

Our second quarter 2021

in numbers



“I’m pleased with another set of resilient results. Fee income was in line with the strong first quarter, and the improving economic environment meant that risk costs were significantly reduced.”

Steven van Rijswijk - CEO ING Group



€1,459 mln
net result



14.0 mln
primary
customers



**79 sustainability
deals** supported
by ING

Results

ING’s results were resilient, with higher fee income and low risk costs

Income (in €mln)



€-91 mln
risk costs ▼

Net profit (in €mln)



15.7%
CET1 ratio ▲

Customers

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

NPS score
#1 or #2 in seven
out of 12 retail markets

Mobile payments

(mobile card transactions, in mln)



47% ▲ of active
customers solely use
a mobile device
to connect with us

Society

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

ING joined the **Net-Zero Banking Alliance**, and we’re sharpening our Terra ambition to align our lending portfolio with the goal of **net zero emissions by 2050**