

# Our first quarter 2022

## in numbers



“Although the first quarter of 2022 was marked by the terrible invasion of Ukraine, we’re determined to continue meeting – and exceeding – customer expectations while playing a leading role in protecting people and the planet.”

Steven van Rijswijk - CEO of ING

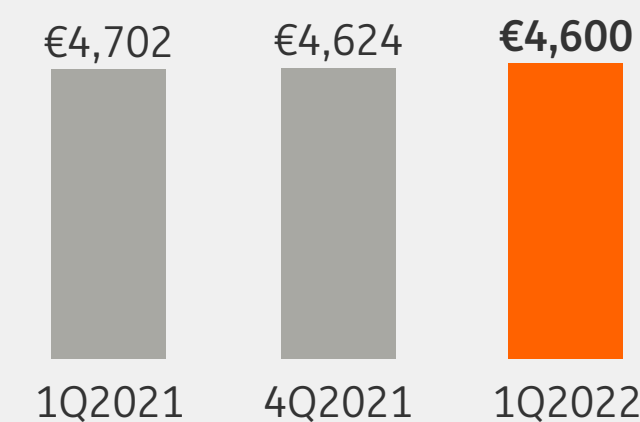


**€429 mln**  
net result

### Results

Income was strong, boosted by resilient net interest income and continued fee growth

#### Income (in € mln)



**8.0%** RoE   
**14.9%** CET1 ratio   
**+9%** fee income YoY

#### Net result (in € mln)

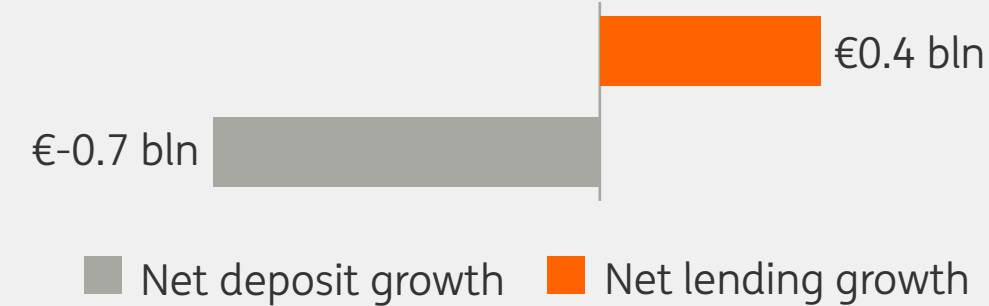


**14 mln**  
primary  
customers

### Customers

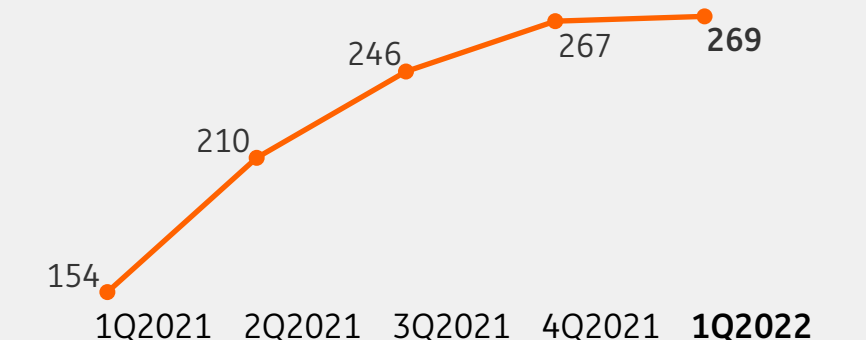
We empower people to stay a step ahead in life and in business

#### Net lending & deposit growth (QoQ)



NPS score **#1 in six** out of 11 Retail markets (excl. France)

#### Mobile payments (mobile card transactions, in mln)



**77 sustainability deals** supported by ING

### Society

Sustainability is at the heart of what we do

We're aiming to grow new financing of renewables by 50% by year-end 2025 and **will no longer finance new oil & gas** exploration projects

We launched a **green mortgage product** for Retail customers in the Netherlands, which we aim to roll out in other markets in the coming years