

## The various expectations of different stakeholder groups

This map gives an overview of the expectations that various stakeholders have of ING. The expectations on this map apply to both ING Insurance/Investment Management and ING Bank, with the emphasis on the latter. The expectations described here have not been checked for consistency. This means that there may be expectations on this map that are incompatible with each other. This map was created on the basis of desk research and two thinking sessions with stakeholders. The expectations on this map do not express the views of ING itself. Our thanks go to all the experts for their contribution.

