

PRESS RELEASE

Amsterdam, 20 September 2012

Hans van der Noordaa to present at the Sanford C. Bernstein Strategic Decisions Conference

Today, Hans van der Noordaa, CEO ING Retail Banking Benelux, will address the Sanford C. Bernstein 9th Annual Pan-European Conference Strategic Decisions 2012 in London.

In his presentation, Mr Van der Noordaa will show how ING's leading retail banking franchises in the Benelux continue to show strong results, contributing to the solid results of ING Bank.

Mr Van der Noordaa will outline how Retail Banking Benelux also contributes to the overall aim to optimise the balance sheet of ING Bank by adjustments in the funding mix, actions to integrate the balance sheet and the continued focus on deposit growth. He will also provide further detail on the lending portfolio.

Mr Van der Noordaa will demonstrate how ING's leading retail bank in the Netherlands further decreased costs by implementing cost reduction measures and additional IT investments that were announced in November 2011. The restructuring programme has already brought various benefits that help to increase customer centricity and operational excellence translating into higher measured customer satisfaction.

ING's retail franchise in Belgium has been consistently growing its client base and gaining market share driven by its full product range and multi-channel distribution approach. Increasing funds entrusted have benefitted from consistent growth in savings boosted by rapid increase in online sales.

Today's presentation "[Retail Banking Benelux](#)" by Hans van der Noordaa can be viewed/downloaded via ING's [corporate website](#) or [SlideShare](#).

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About ING

ING is a global financial institution of Dutch origin, offering banking, investments, life insurance and retirement services to meet the needs of a broad customer base. Going forward, we will concentrate on our position as an international retail, direct and commercial bank, while creating an optimal base for an independent future for our insurance and investment management operations.

Important Legal Information

Certain of the statements contained in this document are not historical facts, including, without limitation, certain statements made of future expectations and other forward-looking statements that are based on management's current views and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in such statements. Actual results, performance or events may differ materially from those in such statements due to, without limitation: (1) changes in general economic conditions, in particular economic conditions in ING's core markets, (2) changes in performance of financial markets, including developing markets, (3) consequences of a potential (partial) break-up of the euro, (4) the implementation of ING's restructuring plan to separate banking and insurance operations, (5) changes in the availability of, and costs associated with, sources of liquidity such as interbank funding, as well as conditions in the credit markets generally, including changes in borrower and counterparty creditworthiness, (6) the frequency and severity of insured loss events, (7) changes affecting mortality and morbidity levels and trends, (8) changes affecting persistency levels, (9) changes affecting interest rate levels, (10) changes affecting currency exchange rates, (11) changes in investor, customer and policyholder behaviour, (12) changes in general competitive factors, (13) changes in laws and regulations, (14) changes in the policies of governments and/or regulatory authorities, (15) conclusions with regard to purchase accounting assumptions and methodologies, (16) changes in ownership that could affect the future availability to us of net operating loss, net capital and built-in loss carry forwards, (17) changes in credit-ratings, (18) ING's ability to achieve projected operational synergies and (19) the other risks and uncertainties detailed in the risk factors section contained in the most recent annual report of ING Groep N.V.

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