ING

Press release

Corporate Communications

Amsterdam, 2 March 2016

ING 2015 Integrated Annual Report: a year of significant progress

ING today published the 2015 Integrated Annual Report of ING Groep N.V. (IAR) and the Annual Report of ING Bank N.V.. Similar to last year, the IAR is an integrated report, which combines the discussion of ING's financial and non-financial performance in 2015.

This year's IAR theme is "A Step Ahead", reflecting both our accomplishments in 2015 and our ambitions, as an innovative bank, to excel in creating a differentiating customer experience. In 2015, ING delivered strong commercial and financial performance, and we made significant progress on implementing our Think Forward strategy. We continued to work to empower our customers with tools that give them better insight into their finances, and products and services that make banking easier. We welcomed 1.4 million new retail customers in 2015. In line with the IAR's theme, the report also addresses how future uncertainties and challenges could affect our strategy.

ING is committed to the sustainable development of society through responsible financing and to supporting our clients with sustainable transitions. Most of our sustainability information is provided in the IAR. However, we also include a 'Non-financial Appendix' which contains supplemental non-financial information required by the sustainability raters. The Appendix previously appeared as a separate document.

ING today also published the 2015 Annual Review, which provides in an attractive and summarised format information from the Annual Report and gives a comprehensive overview of our businesses and ING's overall strategy supported by several case studies.

The Annual Report of ING Groep N.V., as well as the Annual Report of ING Bank N.V and the Annual Review, are available on the ING website. Other documents related to ING's Annual General Meeting (AGM), including the agenda for the AGM, will be available as of 10 March 2016 on the ING website. The AGM will be held on 25 April 2016 in Amsterdam.

ING will also file today its Annual Report on Form 20-F for the year ended 31 December 2015 with the United States Securities and Exchange Commission (SEC). The 2015 Form 20-F is available on the ING website, and can be downloaded from the SEC website (www.sec.gov) later today.

Note for editors

For further information on ING, please visit www.ing.com. Frequent news updates can be found in the Newsroom or via the @ING_news twitter feed. Photos of ING operations, buildings and its executives are available for download at Flickr. Footage (B-roll) of ING is available via videobankonline.com, or can be requested by emailing info@videobankonline.com. ING presentations are available at SlideShare.

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ING Profile

ING is a global financial institution with a strong European base, offering banking services through its operating company ING Bank and holding a significant stake in the listed insurer NN Group NV. The purpose of ING Bank is empowering people to stay a step ahead in life and in business. ING Bank's more than 52,000 employees offer retail and wholesale banking services to customers in over 40 countries.

ING Group shares are listed (in the form of depositary receipts) on the exchanges of Amsterdam (INGA NA, ING.AS), Brussels and on the New York Stock Exchange (ADRs: ING US, ING.N).

Sustainability forms an integral part of ING's corporate strategy, which is evidenced by ING Group shares being included in the FTSE4Good index and in the Dow Jones Sustainability Index (Europe and World) where ING is among the leaders in the Banks industry group.

Important legal information

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, without limitation: (1) changes in general economic conditions, in particular economic conditions in ING's core markets, (2) changes in performance of financial markets, including developing markets, (3) consequences of a potential (partial) break-up of the euro, (4) ING's implementation of the restructuring plan as agreed with the European Commission, (5) changes in the availability of, and costs associated with, sources of liquidity such as interbank funding, as well as conditions in the credit markets generally, including changes in borrower and counterparty creditworthiness, (6) changes affecting interest rate levels, (7) changes affecting currency exchange rates, (8) changes in investor and customer behaviour, (9) changes in general competitive factors, (10) changes in laws and regulations, (11) changes in the policies of governments and/or regulatory authorities, (12) conclusions with regard to purchase accounting assumptions and methodologies, (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) ING's ability to achieve projected operational synergies and (16) the other risks and uncertainties detailed in the Risk Factors section contained in the most recent annual report of ING Groep N.V. 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.

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