

Our third quarter 2023



in numbers

“ING recorded another strong set of results in the third quarter of 2023, with net result more than doubling on the prior year. Notwithstanding the cooling economy and amid polarising geopolitical developments, which impacted business and consumer confidence, both our Retail and Wholesale Banking businesses posted strong results. Their interest income benefited from the positive rate environment and fee income also increased, especially in Retail Banking, driven by daily banking and investment products.”

Steven van Rijswijk – CEO ING Group



€1,982 mln
net result



+181,000
primary customers



€27.0 bln
volume mobilised

Results

Strong performance in both Retail and Wholesale Banking driven by continued high income

Income (in € mln)

3Q2023		€5,842
2Q2023		€5,759
3Q2022		€4,412

13.8%
RoE (4Q rolling)
15.2%
CET1 ratio
+4%
Fee income

Net result (in € mln)

3Q2023		€1,982
2Q2023		€2,155
3Q2022		€979

Customers

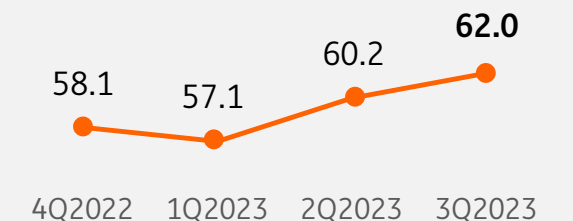
We offer a customer experience that's personal, easy, relevant and instant

Core lending and core deposits growth



NPS score
#1 in 5
out of 10
Retail markets

Mobile-only customers (%)



Society

We aim to put sustainability at the heart of what we do. See our full story at www.ing.com/climate

In our Climate Report, we share our progress on the path to net zero, including how we engage with clients. We're, as an example, developing an online tool to collect and assess the transition plans and sustainability performance of (eventually) our largest WB clients.

Furthermore, we continued to invest in renewable energy. An example is our leading role in the financing of the first offshore wind farm in Poland, consisting of 76 wind turbines, which will – once completed - supply clean energy to over 1.5 million households.