First quarter 2017 Results

ING Group 1Q17 net profit of EUR 1,143 million

Ralph Hamers, CEO ING Group

Amsterdam • 10 May 2017
Key points

• ING recorded 1Q17 net profit of EUR 1,143 mln; underlying pre-tax result up 39.3% from 1Q16 to EUR 1,652 mln

• Strong results reflect continued loan growth, good cost control and low risk costs

• Wholesale Banking results were particularly strong, led by higher income from Financial Markets and commissions

• In the quarter, we attracted 150,000 new primary bank customers; differentiating customer experience drives leading Net Promoter Scores in our retail markets

• On a four-quarter rolling average basis, ING Group’s underlying return on equity was 10.8% and the cost/income ratio improved to 53.1%

• ING Group’s fully-loaded CET1 ratio rose to 14.5%, well above prevailing fully-loaded regulatory requirements
Our focus on primary customer relationships drives value

1Q17 net customer growth

+300k total customers
+150k primary customers

1Q17 core lending growth

EUR +5.7 bln

1Q17 Net Promoter Scores (NPS)

#1 in 8 of 13 retail countries

Consumer lending
Retail C&GM
EUR +2.1 bln
+18% YoY

Assets under management
Retail C&GM
EUR +4.5 bln
+21% YoY

Commission income
Retail C&GM
EUR +30 mln
+28% YoY

Customer value
Number of customers
Share of primary
Cross-buy
Product value
Transformation programmes on track

Four major digital transformation programmes

**Orange Bridge***
- Agreement on a Social Plan with trade union partners in Belgium
- Transformation governance in place

**Model Bank**
- Ramp up of central IT team in Madrid (> 100 FTE)
- Multi-currency/language functionality in production

**Welcome**
- New digital current account opening process
- Faster processing of consumer loans via new digital income check

**WTOM**
- InsideBusiness, the WB client portal, now live in 15 countries

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* Estimated impact of digital transformation programmes (in EUR mln)

** Initiatives have been submitted to the relevant regulatory authorities and are under review
** Booked in 4Q16 as a special item
*** Defined as incremental expenses from newly announced programmes on 3 October 2016
### New innovations developed internally and with fintechs

**Payconiq launch in the Netherlands**

- **Mobile payments platform** created by ING

- Launched in Belgium in 2015; > 25,000 activated merchants and 2 major Belgian banks joined

- After this success, intention to launch in the Netherlands this summer with 5 other Dutch banks

**TWYP/TWYP Cash > 530,000 users**

- TWYP is **peer-to-peer payment app** in Spain

- TWYP Cash is **cashback app** allowing customers to withdraw cash using their smartphones

- TWYP Cash can be used at 3,500 retailers and petrol stations, completely for free

**We are working with 94 fintechs**

- Scaling up in-house initiatives

- Active fintech partnerships

- Pilots and proof of concept
1Q17 results
First quarter results re-confirm our strategic roadmap

2016-2020 roadmap – 3 October 2016 Investor Day

- Absolute cost savings clearly visible in Retail Benelux, particularly in the Netherlands
- Retail C&GM grows revenues fast; upfront investment to attract primary customers and further digitalise the business
- Wholesale Banking delivers solid growth on the back of low-risk lending with positive jaws versus expense line

Underlying results by segment (in EUR mln)

<table>
<thead>
<tr>
<th></th>
<th>Underlying income</th>
<th>Underlying expenses excl. regulatory costs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1Q16</td>
<td>1Q17</td>
</tr>
<tr>
<td><strong>Retail Benelux</strong></td>
<td>1,707</td>
<td>1,721</td>
</tr>
<tr>
<td><strong>Retail Challengers &amp; Growth Markets</strong></td>
<td>1,108</td>
<td>1,192</td>
</tr>
<tr>
<td><strong>Wholesale Banking</strong></td>
<td>1,316</td>
<td>1,545</td>
</tr>
</tbody>
</table>

*If Financial Markets is excluded (relatively large YoY swing), underlying income growth is 13.5%
### Strong pre-tax result despite seasonally high regulatory costs

#### Underlying pre-tax result (in EUR mln)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>1Q16</th>
<th>2Q16</th>
<th>3Q16</th>
<th>4Q16</th>
<th>1Q17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Underlying pre-tax result</td>
<td>1,186</td>
<td>1,809</td>
<td>1,878</td>
<td>1,955</td>
<td>1,652</td>
</tr>
<tr>
<td>Visa sale</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Volatile items and regulatory costs (in EUR mln)

<table>
<thead>
<tr>
<th>Item</th>
<th>1Q16</th>
<th>2Q16</th>
<th>3Q16</th>
<th>4Q16</th>
<th>1Q17</th>
</tr>
</thead>
<tbody>
<tr>
<td>CVA/DVA</td>
<td>35</td>
<td>-54</td>
<td>-72</td>
<td>14</td>
<td>30</td>
</tr>
<tr>
<td>Capital gains/losses</td>
<td>62</td>
<td>165</td>
<td>66</td>
<td>36</td>
<td>45</td>
</tr>
<tr>
<td>Hedge ineffectiveness</td>
<td>-15</td>
<td>59</td>
<td>30</td>
<td>78</td>
<td>-74</td>
</tr>
<tr>
<td>Other items*</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>17</td>
</tr>
<tr>
<td>Total volatile items</td>
<td>82</td>
<td>187</td>
<td>24</td>
<td>128</td>
<td>1</td>
</tr>
<tr>
<td>Regulatory costs</td>
<td>-496</td>
<td>-75</td>
<td>-65</td>
<td>-209</td>
<td>-474</td>
</tr>
</tbody>
</table>

#### Pre-tax result excl. volatile items and regulatory costs (in EUR mln)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>1Q16</th>
<th>2Q16</th>
<th>3Q16</th>
<th>4Q16</th>
<th>1Q17</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,600</td>
<td>1,897</td>
<td>1,919</td>
<td>2,036</td>
<td>2,125</td>
<td></td>
</tr>
</tbody>
</table>

- Excluding volatile items and regulatory costs, 1Q17 pre-tax result up strongly from 1Q16 and modestly higher than 4Q16:
  - Steady net interest income progression and a good quarter for Financial Markets
  - Stable underlying expenses and low risk costs of EUR 133 mln or 17 bps of average RWA

* Other items in 2Q16 consisted of procured cost savings in Belgium (EUR 116 mln), provision for SME and REF clients in the Netherlands with interest rate derivatives (EUR -137 mln) and of Visa gains recorded under Other income (EUR 38 mln)
Robust NII result supported by margin resilience

- Net interest income was up 4.4% versus 1Q16 and up slightly on the previous quarter:
  - Continued volume growth in mortgages as well as Retail and Wholesale Bank lending
  - Stable lending margins year-on-year, despite pressure from the persistently low interest rate environment
  - Higher interest income in Bank Treasury and benefits from balance sheet optimisation
  - Net interest margin is stable on 4Q16, despite a 1 bp negative impact from lower interest income within Financial Markets
Our core lending franchises grew by EUR 5.7 bln in 1Q17:

- Wholesale Banking increased by EUR 3.0 bln which was fully driven by General Lending & Transaction Services
- Retail Banking increased by EUR 2.7 bln, mainly in the Other Challengers & Growth Markets which was almost equally split between mortgages and other customer lending

* C&GM is Challengers & Growth Markets; WB Other includes Financial Markets
** Lease run-off was EUR -0.1 bln, WUB run-off was EUR -0.5 bln and WUB transfer to NN was EUR -0.3 bln
*** FX impact was EUR +0.8 bln and Other EUR -1.2 bln
Think Forward strategy delivers on changing asset mix

Mortgage concentration down to 50%
Total customer lending

- 2013: EUR 494 bln
- 1Q17: EUR 567 bln
- Ambition 2020: 9%

C&GM growth leads to better matched balance sheets
Total customer lending

- 2013: EUR 494 bln
- 1Q17: EUR 567 bln
- Ambition 2020: 11%

* Adjusted for WUB transfers/run-off, customer lending growth in mortgages was EUR 15 bln and growth in Market Leaders was EUR 13 bln

- Mortgages
- SME/Midcorp/Consumer lending
- Industry Lending
- General Lending & Transaction Services
- Market Leaders
- Challengers
- Growth Markets
- Rest of World
Commission income records solid gains; FM has good 1Q17

- Commission income rose by 12.4% to EUR 682 mln year-on-year. The increase was driven by almost all segments and products, with more than average growth in Retail C&GM and Industry Lending.
- Financial Markets recorded a relatively strong quarter due to supportive market conditions for our Credit, Equities and Capital Markets businesses.
**Operating expenses stable; seasonally high regulatory costs**

- Underlying expenses remained stable as business growth is offset by ongoing cost-saving initiatives
- 1Q17 regulatory costs were in line with last year and are seasonally high due to contributions to the European single resolution fund and annual bank taxes in Belgium
Risk environment remains benign; NPLs trending down

• 1Q17 risk costs were EUR 133 mln, or 17 bps of average RWA, well below the 40-45 bps through-the-cycle average
• Retail Netherlands risk costs declined in line with the improving economic backdrop; Retail C&GM risk costs were mainly related to Turkey, Poland and Spain, whereas Italy recorded a release
• Wholesale Banking saw low risk costs on the back of releases in the Netherlands, Asia and Latin America
Think Forward strategy at work in Australia

NPS aided by expanded product range

#1 NPS Score in Australia (+27 points vs. best major competitor)

- Digital platform enhanced
- Launch of Android & Apple Pay
- First sales of Home & Contents insurance
- Enhanced superannuation funds proposition

Primary customer growth (in 000s)

<table>
<thead>
<tr>
<th>Year</th>
<th>Total customers</th>
<th>Primary customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>1,533</td>
<td>100</td>
</tr>
<tr>
<td>2015</td>
<td>1,580</td>
<td>171</td>
</tr>
<tr>
<td>2016</td>
<td>1,680</td>
<td>244</td>
</tr>
<tr>
<td>1Q17</td>
<td>1,731</td>
<td>273</td>
</tr>
</tbody>
</table>

Customer balances (in EUR bln)

<table>
<thead>
<tr>
<th>Year</th>
<th>1Q16</th>
<th>2Q16</th>
<th>3Q16</th>
<th>4Q16</th>
<th>1Q17</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>53.4</td>
<td>53.4</td>
<td>55.4</td>
<td>58.0</td>
<td>62.2</td>
<td>+17%</td>
</tr>
</tbody>
</table>

1Q17 customer acquisition by product

<table>
<thead>
<tr>
<th>Product</th>
<th>Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payments and Savings</td>
<td>42%</td>
</tr>
<tr>
<td>Payments</td>
<td>38%</td>
</tr>
<tr>
<td>Savings</td>
<td>15%</td>
</tr>
<tr>
<td>Lending</td>
<td>5%</td>
</tr>
</tbody>
</table>

Good cost/income profile (in EUR mln)

<table>
<thead>
<tr>
<th>Year</th>
<th>Total income</th>
<th>Cost/income ratio*</th>
</tr>
</thead>
<tbody>
<tr>
<td>1Q16</td>
<td>101</td>
<td>42.9%</td>
</tr>
<tr>
<td>2Q16</td>
<td>99</td>
<td>44.3%</td>
</tr>
<tr>
<td>3Q16</td>
<td>94</td>
<td>45.3%</td>
</tr>
<tr>
<td>4Q16</td>
<td>133</td>
<td>45.2%</td>
</tr>
<tr>
<td>1Q17</td>
<td>128</td>
<td>45.2%</td>
</tr>
</tbody>
</table>

All disclosed financials concern ING Group management accounting figures, which might deviate from local disclosures.

* Based on 4-quarter rolling average
ING Group 1Q17 fully-loaded capital ratios*

<table>
<thead>
<tr>
<th>4Q16 Group CET1</th>
<th>Net profit included in CET1**</th>
<th>RWA &amp; Other</th>
<th>1Q17 Group CET1</th>
<th>Additional Tier 1</th>
<th>Tier 2</th>
<th>1Q17 Total capital ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.2%</td>
<td>0.1%</td>
<td>0.2%</td>
<td>14.5%</td>
<td>2.1%</td>
<td>3.3%</td>
<td>20.0%</td>
</tr>
</tbody>
</table>

- ING Group’s 1Q17 fully-loaded CET1 ratio rose to 14.5% mainly due to a reduction in RWA and partial profit inclusion in capital
- ING has decided to reserve an amount equal to one third of the 2016 total dividend in each of the first three quarters of 2017:
  - Consistent with ING’s aim to pay a progressive dividend over time
  - A smoother quarterly development of ING Group’s capital position
- We have made significant progress on TLAC/MREL by issuing more than EUR 5 billion of Group senior debt in the first quarter

* ING Group fully-loaded capital ratios are based on RWAs of EUR 310 bln and include grandfathered securities
** 1Q17 Group net profit of EUR 1,143 mln of which EUR 853 mln set aside for dividends and the remainder added to CET1 capital (EUR 290 mln)
## Ambition 2020 – ING Group Financial Targets

<table>
<thead>
<tr>
<th>Capital</th>
<th>Actual 2016</th>
<th>Actual 1Q17</th>
<th>Ambition 2020*</th>
</tr>
</thead>
<tbody>
<tr>
<td>• CET1 ratio (%)</td>
<td>14.2%</td>
<td>14.5%</td>
<td>&gt; Prevailing fully-loaded requirements**</td>
</tr>
<tr>
<td>• Leverage ratio (%)</td>
<td>4.8%</td>
<td>4.5%</td>
<td>&gt; 4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Profitability</th>
<th>Actual 2016</th>
<th>Actual 1Q17</th>
<th>Ambition 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Underlying C/I ratio (%)***</td>
<td>54.2%</td>
<td>53.1%</td>
<td>50-52%</td>
</tr>
</tbody>
</table>
| • Underlying ROE (%)***  
(IFRS-EU Equity) | 10.1% | 10.8% | Awaiting regulatory clarity |

<table>
<thead>
<tr>
<th>Dividend</th>
<th>Actual 2016</th>
<th>Actual 1Q17</th>
<th>Ambition 2020*</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Dividend (per share)</td>
<td>EUR 0.66</td>
<td>-</td>
<td>Progressive dividend over time</td>
</tr>
</tbody>
</table>

* Ambition 2020 financial targets based on assumption of low-for-longer interest rate environment in the Eurozone  
** Currently estimated to be 11.77%, plus a comfortable management buffer (to include Pillar 2 Guidance)  
*** Based on 4-quarter rolling average; with effect from 1Q17, the ING Group ROE is calculated using IFRS-EU shareholders’ equity after excluding ‘interim profit not included in CET1 capital’. As at 31 March 2017, this comprised the final 2016 dividend of EUR 1,629 mln and the 1Q17 interim profit not included in CET1 capital of EUR 853 mln
Wholesale Banking
Wholesale Banking delivers excellent quarterly result

Underlying pre-tax result (in EUR mln)

<table>
<thead>
<tr>
<th></th>
<th>1Q16</th>
<th>2Q16</th>
<th>3Q16</th>
<th>4Q16</th>
<th>1Q17</th>
</tr>
</thead>
<tbody>
<tr>
<td>1Q17</td>
<td>524</td>
<td>758</td>
<td>638</td>
<td>748</td>
<td>813</td>
</tr>
</tbody>
</table>

Underlying return on equity* (4-quarter rolling average)

<table>
<thead>
<tr>
<th></th>
<th>1Q16</th>
<th>2Q16</th>
<th>3Q16</th>
<th>4Q16</th>
<th>1Q17</th>
</tr>
</thead>
<tbody>
<tr>
<td>1Q17</td>
<td>9.6%</td>
<td>8.7%</td>
<td>9.1%</td>
<td>10.5%</td>
<td>11.7%</td>
</tr>
</tbody>
</table>

1Q17 underlying pre-tax result by product group

- Industry Lending: 63%
- General Lending & Transaction Services: 12%
- Financial Markets: 23%
- Bank Treasury & Other: 2%

1Q17 lending credit outstandings by region**

<table>
<thead>
<tr>
<th>Region</th>
<th>1Q17</th>
</tr>
</thead>
<tbody>
<tr>
<td>NL</td>
<td>19%</td>
</tr>
<tr>
<td>Belux</td>
<td>17%</td>
</tr>
<tr>
<td>Challengers</td>
<td>19%</td>
</tr>
<tr>
<td>Growth Markets</td>
<td>12%</td>
</tr>
<tr>
<td>Other Europe</td>
<td>1%</td>
</tr>
<tr>
<td>Americas</td>
<td>16%</td>
</tr>
<tr>
<td>Asia</td>
<td>9%</td>
</tr>
<tr>
<td>Other</td>
<td>7%</td>
</tr>
</tbody>
</table>

* Based on 12.0% CET1 ratio
** Data is based on country of residence; Lending Credit O/S include guarantees and letters of credit
WB lending growth and low risk costs underpin performance

- NII excl. FM in 1Q17 was up 8.1% year-on-year
- Commissions were strong this quarter, mainly in Industry Lending
- Cost-saving initiatives drive cost/income ratio lower
- No compromise on risk discipline
ING leading the way in Wholesale Banking innovation

Easy Trading Connect on the verge of digitalising an age-old sector

• ING successfully completed the first test of a large oil trade using blockchain technology, in cooperation with one of our clients and a major French bank

• Easy Trading Connect proves that the commodity trade finance sector, where processes are largely paper-based and labour intensive, can be digitalised

Philips and ING collaborate on sustainable loan

• ING acted as Sustainability Coordinator for an innovative new loan for Royal Philips which is the first syndicated loan where the pricing is linked to the client’s Sustainalytics rating

ING continues to contribute to a sustainable world

• We financed the Green Highland Hydro project, a portfolio of 10 hydroelectric power projects in rivers in Scotland which, when completed, will generate clean electricity equivalent to the consumption of 20,000 households

  Green Highland
  Unlocking Hydro Energy

• ING supported the launch of the market’s first corporate green hybrid bond issued by Dutch electricity transmission system operator TenneT. Proceeds will be used to finance the client’s green investment portfolio

  Tennet
  Taking power further
Wrap up
Wrap up

• ING recorded 1Q17 net profit of EUR 1,143 mln; underlying pre-tax result up 39.3% from 1Q16 to EUR 1,652 mln

• Strong results reflect continued loan growth, good cost control and low risk costs

• Wholesale Banking results were particularly strong, led by higher income from Financial Markets and commissions

• In the quarter, we attracted 150,000 new primary bank customers; differentiating customer experience drives leading Net Promoter Scores in our retail markets

• On a four-quarter rolling average basis, ING Group’s underlying return on equity was 10.8% and the cost/income ratio improved to 53.1%

• ING Group’s fully-loaded CET1 ratio rose to 14.5%, well above prevailing fully-loaded regulatory requirements
Appendix
Group CET1 ratio at 14.5% and Group ROE at 10.8%

### Group fully-loaded CET1 ratio development during 1Q17 (amounts in EUR bln and %)

<table>
<thead>
<tr>
<th></th>
<th>Capital</th>
<th>RWA</th>
<th>Ratio</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Actuals December 2016</strong></td>
<td>44.6</td>
<td>314.3</td>
<td>14.2%</td>
<td></td>
</tr>
<tr>
<td>Net profit included in CET1*</td>
<td>0.3</td>
<td></td>
<td>+0.09%</td>
<td></td>
</tr>
<tr>
<td>Equity stakes</td>
<td>0.1</td>
<td>0.6</td>
<td>+0.02%</td>
<td></td>
</tr>
<tr>
<td>FX</td>
<td>-0.5</td>
<td></td>
<td>+0.01%</td>
<td></td>
</tr>
<tr>
<td>RWA &amp; Other**</td>
<td>-4.6</td>
<td></td>
<td>+0.21%</td>
<td></td>
</tr>
<tr>
<td><strong>Actuals March 2017</strong></td>
<td>45.0</td>
<td>309.8</td>
<td>14.5%</td>
<td>+0.33%</td>
</tr>
</tbody>
</table>

### Changes to Group ROE calculation in 1Q17 (in EUR mln)

<table>
<thead>
<tr>
<th>As of 31 March 2017</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>IFRS-EU shareholders’ equity</td>
<td>50,741</td>
</tr>
<tr>
<td>deduct: Interim profit not included in CET1 capital***</td>
<td>2,482</td>
</tr>
<tr>
<td><strong>Adjusted shareholders’ equity</strong></td>
<td>48,259</td>
</tr>
<tr>
<td>Adjusted shareholders’ equity (4Q-rolling average)</td>
<td>49,214</td>
</tr>
<tr>
<td>Underlying net result (last four quarters)</td>
<td>5,310</td>
</tr>
<tr>
<td><strong>Group ROE (4Q-rolling average)</strong>**</td>
<td>10.8%</td>
</tr>
</tbody>
</table>

* 1Q17 Group net profit (EUR 1,143 mln) partly reserved for dividends (EUR 853 mln) and remainder included in Group CET1 capital (EUR 290 mln)

** Group CET1 includes the positive impact from positive risk migration (+11 bps), model updates (+6 bps), lower Operational RWA (+7 bps) which were only partly offset by volume growth and other items which includes the positive impact from the repayment of subordinated debt by NN Group (-3 bps)

*** The interim profit not included in CET1 is the final dividend over 2016 of EUR 1,629 million, and the interim profit not included in CET1 capital in 1Q17 amounting to EUR 853 million

**** Impact of the adjustment of shareholders’ equity, by deducting interim profit not included in CET1 capital in 1Q17, is approx. 10 bps on the 4Q-rolling average Group ROE
Further client savings rate adjustments in our home markets

1Q17 retail customer deposits, breakdown by segment*

* Around 80% are savings/deposits and around 20% are current accounts

Core savings rate reductions skewed towards quarter-end

- In 1Q17, we reduced Dutch savings rates twice by 5 bps (January and March). There was another 5 bps cut on 9 May
- On 1 January, we reduced the savings rates in Spain by 10 bps. The savings rates in Germany was reduced by 15 bps in March

Core client savings rates

<table>
<thead>
<tr>
<th>Segment</th>
<th>1Q16</th>
<th>4Q16</th>
<th>1Q17</th>
<th>May. 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Netherlands**</td>
<td>0.50%</td>
<td>0.30%</td>
<td>0.20%</td>
<td>0.15%</td>
</tr>
<tr>
<td>Belgium</td>
<td>0.15%</td>
<td>0.11%</td>
<td>0.11%</td>
<td>0.11%</td>
</tr>
<tr>
<td>Germany</td>
<td>0.50%</td>
<td>0.35%</td>
<td>0.20%</td>
<td>0.20%</td>
</tr>
<tr>
<td>Other EU Direct units***</td>
<td>0.33%</td>
<td>0.23%</td>
<td>0.20%</td>
<td>0.20%</td>
</tr>
</tbody>
</table>

** Rate for savings up to EUR 75,000 is 15 bps, for savings volumes between EUR 75,000 and EUR 1,000,000 it is 20 bps
*** Unweighted average core savings rates in France, Italy and Spain
Lending credit outstandings are well-diversified

- ING has a well-diversified and collateralised loan book with a strong focus on own-originated mortgages
- 64% of the portfolio is retail-based

* 31 March 2017 lending and money market credit outstandings, including guarantees and letters of credit, but excluding undrawn committed exposures (off-balance sheet positions)
Lending credit outstandings Wholesale Banking well-diversified by geography and sector

Loan portfolio is well diversified across geographies...

Lending Credit O/S Wholesale Banking (1Q17)*

- **EUR 234 bln**
  - 12% NL
  - 9% Belux
  - 9% Germany
  - 3% Other Challengers
  - 13% Growth Markets
  - 7% UK
  - 7% European network (EEA**)
  - 9% European network (non-EEA)
  - 3% North America
  - 3% Rest of Americas
  - 14% Asia
  - 7% Africa

Lending Credit O/S Asia (1Q17)*

- **EUR 44 bln**
  - 20% Japan
  - 16% China***
  - 16% Hong Kong
  - 11% Singapore
  - 10% South Korea
  - 10% Taiwan
  - 8% India
  - 7% Rest of Asia

...and sectors

Lending Credit O/S Wholesale Banking (1Q17)*

- **EUR 234 bln**
  - 10% Builders & Contractors
  - 5% Central Banks
  - 5% Commercial Banks
  - 5% Non-Bank Financial Institutions
  - 7% Food, Beverages & Personal Care
  - 5% General Industries
  - 7% Natural Resources Oil & Gas
  - 14% Natural Resources Other****
  - 6% Real Estate
  - 7% Services
  - 7% Telecom, Media & Technology
  - 7% Transportation & Logistics
  - 13% Utilities
  - 6% Other

* Data is based on country of residence; Lending Credit O/S include guarantees and letters of credit
** Member countries of the European Economic Area (EEA)
*** Excluding our stake in Bank of Beijing (EUR 2.7 bln at 31 March 2017)
**** Mainly Metals & Mining
Detailed NPL disclosure on selected lending portfolios

<table>
<thead>
<tr>
<th>Selected lending portfolios</th>
<th>Lending credit O/S 1Q17</th>
<th>NPL ratio 1Q17</th>
<th>Lending credit O/S 4Q16</th>
<th>NPL ratio 4Q16</th>
<th>Lending credit O/S 1Q16</th>
<th>NPL ratio 1Q16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wholesale Banking</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Industry Lending</td>
<td>234,175</td>
<td>2.3%</td>
<td>224,916</td>
<td>2.4%</td>
<td>204,240</td>
<td>2.6%</td>
</tr>
<tr>
<td>Of which Structured Finance</td>
<td>131,979</td>
<td>2.4%</td>
<td>131,221</td>
<td>2.4%</td>
<td>111,549</td>
<td>2.6%</td>
</tr>
<tr>
<td>Of which Real Estate Finance</td>
<td>102,826</td>
<td>2.4%</td>
<td>102,084</td>
<td>2.3%</td>
<td>84,589</td>
<td>2.3%</td>
</tr>
<tr>
<td></td>
<td>29,153</td>
<td>2.4%</td>
<td>29,137</td>
<td>2.7%</td>
<td>26,960</td>
<td>3.6%</td>
</tr>
<tr>
<td>Selected industries*</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oil &amp; Gas related</td>
<td>36,495</td>
<td>2.7%</td>
<td>36,277</td>
<td>2.1%</td>
<td>28,051</td>
<td>2.1%</td>
</tr>
<tr>
<td>Metals &amp; Mining**</td>
<td>15,485</td>
<td>4.4%</td>
<td>14,892</td>
<td>5.0%</td>
<td>14,128</td>
<td>6.0%</td>
</tr>
<tr>
<td>Shipping &amp; Ports***</td>
<td>14,384</td>
<td>6.6%</td>
<td>14,668</td>
<td>5.3%</td>
<td>12,281</td>
<td>4.1%</td>
</tr>
<tr>
<td>Selected countries</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Turkey****</td>
<td>17,524</td>
<td>2.4%</td>
<td>18,262</td>
<td>3.1%</td>
<td>18,875</td>
<td>2.1%</td>
</tr>
<tr>
<td>China*****</td>
<td>8,544</td>
<td>0.0%</td>
<td>7,021</td>
<td>0.0%</td>
<td>6,554</td>
<td>0.0%</td>
</tr>
<tr>
<td>Russia</td>
<td>5,117</td>
<td>3.1%</td>
<td>5,100</td>
<td>3.2%</td>
<td>5,528</td>
<td>2.8%</td>
</tr>
<tr>
<td>Ukraine</td>
<td>1,077</td>
<td>48.5%</td>
<td>1,162</td>
<td>44.8%</td>
<td>1,236</td>
<td>55.0%</td>
</tr>
</tbody>
</table>

* Includes WB Industry Lending, General Lending (CFIL) and Transaction Services
** Excluding Ukrainian and Russian Metals & Mining exposure, the NPL ratio would be just 0.9%
*** Shipping & Ports includes Coastal and Inland Water Freight which is booked within Retail Netherlands. Excluding this portfolio, NPL ratio is only 3.0%
**** Turkey includes Retail Banking activities (EUR 9.1 bln)
***** China exposure is excluding Bank of Beijing stake
Projects may be subject to regulatory approvals. Insofar as they could have an impact in Belgium, all projects described are proposed intentions of the bank. No formal decisions will be taken until the information and consultation phases with the Work Council have been properly finalised.

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 2016 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, in particular economic conditions in ING’s core markets, (2) changes in performance of financial markets, including developing markets, (3) potential consequences of European Union countries leaving the European Union or a break-up of the euro, (4) changes in the availability of, and costs associated with, sources of liquidity such as interbank funding, as well as conditions in the credit and capital markets generally, including changes in borrower and counterparty creditworthiness, (5) changes affecting interest rate levels, (6) changes affecting currency exchange rates, (7) changes in investor and customer behaviour, (8) changes in general competitive factors, (9) changes in laws and regulations and the interpretation and application thereof, (10) geopolitical risks and policies and actions of governmental and regulatory authorities, (11) changes in standards and interpretations under International Financial Reporting Standards (IFRS) and the application thereof, (12) conclusions with regard to purchase accounting assumptions and methodologies, and other changes in accounting assumptions and methodologies including changes in valuation of issued securities and credit market exposure, (13) changes in ownership that could affect the future availability to us of net operating loss, net capital and built-in loss carry forwards, (14) changes in credit ratings, (15) the outcome of current and future legal and regulatory proceedings, (16) ING’s ability to achieve its strategy, including projected operational synergies and cost-saving programmes and (17) 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. Many of those factors are beyond ING’s control.

Any forward looking statements made by or on behalf of ING speak only as of the date they are made, and ING assumes no obligation to publicly update or revise any forward-looking statements, whether as a result of new information or for any other reason. This document does not constitute an offer to sell, or a solicitation of an offer to purchase, any securities in the United States or any other jurisdiction.