

Our third quarter 2021

in numbers



“I’m pleased with our results in the third quarter. Our commercial lending margins were slightly higher and we saw strong fee growth in account package fees, investment products and lending.”

Steven van Rijswijk - CEO ING Group



€1,367 mln
net result



14.1 mln
primary
customers

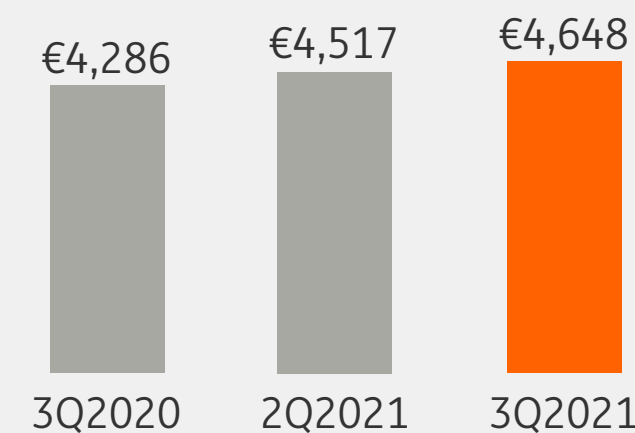


**54 sustainability
deals** supported
by ING

Results

ING’s results were resilient, with higher fee income and strong capital position.

Income (in €mln)



8.8% RoE*

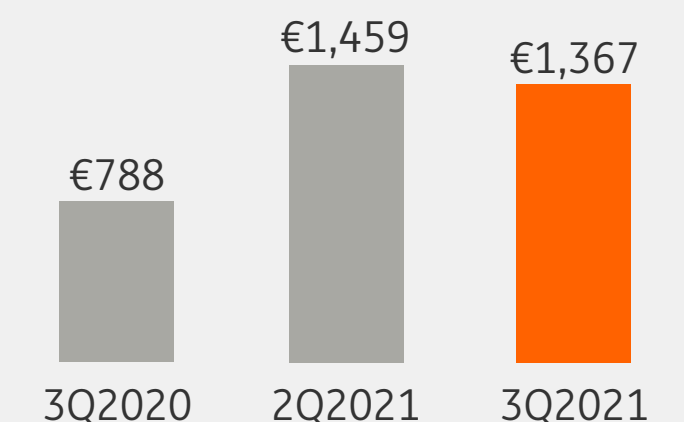
15.8% CET1 ratio

+20% fee income YoY

*based on 4-quarter rolling average.



Net profit (in €mln)



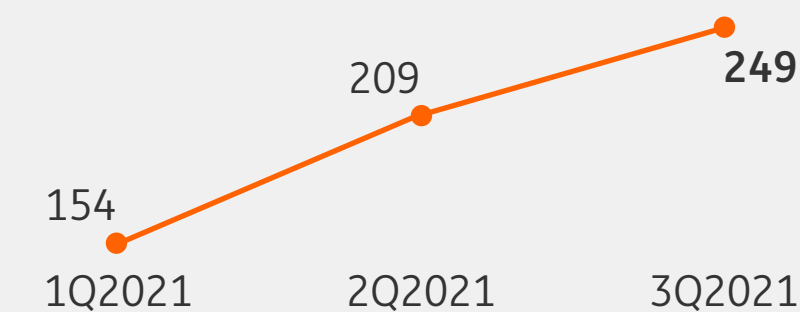
Customers

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

NPS score **#1 in five**
out of 12 Retail markets.

Mobile payments

(mobile card transactions, in mln)



50% of digital customers solely use **a mobile device** to connect with us.

Society

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

We sharpened our target for reducing our funding to upstream oil & gas and are working to set net-zero targets for the other sectors in our **Terra approach**.

Know your customer (KYC) is an ongoing effort and is integrated into our daily business operations. We’re continuously working to keep the bank **safe, secure and compliant**.