

# Our first quarter 2021 in numbers

“ING delivered a strong performance in the first quarter of 2021. The sharp rebound in net profit compared to the year-earlier period was driven by a good increase in fee income and lower risk costs.”

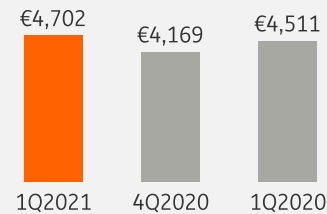
Steven van Rijswijk – CEO ING Group

 **€1,005 mln**  
net result

## Results

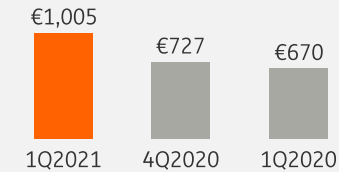
ING's results were strong, with higher fee income and lower risk costs

Income (in €mln)



**€223 mln**  
risk costs ▼

Net profit (in €mln)



**15.5%**  
CET1 ratio

 **13.8 mln**  
primary customers

## Customers


We empower people to stay a step ahead in life and in business

NPS score  
**#1 or #2 in nine**  
out of 14 retail markets

Net lending - deposit growth  
(vs. 4Q2020)



Mobile interactions with customers now represent **90% of total**

 **54 greendeals**  
supported by ING

## Society

We're helping to build back a financially healthy and low-carbon society

ING joint sustainability coordinator for **\$10.1 billion** AB InBev revolving credit facility, the largest-ever sustainability-linked loan