

Our 4Q/FY2022

results in numbers

“The rapid changes of the past year underscore the importance of having clear strategic priorities and being able to adapt to changing circumstances. Our focus is on making the difference for people and the planet by providing a superior customer experience and putting sustainability at the heart of what we do.”



Steven van Rijswijk - CEO ING Group



€3,674 mln
net result
in 2022

Results

We performed well and grew our income in what was an extraordinary year.

Income (in €mln)

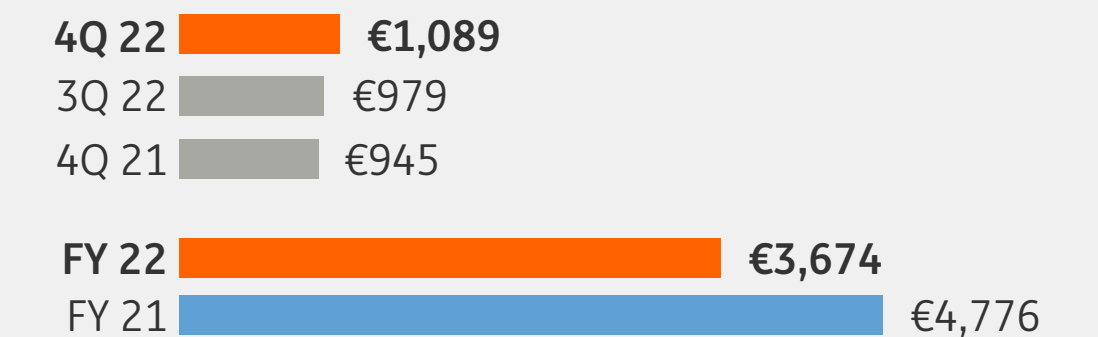


7.2%
RoE* ▼

14.5%
CET1 ratio ▼

+2%
Fee income FY ▲

Net result (in €mln)



+585,000
primary
customers in 2022

Customers

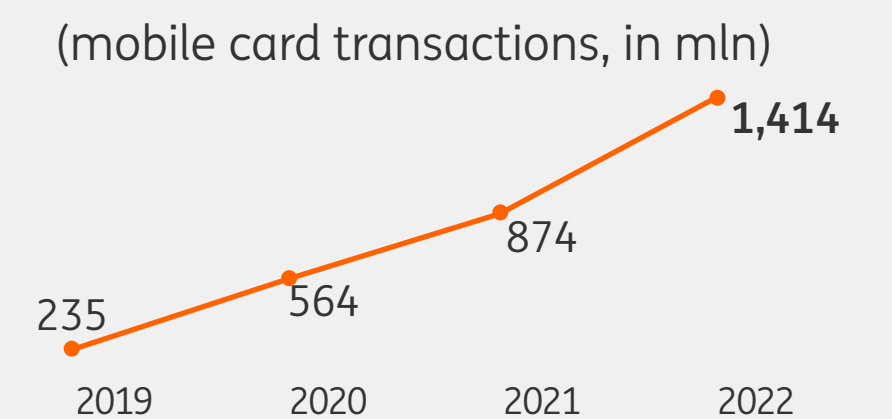
We offer a customer experience that's personal, easy, relevant and instant.

Net core lending and deposits growth in 2022



NPS score
#1 in 6
out of 10
Retail markets

Mobile payments



491 sustainability deals supported
in 2022

Society

We aim to put sustainability at the heart of what we do.

We also made further progress on our sustainability goals during 2022. Wholesale Banking continues to be a sustainability pioneer in helping clients transition to a more sustainable way of doing business, achieving a volume of over €100 billion in sustainable finance mobilised in 2022. This puts us well on our way towards our goal of €125 billion annually by 2025.