



ING Annual General Meeting 2020

28 April 2020

Amsterdam



do your thing

Agenda items

Agenda item 1

Opening remarks and announcements.

Agenda item 2

- A. Report of the Executive Board for 2019 (discussion item).
- B. Sustainability (discussion item).
- C. Report of the Supervisory Board for 2019 (discussion item).
- D. Remuneration report (advisory voting item).
- E. Annual Accounts for 2019 (voting item).

Agenda item 3

- A. Profit retention and distribution policy (discussion item).
- ~~B. Dividend for 2019 (voting item)~~ Withdrawn, no voting.

Agenda item 4

- A. Discharge of the members and former members of the Executive Board in respect of their duties performed during the year 2019 (voting item).
- B. Discharge of the members and former members of the Supervisory Board in respect of their duties performed during the year 2019 (voting item).

Agenda item 5

Remuneration policy of the Executive Board (voting item).

Agenda item 6

Remuneration policy of the Supervisory Board (voting item).

Agenda item 7

Amendment of the Articles of Association (voting item).

Agenda item 8

Composition of the Supervisory Board:

- A. Appointment of Juan Colombás (voting item).
- B. Appointment of Herman Hulst (voting item).
- C. Appointment of Harold Naus (voting item).

Agenda item 9

- A. Authorisation to issue ordinary shares (voting item).
- B. Authorisation to issue ordinary shares, with or without pre-emptive rights of existing shareholders (voting item).

Agenda item 10

Authorisation to acquire ordinary shares in the Company's own capital (voting item).

Agenda item 1

Opening remarks and announcements

ING Annual General Meeting 2020

On the record date (end of day), 31 March 2020, the issued capital of the company consisted of:

3,900,494,550 issued ordinary shares

No votes can be cast on 1,315,663 ordinary shares as these shares were held by ING on the record date

A total of 3,899,178,887 votes can be cast

Agenda items 2A and 2B - discussion items

Report of the Executive Board for 2019 and Sustainability

- See pages 3 to 91 of the 2019 Annual Report for the Report of the Executive Board for 2019.
- See the website of the Company (www.ing.com/sustainability) for Sustainability.
- See the explanatory notes to the agenda.

A wide-angle photograph of a modern, multi-story glass building with curved facades. The building is surrounded by a paved plaza with some trees and people walking. The sky is blue with light clouds. Two orange text boxes are overlaid on the image.

Report of the Executive Board for 2019

Annual General Meeting

Ralph Hamers, CEO ING Group

Amsterdam, 28 April 2020



ING's response to the coronavirus

- ING's purpose is to **empower people to stay a step ahead in life and in business**
- Our primary goal is to **continue** to **empower** people during these challenging times. **Now more than ever.**
- We focus on three things:

Support customers

We empower them to **continue** to bank so they can remain in charge of their finances

Support employees

We **keep** our colleagues safe, healthy and supported

Support communities

We empower community **organisations** with funds and in-kind materials



How we support our customers: Ensuring business continuity and providing additional support

- We continue to provide the full range of daily banking activities and extra help for our customers
- We introduced measures for retail and SME customers to offer financial flexibility
- Some examples:
 - ING in the Netherlands offers extensions of repayment of loans for SMEs and looks into individual solutions for private customers who face difficulties making mortgage payments
 - ING in Belgium implemented measures for payment deferrals of mortgage loans and business loans can be requested
 - ING in Italy offers mortgage payment suspensions for people having a negative economic impact caused by Covid-19
 - ING in Australia offers three to six-month payment pauses on any commercial loan, home loan, personal loan, or credit card
 - ING in Turkey extended credit repayment time from 90 days to 180 days for current overdue loan customers
 - ING in Spain has increased the amount for contactless payments to €50 and has made ATM customer withdrawals free
 - ING in Poland launched a campaign to support people and companies in using online banking
 - We look for tailor-made solutions for our wholesale banking clients
- We have dedicated websites informing customers how to bank during the crisis and the impact on their investments



Banking in times of corona

You have no doubt a lot of questions related to banking and corona. Fortunately most of what you need for daily banking is available in the Mobile Banking app and in My ING.

Banking from home

How we support our employees: Health and safety is our priority

- Almost 80% of our employees are working from home
- We equip them to work remotely, we:
 - provide extensive guidelines
 - support best-practice sharing
 - help them to create an optimal work environment
- To protect customer-facing staff in our branches we strictly enforce social distancing guidelines, limit the number of open branches and restrict their opening hours
- Business travel is prohibited to a large number of destinations and only allowed if essential. Our travel restrictions follow the WHO guidelines
- Meetings and events have been postponed where possible or moved online
- We keep colleagues updated via our global intranet and through local communications



Coronavirus – what you need to know

★★★★★ uit 79 beoordelingen 25

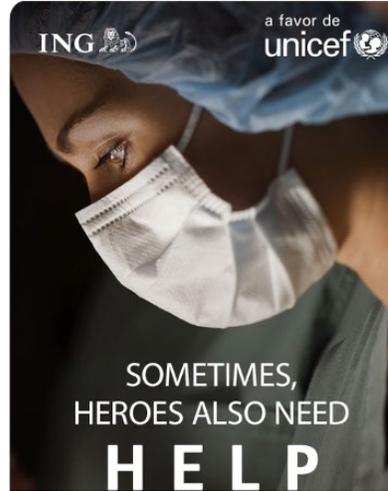
Updated 9 April: new information about the coronavirus transmission.



We're all impacted by the coronavirus in some way or another. By following these guidelines we can all protect our ourselves and each other, as well as our business and the communities in which we live and work.

How we support communities: Responding to their needs

- We are constantly looking for ways to support our communities during this crisis
- Some examples:
 - ING in Italy is matching employee donations to the Italian Red Cross
 - ING in Spain is working with UNICEF to raise funds to purchase medical equipment
 - ING in Romania created an emergency fund for three hospitals, donating protective equipment and corona detection tests
 - ING in Czech Republic donated refurbished laptops to enable children to learn from home
 - ING in Belgium offered an empty building to a local hospital
 - ING in the Netherlands has allocated funding to support recovery and longer-term impacts on people's financial wealth, investing in existing initiatives and the 25 social entrepreneurs it works with to help keep them afloat
 - ING in the UK has supported two charities that are responding to increased needs for social services
 - ING in Turkey created a fund that will support children from 1,000 disadvantaged families for three months



We continue our efforts to counter financial and economic crime

Continued focus on know your customer (KYC)

- The number of FTE working globally on know your customer (KYC) related activities has increased to **~4,000**
- We made further progress in the **global rollout of KYC tools** that enable us to onboard customers and monitor their transactions across our global network in a more effective and consistent way
- We completed the implementation of our **systematic integrity risks analysis** in all business lines and regions, ensuring uniform and consistent KYC risk assessments across the bank
- In Italy, we continue to take steps to improve processes and management of KYC as required by Banca d'Italia

Investing in regulatory compliance

- Working with other banks, law enforcement and regulators to jointly protect the financial system against crimes such as money laundering. This includes:
 - Exploring cooperation with four other Dutch banks to **jointly monitor transactions**
 - Sharing data with other Belgian banks and fintech Isabel Group to **more effectively identify suspicious transactions**
- Developed AI-driven platform that automates the process of **turning regulation into policy**
- Invested in US-based Ascent, which uses machine-learning to **build, manage and automate regulatory compliance**
- Developed an API that integrates ING systems with the national trade registry, providing **quicker access to more accurate data on registered companies**

Think Forward: still as relevant as ever

Purpose



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

Customer Promise



Clear and Easy



Anytime, Anywhere



Empower



Keep Getting Better

Strategic Priorities



Creating a differentiating customer experience

1. Earn the primary relationship
2. Develop analytics skills to understand our customers better
3. Increase the pace of innovation to serve changing customer needs
4. Think beyond traditional banking to develop new services and business models

Enablers



Simplify & Streamline

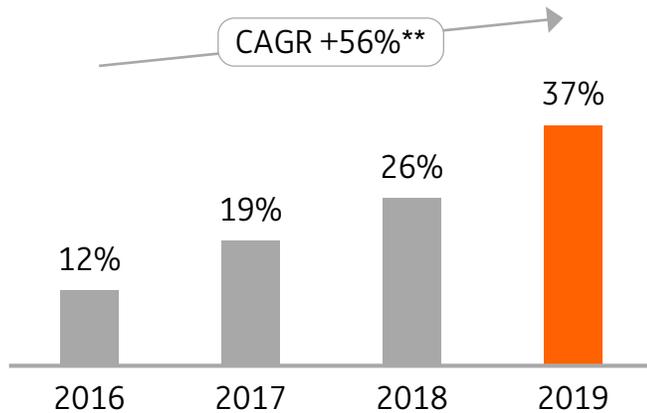
Operational Excellence

Performance Culture

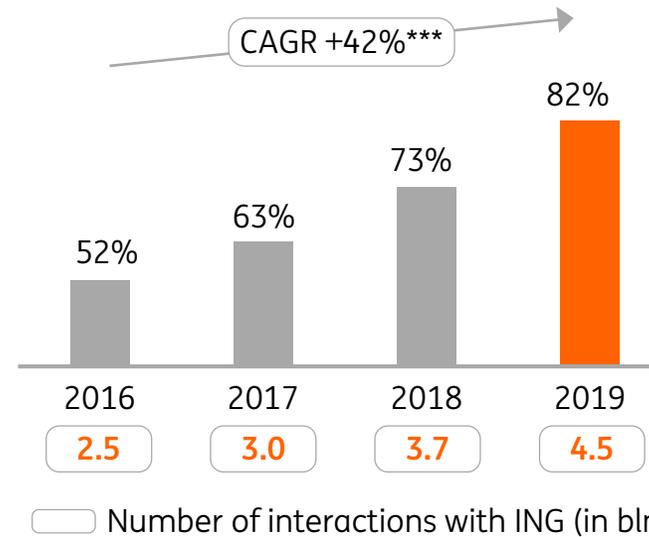
Lending Capabilities

In Retail our mobile approach is taking off

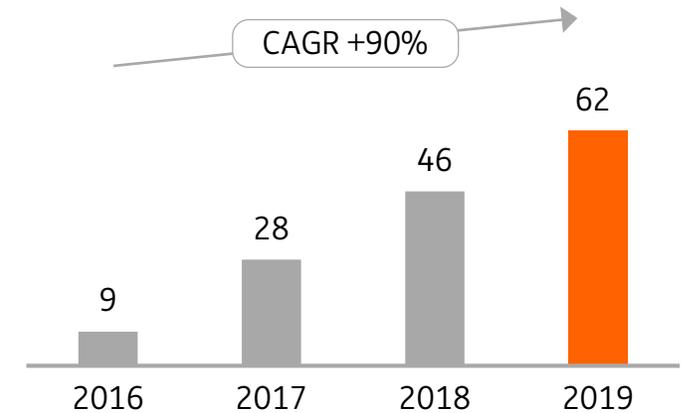
% of mobile-only in channel use among active customers who contact us*



% mobile in total interactions with ING



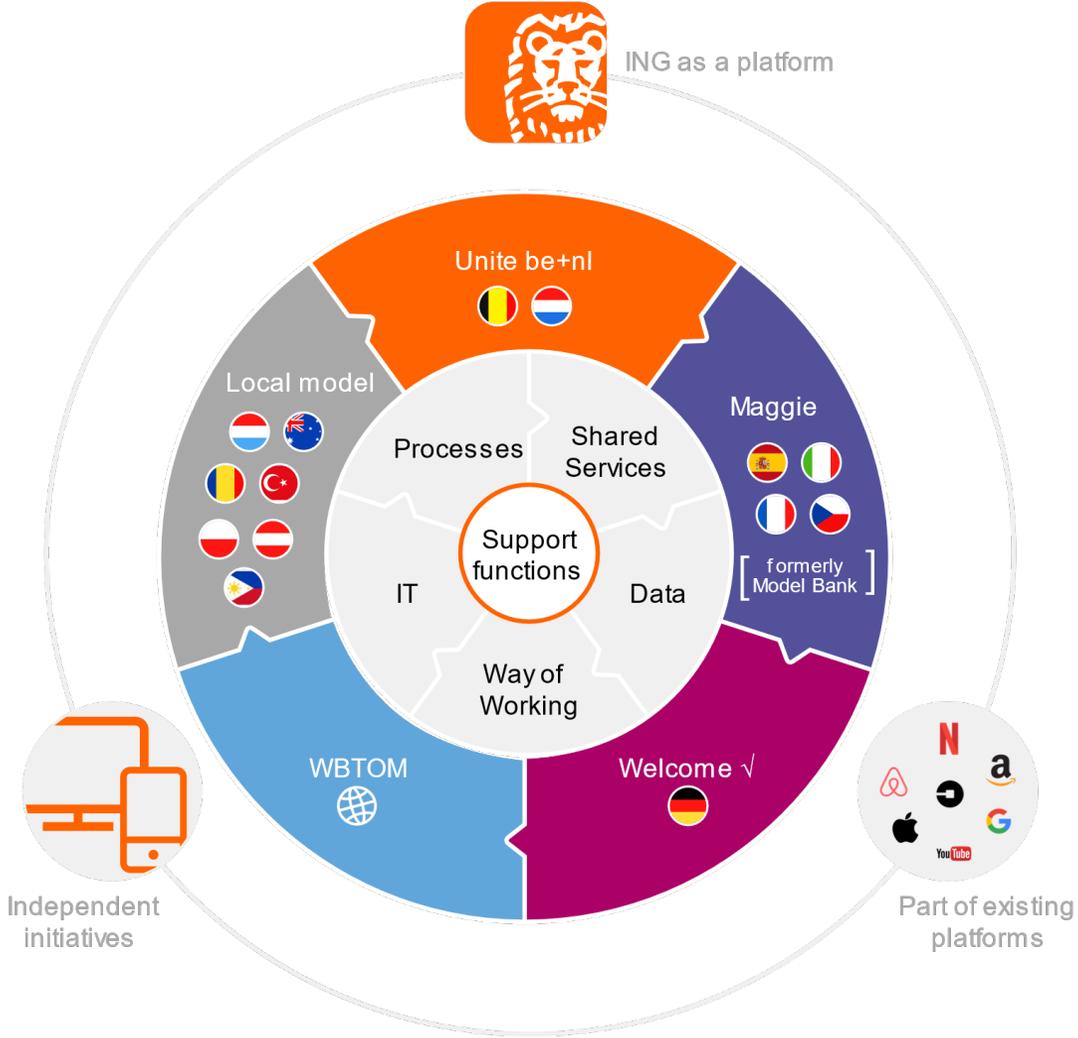
Annual mobile non-deposit sales per 1,000 active customers



- A growing share of Retail customers only interacts with ING on their mobile device, up from 12% in 2016 to 37% in 2019
- The number of transactions grew by 80% since 2016, reaching 4.5 bln interactions in 2019, with an increasing share of mobile of 82% in 2019, versus 52% in 2016
- In mobile we are increasingly successful at converting our interactions into sales, with 7 times higher mobile sales than in 2016

* Definition: Retail customers who used the channel at least once in the last quarter
 ** CAGR for number of mobile-only customers among active customers who contact us
 *** CAGR for number of mobile transactions with ING

Towards one ING experience worldwide



Our focus on building an innovative bank

Further progress in 2019 with Yolt and AXA initiatives

- Yolt > **1 mln registered users** and has expanded to offer open banking for businesses
- At the forefront of open banking: completed >400 mln API calls with >13 mln on average per week
- 'Best personal finance' app at the International Payments Awards 2019



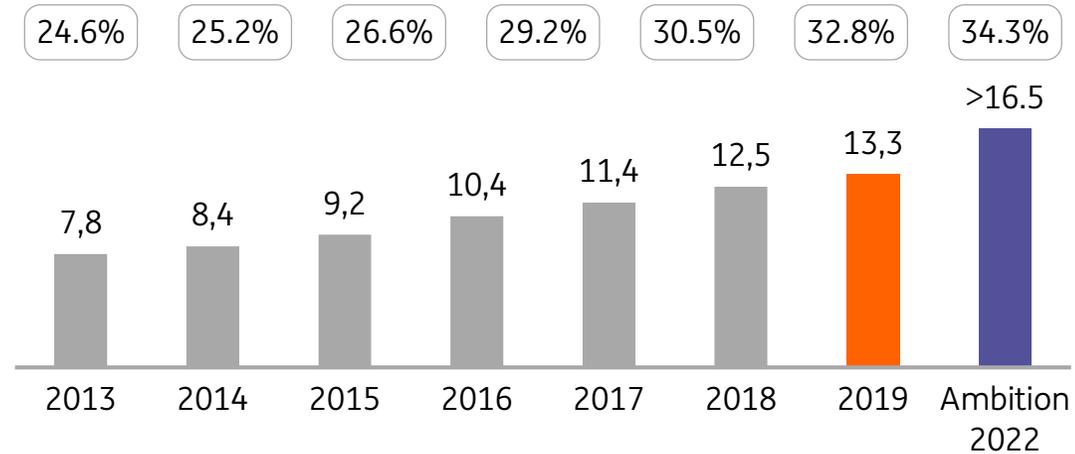
- Our global insurance **partnership with AXA** reached another milestone in 2019
- Now live with its global platform, which will provide home, mobility and health insurance services in six markets via the mobile app
- First product launched is home insurance, delivered by the ING mobile app in Italy. This is in addition to the six products launched outside the platform in 2019

- ING is **spinning out Katana**, the advanced analytics platform that supports trading portfolio managers in making faster and sharper investment decisions



Primary customer growth underpins commercial momentum

Target to reach >16.5 mln primary customers* by 2022



Primary as a % of total retail customers

2019 primary customer growth across Retail segments



Core lending

2019 net growth

€ **+16.1** bln

Retail Banking

€ **+1.1** bln

Wholesale Banking

Customer deposits

2019 net growth

€ **+23.4** bln

Net promoter scores (NPS)

4Q2019

#1 in **6** out of
14 retail countries

* Definition: active payment customers with recurring income and at least one extra active product category

Sustainability is at the heart of our strategy



Our Sustainability Direction

All of our sustainability initiatives will help contribute to empower a low-carbon and a self-reliant society



€ **18.8** bln
Climate Finance



€ **9.3** bln
Sustainable
Investment services



Recognised as A-list
company for
leadership on
climate action by
CDP



€ **0.7** bln
Social Impact
Finance



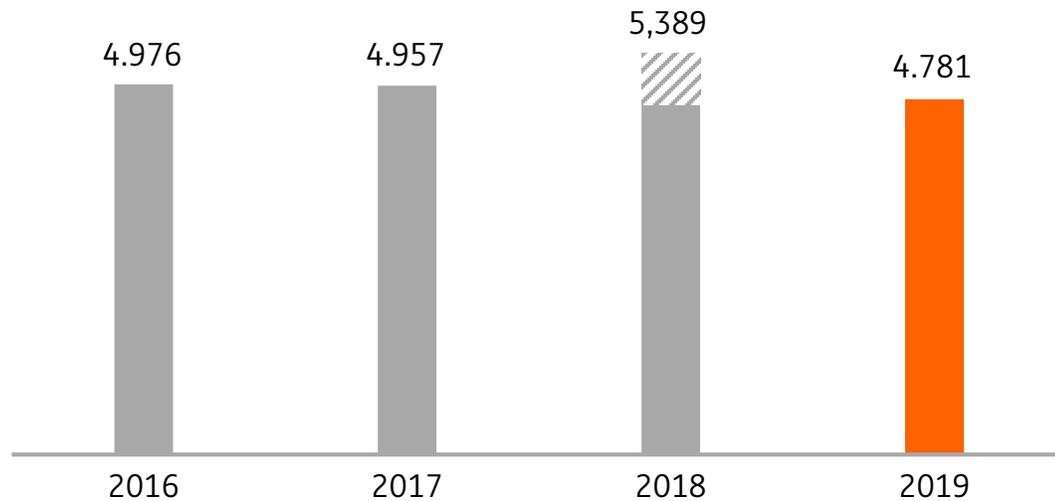
25.9 mln
Customers felt
financially
empowered

2019: Principles for
Responsible Banking

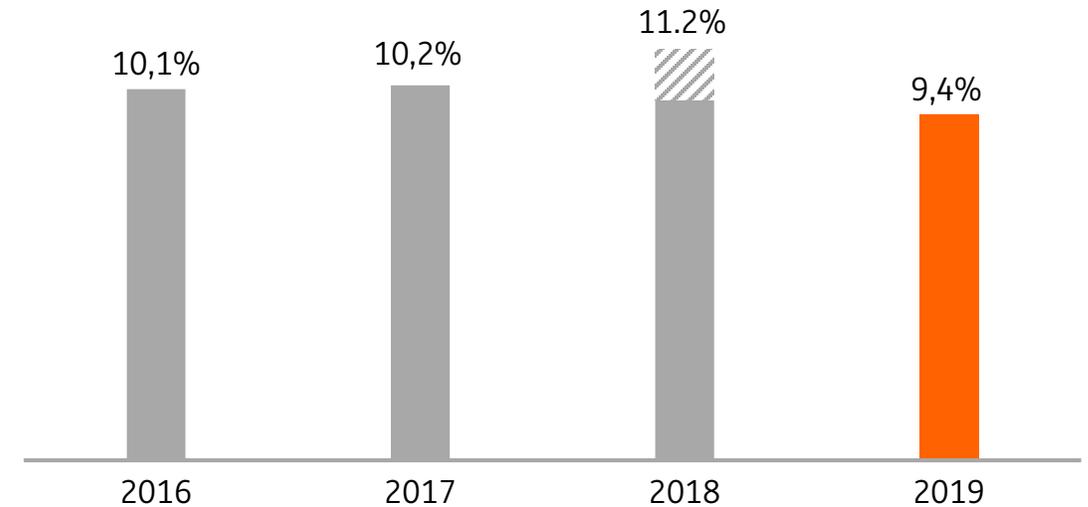
Terra: first progress report

Underlying result down 11.3% in 2019; ROE at 9.4% for FY2019

Underlying net result* (in € mln)



Underlying return on equity*



⚡ €685 mln incl. €-775 mln settlement impact and €90 mln net result from Insurance other

- ING recorded underlying 2019 net profit of €4,781 mln, 11.3% lower than in 2018, as higher income was more than offset by higher risk costs, increased expenses, including higher KYC and regulatory expenses, and a higher effective tax rate
- The 2019 underlying return on equity* was 9.4% compared to 11.2% in 2018

* Including the settlement impact of €-775 mln recorded in 3Q18 and the €90 mln net result from Insurance other, ING's 2018 net result was €4,703 mln and ING's 2018 total return on average IFRS-EU equity excluding 'interim profit not included in CET1 capital' was 9.8%

Agenda item 2C - discussion item

Report of the Supervisory Board for 2019

- See pages 96 to 108 of the 2019 Annual Report.

Agenda item 2D – advisory voting item

Remuneration Report 2019

- See pages 136 to 151 of the 2019 Annual Report.

A person with a prosthetic left leg is sitting on a skateboard on a sidewalk. They are wearing a white t-shirt, blue jeans, and light blue sneakers. They are holding a smartphone in their hands. The background shows a building entrance with a yellow and black striped curb. The word "Questions" is written in white on an orange rounded rectangle on the left side of the image.

Questions

ING Annual General Meeting 2020

Present or represented are:

4,138 shareholders

Holding on the record date (31 March 2020):

- **2,336,359,942** ordinary shares permitting **2,336,359,942** votes to be cast

Percentage represented capital:

59.92%

of which **2,336,301,325** shares, **99.997** % of the represented capital, by means of proxy via the electronic voting platform, are represented by Ms J.J.C.A. Leemrijse, civil-law notary in Amsterdam.

Agenda item 2D – advisory voting item

Remuneration report 2019

	votes	%
in favour	2,143,973,875	93.42
against	150,888,608	6.58
abstentions	41,457,449	

Agenda item 2E – voting item

Annual Accounts for 2019

- See pages 252 to 399 of the 2019 Annual Report.



Audit annual accounts 2019 ING Groep N.V.

Presentation for the Annual General Meeting

—
28 April 2020

Our activities and reports

ING Groep Annual report

UNQUALIFIED



- Audit financial statements
- Assurance over non-financial information
- Executive Board report and other information, including corporate governance code

ING Bank Annual report

UNQUALIFIED



- Audit financial statements
- Management Board report and other information

Internal control over financial reporting in conformity with US standards

EFFECTIVE



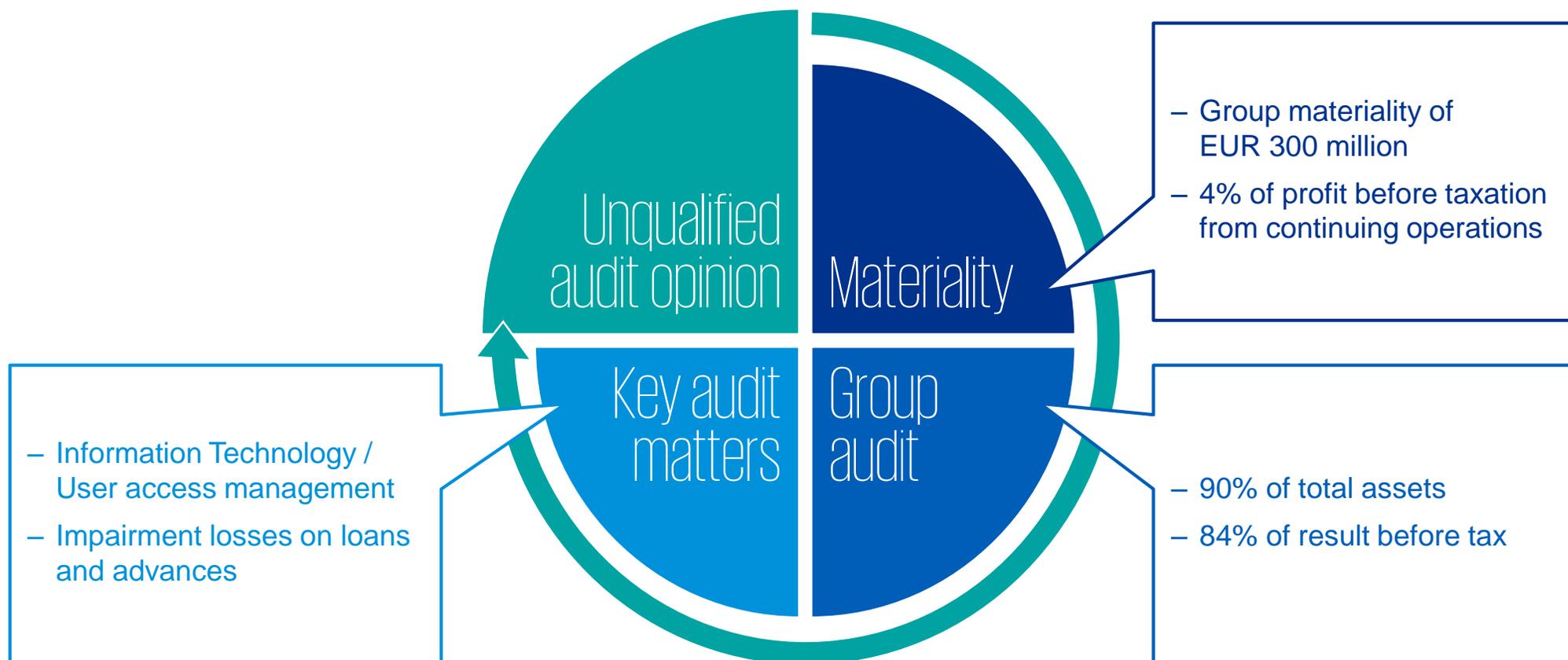
ING Groep Form 20-F

UNQUALIFIED



- Audit financial statements
- Audit internal control over financial reporting
- Executive Board report and other information

Key matters of our audit approach



Information technology

MAIN ACTIONS

Tested design, implementation and operating effectiveness of user access management and change management.

MAIN OBSERVATION

We concluded that there is sufficient basis to rely on the operation of the IT systems for our audit of the financial statements.

Impairment losses on loans and advances

MAIN ACTIONS

Tested the methodologies, cash flows and collateral values with assistance of corporate finance specialists, real estate valuation specialists and accounting specialists.

Assessing ING Group's methodology for determining the economic scenarios used.

MAIN OBSERVATION

We found management's overall assessment relating to the valuation of loans and advances to customers and banks within an acceptable range and adequately disclosed.



The auditor's role regarding subsequent events

A person with a prosthetic left leg is sitting on a skateboard on a sidewalk. They are wearing a white t-shirt, blue jeans, and light blue sneakers. They are holding a smartphone in their hands. The background shows a building entrance with a yellow and black striped curb. The word "Questions" is written in white on an orange rounded rectangle on the left side of the image.

Questions

Agenda item 2E - voting item

Annual Accounts for 2019

	votes	%
in favour	2,316,234,873	99.99
against	258,058	0.01
abstentions	19,826,641	

Agenda item 3A – discussion item

Profit retention and distribution policy

- See pages 380 to 383 of the 2019 Annual Report.

A person with a prosthetic left leg is sitting on a skateboard on a sidewalk. They are wearing a white t-shirt, blue jeans, and light blue sneakers. They are holding a black smartphone in both hands. The background shows a building entrance with a yellow and black striped curb. The word "Questions" is written in white on an orange rounded rectangle on the left side of the image.

Questions

Agenda item 3B – withdrawn, no voting

~~Dividend for 2019~~

Agenda item 4A - voting item

Discharge of the members and former members of the Executive Board in respect of their duties performed during the year 2019

- See the proposal in the explanatory notes to the agenda.

Agenda item 4B - voting item

Discharge of the members and former members of the Supervisory Board in respect of their duties performed during the year 2019

- See the proposal in the explanatory notes to the agenda.

A person with a prosthetic left leg is sitting on a skateboard on a sidewalk. They are wearing a white t-shirt, blue jeans, and light blue sneakers. They are holding a black smartphone in both hands. The prosthetic leg is black and textured. The background shows a concrete sidewalk with yellow and black striped safety barriers. The word "Questions" is written in white on an orange rounded rectangle on the left side of the image.

Questions

Agenda item 4A - voting item

Discharge of the members and former members of the Executive Board
in respect of their duties performed during the year 2019

	votes	%
in favour	2,213,976,612	95.37
against	107,503,609	4.63
abstentions	14,839,351	

Agenda item 4B - voting item

**Discharge of the members and former members of the Supervisory Board
in respect of their duties performed during the year 2019**

	votes	%
in favour	2,213,997,988	95.37
against	107,507,335	4.63
abstentions	14,814,249	



Agenda points 5 & 6

ING Remuneration Policy

Herna Verhagen – Chair Remuneration Committee

28 April 2020



do your thing

We have conducted a broad stakeholder consultation

- Shareholders
 - Proxy advisors
 - Regulators – ECB / DNB
 - Politicians
 - Unions
 - Employees
 - Customers
 - General public
- Over 40 meetings and calls since October 2019
 - ~24% of shareholding consulted
 - Overall positive, however on some points large variations in response
 - We incorporated feedback received to come to a proposal balancing all stakeholders and complying with governing laws and regulations

Framework for a remuneration policy in a Dutch context

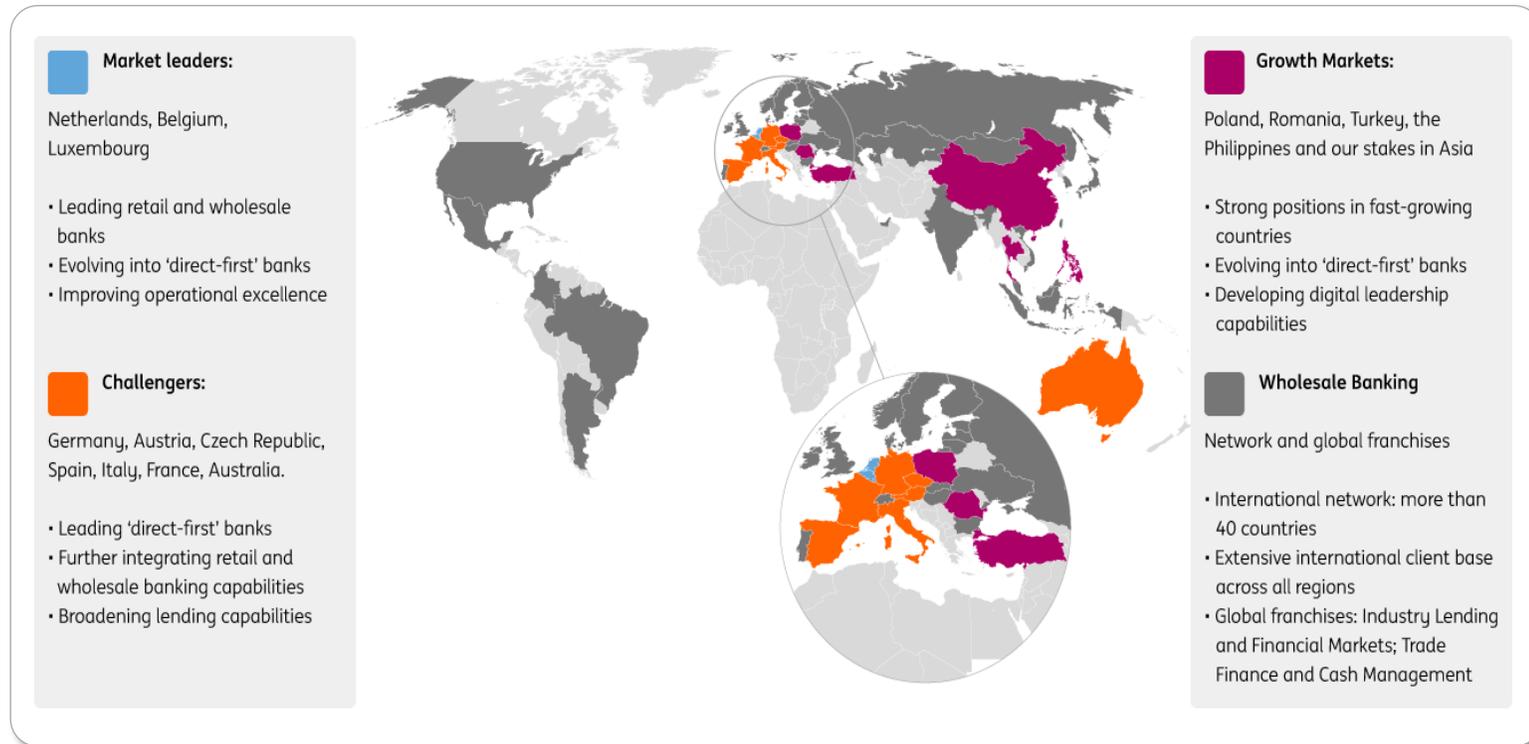
- 20% bonus cap and at least 50% of variable remuneration metrics to be non-financial metrics
- Regeling Beheerst Beloningsbeleid and EBA guidelines, which have various remuneration requirements mainly for material risk takers, including the EB (e.g. deferral periods, share pay outs)
- Shareholder's Rights Directive II, which requires consideration of stakeholder views, and AGM approval of the remuneration policy every 4 years
- Transparency and disclosure guidelines embedded in Shareholder's Rights Directive II

We have carefully weighed the feedback that we've received since the withdrawal of the 2018 AGM proposal. This feedback is reflected in the proposed changes for consideration, and pertain to:

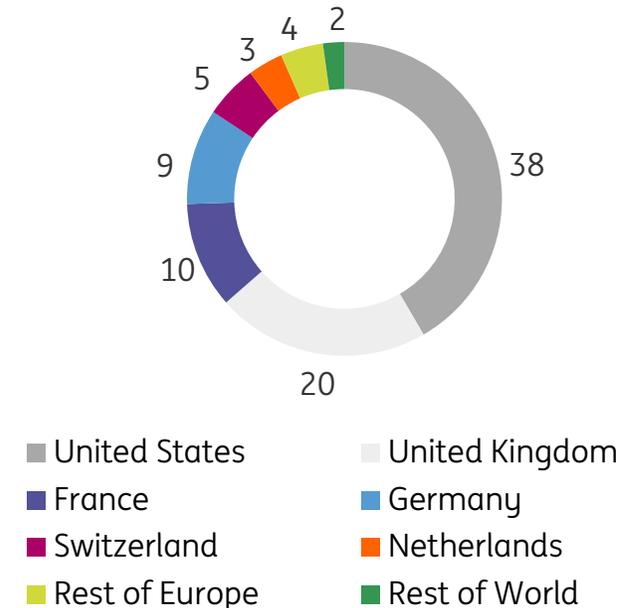
- Updated EB peer group that consists of domestic, international, financial and general industry firms for the purposes of benchmarking remuneration levels, which is composed in line with the Dutch Banking Code
- Disclosure of EB variable remuneration assessments, in our remuneration policy and remuneration report
- Documentation of policies for EB member recruitment
- Increased transparency in our reporting to align with the requirements of Shareholder's Rights Directive II
- No changes are proposed to the SB remuneration policy

ING is a global financial institution with a strong European base and stakeholders all over the world

- We are more than 53,000 employees serving over 38 million retail customers, of which 13.3 million are considered primary customers
- Our purpose is empowering people to stay a step ahead in life and in business



Geographical distribution of shareholdings



These figures based on 4Q 2019 estimates of institutional share ownership provided by IPREO and includes ordinary shares represented by American depository receipts.

New benchmark : Proposed compensation peer group

Guiding principles

The peer group should reflect that:

	Geography	<ul style="list-style-type: none"> ING is headquartered in the Netherlands, but has an international profile
	Talent market	<ul style="list-style-type: none"> ING is increasingly experiencing a cross-pollination of talent across sectors/industries, not limited to traditional banking competitors
	Size	<ul style="list-style-type: none"> ING acknowledges the importance to include companies that are broadly comparable in terms of size and complexity
	Governance framework	<ul style="list-style-type: none"> ING is subject to the European regulations (e.g., EBA Guidelines), Dutch regulations (e.g., Wbfo) regulatory framework and operates within a Dutch stakeholder environment
	Balancing	<ul style="list-style-type: none"> ING acknowledges the importance not to lose sight of relevant peer companies that do not match with the other criteria

Peer group characteristics

-  50% Dutch companies
-  50% Western-European companies (excluding UK & Switzerland)
-  75% financial services companies
-  25% companies from other industries
-  Companies that fall within certain size ranges and are comparable in terms of complexity
-  Alignment with Dutch stakeholder environment and financial services regulatory framework
-  Includes relevant Dutch peer companies that do not fully match on other criteria

Peer group Composition

ABN Amro	Ahold Delhaize	BBVA	Deutsche Bank
Aegon	ASML	Banco Santander	Intesa Sanpaolo
NN Group	Heineken	BNP Paribas	Societe Generale
Rabobank	Philips	Credit Agricole	UniCredit



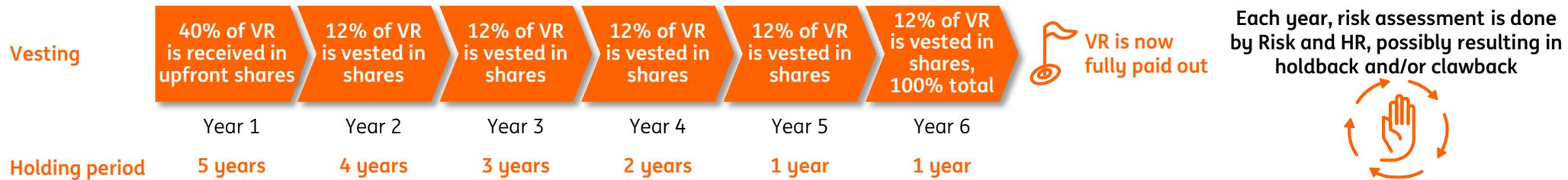
Executive Board: Base salary

- The individual base salaries are set according to the role, responsibilities and experience of the EB member with reference to market practice
- The below factors are given consideration in determining base salaries:
 - the individual's level of skill and performance;
 - ING's business performance and market conditions;
 - internal pay ratios and salary increases for other employees within the wider ING group;
 - external comparator groups within and outside the financial services industry, corresponding market pay position, taking into account the relevant international context; and
 - stakeholder views.
- The Remuneration Committee advises the SB to review the individual base salaries of the EB members every year. Salary increases will take into account the factors highlighted above and any increase will be in line with relevant public indexation reference points; for example, consumer price index
- For all remuneration components : should any significant changes be proposed, a stakeholder consultation will be performed upfront

Executive Board: Variable pay

- Max 20% of base pay
- No changes have been made to the deferral, vesting, and holding schemes
- VR all awarded in ING shares with vesting period

Payout VR



Overview of performance assessment cycle



- Targets will be given upfront. Measurement and disclosure of levels ex-post
- The CEO/CFO will have their performance measures based on group performance. The CRO's measures will be based 75% on functional KPIs and 25% on Group results, in line with regulations for control functions
- The Supervisory Board is responsible for the performance assessment of the EB
- The outcome of this assessment will be the starting point for determining the VR awards of the EB

Risk hurdles for VR

- Prudential hurdle – minimum Common Equity Tier 1 (SREP)
- Performance hurdle – minimum Return on Equity (IFRS)

Risk adjustment of VR

- The Company's risk appetite is specified through a number of Group metrics and limits including capital, liquidity and non-financial risks. Downward adjustment of VR may be considered
- Risk and HR conduct individual risk modifier assessments each year on VR, possibly resulting in holdback or clawback (e.g. in case of individual misconduct)

Executive Board: Example of scorecard and VR outcomes

				Example Outcomes for Illustration						
Performance Category	Measures	Weighting	Threshold	Target	Maximum	Actual	Qualitative rating	Outcome	% of Fixed (Max Total = 20%)	
Financial	Profit after Tax	25.0%	A	B	C	D	-	E%	X%	
	Return on Equity	25.0%	A	B	C	D	-	E%	X%	
Total Financial		50.0%					-	E%	X%	
Non-Financial	Customer	Primary Customers (m)	12.5%	A	B	C	D	-	E%	X%
	People	Organisational Health Index (score)	12.5%	A	B	C	D	-	E%	X%
	Strategy	Strategy and Execution related KPI (e.g. % programs on-track)	12.5%	A	B	C	D	x	E%	X%
	Sustainability	Terra (score)	12.5%	A	B	C	D	-	E%	X%
Total Non-Financial		50.0%						E%	X%	
Overall Total		100.0%						E%	X%	



x

Risk tests and/or modifiers can lead to further downward adjustment on the final VR award

3	0.0% - 6.6%
2	6.6% - 10.8%
1	10.8% - 12.5%

NB: The People and Sustainability measures are currently unavailable, so outcomes have been assumed for illustration

Supervisory Board: 2020-2023 remuneration structure remains unchanged from previous policy

Current policy

- In place since 2016

Primary objectives

- To attract and retain candidates for the Supervisory Board with an appropriate level of experience, capability, competence and affinity

Guiding principles

- Responsible and fair
- Simple and transparent
- Sustainable
- Aligned with responsibilities and time commitment



Component

Current policy

Proposed 2020-2023

Component	Current policy	Proposed 2020-2023
Annual remuneration	<ul style="list-style-type: none"> ▪ Chairman Supervisory Board €125,000 ▪ Vice Chairman Supervisory Board €95,000 ▪ Supervisory Board Member €70,000 	<ul style="list-style-type: none"> ▪ Unchanged
Committee fees	<ul style="list-style-type: none"> ▪ Chairman Committee €20,000 ▪ Member Committee €10,000 	<ul style="list-style-type: none"> ▪ Unchanged
Attendance fees	<ul style="list-style-type: none"> ▪ Attendance fee outside country of residence €2,000 ▪ Attendance fee outside continent of residence €7,500 	<ul style="list-style-type: none"> ▪ Unchanged
Expenses and other benefits	<ul style="list-style-type: none"> ▪ In addition to fixed fees, members of the Supervisory Board are reimbursed for their travel and business related expenses relating to ING. 	<ul style="list-style-type: none"> ▪ Unchanged

A person with a prosthetic left leg is sitting on a skateboard on a sidewalk. They are wearing a white t-shirt, blue jeans, and light blue sneakers. They are holding a black smartphone in both hands. The background shows a building entrance with a yellow and black striped curb. The word "Questions" is written in white on an orange rounded rectangle on the left side of the image.

Questions

Agenda item 5 – voting item

Remuneration policy of the Executive Board

- See the proposal in the explanatory notes to the agenda.
- See also pages 156 to 159 of the 2019 Annual Report and the website of the Company: www.ing.com/remuneration

Agenda item 5 - voting item

Remuneration policy of the Executive Board

	votes	%
in favour	2,167,473,761	94.42
against	128,201,571	5.58
abstentions	40,643,940	

Agenda item 6 – voting item

Remuneration policy of the Supervisory Board

- See the proposal in the explanatory notes to the agenda.
- See also pages 159 and 160 of the 2019 Annual Report and the website of the Company: www.ing.com/remuneration

Agenda item 6 - voting item

Remuneration policy of the Supervisory Board

	votes	%
in favour	2,301,594,506	98.55
against	33,777,537	1.45
abstentions	947,229	

Agenda item 7 – voting item

Amendment of the Articles of Association

- See the proposal in the explanatory notes to the agenda.

A person with a prosthetic left leg is sitting on a skateboard on a sidewalk. They are wearing a white t-shirt, blue jeans, and light blue sneakers. They are holding a black smartphone in both hands. The prosthetic leg is black and textured. The person is sitting on a skateboard with black wheels. The sidewalk has a yellow and black striped curb. The background shows a building with a door.

Questions

Agenda item 7 - voting item

Amendment of the Articles of Association

	votes	%
in favour	2,334,033,401	99.95
against	1,190,803	0.05
abstentions	1,095,068	

Agenda item 8A - voting item

Composition of the Supervisory Board – appointment of Juan Colombás

- See the proposal in the explanatory notes to the agenda.



Juan Colombás

Juan Colombás is a very knowledgeable and experienced candidate. He has a strong international banking background and specialised knowledge of IT, transformation and digital strategy.

“I have always admired the strong customer focus, the clarity and simplicity of its propositions and the culture of innovation of ING. I expect to bring to the Supervisory Board team my 35 years of experience in the banking industry in different European countries and, in particular, in my recent roles as Chief Risk Officer and Chief Operating Officer of a leading European financial institution. I am looking forward to it.”

A person with a prosthetic left leg is sitting on a skateboard on a sidewalk. They are wearing a white t-shirt, blue jeans, and light blue sneakers. They are holding a smartphone in their hands. The background shows a building entrance with a yellow and black striped curb. The word "Questions" is written in white on an orange rounded rectangle on the left side of the image.

Questions

Agenda item 8A - voting item

Appointment of Juan Colombás

	votes	%
in favour	2,279,427,413	98.22
against	41,253,655	1.78
abstentions	15,638,204	

Agenda item 8B - voting item

Composition of the Supervisory Board – appointment of Herman Hulst

- See the proposal in the explanatory notes to the agenda.



Herman Hulst

Herman Hulst is a seasoned auditor with a focus on the financial services sector. He has a wealth of knowledge and experience in his profession and in leadership of a global professional services firm.

“ It is my ambition to serve a company that is relevant and responsible to its stakeholders and to society at large, that is leading in its industry, innovative, purpose led, values based and global in mindset. I am looking forward to bring my executive experience and professional background, also in a regulated industry, to ING as a member of its Supervisory Board.”

A person with a prosthetic left leg is sitting on a skateboard on a sidewalk. They are wearing a white t-shirt, blue jeans, and light blue sneakers. They are holding a smartphone in their hands. The background shows a building entrance with a yellow and black striped curb. The word "Questions" is written in white on an orange rounded rectangle on the left side of the image.

Questions

Agenda item 8B - voting item

Appointment of Herman Hulst

	votes	%
in favour	2,294,769,233	98.88
against	25,921,222	1.12
abstentions	15,628,817	

Agenda item 8C - voting item

Composition of the Supervisory Board – appointment of Harold Naus

- See the proposal in the explanatory notes to the agenda.



Harold Naus

Harold Naus is nominated based on his experience in risk management and financial services. He brings to the table his wide-ranging risk management experience from an outside perspective, but also a familiarity with ING and an inside understanding of its business, culture and challenges.

“I am honored by this nomination and committed to help ING to further rebuild the trust with its clients and society as a whole. I will bring to ING my risk management mindset, knowledge of financial markets, banking products and engagement with its people and organisation”.

A person with a prosthetic left leg is sitting on a skateboard on a sidewalk. They are wearing a white t-shirt, blue jeans, and light blue sneakers. They are holding a black smartphone in both hands. The prosthetic leg is black and textured. The background shows a concrete sidewalk with yellow and black striped safety markings and a white door with a glass panel.

Questions

Agenda item 8C - voting item

Appointment of Harold Naus

	votes	%
in favour	2,279,542,015	98.23
against	41,147,296	1.77
abstentions	15,629,961	

Agenda item 9A – voting item

Authorisation to issue ordinary shares

- See the proposal in the explanatory notes to the agenda.

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Questions

Agenda item 9A - voting item

Authorisation to issue ordinary shares

	votes	%
In favour	2,238,989,415	95.86
against	96,712,501	4.14
abstentions	617,356	

Agenda item 9B - voting item

Authorisation to issue ordinary shares, with or without pre-emptive rights of existing shareholders

- See the proposal in the explanatory notes to the agenda.

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Questions

Agenda item 9B - voting item

Authorisation to issue ordinary shares, with or without pre-emptive rights of existing shareholders

	votes	%
in favour	2,278,743,120	97.56
against	56,953,120	2.44
abstentions	623,032	

Agenda item 10 - voting item

Authorisation of the Executive Board to acquire ordinary shares in the Company's capital

- See the proposal in the explanatory notes to the agenda.

A person with a prosthetic left leg is sitting on a skateboard on a sidewalk. They are wearing a white t-shirt, blue jeans, and light blue sneakers. They are holding a black smartphone in both hands. The prosthetic leg is black and textured. The background shows a concrete sidewalk with yellow and black striped safety barriers. The word "Questions" is written in white on an orange rounded rectangle on the left side of the image.

Questions

Agenda item 10 - voting item

Authorisation of the Executive Board to acquire ordinary shares in the Company's capital

	votes	%
in favour	2,249,258,670	96.43
against	83,282,939	3.57
abstentions	3,777,663	

Thank you





do your thing