

# ING Historical Trend Data 1Q2024 Introduction

## General comments

- The Historical Trend Data document includes quarterly financial trend data and details of restatements. The Historical Trend Data document is published on a quarterly basis.
- In this document consolidated results of ING Group are based on IFRS as adopted by the European Union (IFRS-EU).
- Hyperinflation accounting (IAS 29) has become applicable for ING's subsidiary in Türkiye since 2Q2022 with restrospective application from 1 January 2022.
- Allocation keys are used to calculate segmental information; e.g. Retail vs. Wholesale Banking and product information. These allocation keys might be refined over time.
- Small differences are possible due to rounding.
- All figures are unaudited.

## Product segmentation Wholesale Banking

### Product Group

- Lending
- Daily Banking & Trade Finance
- Financial Markets
- Treasury & Other

### Sub products

Project and Asset-based Finance excluding Trade & Commodity Finance  
Real Estate Finance Corporate Clients  
General Lending

Transaction Services  
Trade & Commodity Finance

Financial Markets Clients & Products

WB-part Treasury (Asset & Liability Management and Treasury)  
General Lease and Real Estate run-off portfolios  
General Leasing (non run-off)  
Corporate Finance  
Other

# Table of contents

1. Profit or loss	2. Balance sheet and other	3. Customer lending/deposits
1.1 Profit or loss: Comparable quarters	2.1 Consolidated Balance Sheet: Total assets - Comparable quarters	3.1 Customer lending/deposits: 1Q2024 Segment split
1.2 Profit or loss: 1Q2024 Segment split		3.2 Customer lending/deposits: Quarterly overview
1.3 Profit or loss: Quarterly overview	2.2 Consolidated Balance Sheet: Total assets - Quarterly overview	3.3 Customer lending/deposits: Retail Banking
1.4 Profit or loss: Retail Banking		3.4 Customer lending/deposits: Retail Banking Netherlands
1.5 Profit or loss: Retail Banking Netherlands	2.3 Consolidated Balance Sheet: Total liabilities and equity - Comparable quarters	3.5 Customer lending/deposits: Retail Banking Belgium
1.6 Profit or loss: Retail Banking Belgium	2.4 Consolidated Balance Sheet: Total liabilities and equity - Quarterly overview	3.6 Customer lending/deposits: Retail Banking Germany
1.7 Profit or loss: Retail Banking Germany	2.5 Total equity: Comparable quarters	3.7 Customer lending/deposits: Retail Banking Other
1.8 Profit or loss: Retail Banking Other	2.6 Total equity: Quarterly overview	3.8 Customer lending/deposits: Wholesale Banking
1.9 Profit or loss: Wholesale Banking	2.7 Capital position	3.9 Customer lending/deposits: Wholesale Banking - Lending
1.10 Wholesale Banking income by product	2.8 Funding	3.10 Customer lending/deposits: Wholesale Banking - Daily Banking & Trade Finance
1.11 Profit or loss: Corporate Line	2.9 Investments: ING Group	3.11 Customer lending/deposits: Wholesale Banking - Financial Markets
1.12 Geographical split: 1Q2024		3.12 Customer lending/deposits: Wholesale Banking - Treasury & Other
1.13 Geographical split: Comparable quarters		3.13 Customer lending/deposits: Corporate Line
1.14 Geographical split: Netherlands		3.14 Customer lending/deposits: 1Q2024 Geographical split
1.15 Geographical split: Belgium		3.15 Customer lending/deposits: Geographical Netherlands
1.16 Geographical split: Germany		3.16 Customer lending/deposits: Geographical Belgium
1.17 Geographical split: Other Challengers		3.17 Customer lending/deposits: Geographical Germany
1.18 Geographical split: Growth Markets		3.18 Customer lending/deposits: Geographical Other Challengers
1.19 Geographical split: Wholesale Banking Rest of World		3.19 Customer lending/deposits: Geographical Growth Markets
1.20 Geographical split: Other		3.20 Customer lending/deposits: Geographical Wholesale Banking Rest of World
		3.21 Customer lending/deposits: Geographical Other

## ING 1.1 Profit or loss: Comparable quarters

Profit or loss												
In € million	ING Group			of which: Retail Banking			of which: Wholesale Banking			of which: Corporate Line		
	1Q2024	1Q2023	4Q2023	1Q2024	1Q2023	4Q2023	1Q2024	1Q2023	4Q2023	1Q2024	1Q2023	4Q2023
<b>Profit or loss</b>												
Net interest income	3,825	4,012	3,875	2,933	2,817	2,795	842	1,059	962	50	136	117
Net fee and commission income	998	896	879	646	575	586	354	323	296	-2	-3	-2
Investment income	8	15	-24	5	12	-19	2	3	-5	0	0	0
Other income	752	644	679	172	308	332	551	406	342	30	-70	5
<b>Total income</b>	<b>5,583</b>	<b>5,567</b>	<b>5,408</b>	<b>3,757</b>	<b>3,712</b>	<b>3,693</b>	<b>1,749</b>	<b>1,791</b>	<b>1,595</b>	<b>78</b>	<b>63</b>	<b>120</b>
Expenses excl. regulatory costs	2,674	2,546	2,758	1,750	1,703	1,836	805	725	800	119	118	122
Regulatory costs <sup>1)</sup>	358	525	317	321	389	207	37	136	110	-	-0	-0
<b>Operating expenses</b>	<b>3,032</b>	<b>3,071</b>	<b>3,075</b>	<b>2,072</b>	<b>2,092</b>	<b>2,043</b>	<b>841</b>	<b>860</b>	<b>910</b>	<b>119</b>	<b>118</b>	<b>122</b>
<b>Gross result</b>	<b>2,551</b>	<b>2,496</b>	<b>2,333</b>	<b>1,685</b>	<b>1,620</b>	<b>1,650</b>	<b>907</b>	<b>931</b>	<b>685</b>	<b>-42</b>	<b>-55</b>	<b>-2</b>
Addition to loan loss provisions	258	152	86	165	242	86	93	-90	-1	0	0	2
<b>Result before tax</b>	<b>2,293</b>	<b>2,344</b>	<b>2,247</b>	<b>1,520</b>	<b>1,379</b>	<b>1,565</b>	<b>814</b>	<b>1,021</b>	<b>686</b>	<b>-42</b>	<b>-55</b>	<b>-4</b>
Taxation	653	715	620	423	443	441	225	270	151	6	3	28
Non-controlling interests	61	38	68	48	26	54	13	11	14	-	-	-
<b>Net result</b>	<b>1,578</b>	<b>1,591</b>	<b>1,558</b>	<b>1,050</b>	<b>910</b>	<b>1,070</b>	<b>575</b>	<b>739</b>	<b>520</b>	<b>-48</b>	<b>-58</b>	<b>-32</b>
<b>Key figures</b>												
Interest margin	1.51%	1.59%	1.54%									
Cost/income ratio	54.3%	55.2%	56.9%	55.1%	56.4%	55.3%	48.1%	48.0%	57.1%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	16	9	5	14	21	8	20	-19	-0	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	12.8%	13.0%	12.6%									
Return on equity based on 12.5% CET1 <sup>2)</sup>	16.3%	15.8%	16.3%	22.6%	19.2%	23.2%	12.5%	15.2%	11.4%	-10.0%	-12.0%	-6.9%
Risk-weighted assets (end of period)	323,063	327,377	319,169	156,353	155,587	154,366	150,677	156,218	150,288	16,033	15,571	14,515
Employees (internal FTEs, end of period)	60,678	58,693	60,360	45,139	43,853	44,930	15,499	14,687	15,391	41	154	39
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.55%	1.40%	1.56%									
Cost/income ratio	51.0%	58.0%	51.2%	50.9%	60.1%	51.2%	47.0%	48.0%	47.0%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	14.8%	9.7%	14.8%									
Return on equity based on 12.5% CET1 <sup>2)</sup>	18.7%	11.8%	18.6%	25.7%	15.2%	24.8%	14.7%	11.6%	15.4%	-12.8%	-23.1%	-13.3%

<sup>1)</sup> Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and resolution funds.

<sup>2)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.2 Profit or loss: 1Q2024 Segment split

Profit or loss 1Q2024								
In € million	Total	Retail Banking	Retail Netherlands	Retail Belgium	Retail Germany	Retail Other	Wholesale Banking	Corporate Line
Balance sheet related interest	3,825	3,278	813	602	766	1,096	1,081	-534
Capital charge on book equity	-	-309	-15	-70	-87	-137	-207	516
Interest benefit on total capital	-	-35	-12	-8	-5	-10	-32	67
Net interest income	3,825	2,933	787	524	674	948	842	50
Net fee and commission income	998	646	250	148	105	144	354	-2
Investment income	1	-0	-	0	-0	-0	1	0
Realised gains and fair value changes on investments	7	5	3	2	-0	0	2	-0
Total investment income	8	5	3	2	-0	0	2	0
Valuation result and net trading income	721	153	136	12	-49	53	579	-11
Other income	31	19	9	5	2	3	-28	40
Total other income	752	172	145	17	-46	56	551	30
<b>Total income</b>	<b>5,583</b>	<b>3,757</b>	<b>1,185</b>	<b>691</b>	<b>733</b>	<b>1,149</b>	<b>1,749</b>	<b>78</b>
Expenses excl. regulatory costs	2,674	1,750	483	387	292	589	805	119
Regulatory costs <sup>1)</sup>	358	321	20	203	20	79	37	-
<b>Operating expenses</b>	<b>3,032</b>	<b>2,072</b>	<b>503</b>	<b>589</b>	<b>312</b>	<b>667</b>	<b>841</b>	<b>119</b>
<b>Gross result</b>	<b>2,551</b>	<b>1,685</b>	<b>682</b>	<b>101</b>	<b>421</b>	<b>481</b>	<b>907</b>	<b>-42</b>
Addition to loan loss provisions	258	165	-17	44	40	99	93	0
<b>Result before tax</b>	<b>2,293</b>	<b>1,520</b>	<b>699</b>	<b>58</b>	<b>382</b>	<b>383</b>	<b>814</b>	<b>-42</b>
Taxation	653	423	179	27	126	90	225	6
Non-controlling interests	61	48	-	0	0	47	13	-
<b>Net result</b>	<b>1,578</b>	<b>1,050</b>	<b>520</b>	<b>30</b>	<b>255</b>	<b>245</b>	<b>575</b>	<b>-48</b>
<b>Key figures</b>								
Interest margin	1.51%							
Cost/income ratio	54.3%	55.1%	42.5%	85.3%	42.5%	58.1%	48.1%	n.a.
Risk costs in bps of average customer lending	16	14	-4	19	15	36	20	n.a.
Return on equity based on IFRS-EU equity	12.8%							
Return on equity based on 12.5% CET1 <sup>2)</sup>	16.3%	22.6%	32.6%	2.8%	33.5%	20.5%	12.5%	-10.0%
Risk-weighted assets (end of period)	323,063	156,353	51,297	34,276	24,761	46,019	150,677	16,033
Employees (internal FTEs, end of period)	60,678	45,139	12,532	7,537	6,009	19,061	15,499	41
<b>Four-quarter rolling average key figures</b>								
Interest margin	1.55%							
Cost/income ratio	51.0%	50.9%	42.4%	68.9%	39.3%	57.3%	47.0%	n.a.
Return on equity based on IFRS-EU equity	14.8%							
Return on equity based on 12.5% CET1 <sup>2)</sup>	18.7%	25.7%	33.6%	12.5%	34.7%	21.4%	14.7%	-12.8%

<sup>1)</sup> Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and resolution funds.

<sup>2)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.3 Profit or loss: Quarterly overview

Profit or loss								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Interest income				14,764	13,796	14,198	12,975	11,258
Minus: interest expense				10,939	9,922	10,170	8,914	7,246
Net interest income				3,825	3,875	4,028	4,061	4,012
Net fee and commission income				998	879	909	912	896
Investment income				1	1	102	2	1
Realised gains and fair value changes on investments				7	-25	0	-0	15
Total investment income				8	-24	103	1	15
Valuation result and net trading income				721	605	885	727	692
Other income				31	74	-83	58	-48
Total other income				752	679	802	785	644
<b>Total income</b>				<b>5,583</b>	<b>5,408</b>	<b>5,842</b>	<b>5,759</b>	<b>5,567</b>
Staff expenses				1,706	1,716	1,689	1,704	1,616
Regulatory costs <sup>1)</sup>				358	317	109	91	525
Other expenses				968	1,042	995	830	929
<b>Operating expenses</b>				<b>3,032</b>	<b>3,075</b>	<b>2,793</b>	<b>2,626</b>	<b>3,071</b>
<b>Gross result</b>				<b>2,551</b>	<b>2,333</b>	<b>3,049</b>	<b>3,133</b>	<b>2,496</b>
Addition to loan loss provisions				258	86	183	98	152
<b>Result before tax</b>				<b>2,293</b>	<b>2,247</b>	<b>2,866</b>	<b>3,035</b>	<b>2,344</b>
Taxation				653	620	817	818	715
Non-controlling interests				61	68	67	62	38
<b>Net result</b>				<b>1,578</b>	<b>1,558</b>	<b>1,982</b>	<b>2,155</b>	<b>1,591</b>
<b>Key figures</b>								
Interest margin				1.51%	1.54%	1.57%	1.56%	1.59%
Cost/income ratio				54.3%	56.9%	47.8%	45.6%	55.2%
Risk costs in bps of average customer lending				16	5	11	6	9
Return on equity based on IFRS-EU equity				12.8%	12.6%	16.0%	17.5%	13.0%
Return on equity based on 12.5% CET1 <sup>2)</sup>				16.3%	16.3%	20.4%	21.8%	15.8%
Risk-weighted assets (end of period)				323,063	319,169	320,797	322,926	327,377
Employees (internal FTEs, end of period)				60,678	60,360	60,174	59,474	58,693
<b>Four-quarter rolling average key figures</b>								
interest margin				1.55%	1.56%	1.52%	1.45%	1.40%
Cost/income ratio				51.0%	51.2%	51.6%	54.4%	58.0%
Return on equity based on IFRS-EU equity				14.8%	14.8%	13.8%	11.7%	9.7%
Return on equity based on 12.5% CET1 <sup>2)</sup>				18.7%	18.6%	17.2%	14.3%	11.8%

<sup>1)</sup> Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and resolution funds.

<sup>2)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Balance sheet related interest				3,278	3,178	3,272	3,202	3,066
Capital charge on book equity				-309	-311	-268	-231	-187
Interest benefit on total capital				-35	-71	-68	-60	-62
Net interest income				2,933	2,795	2,936	2,911	2,817
Net fee and commission income				646	586	608	569	575
Investment income				-0	2	6	2	0
Realised gains and fair value changes on investments				5	-22	1	-0	11
Total investment income				5	-19	7	1	12
Valuation result and net trading income				153	293	331	248	295
Other income				19	39	15	38	13
Total other income				172	332	346	285	308
<b>Total income</b>				<b>3,757</b>	<b>3,693</b>	<b>3,897</b>	<b>3,766</b>	<b>3,712</b>
Expenses excl. regulatory costs				1,750	1,836	1,739	1,660	1,703
Regulatory costs				321	207	94	81	389
<b>Operating expenses</b>				<b>2,072</b>	<b>2,043</b>	<b>1,833</b>	<b>1,741</b>	<b>2,092</b>
<b>Gross result</b>				<b>1,685</b>	<b>1,650</b>	<b>2,064</b>	<b>2,025</b>	<b>1,620</b>
Addition to loan loss provisions				165	86	166	113	242
<b>Result before tax</b>				<b>1,520</b>	<b>1,565</b>	<b>1,898</b>	<b>1,911</b>	<b>1,379</b>
Taxation				423	441	540	488	443
Non-controlling interests				48	54	48	46	26
<b>Net result</b>				<b>1,050</b>	<b>1,070</b>	<b>1,310</b>	<b>1,377</b>	<b>910</b>
<b>Key figures</b>								
Cost/income ratio				55.1%	55.3%	47.0%	46.2%	56.4%
Risk costs in bps of average customer lending				14	8	15	10	21
Return on equity based on 12.5% CET1 <sup>1)</sup>				22.6%	23.2%	27.8%	29.1%	19.2%
Risk-weighted assets (end of period)				156,353	154,366	155,449	157,248	155,587
Employees (internal FTEs, end of period)				45,139	44,930	44,865	44,403	43,853
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				50.9%	51.2%	51.7%	56.0%	60.1%
Return on equity based on 12.5% CET1 <sup>1)</sup>				25.7%	24.8%	23.2%	18.5%	15.2%

<sup>1)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

# ING 1.5 Profit or loss: Retail Banking Netherlands

Profit or loss Retail Banking Netherlands								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Balance sheet related interest				813	748	788	838	874
Capital charge on book equity				-15	-24	-19	-11	-10
Interest benefit on total capital				-12	-24	-23	-20	-21
Net interest income				787	700	746	807	843
Net fee and commission income				250	242	246	235	235
Investment income				-	0	1	0	1
Realised gains and fair value changes on investments				3	1	2	-0	2
Total investment income				3	1	3	0	3
Valuation result and net trading income				136	230	276	176	216
Other income				9	16	10	7	8
Total other income				145	247	286	183	224
<b>Total income</b>				<b>1,185</b>	<b>1,190</b>	<b>1,281</b>	<b>1,226</b>	<b>1,305</b>
Expenses excl. regulatory costs				483	494	489	466	474
Regulatory costs				20	72	27	21	93
<b>Operating expenses</b>				<b>503</b>	<b>566</b>	<b>516</b>	<b>487</b>	<b>567</b>
<b>Gross result</b>				<b>682</b>	<b>624</b>	<b>765</b>	<b>739</b>	<b>738</b>
Addition to loan loss provisions				-17	-35	-1	-14	56
<b>Result before tax</b>				<b>699</b>	<b>660</b>	<b>766</b>	<b>753</b>	<b>682</b>
Taxation				179	171	198	193	178
Non-controlling interests				-	-	-	-	-
<b>Net result</b>				<b>520</b>	<b>489</b>	<b>569</b>	<b>559</b>	<b>504</b>
<b>Key figures</b>								
Cost/income ratio				42.5%	47.5%	40.3%	39.7%	43.4%
Risk costs in bps of average customer lending				-4	-9	-0	-4	15
Return on equity based on 12.5% CET1 <sup>1)</sup>				32.6%	30.7%	35.7%	35.2%	31.8%
Risk-weighted assets (end of period)				51,297	50,662	51,094	50,820	50,807
Employees (internal FTEs, end of period)				12,532	12,354	12,199	11,925	11,670
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				42.4%	42.7%	43.8%	47.0%	48.3%
Return on equity based on 12.5% CET1 <sup>1)</sup>				33.6%	33.4%	30.7%	26.9%	24.8%

<sup>1)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.6 Profit or loss: Retail Banking Belgium

Profit or loss Retail Banking Belgium <sup>1)</sup>								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Balance sheet related interest				602	607	626	585	546
Capital charge on book equity				-70	-80	-69	-55	-38
Interest benefit on total capital				-8	-15	-14	-13	-14
Net interest income				524	511	543	516	494
Net fee and commission income				148	129	133	125	115
Investment income				0	2	4	-0	0
Realised gains and fair value changes on investments				2	-1	0	-0	1
Total investment income				2	1	4	-1	1
Valuation result and net trading income				12	-6	15	22	30
Other income				5	24	-1	26	1
Total other income				17	17	15	48	31
<b>Total income</b>				<b>691</b>	<b>658</b>	<b>695</b>	<b>689</b>	<b>641</b>
Expenses excl. regulatory costs				387	425	437	396	383
Regulatory costs				203	30	-	3	177
<b>Operating expenses</b>				<b>589</b>	<b>456</b>	<b>437</b>	<b>399</b>	<b>560</b>
<b>Gross result</b>				<b>101</b>	<b>202</b>	<b>257</b>	<b>290</b>	<b>81</b>
Addition to loan loss provisions				44	28	50	13	78
<b>Result before tax</b>				<b>58</b>	<b>174</b>	<b>208</b>	<b>277</b>	<b>3</b>
Taxation				27	32	55	69	26
Non-controlling interests				0	0	0	0	0
<b>Net result</b>				<b>30</b>	<b>141</b>	<b>153</b>	<b>207</b>	<b>-22</b>
<b>Key figures</b>								
Cost/income ratio				85.3%	69.3%	63.0%	57.9%	87.4%
Risk costs in bps of average customer lending				19	12	21	6	34
Return on equity based on 12.5% CET1 <sup>2)</sup>				2.8%	13.2%	14.5%	19.4%	-2.1%
Risk-weighted assets (end of period)				34,276	34,603	33,699	33,641	34,602
Employees (internal FTEs, end of period)				7,537	7,583	7,601	7,630	7,588
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				68.9%	69.1%	68.4%	76.0%	81.8%
Return on equity based on 12.5% CET1 <sup>2)</sup>				12.5%	11.2%	10.9%	5.1%	2.1%

<sup>1)</sup> Including ING Luxembourg.

<sup>2)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.7 Profit or loss: Retail Banking Germany

Profit or loss Retail Banking Germany								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Balance sheet related interest				766	804	837	809	718
Capital charge on book equity				-87	-83	-72	-63	-41
Interest benefit on total capital				-5	-12	-12	-11	-12
Net interest income				674	709	753	736	665
Net fee and commission income				105	84	93	83	96
Investment income				-0	0	0	-0	-0
Realised gains and fair value changes on investments				-0	-17	0	-	3
Total investment income				-0	-17	1	-0	3
Valuation result and net trading income				-49	-3	-10	-30	-14
Other income				2	-4	3	2	2
Total other income				-46	-7	-7	-29	-12
<b>Total income</b>				<b>733</b>	<b>769</b>	<b>839</b>	<b>790</b>	<b>753</b>
Expenses excl. regulatory costs				292	309	284	270	283
Regulatory costs				20	26	18	12	40
<b>Operating expenses</b>				<b>312</b>	<b>335</b>	<b>303</b>	<b>282</b>	<b>323</b>
<b>Gross result</b>				<b>421</b>	<b>434</b>	<b>537</b>	<b>508</b>	<b>430</b>
Addition to loan loss provisions				40	25	46	16	33
<b>Result before tax</b>				<b>382</b>	<b>409</b>	<b>491</b>	<b>493</b>	<b>397</b>
Taxation				126	169	173	148	141
Non-controlling interests				0	0	0	0	-0
<b>Net result</b>				<b>255</b>	<b>241</b>	<b>318</b>	<b>344</b>	<b>256</b>
<b>Key figures</b>								
Cost/income ratio				42.5%	43.5%	36.0%	35.7%	42.9%
Risk costs in bps of average customer lending				15	10	18	6	13
Return on equity based on 12.5% CET1 <sup>1)</sup>				33.5%	30.2%	36.3%	38.3%	28.1%
Risk-weighted assets (end of period)				24,761	24,025	27,070	28,997	28,541
Employees (internal FTEs, end of period)				6,009	5,969	5,899	5,857	5,849
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				39.3%	39.4%	40.2%	43.2%	48.9%
Return on equity based on 12.5% CET1 <sup>1)</sup>				34.7%	33.3%	30.3%	26.2%	21.0%

<sup>1)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.8 Profit or loss: Retail Banking Other

Profit or loss Retail Banking Other <sup>1)</sup>								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Balance sheet related interest				1,096	1,020	1,022	970	929
Capital charge on book equity				-137	-125	-109	-102	-98
Interest benefit on total capital				-10	-20	-19	-16	-16
Net interest income				948	875	895	853	815
Net fee and commission income				144	131	136	125	128
Investment income				-0	0	0	2	-0
Realised gains and fair value changes on investments				0	-4	-1	0	5
Total investment income				0	-4	-1	2	5
Valuation result and net trading income				53	72	50	80	63
Other income				3	3	3	3	2
Total other income				56	75	53	82	65
<b>Total income</b>				<b>1,149</b>	<b>1,077</b>	<b>1,082</b>	<b>1,061</b>	<b>1,013</b>
Expenses excl. regulatory costs				589	608	528	528	562
Regulatory costs				79	79	49	45	80
<b>Operating expenses</b>				<b>667</b>	<b>687</b>	<b>577</b>	<b>573</b>	<b>642</b>
<b>Gross result</b>				<b>481</b>	<b>390</b>	<b>505</b>	<b>488</b>	<b>371</b>
Addition to loan loss provisions				99	68	72	99	75
<b>Result before tax</b>				<b>383</b>	<b>322</b>	<b>433</b>	<b>389</b>	<b>296</b>
Taxation				90	69	114	78	98
Non-controlling interests				47	54	48	45	26
<b>Net result</b>				<b>245</b>	<b>199</b>	<b>271</b>	<b>266</b>	<b>172</b>
<b>Key figures</b>								
Cost/income ratio				58.1%	63.8%	53.3%	54.0%	63.4%
Risk costs in bps of average customer lending				36	25	27	37	28
Return on equity based on 12.5% CET1 <sup>2)</sup>				20.5%	18.3%	23.4%	23.4%	15.2%
Risk-weighted assets (end of period)				46,019	45,076	43,587	43,791	41,636
Employees (internal FTEs, end of period)				19,061	19,024	19,165	18,990	18,745
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				57.3%	58.6%	58.5%	64.0%	68.7%
Return on equity based on 12.5% CET1 <sup>2)</sup>				21.4%	20.1%	19.3%	13.9%	10.8%

<sup>1)</sup> Includes: Australia, Italy, Spain, Poland, Romania, Türkiye, and Other.

<sup>2)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.9 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Balance sheet related interest				1,081	1,240	1,240	1,248	1,270
Capital charge on book equity				-207	-210	-188	-172	-148
Interest benefit on total capital				-32	-67	-62	-58	-63
Net interest income				842	962	989	1,017	1,059
Net fee and commission income				354	296	294	346	323
Investment income				1	-1	-1	-2	-0
Realised gains and fair value changes on investments				2	-4	-1	0	3
Total investment income				2	-5	-2	-2	3
Valuation result and net trading income				579	310	529	487	405
Other income				-28	32	15	-2	1
Total other income				551	342	544	485	406
<b>Total income</b>				<b>1,749</b>	<b>1,595</b>	<b>1,825</b>	<b>1,846</b>	<b>1,791</b>
Expenses excl. regulatory costs				805	800	759	759	725
Regulatory costs				37	110	14	11	136
<b>Operating expenses</b>				<b>841</b>	<b>910</b>	<b>773</b>	<b>770</b>	<b>860</b>
<b>Gross result</b>				<b>907</b>	<b>685</b>	<b>1,052</b>	<b>1,076</b>	<b>931</b>
Addition to loan loss provisions				93	-1	15	-15	-90
<b>Result before tax</b>				<b>814</b>	<b>686</b>	<b>1,037</b>	<b>1,091</b>	<b>1,021</b>
Taxation				225	151	254	225	270
Non-controlling interests				13	14	18	17	11
<b>Net result</b>				<b>575</b>	<b>520</b>	<b>765</b>	<b>850</b>	<b>739</b>
<b>Key figures</b>								
Cost/income ratio				48.1%	57.1%	42.4%	41.7%	48.0%
Income over average risk-weighted assets (in bps) <sup>1)</sup>				465	425	487	482	454
Risk costs in bps of average customer lending				20	-0	3	-3	-19
Return on equity based on 12.5% CET1 <sup>2)</sup>				12.5%	11.4%	16.7%	18.1%	15.2%
Risk-weighted assets (end of period)				150,677	150,288	150,179	149,934	156,218
Employees (internal FTEs, end of period)				15,499	15,391	15,277	15,031	14,687
Value at Risk trading positions (average)				15.4	17.4	18.1	15.4	14.4
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				47.0%	47.0%	47.0%	48.1%	48.0%
Return on equity based on 12.5% CET1 <sup>2)</sup>				14.7%	15.4%	14.2%	12.5%	11.6%

<sup>1)</sup> Annualised total income divided by average risk-weighted assets.

<sup>2)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.10 Wholesale Banking income by product

Wholesale Banking income by product								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>WB Lending</b>								
Net interest income				681	702	688	653	653
Net fee and commission income				153	123	141	157	152
Total investment income				-0	0	0	-0	-
Total other income				-2	-20	-25	-2	1
<b>Total income WB Lending</b>				<b>831</b>	<b>805</b>	<b>804</b>	<b>809</b>	<b>807</b>
<b>Key figures</b>								
Income over average risk-weighted assets (in bps) <sup>1)</sup>				337	319	317	313	302
Risk-weighted assets (end of period)				98,967	100,330	101,697	101,135	105,692
<b>WB Daily Banking &amp; Trade Finance</b>								
Net interest income				314	345	363	384	382
Net fee and commission income				131	125	123	134	128
Total investment income				-	-	-	-1	-
Total other income				54	65	40	45	19
<b>Total income WB Daily Banking &amp; Trade Finance</b>				<b>499</b>	<b>536</b>	<b>527</b>	<b>561</b>	<b>529</b>
<b>Key figures</b>								
Income over average risk-weighted assets (in bps) <sup>1)</sup>				1,182	1,277	1,274	1,318	1,139
Risk-weighted assets (end of period)				16,887	16,919	16,622	16,454	17,615
<b>WB Financial Markets</b>								
Net interest income				-160	-58	-61	-73	-19
Net fee and commission income				70	39	28	47	41
Total investment income				0	0	3	-2	-0
Total other income				474	216	405	387	327
<b>Total income WB Financial Markets</b>				<b>383</b>	<b>197</b>	<b>375</b>	<b>359</b>	<b>349</b>
<b>Key figures</b>								
Income over average risk-weighted assets (in bps) <sup>1)</sup>				567	321	625	594	576
Risk-weighted assets (end of period)				26,881	25,131	24,017	23,983	24,345
<b>WB Treasury &amp; Other</b>								
Net interest income				7	-27	-2	54	43
Net fee and commission income				1	8	1	8	2
Total investment income				2	-5	-5	1	3
Total other income				25	81	124	55	59
<b>Total income WB Treasury &amp; Other</b>				<b>35</b>	<b>57</b>	<b>119</b>	<b>117</b>	<b>107</b>
<b>Key figures</b>								
Income over average risk-weighted assets (in bps) <sup>1)</sup>				176	292	587	554	520
Risk-weighted assets (end of period)				7,942	7,908	7,844	8,362	8,566
<b>Total Wholesale Banking</b>								
Net interest income				842	962	989	1,017	1,059
Net fee and commission income				354	296	294	346	323
Total investment income				2	-5	-2	-2	3
Total other income				551	342	544	485	406
<b>Total income Wholesale Banking</b>				<b>1,749</b>	<b>1,595</b>	<b>1,825</b>	<b>1,846</b>	<b>1,791</b>
<b>Key figures</b>								
Income over average risk-weighted assets (in bps) <sup>1)</sup>				465	425	487	482	454
Risk-weighted assets (end of period)				150,677	150,288	150,179	149,934	156,218

<sup>1)</sup> Annualised total income divided by average risk-weighted assets.

## ING 1.11 Profit or loss: Corporate Line

Profit or loss Corporate Line								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Balance sheet related interest				-534	-543	-484	-389	-325
Capital charge on book equity				516	521	457	403	335
Interest benefit on total capital				67	138	130	119	125
Net interest income				50	117	103	134	136
Net fee and commission income				-2	-2	7	-3	-3
Investment income				0	0	98	2	0
Realised gains and fair value changes on investments				-0	-0	0	-	0
Total investment income				0	0	98	2	0
Valuation result and net trading income				-11	2	26	-8	-8
Other income				40	3	-114	22	-62
Total other income				30	5	-88	14	-70
<b>Total income</b>				<b>78</b>	<b>120</b>	<b>120</b>	<b>147</b>	<b>63</b>
Expenses excl. regulatory costs				119	122	186	115	118
Regulatory costs				-	-0	1	-1	-0
<b>Operating expenses</b>				<b>119</b>	<b>122</b>	<b>187</b>	<b>114</b>	<b>118</b>
<b>Gross result</b>				<b>-42</b>	<b>-2</b>	<b>-67</b>	<b>32</b>	<b>-55</b>
Addition to loan loss provisions				0	2	3	0	0
<b>Result before tax</b>				<b>-42</b>	<b>-4</b>	<b>-70</b>	<b>32</b>	<b>-55</b>
Taxation				6	28	23	105	3
Non-controlling interests				-	-	-	-	-
<b>Net result</b>				<b>-48</b>	<b>-32</b>	<b>-93</b>	<b>-73</b>	<b>-58</b>
<b>Key figures</b>								
Risk-weighted assets (end of period)				16,033	14,515	15,168	15,744	15,571
Employees (internal FTEs, end of period)				41	39	32	40	154

# ING 1.12 Geographical split: 1Q2024

## Geographical split 1Q2024

In € million	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Wholesale Banking Rest of World		Other <sup>1)</sup>		
	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Wholesale Banking	Total	Wholesale Banking	Corporate Line
<b>Profit or loss</b>																				
Net interest income	835	787	49	657	524	132	808	674	134	544	452	92	584	496	87	347	347	49	-1	50
Net fee and commission income	323	250	73	222	148	74	120	105	15	79	54	25	104	90	14	153	153	-2	-0	-2
Investment income	5	3	2	2	2	0	-0	-0	-0	-0	-0	-	1	0	0	0	0	0	0	0
Other income	343	145	198	17	17	0	-44	-46	2	7	-1	7	99	57	42	297	297	33	3	30
<b>Total income</b>	<b>1,506</b>	<b>1,185</b>	<b>321</b>	<b>897</b>	<b>691</b>	<b>207</b>	<b>884</b>	<b>733</b>	<b>151</b>	<b>631</b>	<b>505</b>	<b>125</b>	<b>787</b>	<b>643</b>	<b>144</b>	<b>797</b>	<b>797</b>	<b>81</b>	<b>3</b>	<b>78</b>
Expenses excl. regulatory costs	692	483	209	468	387	81	342	292	50	318	284	34	355	305	51	379	379	120	0	119
Regulatory costs	20	20	-	214	203	12	20	20	0	14	14	0	85	65	20	5	5	-	-	-
<b>Operating expenses</b>	<b>712</b>	<b>503</b>	<b>209</b>	<b>682</b>	<b>589</b>	<b>93</b>	<b>362</b>	<b>312</b>	<b>51</b>	<b>332</b>	<b>298</b>	<b>34</b>	<b>441</b>	<b>370</b>	<b>71</b>	<b>384</b>	<b>384</b>	<b>120</b>	<b>0</b>	<b>119</b>
<b>Gross result</b>	<b>794</b>	<b>682</b>	<b>112</b>	<b>216</b>	<b>101</b>	<b>114</b>	<b>522</b>	<b>421</b>	<b>101</b>	<b>299</b>	<b>208</b>	<b>91</b>	<b>347</b>	<b>273</b>	<b>73</b>	<b>413</b>	<b>413</b>	<b>-39</b>	<b>3</b>	<b>-42</b>
Addition to loan loss provisions	6	-17	23	26	44	-17	27	40	-12	35	37	-3	63	61	2	122	122	-21	-21	0
<b>Result before tax</b>	<b>788</b>	<b>699</b>	<b>89</b>	<b>189</b>	<b>58</b>	<b>132</b>	<b>495</b>	<b>382</b>	<b>113</b>	<b>264</b>	<b>170</b>	<b>94</b>	<b>283</b>	<b>212</b>	<b>71</b>	<b>291</b>	<b>291</b>	<b>-18</b>	<b>23</b>	<b>-42</b>
Retail Banking	699	699		58	58		382	382		170	170		212	212						
Wholesale Banking	89		89	132		132	113		113	94		94	71		71	291	291	23	23	
Corporate Line																		-42		-42
<b>Result before tax</b>	<b>788</b>	<b>699</b>	<b>89</b>	<b>189</b>	<b>58</b>	<b>132</b>	<b>495</b>	<b>382</b>	<b>113</b>	<b>264</b>	<b>170</b>	<b>94</b>	<b>283</b>	<b>212</b>	<b>71</b>	<b>291</b>	<b>291</b>	<b>-18</b>	<b>23</b>	<b>-42</b>
<b>Customer lending/deposits (in € billion)</b>																				
Residential mortgages	111.3	111.8	-0.5	43.9	43.9	-0.0	90.3	90.9	-0.5	66.7	66.7	0.0	16.0	15.9	0.1	0.0	0.0	0.0	0.0	0.0
Other customer lending	70.3	42.7	27.6	66.7	50.5	16.1	44.4	13.1	31.3	24.9	7.2	17.7	31.2	20.7	10.6	88.0	88.0	0.2	0.0	0.2
Customer deposits	242.9	203.7	39.2	103.5	91.9	11.6	154.8	152.8	1.9	96.2	95.7	0.6	64.4	57.8	6.6	12.7	12.7	0.0	0.0	0.0
<b>Key figures</b>																				
Cost/income ratio	47.3%	42.5%	65.1%	76.0%	85.3%	44.8%	41.0%	42.5%	33.5%	52.6%	58.9%	27.2%	56.0%	57.5%	49.2%	48.2%	48.2%	n.a.	11.2%	n.a.
Risk costs in bps of average customer lending	1	-4	35	10	19	-43	8	15	-16	15	20	-6	54	68	7	56	56	-2,728	n.a.	6
Return on equity based on 12.5% CET1 <sup>2)</sup>	21.4%	32.6%	1.8%	7.9%	2.8%	22.3%	27.0%	33.5%	16.3%	18.3%	17.9%	19.1%	21.7%	22.8%	19.0%	9.8%	9.8%	3.2%	584.5%	-10.0%
Risk-weighted assets (end of period)	80,255	51,297	28,958	46,653	34,276	12,378	39,948	24,761	15,187	32,604	21,178	11,425	34,871	24,840	10,031	72,215	72,215	16,517	484	16,033
Employees (internal FTEs, end of period)	19,780	12,532	7,248	8,853	7,537	1,315	6,555	6,009	546	6,103	5,706	398	14,751	13,356	1,395	4,592	4,592	44	3	41
<b>Four-quarter rolling average key figures</b>																				
Cost/income ratio	46.3%	42.4%	58.4%	61.7%	68.9%	38.9%	38.7%	39.3%	35.2%	53.6%	59.6%	27.4%	52.2%	55.9%	39.3%	50.2%	50.2%	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 <sup>2)</sup>	26.9%	33.6%	15.3%	16.0%	12.5%	25.6%	28.0%	34.7%	16.3%	17.3%	17.7%	16.5%	24.2%	22.9%	23.4%	10.1%	10.1%	-8.4%	288.8%	-12.8%

<sup>1)</sup> Region Other consists mainly of Corporate Line.

<sup>2)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.13 Geographical split: Comparable quarters

### Geographical split comparable quarters

In € million	Total		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World		Other	
	1Q2024	1Q2023	1Q2024	1Q2023	1Q2024	1Q2023	1Q2024	1Q2023	1Q2024	1Q2023	1Q2024	1Q2023	1Q2024	1Q2023	1Q2024	1Q2023
<b>Profit or loss</b>																
Net interest income	3,825	4,012	835	1,088	657	654	808	800	544	525	584	446	347	364	49	135
Net fee and commission income	998	896	323	302	222	176	120	103	79	77	104	93	153	148	-2	-3
Investment income	8	15	5	4	2	1	-0	4	-0	2	1	5	0	0	0	0
Other income	752	644	343	332	17	45	-44	-12	7	8	99	113	297	227	33	-69
<b>Total income</b>	<b>5,583</b>	<b>5,567</b>	<b>1,506</b>	<b>1,725</b>	<b>897</b>	<b>876</b>	<b>884</b>	<b>896</b>	<b>631</b>	<b>612</b>	<b>787</b>	<b>656</b>	<b>797</b>	<b>739</b>	<b>81</b>	<b>63</b>
Expenses excl. regulatory costs	2,674	2,546	692	661	468	460	342	327	318	318	355	314	379	348	120	118
Regulatory costs	358	525	20	145	214	200	20	47	14	22	85	74	5	36	-	0
<b>Operating expenses</b>	<b>3,032</b>	<b>3,071</b>	<b>712</b>	<b>806</b>	<b>682</b>	<b>660</b>	<b>362</b>	<b>374</b>	<b>332</b>	<b>340</b>	<b>441</b>	<b>388</b>	<b>384</b>	<b>384</b>	<b>120</b>	<b>118</b>
<b>Gross result</b>	<b>2,551</b>	<b>2,496</b>	<b>794</b>	<b>919</b>	<b>216</b>	<b>216</b>	<b>522</b>	<b>522</b>	<b>299</b>	<b>272</b>	<b>347</b>	<b>268</b>	<b>413</b>	<b>355</b>	<b>-39</b>	<b>-55</b>
Addition to loan loss provisions	258	152	6	44	26	72	27	-17	35	27	63	59	122	-33	-21	0
<b>Result before tax</b>	<b>2,293</b>	<b>2,344</b>	<b>788</b>	<b>875</b>	<b>189</b>	<b>143</b>	<b>495</b>	<b>538</b>	<b>264</b>	<b>245</b>	<b>283</b>	<b>209</b>	<b>291</b>	<b>389</b>	<b>-18</b>	<b>-55</b>
Retail Banking	1,520	1,379	699	682	58	3	382	397	170	166	212	130	-	-	-	-
Wholesale Banking	814	1,021	89	193	132	140	113	142	94	79	71	79	291	389	23	0
Corporate Line	-42	-55	-	-	-	-	-	-	-	-	-	-	-	-	-42	-55
<b>Result before tax</b>	<b>2,293</b>	<b>2,344</b>	<b>788</b>	<b>875</b>	<b>189</b>	<b>143</b>	<b>495</b>	<b>538</b>	<b>264</b>	<b>245</b>	<b>283</b>	<b>209</b>	<b>291</b>	<b>389</b>	<b>-18</b>	<b>-55</b>
Taxation	653	715	252	253	75	66	163	181	80	78	51	47	67	89	-34	2
Non-controlling interests	61	38	-	-	0	0	0	-0	-	-	61	38	-	-	-	-
<b>Net result</b>	<b>1,578</b>	<b>1,591</b>	<b>536</b>	<b>623</b>	<b>114</b>	<b>77</b>	<b>332</b>	<b>358</b>	<b>184</b>	<b>167</b>	<b>172</b>	<b>123</b>	<b>224</b>	<b>300</b>	<b>15</b>	<b>-58</b>
<b>Customer lending/deposits (in € billion)</b>																
Residential mortgages	328.2	313.6	111.3	108.3	43.9	40.4	90.3	86.7	66.7	63.7	16.0	14.4	0.0	0.0	0.0	0.0
Other customer lending	325.8	325.9	70.3	72.9	66.7	69.4	44.4	41.6	24.9	23.9	31.2	29.9	88.0	88.2	0.2	0.2
Customer deposits	674.5	660.2	242.9	252.0	103.5	109.8	154.8	138.8	96.2	90.3	64.4	57.4	12.7	11.8	0.0	0.0
<b>Key figures</b>																
Cost/income ratio	54.3%	55.2%	47.3%	46.7%	76.0%	75.4%	41.0%	41.7%	52.6%	55.6%	56.0%	59.1%	48.2%	52.0%	148.2%	187.2%
Risk costs in bps of average customer lending	16	9	1	10	10	26	8	-5	15	12	54	54	56	-15	-2,728	21
Return on equity based on 12.5% CET1 <sup>1)</sup>	16.3%	15.8%	21.4%	24.6%	7.9%	5.1%	27.0%	24.5%	18.3%	18.0%	21.7%	16.1%	9.8%	12.6%	3.2%	-12.1%
Risk-weighted assets (end of period)	323,071	327,377	80,255	80,346	46,653	47,920	39,948	45,348	32,604	30,123	34,871	32,017	72,215	76,051	16,525	15,571
Employees (internal FTEs, end of period)	60,678	58,693	19,780	18,402	8,853	8,945	6,555	6,366	6,103	5,691	14,751	14,717	4,592	4,415	44	157
<b>Four-quarter rolling average key figures</b>																
Cost/income ratio	51.0%	58.0%	46.3%	51.5%	61.7%	74.4%	38.7%	46.1%	53.6%	57.3%	52.2%	66.0%	50.2%	48.3%	n.a.	n.a.
Return on equity based on 12.5% CET1 <sup>1)</sup>	18.7%	11.8%	26.9%	19.2%	16.0%	5.8%	28.0%	17.5%	17.3%	16.8%	24.2%	9.1%	10.1%	10.2%	-8.4%	-23.2%

<sup>1)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.14 Geographical split: Netherlands

Geographical split Netherlands								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Profit or loss</b>								
Net interest income				835	840	856	990	1,088
Net fee and commission income				323	314	308	315	302
Investment income				5	1	5	-1	4
Other income				343	389	568	329	332
<b>Total income</b>				<b>1,506</b>	<b>1,544</b>	<b>1,736</b>	<b>1,633</b>	<b>1,725</b>
Expenses excl. regulatory costs				692	732	699	676	661
Regulatory costs				20	105	27	20	145
<b>Operating expenses</b>				<b>712</b>	<b>837</b>	<b>726</b>	<b>696</b>	<b>806</b>
<b>Gross result</b>				<b>794</b>	<b>707</b>	<b>1,010</b>	<b>937</b>	<b>919</b>
Addition to loan loss provisions				6	-95	6	-65	44
<b>Result before tax</b>				<b>788</b>	<b>803</b>	<b>1,005</b>	<b>1,002</b>	<b>875</b>
Retail Banking				699	660	766	753	682
Wholesale Banking				89	143	239	249	193
Corporate Line								
<b>Result before tax</b>				<b>788</b>	<b>803</b>	<b>1,005</b>	<b>1,002</b>	<b>875</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				111.3	110.5	108.7	109.1	108.3
Other customer lending				70.3	68.5	69.0	72.7	72.9
Customer deposits				242.9	232.8	246.9	253.5	252.0
<b>Key figures</b>								
Cost/income ratio				47.3%	54.2%	41.8%	42.6%	46.7%
Risk costs in bps of average customer lending				1	-21	1	-14	10
Return on equity based on 12.5% CET1 <sup>1)</sup>				21.4%	24.3%	29.9%	32.2%	24.6%
Risk-weighted assets (end of period)				80,255	80,186	79,828	79,149	80,346
Employees (internal FTEs, end of period)				19,780	19,540	19,289	18,856	18,402
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				46.3%	46.2%	47.4%	51.0%	51.5%
Return on equity based on 12.5% CET1 <sup>1)</sup>				26.9%	27.7%	24.8%	20.9%	19.2%

<sup>1)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.15 Geographical split: Belgium

Geographical split Belgium <sup>1)</sup>								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Profit or loss</b>								
Net interest income				657	663	706	689	654
Net fee and commission income				222	175	176	189	176
Investment income				2	-1	-1	-0	1
Other income				17	12	30	59	45
<b>Total income</b>				<b>897</b>	<b>849</b>	<b>911</b>	<b>937</b>	<b>876</b>
Expenses excl. regulatory costs				468	500	519	474	460
Regulatory costs				214	42	-	0	200
<b>Operating expenses</b>				<b>682</b>	<b>542</b>	<b>519</b>	<b>474</b>	<b>660</b>
<b>Gross result</b>				<b>216</b>	<b>307</b>	<b>393</b>	<b>463</b>	<b>216</b>
Addition to loan loss provisions				26	13	36	18	72
<b>Result before tax</b>				<b>189</b>	<b>294</b>	<b>357</b>	<b>444</b>	<b>143</b>
Retail Banking				58	174	208	277	3
Wholesale Banking				132	120	150	168	140
Corporate Line								
<b>Result before tax</b>				<b>189</b>	<b>294</b>	<b>357</b>	<b>444</b>	<b>143</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				43.9	41.8	40.7	40.4	40.4
Other customer lending				66.7	68.9	67.0	69.0	69.4
Customer deposits				103.5	103.4	105.2	108.5	109.8
<b>Key figures</b>								
Cost/income ratio				76.0%	63.9%	56.9%	50.6%	75.4%
Risk costs in bps of average customer lending				10	5	13	7	26
Return on equity based on 12.5% CET1 <sup>2)</sup>				7.9%	15.1%	18.3%	22.5%	5.1%
Risk-weighted assets (end of period)				46,653	46,225	45,690	46,457	47,920
Employees (internal FTEs, end of period)				8,853	8,970	8,977	9,018	8,945
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				61.7%	61.4%	61.1%	68.2%	74.4%
Return on equity based on 12.5% CET1 <sup>2)</sup>				16.0%	15.2%	15.0%	9.3%	5.8%

<sup>1)</sup> Including ING Luxembourg.

<sup>2)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.16 Geographical split: Germany

Geographical split Germany								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Profit or loss</b>								
Net interest income				808	834	875	867	800
Net fee and commission income				120	90	104	103	103
Investment income				-0	-20	1	-0	4
Other income				-44	-12	-9	-32	-12
<b>Total income</b>				<b>884</b>	<b>891</b>	<b>970</b>	<b>937</b>	<b>896</b>
Expenses excl. regulatory costs				342	360	330	318	327
Regulatory costs				20	26	19	10	47
<b>Operating expenses</b>				<b>362</b>	<b>386</b>	<b>349</b>	<b>328</b>	<b>374</b>
<b>Gross result</b>				<b>522</b>	<b>505</b>	<b>621</b>	<b>609</b>	<b>522</b>
Addition to loan loss provisions				27	35	40	-23	-17
<b>Result before tax</b>				<b>495</b>	<b>471</b>	<b>582</b>	<b>631</b>	<b>538</b>
Retail Banking				382	409	491	493	397
Wholesale Banking				113	61	90	139	142
Corporate Line								
<b>Result before tax</b>				<b>495</b>	<b>471</b>	<b>582</b>	<b>631</b>	<b>538</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				90.3	90.0	87.3	87.1	86.7
Other customer lending				44.4	43.4	41.9	42.6	41.6
Customer deposits				154.8	145.2	149.0	154.4	138.8
<b>Key figures</b>								
Cost/income ratio				41.0%	43.3%	36.0%	35.0%	41.7%
Risk costs in bps of average customer lending				8	11	12	-7	-5
Return on equity based on 12.5% CET1 <sup>1)</sup>				27.0%	25.1%	28.8%	30.5%	24.5%
Risk-weighted assets (end of period)				39,948	38,792	42,047	45,216	45,348
Employees (internal FTEs, end of period)				6,555	6,510	6,436	6,384	6,366
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				38.7%	38.9%	39.3%	41.6%	46.1%
Return on equity based on 12.5% CET1 <sup>1)</sup>				28.0%	27.3%	25.3%	21.9%	17.5%

<sup>1)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.17 Geographical split: Other Challengers

Geographical split Other Challengers <sup>1)</sup>								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Profit or loss</b>								
Net interest income				544	523	537	536	525
Net fee and commission income				79	60	74	74	77
Investment income				-0	-0	0	1	2
Other income				7	5	0	5	8
<b>Total income</b>				<b>631</b>	<b>588</b>	<b>611</b>	<b>616</b>	<b>612</b>
Expenses excl. regulatory costs				318	323	284	303	318
Regulatory costs				14	39	16	15	22
<b>Operating expenses</b>				<b>332</b>	<b>362</b>	<b>301</b>	<b>318</b>	<b>340</b>
<b>Gross result</b>				<b>299</b>	<b>227</b>	<b>310</b>	<b>298</b>	<b>272</b>
Addition to loan loss provisions				35	40	29	71	27
<b>Result before tax</b>				<b>264</b>	<b>187</b>	<b>282</b>	<b>227</b>	<b>245</b>
Retail Banking				170	111	203	168	166
Wholesale Banking				94	76	78	59	79
Corporate Line								
<b>Result before tax</b>				<b>264</b>	<b>187</b>	<b>282</b>	<b>227</b>	<b>245</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				66.7	66.8	65.6	64.9	63.7
Other customer lending				24.9	24.7	24.2	24.1	23.9
Customer deposits				96.2	95.7	92.8	91.3	90.3
<b>Key figures</b>								
Cost/income ratio				52.6%	61.4%	49.2%	51.6%	55.6%
Risk costs in bps of average customer lending				15	18	13	32	12
Return on equity based on 12.5% CET1 <sup>2)</sup>				18.3%	12.1%	19.7%	19.1%	18.0%
Risk-weighted assets (end of period)				32,604	31,825	31,002	30,866	30,123
Employees (internal FTEs, end of period)				6,103	5,972	5,998	5,830	5,691
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				53.6%	54.4%	54.8%	54.3%	57.3%
Return on equity based on 12.5% CET1 <sup>2)</sup>				17.3%	17.2%	17.6%	18.2%	16.8%

<sup>1)</sup> Including Australia, Italy, Spain and Portugal, and Other.

<sup>2)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.18 Geographical split: Growth Markets

Geographical split Growth Markets <sup>1)</sup>								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Profit or loss</b>								
Net interest income				584	524	514	476	446
Net fee and commission income				104	97	102	92	93
Investment income				1	-5	-2	1	5
Other income				99	126	96	154	113
<b>Total income</b>				<b>787</b>	<b>743</b>	<b>710</b>	<b>724</b>	<b>656</b>
Expenses excl. regulatory costs				355	363	316	295	314
Regulatory costs				85	53	41	39	74
<b>Operating expenses</b>				<b>441</b>	<b>416</b>	<b>357</b>	<b>334</b>	<b>388</b>
<b>Gross result</b>				<b>347</b>	<b>327</b>	<b>353</b>	<b>390</b>	<b>268</b>
Addition to loan loss provisions				63	39	38	52	59
<b>Result before tax</b>				<b>283</b>	<b>288</b>	<b>315</b>	<b>338</b>	<b>209</b>
Retail Banking				212	211	230	221	130
Wholesale Banking				71	77	85	116	79
Corporate Line								
<b>Result before tax</b>				<b>283</b>	<b>288</b>	<b>315</b>	<b>338</b>	<b>209</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				16.0	15.5	14.7	15.0	14.4
Other customer lending				31.2	30.6	29.6	30.2	29.9
Customer deposits				64.4	62.2	57.9	58.8	57.4
<b>Key figures</b>								
Cost/income ratio				56.0%	56.0%	50.2%	46.2%	59.1%
Risk costs in bps of average customer lending				54	34	34	46	54
Return on equity based on 12.5% CET1 <sup>2)</sup>				21.7%	23.3%	25.0%	26.8%	16.1%
Risk-weighted assets (end of period)				34,871	33,795	32,263	32,483	32,017
Employees (internal FTEs, end of period)				14,751	14,790	14,906	14,866	14,717
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				52.2%	52.8%	52.1%	60.3%	66.0%
Return on equity based on 12.5% CET1 <sup>2)</sup>				24.2%	22.8%	21.5%	12.9%	9.1%

<sup>1)</sup> Including Poland, Romania, Türkiye.

<sup>2)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.19 Geographical split: Wholesale Banking Rest of World

Geographical split Wholesale Banking Rest of World								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Profit or loss</b>								
Net interest income				347	376	439	370	364
Net fee and commission income				153	145	139	141	148
Investment income				0	0	2	-2	0
Other income				297	144	204	254	227
<b>Total income</b>				<b>797</b>	<b>664</b>	<b>784</b>	<b>763</b>	<b>739</b>
Expenses excl. regulatory costs				379	358	350	352	348
Regulatory costs				5	52	5	7	36
<b>Operating expenses</b>				<b>384</b>	<b>411</b>	<b>355</b>	<b>359</b>	<b>384</b>
<b>Gross result</b>				<b>413</b>	<b>254</b>	<b>429</b>	<b>404</b>	<b>355</b>
Addition to loan loss provisions				122	53	32	45	-33
<b>Result before tax</b>				<b>291</b>	<b>201</b>	<b>397</b>	<b>359</b>	<b>389</b>
Retail Banking								
Wholesale Banking				291	201	397	359	389
Corporate Line								
<b>Result before tax</b>				<b>291</b>	<b>201</b>	<b>397</b>	<b>359</b>	<b>389</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				0.0	0.0	0.0	0.0	0.0
Other customer lending				88.0	87.0	88.5	87.7	88.2
Customer deposits				12.7	10.9	12.2	11.5	11.8
<b>Key figures</b>								
Cost/income ratio				48.2%	61.8%	45.3%	47.1%	52.0%
Risk costs in bps of average customer lending				56	24	15	20	-15
Return on equity based on 12.5% CET1 <sup>1)</sup>				9.8%	6.6%	13.0%	11.1%	12.6%
Risk-weighted assets (end of period)				72,215	73,624	74,638	72,727	76,051
Employees (internal FTEs, end of period)				4,592	4,536	4,533	4,477	4,415
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				50.2%	51.1%	50.5%	49.6%	48.3%
Return on equity based on 12.5% CET1 <sup>1)</sup>				10.1%	10.8%	9.6%	9.6%	10.2%

<sup>1)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

## ING 1.20 Geographical split: Other

Geographical split Other <sup>1)</sup>								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Profit or loss</b>								
Net interest income				49	116	102	133	135
Net fee and commission income				-2	-2	7	-3	-3
Investment income				0	1	98	2	0
Other income				33	15	-87	16	-69
<b>Total income</b>				<b>81</b>	<b>129</b>	<b>120</b>	<b>148</b>	<b>63</b>
Expenses excl. regulatory costs				120	123	187	116	118
Regulatory costs				-	-0	1	-1	0
<b>Operating expenses</b>				<b>120</b>	<b>123</b>	<b>187</b>	<b>115</b>	<b>118</b>
<b>Gross result</b>				<b>-39</b>	<b>6</b>	<b>-68</b>	<b>33</b>	<b>-55</b>
Addition to loan loss provisions				-21	2	3	0	0
<b>Result before tax</b>				<b>-18</b>	<b>5</b>	<b>-71</b>	<b>33</b>	<b>-55</b>
Retail Banking								
Wholesale Banking				23	8	-1	1	0
Corporate Line				-42	-4	-70	32	-55
<b>Result before tax</b>				<b>-18</b>	<b>5</b>	<b>-71</b>	<b>33</b>	<b>-55</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				0.0	0.0	0.0	0.0	0.0
Other customer lending				0.2	0.3	0.3	0.3	0.2
Customer deposits				0.0	0.0	0.0	0.0	0.0
<b>Key figures</b>								
Cost/income ratio				n.a.	n.a.	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending				-2,728	202	414	22	21
Return on equity based on 12.5% CET1 <sup>2)</sup>				3.2%	-5.8%	-19.1%	-12.0%	-11.9%
Risk-weighted assets (end of period)				16,525	14,721	15,330	16,027	15,571
Employees (internal FTEs, end of period)				44	42	35	43	157
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 <sup>2)</sup>				-8.4%	-12.3%	-13.4%	-8.6%	-23.2%

<sup>1)</sup> Region Other consists mainly of Corporate Line.

<sup>2)</sup> Annualised after-tax return divided by average equity based on 12.5% of RWA.

Geographical split Other - Asian stakes								
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Result before tax				23	22	120	22	20
Risk-weighted assets (end of period)				7,808	6,793	6,897	6,760	6,870

Market value <sup>3)</sup> - Asian stakes	
In € million	31 Mar 2024
TTB (22.9%)	1,029
Bank of Beijing (13.0%)	2,001
<b>Total valuation</b>	<b>3,031</b>

<sup>3)</sup> Value of ING's stake, Bloomberg end of quarter data and FX rates.

## ING 2.1 Consolidated Balance Sheet: Total assets - Comparable quarters

ING Group: Total assets						
In € million	ING Group		ING Bank		Holding/Eliminations	
	31 Mar 2024	31 Dec 2023	31 Mar 2024	31 Dec 2023	31 Mar 2024	31 Dec 2023
Cash and balances with central banks	98,113	90,214	98,113	90,214		
Loans and advances to banks	21,787	16,709	21,786	16,708	1	1
<b>Financial assets at fair value through profit or loss</b>						
- trading assets	68,594	60,229	68,604	60,240	-10	-11
- non-trading derivatives	1,713	2,028	1,713	2,028		
- designated as at fair value through profit or loss	5,428	5,775	5,428	5,775		
- mandatorily at fair value through profit or loss	71,901	54,983	71,901	54,983		
<b>Financial assets at fair value OCI</b>						
- equity securities FV OCI	2,291	1,885	2,291	1,885		
- debt securities FV OCI	42,432	38,281	42,432	38,281		
- loans and advances FV OCI	1,133	951	1,133	951		
Securities at amortised cost	52,790	48,313	52,790	48,313		
<b>Loans and advances to customers</b>						
- customer lending	654,032	648,023	654,082	648,074	-50	-51
- provision for loan losses	-5,777	-5,621	-5,777	-5,621		
Investments in associates and joint ventures	1,486	1,509	1,486	1,509		
Property and equipment	2,415	2,399	2,415	2,399		
Intangible assets	1,206	1,198	1,206	1,198		
Current tax assets	260	311	260	311		
Deferred tax assets	1,240	1,280	1,240	1,280	0	
Other assets	8,814	7,117	8,806	7,109	8	8
Assets held for sale						
<b>Total assets</b>	<b>1,029,859</b>	<b>975,583</b>	<b>1,029,911</b>	<b>975,636</b>	<b>-51</b>	<b>-53</b>

## ING 2.2 Consolidated Balance Sheet: Total assets - Quarterly overview

ING Group: Total assets								
In € million	31 Dec 2024	30 Sep 2024	30 Jun 2024	31 Mar 2024	31 Dec 2023	30 Sep 2023	30 Jun 2023	31 Mar 2023
Cash and balances with central banks				98,113	90,214	116,725	113,636	118,002
Loans and advances to banks				21,787	16,709	24,705	32,905	32,655
<b>Financial assets at fair value through profit or loss</b>								
- trading assets				68,594	60,229	68,150	62,827	57,343
- non-trading derivatives				1,713	2,028	2,865	2,935	2,843
- designated as at fair value through profit or loss				5,428	5,775	6,026	6,005	5,848
- mandatorily at fair value through profit or loss				71,901	54,983	70,962	70,216	73,854
<b>Financial assets at fair value OCI</b>								
- equity securities FV OCI				2,291	1,885	1,916	1,888	1,897
- debt securities FV OCI				42,432	38,281	36,082	34,776	31,937
- loans and advances FV OCI				1,133	951	804	727	592
Securities at amortised cost				52,790	48,313	46,779	48,212	47,722
<b>Loans and advances to customers</b>								
- customer lending				654,032	648,023	637,289	643,245	639,490
- provision for loan losses				-5,777	-5,621	-5,723	-5,663	-5,785
Investments in associates and joint ventures				1,486	1,509	1,514	1,485	1,520
Property and equipment				2,415	2,399	2,363	2,425	2,477
Intangible assets				1,206	1,198	1,152	1,120	1,108
Current tax assets				260	311	285	283	375
Deferred tax assets				1,240	1,280	1,465	1,565	1,623
Other assets				8,814	7,117	8,247	10,593	8,687
Assets held for sale						23		
<b>Total assets</b>				<b>1,029,859</b>	<b>975,583</b>	<b>1,021,627</b>	<b>1,029,181</b>	<b>1,022,188</b>

## ING 2.3 Consolidated Balance Sheet: Total liabilities and equity - Comparable quarters

ING Group: Total liabilities and equity						
In € million	ING Group		ING Bank		Holding/Eliminations	
	31 Mar 2024	31 Dec 2023	31 Mar 2024	31 Dec 2023	31 Mar 2024	31 Dec 2023
Deposits from banks	18,611	23,257	18,611	23,257	-0	
Customer deposits	674,517	650,267	731,419	702,217	-56,902	-51,950
<b>Financial liabilities at fair value through profit or loss</b>						
- trading liabilities	36,429	37,220	36,429	37,220		
- non-trading derivatives	1,722	2,019	1,722	2,019		
- designated as at fair value through profit or loss	65,335	55,400	65,334	55,399	1	1
Current tax liability	532	396	469	351	63	45
Deferred tax liabilities	188	184	188	184		
Provisions	872	920	858	899	14	21
Other liabilities	16,253	13,667	16,254	13,130	-1	537
Debt securities in issue	145,265	124,670	100,316	84,423	44,949	40,246
Subordinated loans	16,005	15,401	16,007	15,404	-2	-2
<b>Total liabilities</b>	<b>975,729</b>	<b>923,400</b>	<b>987,607</b>	<b>934,501</b>	<b>-11,878</b>	<b>-11,102</b>
Shareholders' equity	53,122	51,240	41,295	40,191	11,827	11,049
Non-controlling interests	1,008	944	1,008	944		
<b>Total equity</b>	<b>54,130</b>	<b>52,184</b>	<b>42,304</b>	<b>41,135</b>	<b>11,827</b>	<b>11,049</b>
<b>Total liabilities and equity</b>	<b>1,029,859</b>	<b>975,583</b>	<b>1,029,911</b>	<b>975,636</b>	<b>-51</b>	<b>-53</b>

## ING 2.4 Consolidated Balance Sheet: Total liabilities and equity - Quarterly overview

ING Group: Total liabilities and equity								
In € million	31 Dec 2024	30 Sep 2024	30 Jun 2024	31 Mar 2024	31 Dec 2023	30 Sep 2023	30 Jun 2023	31 Mar 2023
Deposits from banks				18,611	23,257	26,387	31,156	54,211
Customer deposits				674,517	650,267	664,002	677,959	660,189
<b>Financial liabilities at fair value through profit or loss</b>								
- trading liabilities				36,429	37,220	47,816	40,075	40,914
- non-trading derivatives				1,722	2,019	2,725	2,340	2,377
- designated as at fair value through profit or loss				65,335	55,400	71,093	73,866	70,780
Current tax liability				532	396	657	555	598
Deferred tax liabilities				188	184	207	220	231
Provisions				872	920	895	872	906
Other liabilities				16,253	13,667	13,332	14,786	14,760
Debt securities in issue				145,265	124,670	126,706	120,129	107,963
Subordinated loans				16,005	15,401	15,274	15,761	16,985
<b>Total liabilities</b>				<b>975,729</b>	<b>923,400</b>	<b>969,094</b>	<b>977,718</b>	<b>969,914</b>
Shareholders' equity				53,122	51,240	51,716	50,742	51,679
Non-controlling interests				1,008	944	816	721	595
<b>Total equity</b>				<b>54,130</b>	<b>52,184</b>	<b>52,533</b>	<b>51,463</b>	<b>52,274</b>
<b>Total liabilities and equity</b>				<b>1,029,859</b>	<b>975,583</b>	<b>1,021,627</b>	<b>1,029,181</b>	<b>1,022,188</b>

## ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank		Holdings/Eliminations	
	31 Mar 2024	31 Dec 2023	31 Mar 2024	31 Dec 2023	31 Mar 2024	31 Dec 2023
Share capital	35	35	525	525	-491	-491
Share premium	17,116	17,116	16,542	16,542	575	575
Revaluation reserve equity securities	1,556	1,152	1,557	1,152	-1	
Revaluation reserve debt instruments	-283	-277	-285	-277	1	
Revaluation reserve cashflow hedge	-2,255	-2,058	-2,255	-2,058		
Other revaluation reserve	171	178	171	178		
Remeasurement of the net defined benefit asset/liability	-305	-317	-305	-317		
Currency translation reserve	-2,353	-2,527	-2,353	-2,527	0	0
Treasury shares	-2,513	-1,994			-2,513	-1,994
Liability credit reserve	-12	31	-12	31		
Retained earnings and other reserves	40,386	32,612	26,185	19,783	14,201	12,829
Net result year to date	1,578	7,287	1,524	7,157	54	129
<b>Shareholders' equity</b>	<b>53,122</b>	<b>51,240</b>	<b>41,295</b>	<b>40,191</b>	<b>11,827</b>	<b>11,049</b>
Non-controlling interests	1,008	944	1,008	944		
<b>Total equity</b>	<b>54,130</b>	<b>52,184</b>	<b>42,304</b>	<b>41,135</b>	<b>11,827</b>	<b>11,049</b>
<b>Key figures</b>						
Shareholders' equity per share in €	16.09	15.32				
Shares outstanding in the market (in million)	3,303	3,344				

## ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
In € million	31 Dec 2024	30 Sep 2024	30 Jun 2024	31 Mar 2024	31 Dec 2023	30 Sep 2023	30 Jun 2023	31 Mar 2023
Share capital				35	35	36	36	36
Share premium				17,116	17,116	17,116	17,116	17,116
Revaluation reserve equity securities				1,556	1,152	1,203	1,187	1,195
Revaluation reserve debt instruments				-283	-277	-322	-225	-263
Revaluation reserve cashflow hedge				-2,255	-2,058	-2,669	-2,893	-2,824
Other revaluation reserve				171	178	180	182	179
Remeasurement of the net defined benefit asset/liability				-305	-317	-290	-275	-246
Currency translation reserve				-2,353	-2,527	-2,440	-2,601	-2,537
Treasury shares				-2,513	-1,994	-1,510	-150	-12
Liability credit reserve				-12	31	62	105	178
Retained earnings and other reserves				40,386	32,612	34,622	34,514	37,265
Net result year to date				1,578	7,287	5,728	3,746	1,591
<b>Shareholders' equity</b>				<b>53,122</b>	<b>51,240</b>	<b>51,716</b>	<b>50,742</b>	<b>51,679</b>
Non-controlling interests				1,008	944	816	721	595
<b>Total equity</b>				<b>54,130</b>	<b>52,184</b>	<b>52,533</b>	<b>51,463</b>	<b>52,274</b>
<b>Key figures</b>								
Shareholders' equity per share in €				16.09	15.32	14.77	14.07	14.28

## ING 2.7 Capital position

Capital position	ING Group		ING Bank	
	31 Mar 2024	31 Dec 2023	31 Mar 2024	31 Dec 2023
In € million				
Shareholders' equity (parent)	53,122	51,240	41,295	40,191
- Reserved profit not included in CET1 capital	-3,319	-2,504	-788	-766
- Minority interests, counting as CET1 capital	331	334	514	508
- Goodwill and intangibles deductible from CET1	-897	-941	-897	-941
- Deferred tax liabilities associated to intangible assets	10	7	10	7
- Shortfall on expected loan loss provision	-814	-599	-814	-604
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	2,255	2,058	2,255	2,058
- Treasury shares (ING Group)			-10	-11
- Prudent Valuation adjustment	-618	-594	-618	-594
- Own credit risk	12	-31	12	-31
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-453	-428	-453	-428
- Deferred tax assets	-176	-173	-176	-173
- Own credit risk adjustments to derivatives (DVA)	-37	-41	-37	-41
- Irrevocable Payment Commitment (IPC)	-652	-654	-652	-654
- Excess of provisions over expected losses eligible	6	11	6	11
- Non-Performing Exposure Prudential Backstop (Pillar I)	-153	-136	-153	-136
- Non-Performing Exposure Prudential Backstop (Pillar II)	-693	-693		
Regulatory adjustments	-5,200	-4,384	-1,804	-1,795
<b>Available common equity Tier 1 capital</b>	<b>47,922</b>	<b>46,856</b>	<b>39,492</b>	<b>38,396</b>
Subordinated loans qualifying as Tier 1 capital	7,146	6,983	8,277	6,962
Regulatory adjustments additional Tier 1	51	59	89	86
<b>Available Tier 1 capital</b>	<b>55,118</b>	<b>53,898</b>	<b>47,857</b>	<b>45,444</b>
Supplementary capital - Tier 2 bonds	8,384	9,115	8,384	9,115
Regulatory adjustments Tier 2	52	40	61	54
<b>Available BIS capital</b>	<b>63,555</b>	<b>63,052</b>	<b>56,303</b>	<b>54,613</b>
Risk-weighted assets	323,071	319,169	325,299	321,358
<b>Common equity Tier 1 ratio</b>	<b>14.8%</b>	<b>14.7%</b>	<b>12.1%</b>	<b>11.9%</b>
Tier 1 ratio	17.1%	16.9%	14.7%	14.1%
Total capital ratio	19.7%	19.8%	17.3%	17.0%

## ING 2.8 Funding

### ING Group: Maturity ladder outstanding long-term debt 31 March 2024

In € million	Long-term debt issued			Maturing <sup>1)</sup>										
	2022	2023	2024	Remaining 2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	>2033
ING Bank senior debt <sup>2)</sup>	2,187	4,577	1,190	591	556	3,282	1,450	1,602	611	149	306	197	321	1,715
ING Bank covered bond	10,029	6,267	3,495	1,128	4,618	4,557	4,043	5,530	5,185	3,600	2,601	1,261	2,580	2,070
ING Bank RMBS	54	1,928												2,117
ING Group senior debt <sup>2)</sup>	11,268	6,092	5,280	927	3,250	7,728	7,151	7,371	5,516	5,338	1,709	695	2,023	5,596
ING Bank Tier 2						2								
ING Group Tier 2	1,000	1,374							1,074	1,750	1,500	1,741	1,878	500

<sup>1)</sup> All bond instruments with an early redemption option are included as per their contractual maturity date.

<sup>2)</sup> Figures shown for issued senior bonds are only included with original tenors  $\geq$  1 year.

### ING Group: Loan-to-deposit ratio and funding mix

	31 Mar 2024	31 Dec 2023
Loan-to-deposit ratio	0.96	0.99
<b>Funding mix</b>		
Customer deposits (private individuals)	51%	52%
Customer deposits (other)	22%	22%
Repurchase agreements	7%	7%
Interbank	2%	2%
CD/CP	6%	5%
Long-term senior debt	10%	10%
Subordinated debt	2%	2%
<b>Total <sup>1)</sup></b>	<b>100%</b>	<b>100%</b>

<sup>1)</sup> Financial liabilities excluding trading securities and IFRS equity.

## ING 2.9 Investments: ING Group

### ING Group: Investments - 31 March 2024

In € billion	Securities at amortised cost	Financial assets at fair value through other comprehensive income (FV OCI)		Fair value through profit or loss	Total	
	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total debt securities	52.8	42.4	-0.3	5.4	100.6	-0.3
of which Government bonds	24.5	23.6	-0.3	0.3	48.4	-0.3
of which Central bank bonds	4.2	0.0	0.0	0.4	4.6	0.0
of which Sub-sovereign, Supranationals and Agencies	16.3	12.8	0.0	1.3	30.5	0.0
of which Covered bonds	5.5	4.4	0.0	0.0	9.9	0.0
of which Corporate bonds	0.1	0.1	0.0	0.8	1.0	0.0
of which Financial institutions bonds	0.1	0.6	0.0	1.6	2.3	0.0
of which asset-backed securities	2.1	1.0	0.0	0.8	3.9	0.0
Total equity securities		2.3	1.6		2.3	1.6
<b>Total Investments</b>	<b>52.8</b>	<b>44.7</b>	<b>1.3</b>	<b>5.4</b>	<b>102.9</b>	<b>1.3</b>

Total investments contains banking book but excludes the trading book.

## ING 3.1 Customer lending/deposits: 1Q2024 Segment split

Customer lending/deposits												
In € billion	Total	Retail Banking	Retail Netherlands	Retail Belgium	Retail Germany	Retail Other	Wholesale Banking	Lending	Daily Banking & Trade Finance	Financial Markets	Treasury & Other	Corporate Line
<b>Residential mortgages</b>												
<b>Beginning of period</b>	<b>324.6</b>	<b>325.5</b>	<b>110.9</b>	<b>41.8</b>	<b>90.4</b>	<b>82.4</b>	<b>-0.9</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>-0.9</b>	<b>0.0</b>
Net core lending growth	2.5	2.4	1.1	0.0	0.5	0.7	0.1				0.1	
Treasury												
Acquisitions / divestments / run-off <sup>1)</sup>	-0.1	-0.1	-0.1									
FX impact and other <sup>3)</sup>	1.2	1.4	-0.1	2.1	-0.1	-0.5	-0.1				-0.1	
<b>End of period</b>	<b>328.2</b>	<b>329.2</b>	<b>111.8</b>	<b>43.9</b>	<b>90.9</b>	<b>82.6</b>	<b>-1.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>-1.0</b>	<b>0.0</b>
<b>Other customer lending</b>												
<b>Beginning of period</b>	<b>323.4</b>	<b>134.3</b>	<b>41.9</b>	<b>52.5</b>	<b>12.4</b>	<b>27.4</b>	<b>188.9</b>	<b>153.0</b>	<b>26.5</b>	<b>3.5</b>	<b>5.9</b>	<b>0.3</b>
Net core lending growth	1.7	1.3	0.5	0.3	0.2	0.2	0.4	0.4	-1.0	0.8	0.2	
Treasury	1.1	0.8	0.3	-0.1	0.5	0.2	0.3				0.3	
Acquisitions / divestments / run-off <sup>2)</sup>	-0.0	-0.0	-0.0				-0.0				-0.0	
FX impact and other <sup>3) 4)</sup>	-0.4	-2.1		-2.1		0.0	1.8	-3.9	0.4	5.2	-0.0	-0.0
<b>End of period</b>	<b>325.8</b>	<b>134.2</b>	<b>42.7</b>	<b>50.5</b>	<b>13.1</b>	<b>27.8</b>	<b>191.3</b>	<b>149.6</b>	<b>25.9</b>	<b>9.5</b>	<b>6.3</b>	<b>0.2</b>
<b>Customer deposits</b>												
<b>Beginning of period</b>	<b>650.3</b>	<b>585.5</b>	<b>199.7</b>	<b>91.2</b>	<b>143.6</b>	<b>151.0</b>	<b>64.8</b>	<b>0.3</b>	<b>53.2</b>	<b>4.0</b>	<b>7.2</b>	<b>0.0</b>
Net core deposits growth	13.5	9.2	-3.5	0.5	9.0	3.1	4.3	0.1	2.3	1.9	0.0	
Treasury	11.1	7.5	7.5	0.2	0.2	-0.4	3.6				3.6	
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0				-0.0				-0.0	
FX impact and other	-0.3	-0.3				-0.3	0.0	0.0	-0.0	0.0	0.0	
<b>End of period</b>	<b>674.5</b>	<b>601.9</b>	<b>203.7</b>	<b>91.9</b>	<b>152.8</b>	<b>153.5</b>	<b>72.6</b>	<b>0.4</b>	<b>55.5</b>	<b>6.0</b>	<b>10.8</b>	<b>0.0</b>

Note: as from 2024 net core lending/deposits growth replaces the previously reported net production growth. The difference between the two, which is the decline in run-off portfolios, is now reflected as part of Acquisitions / divestments / run-off.

<sup>1)</sup> Acquisitions / divestments / run-off in Residential mortgages includes the WUB run-off portfolio in Retail Banking Netherlands.

<sup>2)</sup> Acquisitions / divestments / run-off in Other customer lending includes the WUB run-off portfolio recorded in Retail Netherlands, and the Lease and France run-off portfolios recorded in Wholesale Banking Treasury & Other.

<sup>3)</sup> In 1Q2024 in Retail Banking Belgium €2.1 billion shifted from Other customer lending to Residential mortgages, due to a reclassification from commercial real estate backed loans to residential real estate backed loans.

<sup>4)</sup> 1Q2024 Other customer lending included a transfer of €5.2 billion from WB Lending to WB Financial Markets following a change within the Wholesale Banking organisation.

## ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>324.6</b>	<b>316.8</b>	<b>316.6</b>	<b>313.6</b>	<b>313.5</b>
Net core lending growth				2.5	2.3	2.2	2.7	0.8
Treasury								
Acquisitions / divestments / run-off <sup>1)</sup>				-0.1	-0.1	-0.1	-0.1	-0.1
FX impact and other <sup>3)</sup>				1.2	5.6	-1.9	0.4	-0.6
<b>End of period</b>				<b>328.2</b>	<b>324.6</b>	<b>316.8</b>	<b>316.6</b>	<b>313.6</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>323.4</b>	<b>320.5</b>	<b>326.7</b>	<b>325.9</b>	<b>328.0</b>
Net core lending growth				1.7	4.9	-4.6	0.0	0.2
Treasury				1.1	0.2	-2.5	0.3	0.3
Acquisitions / divestments / run-off <sup>2)</sup>				-0.0	-0.1	-0.1	-0.1	0.0
FX impact and other <sup>3) 4)</sup>				-0.4	-2.1	1.0	0.5	-2.6
<b>End of period</b>				<b>325.8</b>	<b>323.4</b>	<b>320.5</b>	<b>326.7</b>	<b>325.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>650.3</b>	<b>664.0</b>	<b>678.0</b>	<b>660.2</b>	<b>640.8</b>
Net core deposits growth				13.5	-0.9	-7.0	17.2	1.3
Treasury				11.1	-15.4	-5.1	-0.2	19.6
Acquisitions / divestments / run-off				-0.0	-0.0	0.0	-0.0	-0.0
FX impact and other				-0.3	2.6	-1.9	0.8	-1.4
<b>End of period</b>				<b>674.5</b>	<b>650.3</b>	<b>664.0</b>	<b>678.0</b>	<b>660.2</b>

Note: as from 2024 net core lending/deposits growth replaces the previously reported net production growth. The difference between the two, which is the decline in run-off portfolios, is now reflected as part of Acquisitions / divestments / run-off.

<sup>1)</sup> Acquisitions / divestments / run-off in Residential mortgages includes the WUB run-off portfolio in Retail Banking Netherlands.

<sup>2)</sup> Acquisitions / divestments / run-off in Other customer lending includes the WUB, Lease, and France run-off portfolios.

<sup>3)</sup> In 1Q2024 in Retail Banking Belgium €2.1 billion shifted from Other customer lending to Residential mortgages, due to a reclassification from commercial real estate backed loans to residential real estate backed loans.

<sup>4)</sup> In 1Q2023, FX impact and other included a reclassification of €0.7 billion in Retail Banking Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

## ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>325.5</b>	<b>318.6</b>	<b>318.0</b>	<b>315.0</b>	<b>315.0</b>
Net core lending growth				2.4	2.3	2.2	2.7	0.8
Treasury								
Acquisitions / divestments / run-off <sup>1)</sup>				-0.1	-0.1	-0.1	-0.1	-0.1
FX impact and other <sup>2)</sup>				1.4	4.7	-1.5	0.4	-0.8
<b>End of period</b>				<b>329.2</b>	<b>325.5</b>	<b>318.6</b>	<b>318.0</b>	<b>315.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>134.3</b>	<b>131.7</b>	<b>136.0</b>	<b>135.0</b>	<b>136.7</b>
Net core lending growth				1.3	1.5	-1.8	0.6	1.4
Treasury				0.8	0.4	-1.9	0.3	0.3
Acquisitions / divestments / run-off <sup>1)</sup>				-0.0	-0.0	-0.0	0.0	-0.0
FX impact and other <sup>2) 3)</sup>				-2.1	0.8	-0.7	0.1	-3.4
<b>End of period</b>				<b>134.2</b>	<b>134.3</b>	<b>131.7</b>	<b>136.0</b>	<b>135.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>585.5</b>	<b>591.6</b>	<b>600.5</b>	<b>581.0</b>	<b>566.2</b>
Net core deposits growth				9.2	2.5	-4.7	18.9	1.7
Treasury				7.5	-10.9	-3.6	-0.3	14.3
Acquisitions / divestments / run-off				-0.0				
FX impact and other <sup>4)</sup>				-0.3	2.3	-0.6	0.8	-1.3
<b>End of period</b>				<b>601.9</b>	<b>585.5</b>	<b>591.6</b>	<b>600.5</b>	<b>581.0</b>

<sup>1)</sup> Acquisitions / divestments / run-off includes the WUB run-off portfolio in Retail Banking Netherlands.

<sup>2)</sup> In 1Q2024 in Retail Banking Belgium €2.1 billion shifted from Other customer lending to Residential mortgages, due to a reclassification from commercial real estate backed loans to residential real estate backed loans.

<sup>3)</sup> FX impact and other in 1Q2023 included the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Retail Banking Other, and a reclassification of €0.7 billion in Retail Banking Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

<sup>4)</sup> In 3Q2023, Customer deposits included a transfer of €1.0 billion from Wholesale Banking Belgium to Retail Banking Belgium, recorded on FX impact and other.

## ING 3.4 Customer lending/deposits: Retail Banking Netherlands

Customer lending/deposits Retail Banking Netherlands								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>110.9</b>	<b>109.4</b>	<b>109.6</b>	<b>108.9</b>	<b>108.5</b>
Net core lending growth				1.1	0.7	0.6	0.7	0.5
Treasury								
Acquisitions / divestments / run-off <sup>1)</sup>				-0.1	-0.1	-0.1	-0.1	-0.1
FX impact and other				-0.1	0.8	-0.7	0.1	-0.0
<b>End of period</b>				<b>111.8</b>	<b>110.9</b>	<b>109.4</b>	<b>109.6</b>	<b>108.9</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>41.9</b>	<b>42.0</b>	<b>43.9</b>	<b>44.0</b>	<b>45.1</b>
Net core lending growth				0.5	-0.0	0.0	-0.1	-0.3
Treasury				0.3	-0.1	-1.8	-0.1	-0.1
Acquisitions / divestments / run-off <sup>1)</sup>				-0.0	-0.0	-0.0	0.0	-0.0
FX impact and other <sup>2)</sup>								-0.7
<b>End of period</b>				<b>42.7</b>	<b>41.9</b>	<b>42.0</b>	<b>43.9</b>	<b>44.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>199.7</b>	<b>209.7</b>	<b>213.8</b>	<b>211.5</b>	<b>201.1</b>
Net core deposits growth				-3.5	0.4	-1.1	1.7	-2.6
Treasury				7.5	-10.4	-3.0	0.6	13.0
Acquisitions / divestments / run-off				-0.0				
FX impact and other								
<b>End of period</b>				<b>203.7</b>	<b>199.7</b>	<b>209.7</b>	<b>213.8</b>	<b>211.5</b>

<sup>1)</sup> Acquisitions / divestments / run-off includes the WUB run-off portfolio.

<sup>2)</sup> In 1Q2023, FX impact and other included a reclassification of €0.7 billion from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

# ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium <sup>1)</sup>								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>41.8</b>	<b>40.8</b>	<b>40.5</b>	<b>40.5</b>	<b>40.3</b>
Net core lending growth				0.0	0.2	0.5	-0.0	0.1
Treasury								
Acquisitions / divestments / run-off								
FX impact and other <sup>2)</sup>				2.1	0.8	-0.1	-0.0	0.1
<b>End of period</b>				<b>43.9</b>	<b>41.8</b>	<b>40.8</b>	<b>40.5</b>	<b>40.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>52.5</b>	<b>51.0</b>	<b>53.0</b>	<b>52.7</b>	<b>51.4</b>
Net core lending growth				0.3	0.9	-1.9	0.3	1.4
Treasury				-0.1	0.5	-0.1	-0.0	0.0
Acquisitions / divestments / run-off								
FX impact and other <sup>2)</sup>				-2.1				
<b>End of period</b>				<b>50.5</b>	<b>52.5</b>	<b>51.0</b>	<b>53.0</b>	<b>52.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>91.2</b>	<b>91.6</b>	<b>92.2</b>	<b>93.0</b>	<b>91.5</b>
Net core deposits growth				0.5	0.1	-2.3	0.3	0.7
Treasury				0.2	-0.5	0.7	-1.0	0.8
Acquisitions / divestments / run-off								
FX impact and other <sup>3)</sup>						1.0		
<b>End of period</b>				<b>91.9</b>	<b>91.2</b>	<b>91.6</b>	<b>92.2</b>	<b>93.0</b>

<sup>1)</sup> Including ING Luxembourg.

<sup>2)</sup> In 1Q2024 in Retail Banking Belgium €2.1 billion shifted from Other customer lending to Residential mortgages, due to a reclassification from commercial real estate backed loans to residential real estate backed loans.

<sup>3)</sup> In 3Q2023, Customer deposits included a transfer of €1.0 billion From Wholesale Banking Belgium to Retail Banking Belgium, recorded on FX impact and other.

## ING 3.6 Customer lending/deposits: Retail Banking Germany

Customer lending/deposits Retail Banking Germany								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>90.4</b>	<b>88.1</b>	<b>87.9</b>	<b>87.5</b>	<b>86.9</b>
Net core lending growth				0.5	0.2	0.5	0.4	0.3
Treasury								
Acquisitions / divestments / run-off								
FX impact and other				-0.1	2.1	-0.3	0.0	0.3
<b>End of period</b>				<b>90.9</b>	<b>90.4</b>	<b>88.1</b>	<b>87.9</b>	<b>87.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>12.4</b>	<b>12.3</b>	<b>12.1</b>	<b>11.7</b>	<b>11.4</b>
Net core lending growth				0.2	0.1	0.2	0.0	-0.1
Treasury				0.5	0.0	-0.0	0.4	0.3
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>				<b>13.1</b>	<b>12.4</b>	<b>12.3</b>	<b>12.1</b>	<b>11.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>143.6</b>	<b>146.7</b>	<b>151.8</b>	<b>135.8</b>	<b>135.9</b>
Net core deposits growth				9.0	-2.5	-5.7	16.3	0.5
Treasury				0.2	-0.6	0.6	-0.2	-0.6
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>				<b>152.8</b>	<b>143.6</b>	<b>146.7</b>	<b>151.8</b>	<b>135.8</b>

## ING 3.7 Customer lending/deposits: Retail Banking Other

Customer lending/deposits Retail Banking Other <sup>1)</sup>								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>82.4</b>	<b>80.2</b>	<b>80.0</b>	<b>78.1</b>	<b>79.4</b>
Net core lending growth				0.7	1.2	0.7	1.6	-0.1
Treasury								
Acquisitions / divestments / run-off								
FX impact and other				-0.5	1.0	-0.4	0.3	-1.2
<b>End of period</b>				<b>82.6</b>	<b>82.4</b>	<b>80.2</b>	<b>80.0</b>	<b>78.1</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>27.4</b>	<b>26.3</b>	<b>27.0</b>	<b>26.6</b>	<b>28.8</b>
Net core lending growth				0.2	0.4	-0.1	0.4	0.3
Treasury				0.2	-0.1	0.1	-0.1	0.0
Acquisitions / divestments / run-off								
FX impact and other				0.0	0.8	-0.7	0.1	-2.6
<b>End of period</b>				<b>27.8</b>	<b>27.4</b>	<b>26.3</b>	<b>27.0</b>	<b>26.6</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>151.0</b>	<b>143.6</b>	<b>142.6</b>	<b>140.6</b>	<b>137.7</b>
Net core deposits growth				3.1	4.6	4.5	0.8	3.1
Treasury				-0.4	0.5	-1.9	0.4	1.1
Acquisitions / divestments / run-off								
FX impact and other				-0.3	2.3	-1.6	0.8	-1.3
<b>End of period</b>				<b>153.5</b>	<b>151.0</b>	<b>143.6</b>	<b>142.6</b>	<b>140.6</b>

<sup>1)</sup> Includes: Australia, Italy, Spain, Poland, Romania, Türkiye, and Other.

<sup>2)</sup> FX impact and other in 1Q2023 included the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Retail Banking Other.

## ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>-0.9</b>	<b>-1.8</b>	<b>-1.4</b>	<b>-1.4</b>	<b>-1.6</b>
Net core lending growth				0.1	0.0	-0.0	0.0	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other				-0.1	0.9	-0.4	0.0	0.2
<b>End of period</b>				<b>-1.0</b>	<b>-0.9</b>	<b>-1.8</b>	<b>-1.4</b>	<b>-1.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>188.9</b>	<b>188.6</b>	<b>190.4</b>	<b>190.8</b>	<b>191.1</b>
Net core lending growth				0.4	3.4	-2.8	-0.6	-1.2
Treasury				0.3	-0.2	-0.7	0.0	0.0
Acquisitions / divestments / run-off <sup>1)</sup>				-0.0	-0.1	-0.1	-0.1	0.0
FX impact and other <sup>2)</sup>				1.8	-2.9	1.7	0.3	0.8
<b>End of period</b>				<b>191.3</b>	<b>188.9</b>	<b>188.6</b>	<b>190.4</b>	<b>190.8</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>64.8</b>	<b>72.4</b>	<b>77.5</b>	<b>79.2</b>	<b>74.5</b>
Net core deposits growth				4.3	-3.5	-2.4	-1.7	-0.4
Treasury				3.6	-4.5	-1.4	0.1	5.2
Acquisitions / divestments / run-off				-0.0	-0.0	0.0	-0.0	-0.0
FX impact and other <sup>3)</sup>				0.0	0.3	-1.3	-0.1	-0.1
<b>End of period</b>				<b>72.6</b>	<b>64.8</b>	<b>72.4</b>	<b>77.5</b>	<b>79.2</b>

<sup>1)</sup> Acquisitions / divestments / run-off in Other customer lending includes the Lease and France run-off portfolios.

<sup>2)</sup> FX impact and other in 1Q2023 included the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Retail Banking Other.

<sup>3)</sup> In 3Q2023, Customer deposits included a transfer of €1.0 billion from Wholesale Banking Belgium to Retail Banking Belgium, recorded on FX impact and other.

## ING 3.9 Customer lending/deposits: WB - Lending

Customer lending/deposits Wholesale Banking - Lending								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.0	0.0
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>				0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>				153.0	154.1	155.0	152.6	152.1
Net core lending growth				0.4	1.2	-2.2	2.2	1.8
Treasury								
Acquisitions / divestments / run-off								
FX impact and other <sup>1)</sup>				-3.9	-2.3	1.3	0.2	-1.3
<b>End of period</b>				149.6	153.0	154.1	155.0	152.6
<b>Customer deposits</b>								
<b>Beginning of period</b>				0.3	0.3	0.3	0.3	0.3
Net core deposits growth				0.1	-0.0	0.0	0.0	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other				0.0	-0.0	0.0	-0.0	-0.0
<b>End of period</b>				0.4	0.3	0.3	0.3	0.3

<sup>1)</sup> 1Q2024 Other customer lending included a transfer of €5.2 billion from Lending to Financial Markets following a change within the Wholesale Banking organisation.

## ING 3.10 Customer lending/deposits: WB - Daily Banking & Trade Finance

Customer lending/deposits Wholesale Banking - Daily Banking & Trade Finance								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.0	0.0
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>				0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>				26.5	25.5	25.6	28.0	30.7
Net core lending growth				-1.0	1.7	-0.4	-2.5	-2.3
Treasury								
Acquisitions / divestments / run-off								
FX impact and other				0.4	-0.6	0.3	0.1	-0.4
<b>End of period</b>				25.9	26.5	25.5	25.6	28.0
<b>Customer deposits</b>								
<b>Beginning of period</b>				53.2	56.3	60.4	63.1	63.3
Net core deposits growth				2.3	-3.5	-3.8	-2.7	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other				-0.0	0.4	-0.3	-0.0	-0.2
<b>End of period</b>				55.5	53.2	56.3	60.4	63.1

## ING 3.11 Customer lending/deposits: WB - Financial Markets

Customer lending/deposits Wholesale Banking - Financial Markets								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.0	0.0
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>				0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>				3.5	3.2	3.0	4.0	4.1
Net core lending growth				0.8	0.3	0.1	-1.0	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other <sup>1)</sup>				5.2				
<b>End of period</b>				9.5	3.5	3.2	3.0	4.0
<b>Customer deposits</b>								
<b>Beginning of period</b>				4.0	4.1	3.8	2.6	3.4
Net core deposits growth				1.9	-0.0	1.4	1.3	-0.8
Treasury								
Acquisitions / divestments / run-off								
FX impact and other <sup>2)</sup>				0.0	-0.1	-1.2	-0.1	-0.0
<b>End of period</b>				6.0	4.0	4.1	3.8	2.6

<sup>1)</sup> 1Q2024 Other customer lending included a transfer of €5.2 billion from Lending to Financial Markets following a change within the Wholesale Banking organisation.

<sup>2)</sup> In 3Q2023, Customer deposits included a transfer of €1.2 billion from Wholesale Banking Belgium Financial Markets to Retail Banking Belgium Treasury (€1.0 billion) and Wholesale Banking Belgium Treasury (€0.2 billion), recorded on FX impact and other.

## ING 3.12 Customer lending/deposits: WB - Treasury & Other

Customer lending/deposits Wholesale Banking - Treasury & Other								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>-0.9</b>	<b>-1.8</b>	<b>-1.4</b>	<b>-1.4</b>	<b>-1.6</b>
Net core lending growth				0.1	0.0	-0.0	0.0	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other				-0.1	0.9	-0.4	0.0	0.2
<b>End of period</b>				<b>-1.0</b>	<b>-0.9</b>	<b>-1.8</b>	<b>-1.4</b>	<b>-1.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>5.9</b>	<b>5.8</b>	<b>6.9</b>	<b>6.1</b>	<b>4.3</b>
Net core lending growth				0.2	0.3	-0.3	0.8	-0.7
Treasury				0.3	-0.2	-0.7	0.0	0.0
Acquisitions / divestments / run-off <sup>1)</sup>				-0.0	-0.1	-0.1	-0.1	0.0
FX impact and other <sup>2)</sup>				-0.0	-0.0	-0.0	-0.0	2.5
<b>End of period</b>				<b>6.3</b>	<b>5.9</b>	<b>5.8</b>	<b>6.9</b>	<b>6.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>7.2</b>	<b>11.6</b>	<b>13.0</b>	<b>13.3</b>	<b>7.6</b>
Net core deposits growth				0.0	0.0	-0.1	-0.4	0.4
Treasury				3.6	-4.5	-1.4	0.1	5.2
Acquisitions / divestments / run-off				-0.0	-0.0	0.0	-0.0	-0.0
FX impact and other <sup>3)</sup>				0.0	-0.0	0.2	0.0	0.1
<b>End of period</b>				<b>10.8</b>	<b>7.2</b>	<b>11.6</b>	<b>13.0</b>	<b>13.3</b>

<sup>1)</sup> Acquisitions / divestments / run-off in Other customer lending includes the Lease and France run-off portfolios.

<sup>2)</sup> FX impact and other in 1Q2023 included the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Retail Banking Other.

<sup>3)</sup> In 3Q2023, Customer deposits included a transfer of €0.2 billion from Wholesale Banking Belgium Financial Markets to Wholesale Banking Belgium Treasury & Other, recorded on FX impact and other.

## ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line <sup>1)</sup>								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>								
Net core lending growth				0.3	0.3	0.3	0.2	0.2
Treasury								
Acquisitions / divestments / run-off								
FX impact and other				-0.0	0.0	0.0	0.0	0.0
<b>End of period</b>				0.2	0.3	0.3	0.3	0.2
<b>Customer deposits</b>								
<b>Beginning of period</b>								
Net core deposits growth				0.0	0.0	0.0	0.0	0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>				0.0	0.0	0.0	0.0	0.0

<sup>1)</sup> Corporate Line is not part of core lending and core deposits.

## ING 3.14 Customer lending/deposits: 1Q2024 Geographical split

Customer lending/deposits Geographical split								
In € billion	Total	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World	Other
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>324.6</b>	<b>110.5</b>	<b>41.8</b>	<b>90.0</b>	<b>66.8</b>	<b>15.5</b>	<b>0.0</b>	<b>0.0</b>
Net core lending growth	2.5	1.1	0.0	0.5	0.5	0.3		
Treasury								
Acquisitions / divestments / run-off <sup>1)</sup>	-0.1	-0.1						
FX impact and other <sup>3)</sup>	1.2	-0.2	2.0	-0.2	-0.6	0.1		
<b>End of period</b>	<b>328.2</b>	<b>111.3</b>	<b>43.9</b>	<b>90.3</b>	<b>66.7</b>	<b>16.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>323.4</b>	<b>68.5</b>	<b>68.9</b>	<b>43.4</b>	<b>24.7</b>	<b>30.6</b>	<b>87.0</b>	<b>0.3</b>
Net core lending growth	1.7	1.2	-0.1	0.3	0.3	0.3	-0.3	-0.0
Treasury	1.1	0.4	-0.1	0.6		0.2	0.0	
Acquisitions / divestments / run-off <sup>2)</sup>	-0.0	-0.0			-0.0		-0.0	
FX impact and other <sup>3)</sup>	-0.4	0.2	-2.0	0.2	-0.1	0.1	1.3	-0.0
<b>End of period</b>	<b>325.8</b>	<b>70.3</b>	<b>66.7</b>	<b>44.4</b>	<b>24.9</b>	<b>31.2</b>	<b>88.0</b>	<b>0.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>650.3</b>	<b>232.8</b>	<b>103.4</b>	<b>145.2</b>	<b>95.7</b>	<b>62.2</b>	<b>10.9</b>	<b>0.0</b>
Net core deposits growth	13.5	-0.9	-0.1	9.3	1.1	2.4	1.7	
Treasury	11.1	11.1	0.2	0.3	0.0	-0.6	0.1	
Acquisitions / divestments / run-off	-0.0	-0.0					-0.0	
FX impact and other	-0.3				-0.6	0.3	-0.0	
<b>End of period</b>	<b>674.5</b>	<b>242.9</b>	<b>103.5</b>	<b>154.8</b>	<b>96.2</b>	<b>64.4</b>	<b>12.7</b>	<b>0.0</b>

<sup>1)</sup> Acquisitions / divestments / run-off in Residential mortgages includes the WUB run-off portfolio in the Netherlands (Retail Banking).

<sup>2)</sup> Acquisitions / divestments / run-off in Other customer lending includes the WUB run-off portfolio recorded in the Netherlands (Retail Banking), the Lease and France run-off portfolios recorded in Other Challengers (Wholesale Banking), and the Lease run-off portfolio in WB Rest of World.

<sup>3)</sup> In 1Q2024 in Retail Banking Belgium €2.1 billion shifted from Other customer lending to Residential mortgages, due to a reclassification from commercial real estate backed loans to residential real estate backed loans.

## ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>110.5</b>	<b>108.7</b>	<b>109.1</b>	<b>108.3</b>	<b>108.0</b>
Net core lending growth				1.1	0.7	0.6	0.7	0.5
Treasury								
Acquisitions / divestments / run-off <sup>1)</sup>				-0.1	-0.1	-0.1	-0.1	-0.1
FX impact and other				-0.2	1.2	-0.9	0.1	0.0
<b>End of period</b>				<b>111.3</b>	<b>110.5</b>	<b>108.7</b>	<b>109.1</b>	<b>108.3</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>68.5</b>	<b>69.0</b>	<b>72.7</b>	<b>72.9</b>	<b>74.5</b>
Net core lending growth				1.2	-0.0	-1.3	-0.2	-0.6
Treasury				0.4	-0.1	-2.5	-0.1	-0.2
Acquisitions / divestments / run-off <sup>1)</sup>				-0.0	-0.0	-0.0	0.0	-0.0
FX impact and other <sup>2)</sup>				0.2	-0.3	0.2	0.0	-0.9
<b>End of period</b>				<b>70.3</b>	<b>68.5</b>	<b>69.0</b>	<b>72.7</b>	<b>72.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>232.8</b>	<b>246.9</b>	<b>253.5</b>	<b>252.0</b>	<b>234.2</b>
Net core deposits growth				-0.9	0.2	-2.5	0.7	-0.0
Treasury				11.1	-14.3	-4.2	0.8	17.8
Acquisitions / divestments / run-off				-0.0				
FX impact and other								
<b>End of period</b>				<b>242.9</b>	<b>232.8</b>	<b>246.9</b>	<b>253.5</b>	<b>252.0</b>

<sup>1)</sup> Acquisitions / divestments / run-off includes the WUB run-off portfolio in Retail Banking Netherlands.

<sup>2)</sup> In 1Q2023, FX impact and other included a reclassification of €0.7 billion in Retail Banking Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

## ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium <sup>1)</sup>								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>41.8</b>	<b>40.7</b>	<b>40.4</b>	<b>40.4</b>	<b>40.2</b>
Net core lending growth				0.0	0.2	0.5	-0.0	0.1
Treasury								
Acquisitions / divestments / run-off								
FX impact and other <sup>2)</sup>				2.0	1.0	-0.2	-0.0	0.1
<b>End of period</b>				<b>43.9</b>	<b>41.8</b>	<b>40.7</b>	<b>40.4</b>	<b>40.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>68.9</b>	<b>67.0</b>	<b>69.0</b>	<b>69.4</b>	<b>68.3</b>
Net core lending growth				-0.1	1.4	-2.0	-0.3	1.0
Treasury				-0.1	0.6	-0.1	-0.0	0.0
Acquisitions / divestments / run-off								
FX impact and other <sup>2)</sup>				-2.0	-0.2	0.1	0.0	-0.1
<b>End of period</b>				<b>66.7</b>	<b>68.9</b>	<b>67.0</b>	<b>69.0</b>	<b>69.4</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>103.4</b>	<b>105.2</b>	<b>108.5</b>	<b>109.8</b>	<b>109.5</b>
Net core deposits growth				-0.1	-1.3	-4.0	-0.2	-0.6
Treasury				0.2	-0.5	0.8	-1.2	1.0
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>				<b>103.5</b>	<b>103.4</b>	<b>105.2</b>	<b>108.5</b>	<b>109.8</b>

<sup>1)</sup> Including ING Luxembourg.

<sup>2)</sup> In 1Q2024 in Retail Banking Belgium €2.1 billion shifted from Other customer lending to Residential mortgages, due to a reclassification from commercial real estate backed loans to residential real estate backed loans.

## ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>90.0</b>	<b>87.3</b>	<b>87.1</b>	<b>86.7</b>	<b>85.9</b>
Net core lending growth				0.5	0.2	0.5	0.4	0.3
Treasury								
Acquisitions / divestments / run-off								
FX impact and other				-0.2	2.5	-0.3	0.0	0.5
<b>End of period</b>				<b>90.3</b>	<b>90.0</b>	<b>87.3</b>	<b>87.1</b>	<b>86.7</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>43.4</b>	<b>41.9</b>	<b>42.6</b>	<b>41.6</b>	<b>41.0</b>
Net core lending growth				0.3	1.8	-0.9	0.6	0.4
Treasury				0.6	0.0	-0.0	0.4	0.4
Acquisitions / divestments / run-off								
FX impact and other				0.2	-0.3	0.2	0.0	-0.2
<b>End of period</b>				<b>44.4</b>	<b>43.4</b>	<b>41.9</b>	<b>42.6</b>	<b>41.6</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>145.2</b>	<b>149.0</b>	<b>154.4</b>	<b>138.8</b>	<b>138.9</b>
Net core deposits growth				9.3	-3.0	-6.2	15.8	0.7
Treasury				0.3	-0.7	0.7	-0.2	-0.8
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>				<b>154.8</b>	<b>145.2</b>	<b>149.0</b>	<b>154.4</b>	<b>138.8</b>

## ING 3.18 Customer lending/deposits: Geographical Other Challengers

Customer lending/deposits Geographical Other Challengers <sup>1)</sup>								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>66.8</b>	<b>65.6</b>	<b>64.9</b>	<b>63.7</b>	<b>64.8</b>
Net core lending growth				0.5	1.1	0.5	1.5	0.1
Treasury								
Acquisitions / divestments / run-off								
FX impact and other				-0.6	0.2	0.1	-0.3	-1.2
<b>End of period</b>				<b>66.7</b>	<b>66.8</b>	<b>65.6</b>	<b>64.9</b>	<b>63.7</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>24.7</b>	<b>24.2</b>	<b>24.1</b>	<b>23.9</b>	<b>26.5</b>
Net core lending growth				0.3	0.5	0.0	0.4	0.2
Treasury								0.1
Acquisitions / divestments / run-off <sup>2)</sup>				-0.0	-0.0	-0.0	-0.0	-0.0
FX impact and other <sup>3)</sup>				-0.1	0.0	0.0	-0.1	-2.9
<b>End of period</b>				<b>24.9</b>	<b>24.7</b>	<b>24.2</b>	<b>24.1</b>	<b>23.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>95.7</b>	<b>92.8</b>	<b>91.3</b>	<b>90.3</b>	<b>90.1</b>
Net core deposits growth				1.1	2.7	1.4	1.3	1.2
Treasury				0.0	-0.0	0.0	0.0	0.0
Acquisitions / divestments / run-off								
FX impact and other				-0.6	0.2	0.1	-0.2	-1.1
<b>End of period</b>				<b>96.2</b>	<b>95.7</b>	<b>92.8</b>	<b>91.3</b>	<b>90.3</b>

<sup>1)</sup> Including Australia, Italy, Spain and Portugal, and Other.

<sup>2)</sup> Acquisitions / divestments / run-off in Other customer lending includes the Lease run-off portfolio.

<sup>3)</sup> FX impact and other in 1Q2023 included the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Rest of World from Retail Banking Other Challengers.

## ING 3.19 Customer lending/deposits: Geographical Growth Markets

Customer lending/deposits Geographical Growth Markets <sup>1)</sup>								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				15.5	14.7	15.0	14.4	14.6
Net core lending growth				0.3	0.1	0.1	0.0	-0.2
Treasury								
Acquisitions / divestments / run-off								
FX impact and other				0.1	0.8	-0.5	0.6	0.0
<b>End of period</b>				<b>16.0</b>	<b>15.5</b>	<b>14.7</b>	<b>15.0</b>	<b>14.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				30.6	29.6	30.2	29.9	29.4
Net core lending growth				0.3	0.2	0.1	0.2	0.6
Treasury				0.2	-0.1	0.1	-0.1	0.1
Acquisitions / divestments / run-off								
FX impact and other				0.1	0.9	-0.8	0.2	-0.1
<b>End of period</b>				<b>31.2</b>	<b>30.6</b>	<b>29.6</b>	<b>30.2</b>	<b>29.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				62.2	57.9	58.8	57.4	54.8
Net core deposits growth				2.4	1.2	3.5	-0.3	1.3
Treasury				-0.6	0.6	-2.4	0.4	1.3
Acquisitions / divestments / run-off								
FX impact and other				0.3	2.5	-1.9	1.2	-0.0
<b>End of period</b>				<b>64.4</b>	<b>62.2</b>	<b>57.9</b>	<b>58.8</b>	<b>57.4</b>

<sup>1)</sup> Includes: Poland, Romania, and Türkiye.

## ING 3.20 Customer lending/deposits: Geographical WB Rest of World

Customer lending/deposits Geographical Wholesale Banking Rest of World								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>				<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>87.0</b>	<b>88.5</b>	<b>87.7</b>	<b>88.2</b>	<b>88.0</b>
Net core lending growth				-0.3	1.1	-0.5	-0.6	-1.3
Treasury				0.0	-0.2	0.0	0.0	-0.1
Acquisitions / divestments / run-off <sup>1)</sup>				-0.0	-0.1	-0.1	-0.1	0.0
FX impact and other <sup>2)</sup>				1.3	-2.3	1.3	0.2	1.5
<b>End of period</b>				<b>88.0</b>	<b>87.0</b>	<b>88.5</b>	<b>87.7</b>	<b>88.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>10.9</b>	<b>12.2</b>	<b>11.5</b>	<b>11.8</b>	<b>13.2</b>
Net core deposits growth				1.7	-0.7	0.8	-0.1	-1.2
Treasury				0.1	-0.5	-0.1	-0.0	0.2
Acquisitions / divestments / run-off				-0.0	-0.0	0.0	-0.0	-0.0
FX impact and other				-0.0	-0.0	-0.1	-0.2	-0.3
<b>End of period</b>				<b>12.7</b>	<b>10.9</b>	<b>12.2</b>	<b>11.5</b>	<b>11.8</b>

<sup>1)</sup> Acquisitions / divestments / run-off in Other customer lending includes the Lease and France run-off portfolios.

<sup>2)</sup> FX impact and other in 1Q2023 included the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Rest of World from Retail Banking Other Challengers.

## ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other <sup>1)</sup>								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>								
Net core lending growth				0.3	0.3	0.3	0.2	0.2
Treasury								
Acquisitions / divestments / run-off								
FX impact and other				-0.0	0.0	0.0	0.0	0.0
<b>End of period</b>				0.2	0.3	0.3	0.3	0.2
<b>Customer deposits</b>								
<b>Beginning of period</b>								
Net core deposits growth				0.0	0.0	0.0	0.0	0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
<b>End of period</b>				0.0	0.0	0.0	0.0	0.0

<sup>1)</sup> Region Other consists mainly of Corporate Line.

## Important legal information

ING Group's annual accounts are prepared in accordance with International Financial Reporting Standards as adopted by the European Union ('IFRS-EU'). In preparing the financial information in this document, except as described otherwise, the same accounting principles are applied as in the 2023 ING Group consolidated annual accounts. All figures in this document are unaudited. Small differences are possible in the tables due to rounding.

Certain of the statements contained herein 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 a number of factors, including, without limitation: (1) changes in general economic conditions and customer behaviour, in particular economic conditions in ING's core markets, including changes affecting currency exchange rates and the regional and global economic impact of the 'invasion of Russia into Ukraine and related international 'response measures (2) changes affecting interest rate levels (3) any default of a major market participant and related market disruption (4) changes in performance of financial markets, including in Europe and developing markets (5) fiscal uncertainty in Europe and the United States (6) discontinuation of or changes in 'benchmark' indices (7) inflation and deflation in our principal markets (8) changes in conditions in the credit and capital markets generally, including changes in borrower and counterparty creditworthiness (9) failures of banks falling under the scope of state compensation schemes (10) non-compliance with or changes in laws and regulations, including those concerning financial services, financial economic crimes and tax laws, and the interpretation and application thereof (11) geopolitical risks, political instabilities and policies and actions of governmental and regulatory authorities, including in connection with the invasion of Russia into Ukraine and the related international response measures (12) legal and regulatory risks in certain countries with less developed legal and regulatory frameworks (13) prudential supervision and regulations, including in relation to stress tests and regulatory restrictions on dividends and distributions (also among members of the group) (14) ING's ability to meet minimum capital and other prudential regulatory requirements (15) changes in regulation of US commodities and derivatives businesses of ING and its customers (16) application of bank recovery and resolution regimes, including write down and conversion powers in relation to our securities (17) outcome of current and future litigation, enforcement proceedings, investigations or other regulatory actions, including claims by customers or stakeholders who feel misled or treated unfairly, and other conduct issues (18) changes in tax laws and regulations and risks of non-compliance or investigation in connection with tax laws, including FATCA (19) operational and IT risks, such as system disruptions or failures, breaches of security, cyber-attacks, human error, changes in operational practices or inadequate controls including in respect of third parties with which we do business and including any risks as a result of incomplete, inaccurate, or otherwise flawed outputs from the algorithms and data sets utilized in artificial intelligence (20) risks and challenges related to cybercrime including the effects of cyberattacks and changes in legislation and regulation related to cybersecurity and data privacy, including such risks and challenges as a consequence of the use of emerging technologies, such as advanced forms of artificial intelligence and quantum computing (21) changes in general competitive factors, including ability to increase or maintain market share (22) inability to protect our intellectual property and infringement claims by third parties (23) inability of counterparties to meet financial obligations or ability to enforce rights against such counterparties (24) changes in credit ratings (25) business, operational, regulatory, reputation, transition and other risks and challenges in connection with climate change and ESG-related matters, including data gathering and reporting (26) inability to attract and retain key personnel (27) future liabilities under defined benefit retirement plans (28) failure to manage business risks, including in connection with use of models, use of derivatives, or maintaining appropriate policies and guidelines (29) changes in capital and credit markets, including interbank funding, as well as customer deposits, which provide the liquidity and capital required to fund our operations, and (30) the other risks and uncertainties detailed in the most recent annual report of ING Groep N.V. (including the Risk Factors contained therein) and ING's more recent disclosures, including press releases, which are available on [www.ING.com](http://www.ING.com).

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