917	42,622	43,463	44,188	43,338	40,984	46,126	43,463
Employees (internal FTEs, end of period)	5,440	5,307	5,331	5,226	5,062	5,034	5,048	5,076	5,440	5,062
Four-quarter rolling average key figures										
Cost/income ratio	47.5%	46.7%	46.7%	45.8%	45.5%	46.4%	47.3%	47.2%		
Return on equity based on 13.5% CET1 ³⁾	15.6%	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	FY2019	FY2018
Profit or loss										
Net interest income	473	449	444	441	461	424	410	437	1,808	1,732
Net fee and commission income	71	70	73	68	67	59	65	63	283	254
Investment income	0	0	-1	1	-126	10	3	-13	-0	-126
Other income	7	3	12	-6	6	3	-3	28	17	35
Total underlying income	552	523	527	505	408	496	476	516	2,107	1,895
Expenses excl. regulatory costs	300	326	297	296	298	282	276	266	1,218	1,122
Regulatory costs	32	22	20	26	35	18	18	23	100	95
Underlying operating expenses	332	348	317	321	333	300	294	289	1,318	1,217
Gross result	220	176	211	183	75	196	181	226	790	678
Addition to loan loss provisions	45	35	48	44	64	32	30	37	171	163
Underlying result before tax	175	141	163	139	11	163	152	189	618	515
Retail Banking	88	55	91	72	51	78	68	89	307	285
Wholesale Banking	87	86	71	67	-40	85	84	100	311	229
Corporate Line									-	-
Underlying result before tax	175	141	163	139	11	163	152	189	618	515
Customer lending/deposits (in € billion)										
Residential mortgages	58.1	56.9	55.5	56.2	54.0	52.6	51.9	50.4	58.1	54.0
Other customer lending	32.6	33.1	32.6	31.4	31.1	32.4	31.1	29.9	32.6	31.1
Customer deposits	95.3	94.9	96.0	95.6	92.6	91.2	91.3	89.5	95.3	92.6
Key figures²⁾										
Cost/income ratio	60.2%	66.4%	60.1%	63.7%	81.6%	60.5%	61.9%	56.1%	62.5%	64.2%
Return on equity based on 13.5% CET1 ³⁾	9.5%	7.9%	9.5%	7.5%	0.3%	9.4%	9.5%	12.4%	8.6%	7.8%
Risk costs in bps of average customer lending	20	16	22	20	30	15	15	18	19	20
Risk costs in bps of average RWA	50	39	54	50	77	40	38	48	49	51
Risk-weighted assets (end of period)	36,078	35,544	35,561	34,855	34,512	32,534	31,799	31,380	36,078	34,512
Employees (internal FTEs, end of period)	5,486	5,375	5,219	5,058	5,220	5,173	5,028	4,824	5,486	5,220
Four-quarter rolling average key figures										
Cost/income ratio	62.5%	67.2%	65.7%	66.3%	64.2%	62.2%	64.6%	63.5%		
Return on equity based on 13.5% CET1 ³⁾	8.6%	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	FY2019	FY2018
Profit or loss										
Net interest income	409	399	390	408	434	420	391	394	1,606	1,639
Net fee and commission income	72	75	78	74	61	73	85	79	299	297
Investment income	-1	97	4	4	1	83	4	10	104	98
Other income	84	72	75	76	77	51	58	48	307	235
Total underlying income	564	642	548	562	573	627	538	531	2,316	2,269
Expenses excl. regulatory costs	283	271	256	252	259	242	255	261	1,063	1,016
Regulatory costs	58	41	36	63	45	33	34	47	198	159
Underlying operating expenses	341	312	293	315	304	275	289	307	1,261	1,175
Gross result	223	330	255	247	269	352	249	224	1,055	1,095
Addition to loan loss provisions	69	72	70	60	111	79	54	31	271	274
Underlying result before tax	154	258	185	187	158	273	195	193	784	820
Retail Banking	117	236	134	141	108	235	148	156	628	647
Wholesale Banking	37	22	51	46	50	38	47	38	155	173
Corporate Line	-	-	-	-	-	-	-	-	-	-
Underlying result before tax	154	258	185	187	158	273	195	193	784	820
Customer lending/deposits (in € billion)										
Residential mortgages	12.1	11.2	10.9	10.4	10.1	9.6	9.3	9.2	12.1	10.1
Other customer lending	27.6	27.1	27.2	27.1	27.3	27.0	27.2	26.8	27.6	27.3
Customer deposits	43.7	41.4	40.8	39.3	38.9	36.6	36.8	36.5	43.7	38.9
Key figures²⁾										
Cost/income ratio	60.4%	48.6%	53.5%	56.1%	53.0%	43.9%	53.7%	57.8%	54.5%	51.8%
Return on equity based on 13.5% CET1 ³⁾	8.0%	15.8%	10.4%	10.5%	9.4%	16.0%	10.0%	10.8%	11.1%	11.6%
Risk costs in bps of average customer lending	71	75	74	64	120	86	60	34	71	75
Risk costs in bps of average RWA	66	71	70	58	104	72	50	28	66	63
Risk-weighted assets (end of period)	43,550	40,700	40,885	39,766	42,271	43,486	44,156	43,400	43,550	42,271
Employees (internal FTEs, end of period)	14,516	14,585	14,588	14,474	14,854	14,868	14,875	14,962	14,516	14,854
Four-quarter rolling average key figures										
Cost/income ratio	54.5%	52.7%	51.4%	51.4%	51.8%	52.9%	53.9%	53.5%		
Return on equity based on 13.5% CET1 ³⁾	11.1%	11.5%	11.6%	11.5%	11.6%	10.9%	10.7%	10.7%		

¹⁾ Including Poland, Romania, Turkey, Philippines, 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	FY2019	FY2018
Underlying result before tax	9	93	7	9	53	94	11	12	118	170
Risk-weighted assets (end of period)	8,269	6,622	6,928	7,373	9,631	10,316	11,347	11,053	8,269	9,631

Market value ⁴⁾ - Asian stakes	
In € million	31 Dec 2019
TMB (23.0%) ⁴⁾	1,118
Bank of Beijing (13.0%)	2,002
Total valuation	3,120

⁴⁾ Value of ING's stake, Bloomberg end of quarter data and FX rates. In 4Q2019, TMB merged with Thanachart bank in Thailand; all TMB shares held by ING are now included 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	FY2019	FY2018
Profit or loss										
Net interest income	425	423	387	401	506	368	355	319	1,636	1,548
Net fee and commission income	122	127	103	99	115	120	135	111	451	482
Investment income	-3	1	1	0	1	-0	2	-1	-2	1
Other income	40	73	99	90	-58	105	88	109	302	244
Total underlying income	584	624	590	590	564	594	580	537	2,388	2,274
Expenses excl. regulatory costs	312	292	297	302	281	285	293	275	1,203	1,135
Regulatory costs	54	3	1	48	46	3	1	37	106	87
Underlying operating expenses	366	295	298	350	327	288	294	312	1,309	1,222
Gross result	218	329	292	240	236	306	285	225	1,079	1,053
Addition to loan loss provisions	167	86	29	21	26	59	41	-0	303	126
Underlying result before tax	51	243	263	219	211	246	244	226	776	927
Retail Banking									-	-
Wholesale Banking	51	243	263	219	211	246	244	226	776	927
Corporate Line									-	-
Underlying result before tax	51	243	263	219	211	246	244	226	776	927
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	0.0
Other customer lending	70.3	70.4	70.8	70.4	67.1	67.5	66.9	63.1	70.3	67.1
Customer deposits	12.0	12.9	15.0	13.4	11.2	13.3	14.0	13.3	12.0	11.2
Key figures¹⁾										
Cost/income ratio	62.7%	47.2%	50.5%	59.3%	58.1%	48.5%	50.8%	58.0%	54.8%	53.7%
Return on equity based on 13.5% CET1 ²⁾	1.4%	8.5%	13.1%	7.1%	8.4%	9.0%	8.0%	8.6%	7.5%	8.5%
Risk costs in bps of average customer lending	95	49	16	12	15	35	25	-0	43	19
Risk costs in bps of average RWA	106	57	18	13	16	36	25	-0	48	19
Risk-weighted assets (end of period)	65,362	60,740	60,341	65,910	64,740	66,684	65,459	65,753	65,362	64,740
Employees (internal FTEs, end of period)	3,792	3,828	3,799	3,735	3,558	3,564	3,485	3,421	3,792	3,558
Four-quarter rolling average key figures										
Cost/income ratio	54.8%	53.6%	54.1%	54.1%	53.7%	53.1%	51.6%	49.7%		
Return on equity based on 13.5% CET1 ²⁾	7.5%	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	FY2019	FY2018
Profit or loss										
Net interest income	108	106	126	121	92	92	39	62	461	285
Net fee and commission income	-0	-0	-3	-3	0	-3	0	-1	-7	-4
Investment income	7	-1	0	120	1	0	5	1	126	7
Other income	-45	-21	56	-5	-18	-41	-18	-34	-14	-111
Total underlying income	69	84	179	233	75	48	26	29	566	177
Expenses excl. regulatory costs	66	48	99	97	70	53	72	70	310	265
Regulatory costs	0	1	-2	-0	-0	-5	4	-0	-2	-1
Underlying operating expenses	66	48	97	97	70	48	76	70	308	263
Gross result	3	35	83	137	5	0	-50	-42	258	-86
Addition to loan loss provisions	-0	-0	0	-0	-1	0	-0	0	-0	-1
Underlying result before tax	3	35	83	137	6	0	-50	-42	258	-85
Retail Banking									-	-
Wholesale Banking	-2	1	-1	-0	-9	3	-5	-2	-3	-13
Corporate Line	5	35	84	137	15	-3	-45	-40	261	-72
Underlying result before tax	3	35	83	137	6	0	-50	-42	258	-85
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	0.0
Other customer lending	0.4	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	0.0	0.1	0.0	-0.2	0.0	0.0
Key figures²⁾										
Cost/income ratio	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ³⁾	-31.5%	7.2%	-2.9%	106.6%	12.1%	-31.9%	-40.3%	-59.5%	21.0%	-31.1%
Risk costs in bps of average customer lending	-2	-4	7	-5	-55	3	-12	3	-1	-14
Risk costs in bps of average RWA	-0	-1	1	-1	-12	1	-3	1	-0	-3
Risk-weighted assets (end of period)	2,536	2,868	3,241	3,154	2,929	2,885	2,788	3,576	2,536	2,929
Employees (internal FTEs, end of period)	9	6	6	6	7	8	8	8	9	7
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.	n.a.
Return on equity based on 13.5% CET1 ³⁾	21.0%	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	
	31 Dec 2019	30 Sep 2019	31 Dec 2019	30 Sep 2019	31 Dec 2019	30 Sep 2019
Cash and balances with central banks	53,202	54,936	53,202	54,936		
Loans and advances to banks	35,136	36,205	35,133	36,203	3	1
Financial assets at fair value through profit or loss						
- trading assets	49,254	57,641	49,264	57,646	-10	-5
- non-trading derivatives	2,257	2,534	2,278	2,563	-21	-29
- designated as at fair value through profit or loss	3,076	3,058	3,076	3,058		
- mandatorily at fair value through profit or loss	41,600	58,751	41,600	58,751		
Financial assets at fair value OCI						
- equity securities FV OCI	2,306	2,191	2,306	2,191		
- debt securities FV OCI	30,483	30,944	30,483	30,944		
- loans and advances FV OCI	1,680	1,841	1,680	1,841		
Securities at amortised cost	46,108	45,371	46,108	45,371		
Loans and advances to customers						
- customer lending	616,355	617,346	616,497	617,489	-142	-143
- provision for loan losses	-4,590	-4,559	-4,590	-4,559		
Investments in associates and joint ventures	1,790	1,441	1,790	1,259		182
Property and equipment	3,172	3,100	3,172	3,100		
Intangible assets	1,916	1,939	1,916	1,939		
Current tax assets	251	244	251	244		0
Deferred tax assets	730	750	730	750		
Other assets	7,018	8,657	7,014	8,651	3	5
Assets held for sale						
Total assets	891,744	922,391	891,910	922,379	-166	12

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	53,202	54,936	52,171	45,631	49,987	40,290	38,276	32,879
Loans and advances to banks	35,136	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	49,254	57,641	54,212	54,697	50,152	59,825	63,817	62,358
- non-trading derivatives	2,257	2,534	2,397	2,543	2,664	2,671	2,743	2,584
- designated as at fair value through profit or loss	3,076	3,058	2,944	2,757	2,887	2,858	2,775	2,529
- mandatorily at fair value through profit or loss	41,600	58,751	59,376	60,855	64,783	70,214	82,168	86,287
Financial assets at fair value OCI								
- equity securities FV OCI	2,306	2,191	2,551	2,697	3,228	3,425	3,667	3,731
- debt securities FV OCI	30,483	30,944	26,776	28,512	25,616	25,164	24,968	25,074
- loans and advances FV OCI	1,680	1,841	1,967	2,160	2,379	2,623	2,865	3,117
Securities at amortised cost	46,108	45,371	45,970	47,227	47,276	47,789	48,966	48,821
Loans and advances to customers								
- customer lending	616,355	617,346	615,245	610,308	596,687	603,708	592,392	578,167
- provision for loan losses	-4,590	-4,559	-4,481	-4,546	-4,491	-4,907	-4,977	-5,051
Investments in associates and joint ventures	1,790	1,441	1,317	1,266	1,203	1,105	1,082	1,088
Property and equipment	3,172	3,100	2,825	2,920	1,659	1,772	1,775	1,786
Intangible assets	1,916	1,939	1,917	1,859	1,839	1,751	1,785	1,742
Current tax assets	251	244	392	193	202	228	401	351
Deferred tax assets	730	750	711	793	841	980	984	1,090
Other assets	7,018	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	891,744	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	
	31 Dec 2019	30 Sep 2019	31 Dec 2019	30 Sep 2019	31 Dec 2019	30 Sep 2019
Deposits from banks	34,826	38,173	34,826	38,173		
Customer deposits	574,433	574,246	606,410	605,883	-31,977	-31,636
Financial liabilities at fair value through profit or loss						
- trading liabilities	28,042	32,315	28,042	32,315		
- non-trading derivatives	2,215	3,112	2,217	3,114	-1	-2
- designated as at fair value through profit or loss	47,684	65,543	47,685	65,543	-1	-0
Current tax liability	554	613	499	608	55	5
Deferred tax liabilities	695	853	695	853		
Provisions	688	851	688	851	0	0
Other liabilities	12,829	16,345	12,796	16,294	33	52
Debt securities in issue	118,528	119,921	93,721	94,412	24,807	25,508
Subordinated loans	16,588	16,007	16,515	15,936	73	72
Total liabilities	837,082	867,981	844,093	873,982	-7,011	-6,002
Shareholders' equity	53,769	53,512	46,924	47,498	6,845	6,013
Non-controlling interests	893	899	893	899		
Total equity	54,662	54,410	47,817	48,397	6,845	6,013
Total liabilities and equity	891,744	922,391	891,910	922,379	-166	12

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	34,826	38,173	38,095	37,647	37,330	39,481	38,776	40,661
Customer deposits	574,433	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	28,042	32,315	33,575	34,288	31,215	44,710	42,711	40,446
- non-trading derivatives	2,215	3,112	2,381	2,733	2,299	2,525	3,041	2,274
- designated as at fair value through profit or loss	47,684	65,543	63,492	61,531	59,179	61,867	65,122	63,162
Current tax liability	554	613	487	710	822	559	725	670
Deferred tax liabilities	695	853	705	695	640	763	829	704
Provisions	688	851	853	912	1,011	1,175	1,286	1,447
Other liabilities	12,829	16,345	16,084	15,661	13,510	15,316	13,772	14,506
Debt securities in issue	118,528	119,921	118,929	120,626	119,751	117,158	116,099	107,824
Subordinated loans	16,588	16,007	14,205	15,069	13,724	16,284	16,225	17,672
Total liabilities	837,082	867,981	859,930	851,312	835,295	851,848	855,267	836,121
Shareholders' equity (in parent)	53,769	53,512	52,598	52,788	50,932	48,997	49,984	50,164
Non-controlling interests	893	899	862	835	803	740	734	735
Total equity	54,662	54,410	53,460	53,623	51,735	49,737	50,717	50,900
Total liabilities and equity	891,744	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	
	31 Dec 2019	30 Sep 2019	31 Dec 2019	30 Sep 2019	31 Dec 2019	30 Sep 2019
Share capital	39	39	525	525	-487	-487
Share premium	17,078	17,077	16,542	16,542	536	536
Revaluation reserve equity securities	1,580	1,470	1,580	1,470	-0	-0
Revaluation reserve debt instruments	299	315	299	317		-2
Revaluation reserve cashflow hedge	1,208	1,759	1,208	1,759		0
Other revaluation reserve	253	249	253	245		4
Remeasurement of the net defined benefit asset/liability	-336	-420	-336	-420		
Currency translation reserve	-2,079	-1,815	-2,079	-1,858	0	43
Treasury shares	-10	-5			-10	-5
Liability credit reserve	-114	-88	-114	-88		
Retained earnings and other reserves	31,071	31,029	24,203	25,042	6,868	5,987
Net result year to date	4,781	3,901	4,843	3,963	-63	-62
Shareholders' equity	53,769	53,512	46,924	47,498	6,845	6,013
Non-controlling interests	893	899	893	899	-	
Total equity	54,662	54,410	47,817	48,397	6,845	6,013
Key figures						
Shareholders' equity per share in €	13.80	13.74				
Shares outstanding in the market (in million)	3,896	3,896				

ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar
In € million	2019	2019	2019	2019	2018	2018	2018	2018
Share capital	39	39	39	39	39	39	39	39
Share premium	17,078	17,077	17,077	17,076	17,050	17,049	17,049	17,049
Revaluation reserve equity securities	1,580	1,470	1,791	1,937	1,914	1,994	2,263	2,375
Revaluation reserve debt instruments	299	315	332	336	363	434	481	513
Revaluation reserve cashflow hedge	1,208	1,759	1,434	1,058	604	250	422	222
Other revaluation reserve	253	249	233	227	204	196	201	201
Remeasurement of the net defined benefit asset/liability	-336	-420	-418	-427	-394	-411	-394	-394
Currency translation reserve	-2,079	-1,815	-2,165	-2,016	-2,043	-2,295	-1,941	-1,928
Treasury shares	-10	-5	-8	-8	-11	-11	-20	-13
Liability credit reserve	-114	-88	-82	-70	8	-111	-116	-144
Retained earnings and other reserves	31,071	31,029	31,807	33,517	28,494	28,432	29,346	31,019
Net result year to date	4,781	3,901	2,556	1,119	4,703	3,431	2,654	1,225
Shareholders' equity	53,769	53,512	52,598	52,788	50,932	48,997	49,984	50,164
Non-controlling interests	893	899	862	835	803	740	734	735
Total equity	54,662	54,410	53,460	53,623	51,735	49,737	50,717	50,900
Key figures								
Shareholders' equity per share in €	13.80	13.74	13.50	13.56	13.09	12.59	12.85	12.91

ING 2.7 Capital position

Capital position	ING Group		ING Bank	
	31 Dec 2019	30 Sep 2019	31 Dec 2019	30 Sep 2019
In € million				
Shareholders' equity (parent)	53,769	53,512	46,924	47,498
- Interim profit not included in CET1 capital ¹⁾	-1,754	-1,711	-43	-882
- Minority interests, counting as CET1 capital	201	182	365	330
- Goodwill and intangibles deductible from CET1	-2,121	-2,200	-2,121	-2,164
- Deferred tax liabilities associated to intangible assets	33		33	
- Shortfall on expected loan loss provision	-459	-499	-459	-499
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	-1,208	-1,759	-1,208	-1,759
- Treasury shares (ING Group)			-10	-5
- Prudent Valuation adjustment	-13	-5	-13	-5
- Own credit risk	114	88	114	88
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-605	-538	-605	-538
- Deferred tax assets	-128	-124	-128	-124
- Own credit risk adjustments to derivatives (DVA)	-16	-20	-16	-20
- Irrevocable Payment Commitment (IPC)	-262	-262	-262	-262
Regulatory adjustments	-6,217	-6,848	-4,352	-5,840
Available common equity Tier 1 capital	47,552	46,663	42,572	41,658
Subordinated loans qualifying as Tier 1 capital ^{2), 3)}	6,916	7,085	6,752	6,923
Regulatory adjustments additional Tier 1	51	45	74	67
Available Tier 1 capital	54,519	53,793	49,398	48,648
Supplementary capital - Tier 2 bonds ⁴⁾	8,943	8,127	8,942	8,127
Regulatory adjustments Tier 2	-1,158	-1,203	55	50
Available BIS capital	62,303	60,716	58,394	56,825
Risk-weighted assets	326,414	319,683	326,193	319,116
Common equity Tier 1 ratio	14.6%	14.6%	13.1%	13.1%
Tier 1 ratio	16.7%	16.8%	15.1%	15.2%
Total capital ratio	19.1%	19.0%	17.9%	17.8%

¹⁾ The interim profit not included in CET1 capital ING Group as per 31 December 2019 (€1,754 million) includes €42 million for 4Q2019 (full year 2019: €2,689 million, of which €935 million was paid out as interim dividend in August 2019).

²⁾ ING Group: Including €5,312 million which is CRR/CRD IV-compliant (3Q2019: €5,468 million), and €1,604 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (3Q2019: €1,617 million).

³⁾ ING Bank: Including €5,758 million which is CRR/CRD IV-compliant (3Q2019: €5,929 million), and €994 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (3Q2019: €994 million).

⁴⁾ Including €8,789 million which is CRR/CRD IV-compliant (3Q2019: €7,970 million), and €153 million to be replaced (by Group instruments) as capital recognition is subject to CRR/CRD IV grandfathering rules (3Q2019: €156 million).

ING 2.8 Funding

ING Group: Maturity ladder outstanding long-term debt 31 December 2019

In € million	Long-term debt issued			Maturing ¹⁾										
	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	>2029
ING Bank senior debt ²⁾	1,337	6,569	4,616	8,452	9,502	4,742	494	185	349	649	379	290	395	2,166
ING Bank covered bond		6,381	4,266	3,688	3,873	3,512	3,118	1,335	1,891	2,181	1,486	2,237	2,649	3,858
ING Bank RMBS	791		949	635	532	949								439
ING Group senior debt ²⁾	6,214	11,491	6,277	229		3,969	4,650	1,614	1,994	3,273	1,330	3,756	1,383	2,092
ING Bank Tier 2	-983			86				1,863		1,532	150	52	46	15
ING Group Tier 2	3,115	1,741	995	162							82	2,146	1,839	1,967

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

	31 Dec 2019	30 Sep 2019
Loan-to-deposit ratio	1.06	1.07
Key figures		
Customer deposits (retail)	51%	50%
Customer deposits (corporate)	21%	21%
Repurchase agreement	5%	7%
Interbank	5%	5%
CD/CP	5%	4%
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 - 31 December 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	46.1	30.5	0.2	3.1	79.7	0.2
of which Government bonds	25.6	20.3	0.2	0.4	46.3	0.2
of which Sub-sovereign, Supranationals and Agencies	10.7	6.6	0.0	0.5	17.8	0.0
of which Covered bonds	7.0	1.7	0.0	0.0	8.7	0.0
of which Financial institutions	1.5	0.3	0.0	1.4	3.3	0.0
of which Corporate bonds	0.1	0.5	0.0	0.0	0.6	0.0
of which asset-backed securities	1.2	1.0	0.0	0.7	2.9	0.0
Total equity securities		2.3	1.6		2.3	1.6
Total Investments	46.1	32.8	1.8	3.1	82.0	1.8

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

ING 3.1 Customer lending/deposits: 4Q2019 Segment split

Customer lending/deposits												
In € billion	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	Daily Banking & Trade Finance	Financial Markets	Treasury & Other	Corporate Line	
			Netherlands	Belgium	Germany	Other						
Residential mortgages												
Beginning 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
Net production	1.7	1.6	-0.4	0.0	0.5	1.6	0.0				0.0	
Treasury												
Acquisitions / divestments												
FX impact and other	-0.1	0.1	-0.3	0.0	-0.1	0.5	-0.2				-0.2	
End of period	298.0	297.3	111.9	39.3	76.0	70.1	0.8	0.0	0.0	0.0	0.8	0.0
Other customer lending												
Beginning 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
Net production	0.0	0.6	-0.5	0.7	0.0	0.4	-0.6	-2.0	1.5	-0.4	0.3	
Treasury	-0.6	-0.4	-0.5	0.3	-0.3	0.0	-0.2				-0.2	
Acquisitions / divestments												
FX impact and other	-2.0	0.0				0.0	-2.0	-1.4	-0.6			-0.0
End of period	318.3	139.8	48.3	52.0	10.7	28.8	178.1	140.1	32.0	1.4	4.6	0.4
Customer deposits												
Beginning 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
Net production	2.5	4.4	1.2	-0.4	1.6	2.0	-1.9	0.1	-1.2	-1.1	0.3	0.0
Treasury	-3.0	-2.4	-2.2	0.0	-0.2	-0.0	-0.6				-0.6	
Acquisitions / divestments												
FX impact and other	0.7	0.6				0.6	0.1	-0.0	0.1	-0.0	0.0	0.0
End of period	574.4	510.9	150.3	89.7	138.5	132.5	63.5	0.5	54.0	4.6	4.4	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	296.5	293.0	291.6	287.7	284.9	281.7	278.3	278.6
Net production	1.7	3.2	1.7	2.6	3.1	4.0	3.2	1.5
Treasury								
Acquisitions / divestments								-0.2
FX impact and other	-0.1	0.3	-0.4	1.3	-0.3	-0.8	0.2	-1.6
End of period	298.0	296.5	293.0	291.6	287.7	284.9	281.7	278.3
Other customer lending								
Beginning of period	320.9	322.3	318.7	309.0	318.8	310.7	299.9	292.1
Net production	0.0	-4.4	5.3	5.9	-0.4	2.4	10.6	10.4
Treasury	-0.6	-0.5	-0.2	2.2	-9.7	6.7	-2.8	0.1
Acquisitions / divestments					-1.7			
FX impact and other	-2.0	3.5	-1.5	1.7	1.9	-1.0	3.1	-2.7
End of period	318.3	320.9	322.3	318.7	309.0	318.8	310.7	299.9
Customer deposits								
Beginning of period	574.2	571.1	561.4	555.8	552.0	556.7	546.8	539.9
Net production	2.5	4.4	11.7	4.8	7.7	3.4	5.8	2.4
Treasury	-3.0	-1.1	-1.4	0.3	-4.2	-6.9	4.9	6.4
Acquisitions / divestments								
FX impact and other	0.7	-0.2	-0.6	0.5	0.4	-1.2	-0.8	-1.9
End of period	574.4	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	295.5	292.1	290.8	286.8	284.1	280.8	277.4	277.7
Net production	1.6	3.2	1.7	2.6	3.1	4.0	3.2	1.5
Treasury								
Acquisitions / divestments								-0.2
FX impact and other	0.1	0.2	-0.4	1.4	-0.4	-0.7	0.2	-1.5
End of period	297.3	295.5	292.1	290.8	286.8	284.1	280.8	277.4
Other customer lending								
Beginning of period	139.6	140.0	137.2	132.9	137.6	135.0	133.6	130.5
Net production	0.6	0.2	3.1	2.0	0.8	-0.2	4.5	3.5
Treasury	-0.4	-0.5	-0.2	2.5	-6.5	4.1	-2.1	0.3
Acquisitions / divestments								
FX impact and other	0.0	-0.1	-0.1	-0.2	1.1	-1.3	-0.9	-0.7
End of period	139.8	139.6	140.0	137.2	132.9	137.6	135.0	133.6
Customer deposits								
Beginning of period	508.3	507.6	500.5	492.7	485.8	490.2	479.3	474.9
Net production	4.4	1.7	8.5	5.6	9.2	1.2	7.8	1.8
Treasury	-2.4	-0.7	-1.0	1.9	-2.6	-4.5	4.1	4.2
Acquisitions / divestments								
FX impact and other	0.6	-0.3	-0.5	0.3	0.3	-1.1	-1.0	-1.6
End of period	510.9	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	112.6	112.4	112.1	111.4	111.3	110.9	111.1	111.8
Net production	-0.4	-0.0	0.2	0.2	-0.0	0.4	-0.2	-0.6
Treasury								
Acquisitions / divestments								
FX impact and other	-0.3	0.2	0.1	0.5	0.1	-0.1	0.0	-0.1
End of period	111.9	112.6	112.4	112.1	111.4	111.3	110.9	111.1
Other customer lending								
Beginning of period	49.3	48.6	47.9	46.0	52.0	46.5	47.5	47.0
Net production	-0.5	0.3	0.3	0.9	-0.3	0.1	0.1	0.7
Treasury	-0.5	0.4	0.4	1.0	-5.7	5.3	-1.1	-0.3
Acquisitions / divestments								
FX impact and other								
End of period	48.3	49.3	48.6	47.9	46.0	52.0	46.5	47.5
Customer deposits								
Beginning of period	151.2	151.0	147.4	143.8	145.4	147.4	142.7	139.3
Net production	1.2	1.0	4.8	1.4	0.3	-0.3	4.2	-0.8
Treasury	-2.2	-0.8	-1.1	2.2	-1.9	-1.7	0.5	4.1
Acquisitions / divestments								
FX impact and other								
End of period	150.3	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 Belgium¹⁾

In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period	39.3	38.7	38.4	37.9	37.9	37.2	36.5	36.2
Net production	0.0	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	0.0	0.1	0.1	-0.4	-0.0	-0.0	0.0
End of period	39.3	39.3	38.7	38.4	37.9	37.9	37.2	36.5
Other customer lending								
Beginning of period	50.9	52.2	51.4	49.5	48.0	49.9	46.9	45.2
Net production	0.7	-0.7	1.5	0.6	1.2	-1.6	2.7	1.7
Treasury	0.3	-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	52.0	50.9	52.2	51.4	49.5	48.0	49.9	46.9
Customer deposits								
Beginning of period	90.0	89.3	87.5	85.5	85.6	85.2	83.7	82.5
Net production	-0.4	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	-0.0	0.1	-0.0
Acquisitions / divestments								
FX impact and other								
End of period	89.7	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	75.6	74.6	73.8	73.5	72.7	71.6	70.3	70.0
Net production	0.5	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	-0.1
End of period	76.0	75.6	74.6	73.8	73.5	72.7	71.6	70.3
Other customer lending								
Beginning of period	11.0	11.0	10.7	10.5	11.2	12.0	13.0	12.1
Net production	0.0	0.3	0.3	0.0	-0.0	0.3	0.3	0.3
Treasury	-0.3	-0.3	0.1	0.1	-0.7	-1.0	-1.3	0.6
Acquisitions / divestments								
FX impact and other								
End of period	10.7	11.0	11.0	10.7	10.5	11.2	12.0	13.0
Customer deposits								
Beginning of period	137.2	137.3	136.9	138.0	132.7	135.9	132.5	132.7
Net production	1.6	-0.2	0.3	-0.9	6.0	-0.5	-0.2	-0.2
Treasury	-0.2	0.1	0.1	-0.2	-0.6	-2.7	3.6	-0.0
Acquisitions / divestments								
FX impact and other								
End of period	138.5	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	68.1	66.4	66.5	64.1	62.2	61.1	59.5	59.7
Net production	1.6	1.7	0.6	1.8	2.1	1.6	1.5	1.2
Treasury								
Acquisitions / divestments								
FX impact and other	0.5	-0.0	-0.7	0.7	-0.3	-0.5	0.1	-1.4
End of period	70.1	68.1	66.4	66.5	64.1	62.2	61.1	59.5
Other customer lending								
Beginning of period	28.4	28.1	27.2	27.0	26.4	26.6	26.3	26.1
Net production	0.4	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	0.0	-0.1	0.1
Acquisitions / divestments								
FX impact and other	0.0	-0.1	-0.1	-0.2	0.7	-1.3	-0.9	-0.7
End of period	28.8	28.4	28.1	27.2	27.0	26.4	26.6	26.3
Customer deposits								
Beginning of period	129.9	130.0	128.8	125.4	122.2	121.8	120.5	120.4
Net production	2.0	0.2	1.7	3.1	3.1	1.6	2.3	1.6
Treasury	-0.0	0.0	0.1	-0.1	-0.1	-0.1	0.0	0.1
Acquisitions / divestments								
FX impact and other	0.6	-0.3	-0.5	0.3	0.3	-1.1	-1.0	-1.6
End of period	132.5	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, Philippines, 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	0.9	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	-0.0	0.1
Treasury								
Acquisitions / divestments								
FX impact and other	-0.2	0.1	0.1	-0.2	0.1	-0.1	0.0	-0.1
End of period	0.8	0.9	0.8	0.8	0.9	0.8	0.8	0.8
Other customer lending								
Beginning of period	180.9	181.9	181.2	175.7	180.9	175.3	166.0	161.3
Net production	-0.6	-4.6	2.2	3.9	-1.2	2.6	6.1	6.9
Treasury	-0.2	-0.0	-0.0	-0.3	-3.1	2.6	-0.7	-0.1
Acquisitions / divestments					-1.7			
FX impact and other	-2.0	3.6	-1.5	1.9	0.8	0.3	4.0	-2.0
End of period	178.1	180.9	181.9	181.2	175.7	180.9	175.3	166.0
Customer deposits								
Beginning of period	66.0	63.5	60.9	63.1	66.2	66.5	67.7	65.1
Net production	-1.9	2.8	3.1	-0.9	-1.6	2.2	-2.0	0.6
Treasury	-0.6	-0.5	-0.4	-1.6	-1.6	-2.4	0.8	2.1
Acquisitions / divestments								
FX impact and other	0.1	0.2	-0.1	0.2	0.1	-0.1	-0.1	-0.2
End of period	63.5	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							
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period	0.0							
Other customer lending								
Beginning of period	143.6	142.3	142.5	138.6	136.3	130.4	122.4	119.4
Net production	-2.0	-1.4	1.0	2.5	1.7	5.7	5.3	4.4
Treasury								
Acquisitions / divestments								
FX impact and other	-1.4	2.6	-1.2	1.5	0.6	0.2	2.8	-1.5
End of period	140.1	143.6	142.3	142.5	138.6	136.3	130.4	122.4
Customer deposits								
Beginning of period	0.4	0.5	0.4	0.6	0.4	0.5	0.6	0.6
Net production	0.1	-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	0.0
End of period	0.5	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	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	0.0
Other customer lending								
Beginning of period	31.1	33.2	32.8	30.9	33.9	36.5	33.8	32.7
Net production	1.5	-3.1	0.7	1.5	-3.3	-2.8	1.6	1.7
Treasury								
Acquisitions / divestments								
FX impact and other	-0.6	1.0	-0.3	0.4	0.2	0.1	1.2	-0.6
End of period	32.0	31.1	33.2	32.8	30.9	33.9	36.5	33.8
Customer deposits								
Beginning of period	55.1	50.5	49.7	51.4	52.3	50.7	52.3	51.6
Net production	-1.2	4.6	0.8	-1.8	-1.0	1.6	-1.5	0.8
Treasury								
Acquisitions / divestments								
FX impact and other	0.1	0.1	-0.0	0.1	0.1	-0.0	-0.1	-0.1
End of period	54.0	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	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	0.0
Other customer lending								
Beginning of period	1.8	1.7	1.2	1.5	1.4	1.3	1.8	0.9
Net production	-0.4	0.1	0.5	-0.3	0.1	0.0	-0.5	0.9
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period	1.4	1.8	1.7	1.2	1.5	1.4	1.3	1.8
Customer deposits								
Beginning of period	5.8	7.4	5.4	4.3	5.0	4.3	4.7	5.0
Net production	-1.1	-1.7	2.0	1.0	-0.8	0.7	-0.4	-0.2
Treasury								
Acquisitions / divestments								
FX impact and other	-0.0	0.1	-0.0	0.1	0.0	-0.0	0.1	-0.1
End of period	4.6	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	0.9	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	-0.0	0.1
Treasury								
Acquisitions / divestments								
FX impact and other	-0.2	0.1	0.1	-0.2	0.1	-0.1	0.0	-0.1
End of period	0.8	0.9	0.8	0.8	0.9	0.8	0.8	0.8
Other customer lending								
Beginning of period	4.5	4.6	4.6	4.7	9.3	7.1	8.1	8.4
Net production	0.3	-0.1	-0.0	0.2	0.2	-0.4	-0.2	-0.2
Treasury	-0.2	-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	4.6	4.5	4.6	4.6	4.7	9.3	7.1	8.1
Customer deposits								
Beginning of period	4.7	5.2	5.4	6.9	8.4	10.9	10.1	8.0
Net production	0.3	0.0	0.2	0.1	0.0	-0.0	0.0	-0.0
Treasury	-0.6	-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	-0.0
End of period	4.4	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	0.4	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	-0.0
End of period	0.4	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	0.0	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	0.0	0.3	-0.1
End of period	0.0	0.0	0.0	0.0	0.0	0.1	0.0	-0.2

ING 3.14 Customer lending/deposits: 4Q2019 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	296.5	113.2	39.4	75.8	56.9	11.2	0.0	0.0
Net production	1.7	-0.4	0.0	0.5	1.0	0.6	-0.0	
Treasury								
Acquisitions / divestments								
FX impact and other	-0.1	-0.4	-0.0	-0.2	0.3	0.2		
End of period	298.0	112.4	39.3	76.1	58.1	12.1	0.0	0.0
Other customer lending								
Beginning of period	320.9	77.2	66.5	46.1	33.1	27.1	70.4	0.4
Net production	0.0	-0.7	0.8	-0.4	-0.5	0.4	0.5	0.0
Treasury	-0.6	-0.6	0.4	-0.4	-0.0	0.0	-0.1	
Acquisitions / divestments								
FX impact and other	-2.0	-0.3	-0.1	-1.1	0.0	0.0	-0.5	-0.0
End of period	318.3	75.6	67.6	44.3	32.6	27.6	70.3	0.4
Customer deposits								
Beginning of period	574.2	176.4	110.5	138.1	94.9	41.4	12.9	0.0
Net production	2.5	5.1	-5.4	1.6	0.2	2.0	-1.0	0.0
Treasury	-3.0	-2.8	0.1	-0.3	-0.1	0.0	0.1	
Acquisitions / divestments								
FX impact and other	0.7				0.3	0.3	0.0	0.0
End of period	574.4	178.7	105.2	139.5	95.3	43.7	12.0	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	113.2	113.0	112.7	112.1	111.9	111.7	111.8	112.6
Net production	-0.4	-0.0	0.2	0.2	-0.0	0.4	-0.2	-0.6
Treasury								
Acquisitions / divestments								
FX impact and other	-0.4	0.2	0.2	0.4	0.2	-0.2	0.0	-0.1
End of period	112.4	113.2	113.0	112.7	112.1	111.9	111.7	111.8
Other customer lending								
Beginning of period	77.2	76.2	76.1	72.7	83.0	74.0	75.2	74.2
Net production	-0.7	-0.1	-0.2	2.7	-1.7	0.7	-0.1	3.1
Treasury	-0.6	0.5	0.5	0.4	-8.8	8.3	-1.7	-0.7
Acquisitions / divestments								
FX impact and other	-0.3	0.5	-0.2	0.3	0.1	0.1	0.5	-1.4
End of period	75.6	77.2	76.2	76.1	72.7	83.0	74.0	75.2
Customer deposits								
Beginning of period	176.4	176.3	170.8	172.8	173.2	175.0	173.8	167.4
Net production	5.1	1.3	6.9	-2.3	2.5	0.9	0.7	0.2
Treasury	-2.8	-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	178.7	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	39.4	38.8	38.5	37.9	38.0	37.2	36.6	36.2
Net production	0.0	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	0.1	-0.3	-0.0	0.0	0.0
End of period	39.3	39.4	38.8	38.5	37.9	38.0	37.2	36.6
Other customer lending								
Beginning of period	66.5	68.0	67.8	65.7	64.0	66.3	62.3	61.5
Net production	0.8	-1.1	1.1	0.4	1.4	-2.0	3.3	1.4
Treasury	0.4	-0.6	-0.8	1.6	-0.1	-0.4	0.5	-0.1
Acquisitions / divestments								
FX impact and other	-0.1	0.2	-0.1	0.1	0.4	0.1	0.2	-0.5
End of period	67.6	66.5	68.0	67.8	65.7	64.0	66.3	62.3
Customer deposits								
Beginning of period	110.5	105.1	104.0	101.3	104.1	102.0	100.4	98.8
Net production	-5.4	5.4	1.1	2.7	-2.7	2.1	1.6	1.6
Treasury	0.1	0.0	-0.0	-0.0	0.0	-0.1	0.1	-0.1
Acquisitions / divestments								
FX impact and other								
End of period	105.2	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	75.8	74.7	73.9	73.5	72.7	71.6	70.4	70.0
Net production	0.5	0.9	0.8	0.2	0.7	1.2	1.2	0.4
Treasury								
Acquisitions / divestments								
FX impact and other	-0.2	0.1	0.1	0.2	0.1	-0.1	0.1	-0.1
End of period	76.1	75.8	74.7	73.9	73.5	72.7	71.6	70.4
Other customer lending								
Beginning of period	46.1	46.9	45.5	44.7	44.4	44.7	42.3	38.5
Net production	-0.4	0.1	1.1	0.6	0.8	1.1	2.0	1.0
Treasury	-0.4	-0.4	0.1	0.2	-0.9	-1.2	-1.5	0.8
Acquisitions / divestments								
FX impact and other	-1.1	-0.4	0.2	-0.0	0.3	-0.2	2.0	1.9
End of period	44.3	46.1	46.9	45.5	44.7	44.4	44.7	42.3
Customer deposits								
Beginning of period	138.1	138.0	138.2	138.8	133.6	137.5	133.6	133.7
Net production	1.6	-0.1	-0.2	-0.4	6.1	-0.8	-0.3	-0.1
Treasury	-0.3	0.2	0.1	-0.3	-0.8	-3.1	4.2	-0.0
Acquisitions / divestments								
FX impact and other								
End of period	139.5	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	56.9	55.5	56.2	54.0	52.6	51.9	50.4	50.8
Net production	1.0	1.2	0.1	1.4	1.7	1.2	1.1	0.8
Treasury								
Acquisitions / divestments								
FX impact and other	0.3	0.2	-0.8	0.7	-0.3	-0.5	0.4	-1.2
End of period	58.1	56.9	55.5	56.2	54.0	52.6	51.9	50.4
Other customer lending								
Beginning of period	33.1	32.6	31.4	31.1	32.4	31.1	29.9	29.5
Net production	-0.5	0.3	1.4	0.1	0.5	1.4	1.3	0.3
Treasury	-0.0	-0.0	0.0	0.0	-0.0		-0.2	0.0
Acquisitions / divestments					-1.7			
FX impact and other	0.0	0.1	-0.2	0.2	-0.0	-0.1	0.2	0.0
End of period	32.6	33.1	32.6	31.4	31.1	32.4	31.1	29.9
Customer deposits								
Beginning of period	94.9	96.0	95.6	92.6	91.2	91.3	89.5	90.5
Net production	0.2	-1.1	1.0	2.2	1.7	0.3	1.6	0.0
Treasury	-0.1	-0.1	0.1	0.1	0.1	-0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other	0.3	0.1	-0.7	0.7	-0.3	-0.4	0.3	-1.1
End of period	95.3	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	11.2	10.9	10.4	10.1	9.6	9.3	9.2	8.9
Net production	0.6	0.5	0.5	0.4	0.4	0.4	0.4	0.3
Treasury								
Acquisitions / divestments								
FX impact and other	0.2	-0.2	0.1	-0.1	0.0	-0.0	-0.3	-0.1
End of period	12.1	11.2	10.9	10.4	10.1	9.6	9.3	9.2
Other customer lending								
Beginning of period	27.1	27.2	27.1	27.3	27.0	27.2	26.8	27.5
Net production	0.4	-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	0.0
Acquisitions / divestments								
FX impact and other	0.0	-0.1	-0.0	-0.3	0.8	-1.4	-1.0	-1.4
End of period	27.6	27.1	27.2	27.1	27.3	27.0	27.2	26.8
Customer deposits								
Beginning of period	41.4	40.8	39.3	38.9	36.6	36.8	36.5	36.6
Net production	2.0	1.1	1.1	1.0	1.9	0.8	1.6	0.4
Treasury	0.0	0.1	0.1	-0.2	-0.2	-0.1	0.0	0.1
Acquisitions / divestments								
FX impact and other	0.3	-0.5	0.2	-0.4	0.6	-0.8	-1.4	-0.6
End of period	43.7	41.4	40.8	39.3	38.9	36.6	36.8	36.5

¹⁾ Includes: Poland, Romania, Turkey, Philippines, 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							
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period	0.0							
Other customer lending								
Beginning of period	70.4	70.8	70.4	67.1	67.5	66.9	63.1	60.6
Net production	0.5	-3.7	1.7	1.9	-1.0	0.1	2.6	4.0
Treasury	-0.1	0.0	-0.0	-0.0	0.1	-0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other	-0.5	3.2	-1.2	1.5	0.4	0.6	1.2	-1.4
End of period	70.3	70.4	70.8	70.4	67.1	67.5	66.9	63.1
Customer deposits								
Beginning of period	12.9	15.0	13.4	11.2	13.3	14.0	13.3	13.0
Net production	-1.0	-2.1	1.8	1.6	-1.7	0.2	0.5	0.2
Treasury	0.1	-0.3	-0.2	0.4	-0.4	-1.0	0.1	0.2
Acquisitions / divestments								
FX impact and other	0.0	0.3	-0.1	0.3	0.0	0.0	0.1	-0.1
End of period	12.0	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	0.4	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	-0.0
End of period	0.4	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	0.0	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	0.0	0.3	-0.1
End of period	0.0	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. The Financial statements for 2019 are in progress and may be subject to adjustments from subsequent events. All figures in this document are unaudited. Small differences are possible in the tables due to rounding.

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