

ING Bank

Credit update

Koos Timmermans Romke van der Weerdt Ewald Walraven Vice-Chairman ING Bank Head of Capital Planning and Strategy Investor Relations

Boston/New York – 9/10 September 2013 www.ing.com



BANKING - INVESTMENTS - LIFE INSURANCE - RETIREMENT SERVICES

Key points

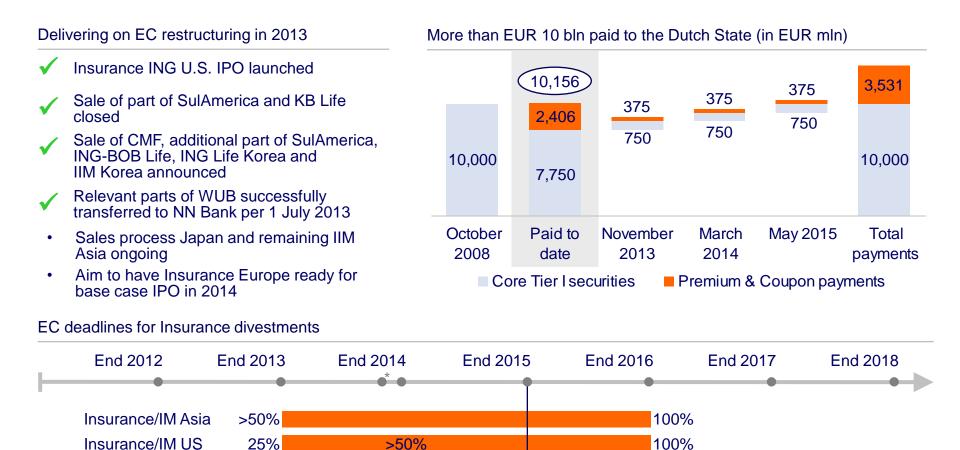
- Good progress on restructuring
 - U.S. IPO launched
 - Double leverage reduced to EUR 4.4 bln
 - Relevant parts of WUB transferred to Nationale-Nederlanden Bank
- Bank posted another strong quarter, with a pre-tax result of EUR 1,147 mln, supported by an improvement of the net interest margin to 142 bps and strict cost control
- Balance sheet optimisation is on track, meeting most CRD IV requirements
- ING Bank has sizeable capital buffers
- Continued strong access to funding markets while long-term funding needs are modest



ING Group



ING is maintaining momentum in restructuring



ING Bank Credit update

Insurance/IM Europe

* Call ban expires in November 2014 or when the

Dutch State has been fully repaid, whichever is earlier.

>50%

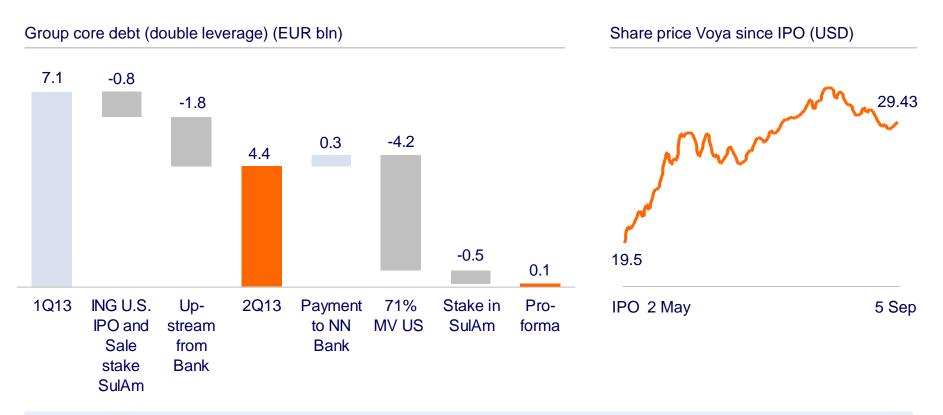
Divestments complete &

behavioural restrictions lifted

100%

ING

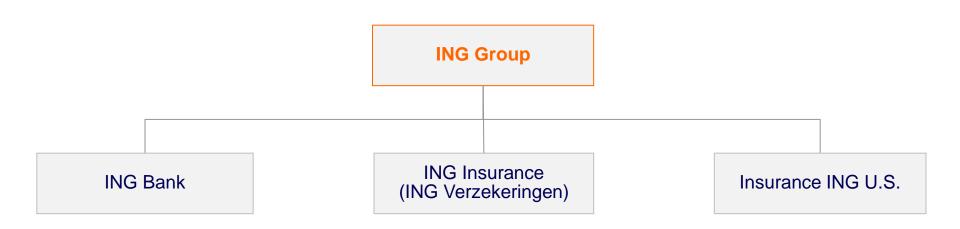
Group holding double leverage strongly reduced



- Double leverage in the Group reduced from EUR 7.1 bln to EUR 4.4 bln in 2Q due to ING U.S. IPO in combination with sale of part of ING's stake in SulAmerica and EUR 1.8 bln dividend to the Group from Bank
- On 1 July, the Group provided EUR 300 mln capital to NN Bank and EUR 30 mln transition costs to set up NN Bank
- Current market value of remaining 71% stake in ING U.S., as well as the sale of an additional part of ING's stake in SulAmerica and the market value of the remaining 21% stake would offset the remaining double leverage



ING Insurance (ING V) will be the IPO entity



- ING U.S. will be transferred out of ING Insurance to the Group holding company, clearing the way to use ING Insurance (ING Verzekeringen) as the IPO entity for Insurance Europe
- The transfer of ING U.S. will be done as a dividend upstream to the Group (before the end of 2013)
- The transfer will not have an impact on ING Group's capital ratios, and future proceeds from the sale of our remaining stakes in ING U.S. and SulAmerica will be used to redeem double leverage at ING Group
- The transfer will result in a reduction of equity in ING Insurance. However, it will have no material impact on the leverage ratio for ING Insurance, as both the debt and equity of ING U.S. will be transferred to ING Group
- The IGD ratio of ING Insurance is expected to increase slightly from 257% to 261% on a pro-forma basis
- We are planning to provide an update on the preparation for the base case IPO of Insurance Europe on 19 September



ING Insurance debt will be further reduced



- Removing the US from ING Insurance (ING Verzekeringen NV) clears the way to use ING Insurance as the IPO entity
- Outstanding debt ING Insurance was EUR 4.7 bln at 30 June 2013
- Excluding the US, ING Insurance had EUR 4.7 bln of leverage at 30 June 2013, and that will be reduced to EUR 3.1 bln using the proceeds from the sales of China Merchant Funds, ING-BOB Life, ING Life Korea, IIM Korea and the full redemption of intercompany debt from the US
- The sales processes for ING Life Japan and the rest of ING IIM Asia are on-going, and proceeds can be used to reduce Insurance debt further
- Target capital and leverage ratios for the to-be IPO-ed company are under discussion and will be announced in due course



Relevant parts WUB transferred to NN Bank

Relevant parts WUB transferred to Nationale-Nederlanden Bank per 1 July as part of amendments to EC restructuring plan as announced in Nov 2012

- EUR 3.9 bln of mortgages and EUR 0.1 bln of other consumer lending transferred to NN Bank
- Retail savings of EUR 3.7 bln transferred to NN Bank
- In June 2013, ING Bank declared a dividend of EUR 330 mln to the Group. On 1 July, the Group provided a capital injection of EUR 300 mln and EUR 30 mln of transition costs to set up NN Bank
- Transfer of 400 FTEs from WUB to NN Bank



NN Bank is fully CRD IV compliant

	1 July 2013
CET ratio	>12%
BIS ratio	>16%
Leverage ratio	>3.5%
LCR	> 100%

NN Bank will become a strong competitor in the Netherlands

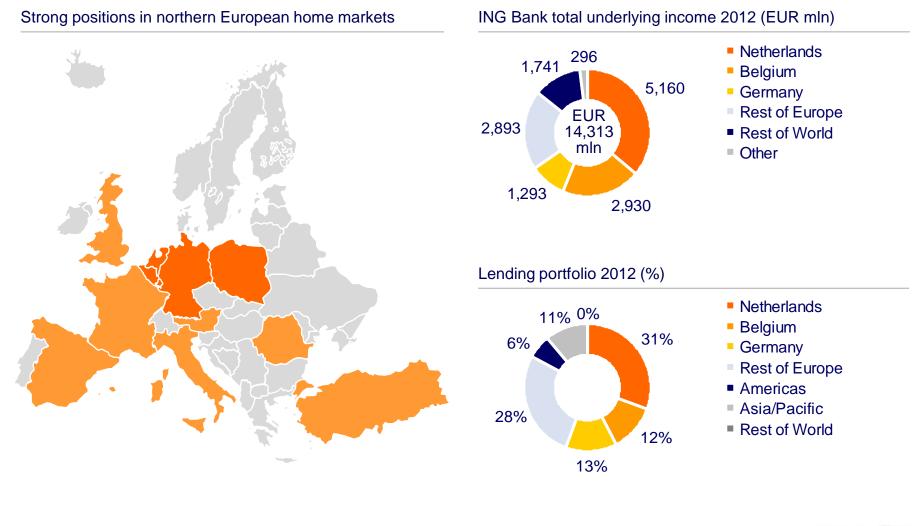
- Operating under the strong Nationale-Nederlanden brand
- NN Bank has its own funding capabilities and a strong parent, ING Insurance
- NN Bank has a broad distribution network with access to over 2 mln customers



ING Bank

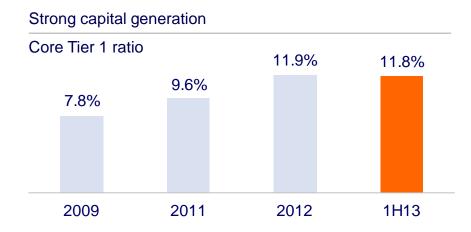


ING Bank has strong positions in resilient northern European home markets

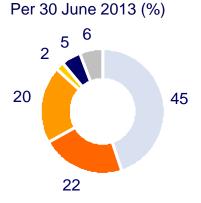


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ING Bank has key strengths to support our success

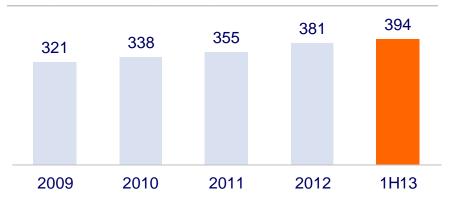


Conservative funding mix

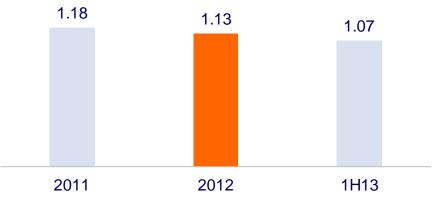


- Retail deposits
- Corporate deposits
- Public debt
- Subordinated debt
- Interbank
- Repo

Strong retail deposit gathering ability* (in EUR bln)



Attractive Loan-to-Deposit Ratio*



* Adjusted for divestments



ING Bank is making clear progress on Ambition 2015

	Ambition 2015	30 June 2013 /1H13	CRD IV minimum
Core Tier 1	 At least ≥10% under CRD IV 	10.2%	>8%*
Leverage	Leverage ratio to increase above 4% (CRD IV)	3.9%**	>3%
LCR	Liquidity coverage ratio >100% in 2015	>100%	>100%
Assets	Balance sheet to remain stable at ~EUR 870 billion	EUR 830 bln 🗹	
LtD	Loan to Deposit ratio to decline to below 1.10	1.07	-
NIM	 Re-pricing, deleveraging to improve NIM (140-145 bps) 	140 bps 🗹	
C/I	Cost/income ratio to decline to 50-53% in 2015	54.7%	
RoE	Return on Equity of 10-13% over the cycle	9.3%	

• ING Bank is CRD IV compliant

* Minimum Common Equity Capital ratio (4.5%), Capital Conservation buffer (2.5%) plus Global SIFI Buffer (1.0%). The local SIFI buffer, Systemic Risk Buffer and Counter Cyclical Buffer are not included as the details are not yet known

** Leverage ratio used by ING is defined as Basel III Tier 1 capital divided by total balance sheet exposure (including off balance sheet exposure). Basel III Leverage ratio declined slightly from 1Q13 (4.0%) due to the dividend payment to the Group



ING Bank results



ING Bank posted another strong quarter



- Gross result rose to EUR 1,762 mln, as the net interest margin continued to improve and ongoing cost-containment programmes yielded further expense savings
- Risk costs remained elevated amid the weak economic environment in Europe

Net interest margin rose to 142 bps



Underlying interest margin by quarter (in bps)

- Net interest result (in EUR mln)
- ING Bank (based on avg Balance Sheet)
- Lending (based on avg Client Balances)
- PCM/Savings&Deposits (based on avg Client Balances)

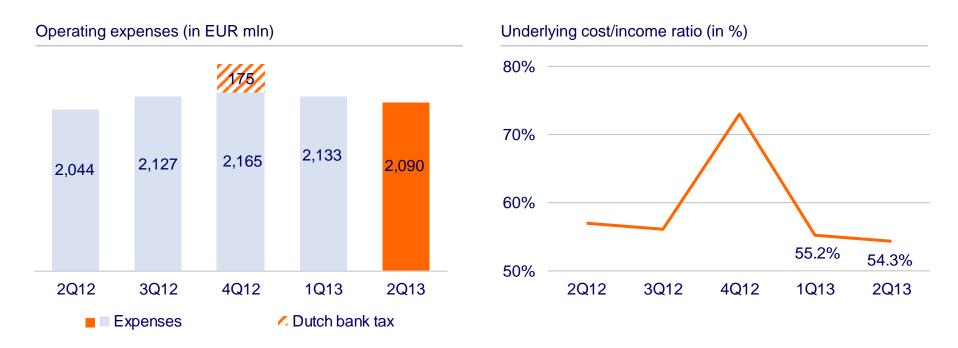
Average B/S remained flat in 2Q13 Bank Balance Sheet (in EUR bln)



- Net interest result increased 3.1% versus 1Q13 •
- Net interest margin improved to 142 bps, mainly driven by higher interest results while the average balance sheet remained stable
- Savings margins increased versus 1Q13 •
- Lending margins were up from 2Q12, reflecting repricing of the loan book, and stable from 1Q13
- The NIM is expected to remain at around these levels in the coming quarters



Operating expenses declined further in 2Q13



- Expenses rose slightly versus a year ago as the impact of cost savings initiatives and lower RED impairments were offset by significantly higher pension costs, the impact of collective labour agreements and higher regulatory expenses
- Excluding EUR 56 mln higher pension costs, which were largely caused by a decrease of the discount rate, and excluding the EUR 38 mln refund from the old DGS in Belgium in 2Q12, operating expenses declined by 2.3% versus 2Q12
- Cost/income ratio improved to 54.3% versus target of 50-53% by 2015



Cost-saving programmes on track

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		Announced	Cost savings achieved	Cost savings by 2015	Total cost savings	Total FTE reduction
	Retail Banking NL	3Q11/4Q12	194	430	450	4,100
Bank	ING Bank Belgium	4Q12	20	150	150	1,000
	Commercial Banking	3Q12	65	260	315	1,000
	Total Bank		279	840	915	6,100

Restructuring programmes (in EUR mln)

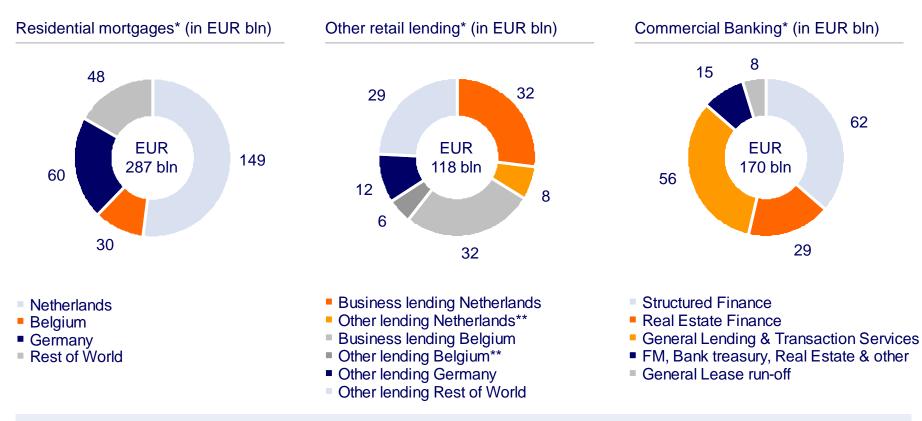
- In 3Q11 and 2H12, cost-saving initiatives were announced for Retail NL, ING Belgium and Commercial Banking to improve future performance and reduce annual expenses by a combined EUR 840 mln by 2015
- Cost savings realised so far are EUR 279 mln, with a total reduction of 3,440 FTEs
- Cost savings still to be achieved by 2015 amount to EUR 561 mln for the Bank
- ING will continue to further optimise its cost structure (e.g. overhead costs) and additional cost savings are being investigated



ING Bank asset quality



A well diversified loan book



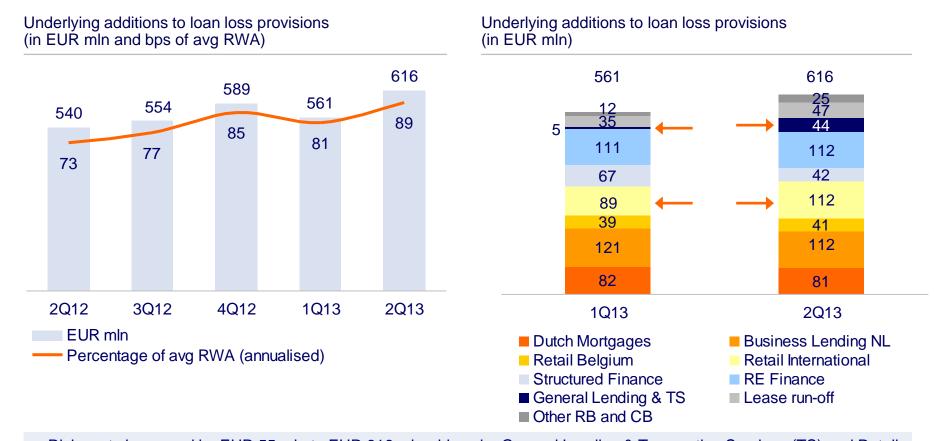
- ING Bank has a well diversified and collateralised loan book with a strong focus on own originated mortgages
- 70% of the portfolio is retail based

* Lending and money market credit risk outstanding, including guarantees and letters of credit (off balance sheet positions)

** Other lending excludes Business lending

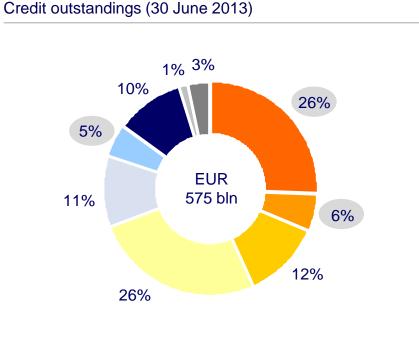


Risk costs remained elevated in 2Q13



- Risk costs increased by EUR 55 mln to EUR 616 mln, driven by General Lending & Transaction Services (TS) and Retail International
- Risk costs at General Lending & TS rose from a very low level of EUR 5 mln in 1Q13 to EUR 44 mln in 2Q13. The EUR 23 mln increase in Retail international reflects additional provisioning for a restructured CMBS
- Risk costs for Dutch mortgages and Real Estate Finance were flat versus 1Q13. Risk costs Business Lending NL down

NPL ratio increased slightly to 2.8%



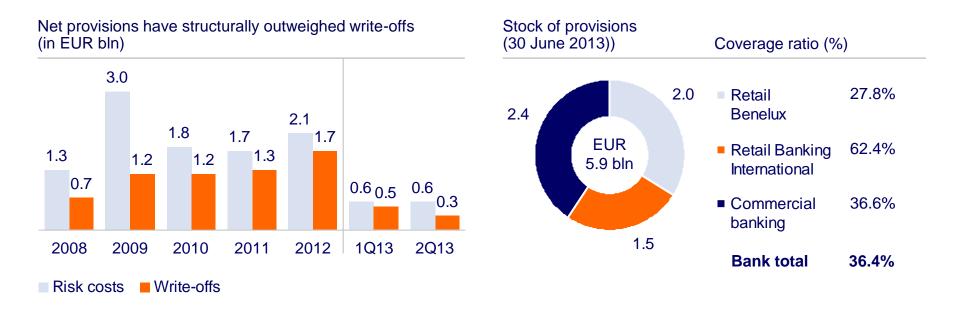
NPL ratio (in %)

	2Q13	1Q13
Retail Banking		
- Dutch Mortgages	1.6	1.5
- Business Lending NL	6.4	6.0
- Retail Belgium	3.2	3.2
- Retail International	1.6	1.5
Commercial Banking		
- Structured Finance	2.2	2.0
- RE Finance	10.4	8.1
- General Lending & TS	1.9	2.0
- Lease run-off	13.7	12.0
Other Retail and Commercial Bar	nking	
- Other RB and CB	3.1	2.4
Total / average	2.8	2.6

- The increase of the NPL ratio from 2.6% in 1Q13 to 2.8% in 2Q13 was due in large part to one REF file in Spain which
 was sold in July 2013. On a pro-forma basis, the NPL ratio increased modestly to 2.7%
- The modest pro-forma increase of 0.1%-point versus 1Q13 is due to lower credit outstandings and slightly higher NPLs
- The NPL ratio for Business Lending NL, Real Estate Finance and Lease run-off remained relatively high in 2Q13
- The NPL ratio for Dutch mortgages increased slightly, but remained at a modest 1.6%



Provisions continue to exceed write-offs



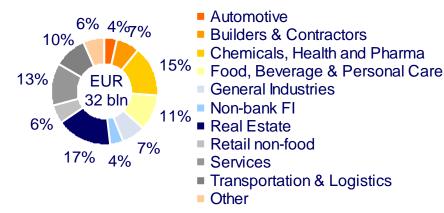
- Net additions to loan loss provisions and write-offs have increased in the past years, reflecting the recessionary environment
- Net additions to loan loss provisions have structurally outweighed write-offs resulting in a higher stock of provisions
- ING's coverage ratio, defined as the stock of provisions divided by the NPLs was 36.4% in 2Q13
- ING's loan book is well collateralised: approximately 80% of the portfolio consists of secured lending such as mortgages, Real Estate Finance, Leasing and Structured Finance



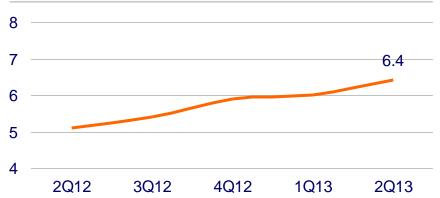
Risk costs Business Lending NL down versus 1Q13



Business Lending NL (30 June 2013)



Non-performing loans ratio (in %)



Risk costs down, but expected to remain elevated

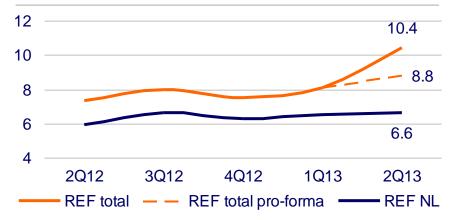
- Risk costs up versus 2Q12, but down versus 1Q13
- The NPL ratio increased to 6.4%, from 6.0% in 1Q13
- The NPL ratio remains relatively high in retail non-food, builders & contractors and transportation & logistics
- Given the weak economic environment in the Netherlands, risk costs are expected to remain elevated



Risk costs Real Estate Finance stable from 1Q13

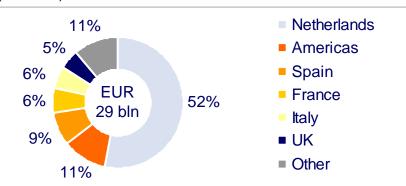


Non-performing loans ratio (in %)



* Credits outstanding

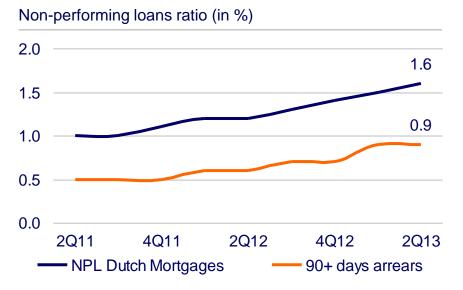
Real Estate Finance portfolio by country of residence (30 June)*



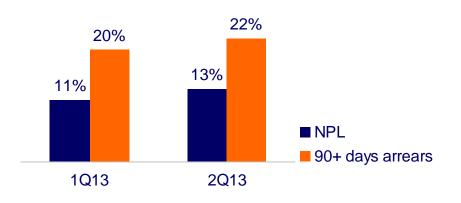
- Risk costs for Real Estate Finance were EUR 112 mln, down from 2Q12 and stable from 1Q13
- Risk costs were concentrated in the Netherlands and Spain
- The NPL ratio rose to 10.4%, mainly due to one Spanish file that was sold in July 2013. On a pro-forma basis, the NPL ratio was 8.8%
- The NPL ratio for REF NL rose slightly to 6.6%
- LTV of total REF rose slightly to 74%, from 72% in 1Q13, reflecting lower values of real estate assets
- Risk costs in REF are expected to remain elevated at around these levels given deteriorating European commercial real estate markets



NPL ratio Dutch mortgages rose slightly to 1.6%



Coverage ratio based on NPL and 90+ days arrears





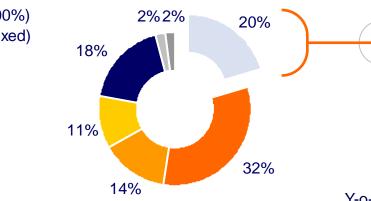
- Risk costs were EUR 81 mln in 1Q13, up from 2Q12 but flat from 1Q13
- The NPL ratio increased marginally to 1.6%
- 90+ days arrears remained flat at 0.9%
- Average LTV increased to 91%, from 90% in 1Q13
- Given the continuing weakness in the housing market and the broader Dutch economy, loan loss provisions on the mortgage portfolio are expected to remain at around this level for the coming quarters



LTVs do not reflect additional collateral

Dutch mortgage portfolio by product type (%)

- Interest only (100%)
- Interest only (mixed)
- Investment
- Life insurance
- Savings
- Annuity
- Other



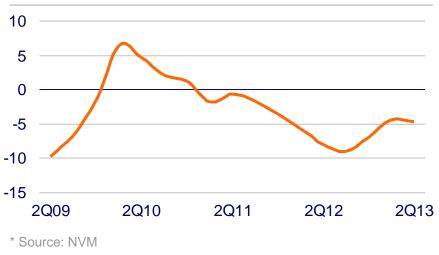
80% of mortgages are accumulating additional covers for at least partial repayment

- House prices have declined by 18% since the peak in June 2008, leading to an average LTV of 91%
- House prices declined only 0.3% in 2Q13 from 1Q13
- Percentage LTV > 100% for ING Bank (excl. NHG), is approximately 35% of total portfolio
- LTVs do not include additional collateral built via Savings, Investment or Life Insurance mortgages
- 19% of ING's Dutch mortgage portfolio is covered by the National Mortgage Guarantee (NHG)

Percentage LTV > 100% for the Interest Only mortgages (excl. NHG) is 11%

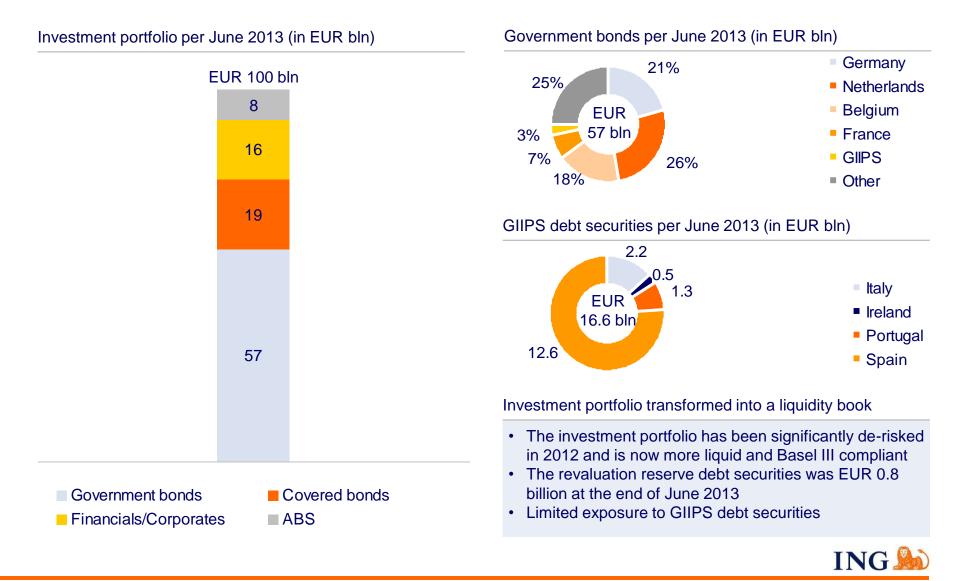
NHG	LTV	LTV	LTV
	<= 80%	80-100%	> 100%
4%	58%	27%	11%

Y-o-Y house price decline seems to have reached its trough*



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Investment book maintained for liquidity purposes



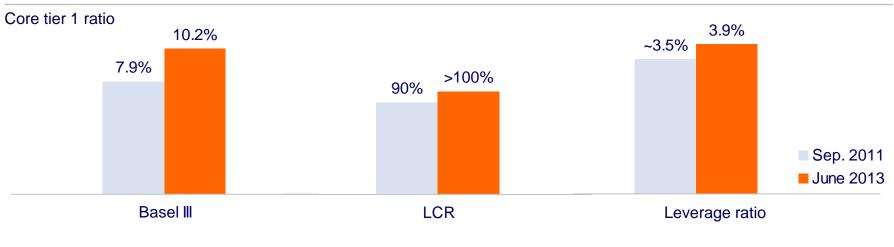
ING Bank capital, liquidity and funding



ING Bank is already meeting most CRD IV requirements

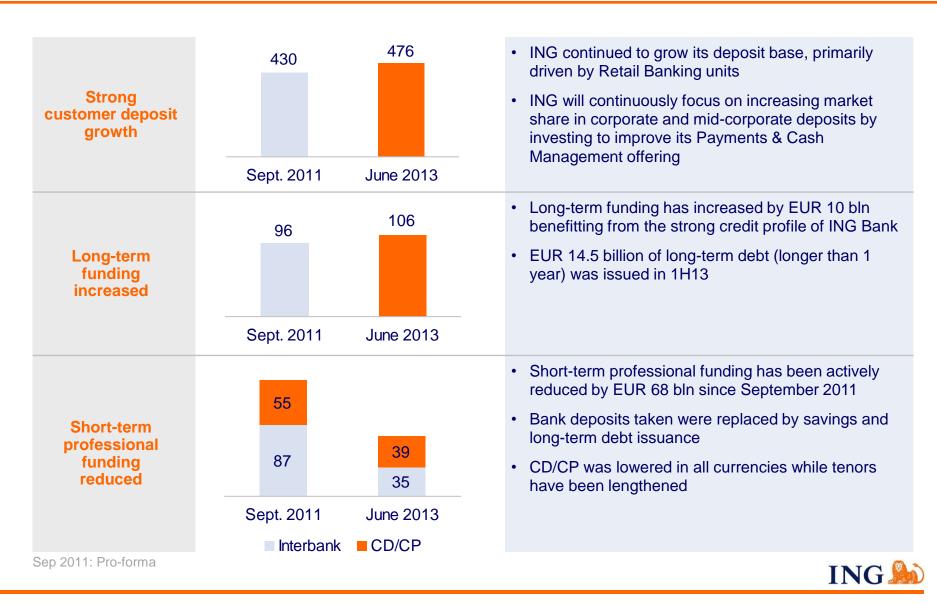


CRD IV ratios met

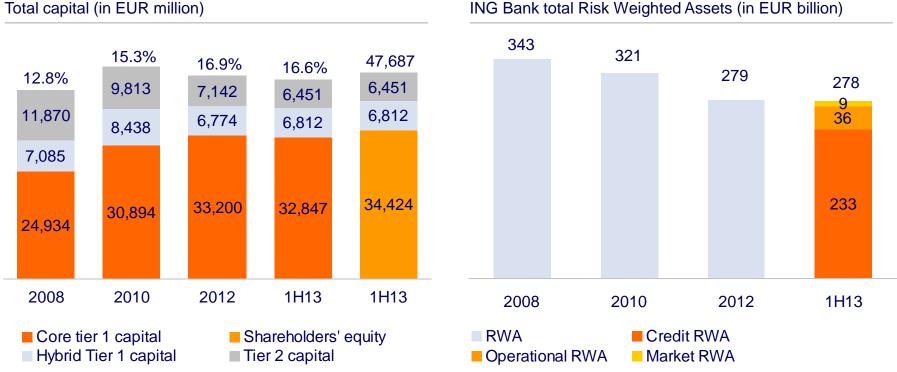




Short-term funding reduced while growing deposits



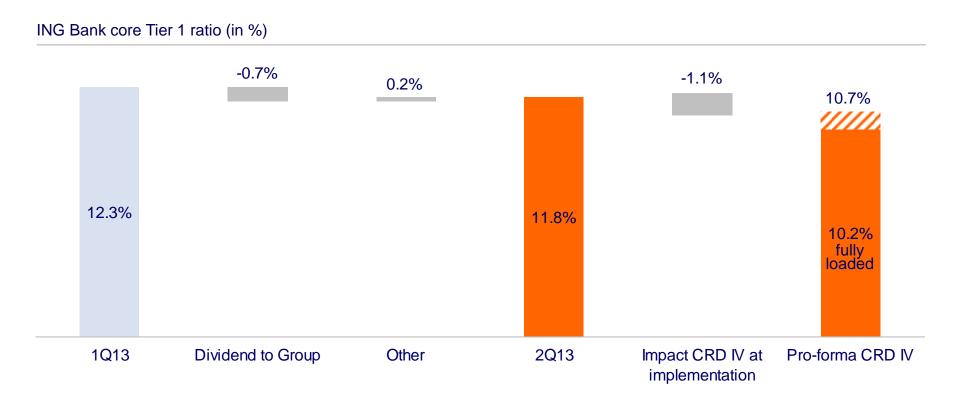
Strong capital growth and a sizeable capital buffer



Total capital (in EUR million)

- ING Banks total capital buffer amounted to EUR 48 billion at June 2013 ٠
- The increase was primarily driven by an increase in core tier 1 capital, which offset a reduction in tier 2 capital ٠
- RWA have been managed down, also supported by divestments, resulting in a Basel II BIS ratio of 16.6% ٠

Strong capital position Bank despite dividend to Group



- ING Bank's core Tier 1 ratio decreased from 12.3% to 11.8% following the EUR 1.8 bln dividend to the Group, of which EUR 1.5 bln has been used to reduce the double leverage and EUR 0.3 bln was provided to NN Bank on 1 July
- CRD IV will start on 1 January 2014, including the first tranche of the phased-in effect. Pro-forma impact is -110 bps, of which - 20 bps phased-in effect, resulting in a pro-forma CRD IV core Tier 1 ratio of 10.7%
- The pro-forma core Tier 1 ratio on a fully-loaded basis is 10.2%, exceeding ING's Ambition 2015 target of ≥10%



Pro-forma CRD IV core Tier 1 ratio fully-loaded 10.2%

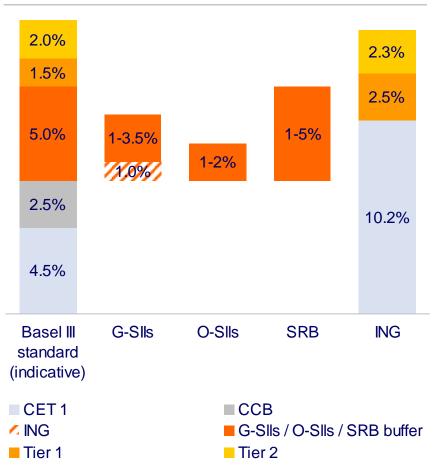
Impact CRD IV 2Q2013 (pro-forma) (EUR bln)	1		
	Core Tier 1 capital	RWAs	CT1 ratio
30 June 2013 (after payment to Group)	32.8	277.6	11.8%
Impact Basel III RWAs		+18.0	
Deduct minorities	-0.5		
Basel III impact (immediate elements)	32.3	295.6	10.9%
Revaluation reserve debt securities	+0.8		
Revaluation reserve equity securities	+1.2		
Revaluation reserve real estate own use	+0.3		
Defined benefit pension fund assets	-2.6		
Intangibles	-0.5		
DTA	-0.8		
Other	-0.5		
Pro-forma core Tier 1 ratio (fully loaded)	30.2	295.6	10.2%

CRD IV core Tier 1 ratio

- DNB has allowed Dutch banks to apply a regulatory adjustment to eliminate the impact of the revised IAS 19 from available capital during the migration towards Basel III
- Consequently, the so called corridor will not be excluded from core Tier 1 capital, immediately on implementation, but will be phased out (20% annually)
- The impact of CRD IV is estimated at -90 bps on introduction at 1 January 2014 and -70 bps phased in effect
- The phased-in starts on 1 January 2014, so the first tranche (-20 bps) will coincide with the immediate elements
- Consequently, the total impact on 1 January 2014 will be -110 bps, resulting in a pro-forma CRD IV ratio of 10.7%



ING Bank is well positioned for capital requirements



Potential capital requirements

- The common equity tier 1 capital requirement will be minimum 7%
 - 4.5% common equity tier 1 (CET1)
 - 2.5% capital conservation buffer (CCB)
- The systemic buffers compile:
 - Global systemic buffer (G-SII) of up to 3.5% (ING:1%)
 - Other systemic buffer (O-SII) of 1-2% (Domestic Sifi)
 - Systemic risk buffers (SRB) of 1-3% until 2014 and 1-5% (or higher) from 2015
- The higher of the G-SII/ O-SII/ SRB buffer applies unless SRB only covers exposures on one country
- The Global Sifi buffer will be phased in 25% from 2016
- A potential countercyclical buffer of 0-2.5% is not included

ING Bank is well positioned for CRD IV capital proposals

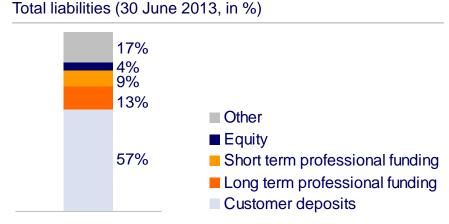
- On a pro-forma basis:
 - Core tier 1 ratio of 10.2% (fully loaded CRD IV)
 - Tier 1 buffer of 2.5%
 - Tier 2 buffer of 2.3%



Deposits are the primary source of funding

Continued growth in deposits

- 57% of the balance sheet is funded by customer deposits
- · 84% of funds entrusted is retail based
- ING continued to grow its deposits base even in crisis years



Retail Banking net inflow in funds entrusted



ING Bank total funds entrusted June 2013 (EUR bln)





- Belgium
- Germany
- Rest of Europe
- Outside Europe

ING Bank Credit update

Long-term debt issuance has increased



Subordinated loans and Long-term debt securities in issue (in EUR bln)

ING Bank NV ratings

	Long term rating	Outlook	Short term rating
S&P	A+	Negative	A-1
Moody's	A2	Negative	P-1
Fitch	A+	Negative	F1+

ING Bank has a well diversified long term funding mix (30 June 2013, in EUR bln)

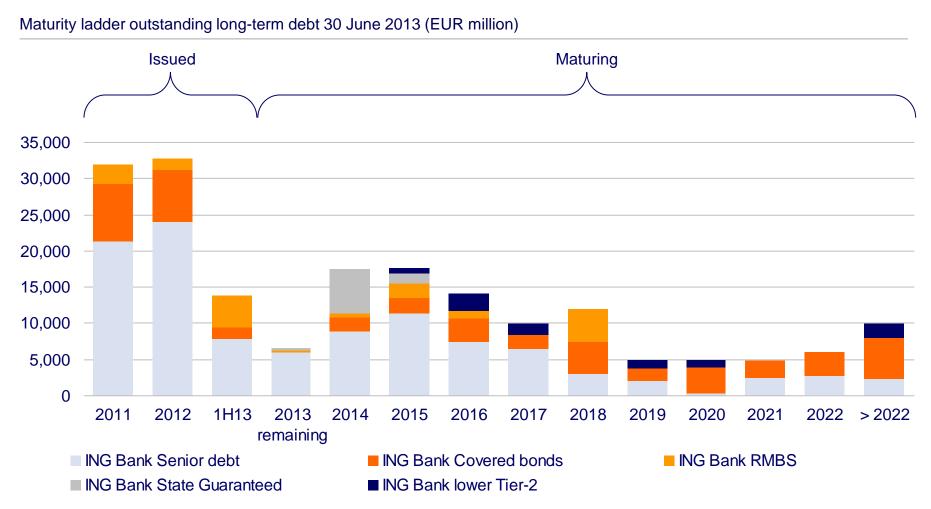


ING Bank covered bond programme

- ING Bank has a EUR 35 billion legislative AAA rated covered bond programme
- EUR 30 billion is outstanding with a principal balance of EUR 42 billion
- Weighted average loan to indexed market value is 78%
- Weighted average coupon is 4%

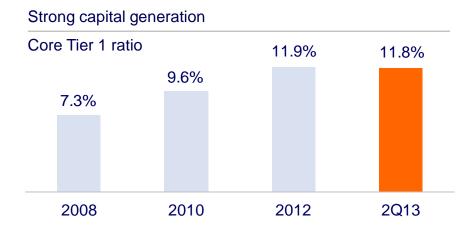


ING Bank has modest long-term funding needs

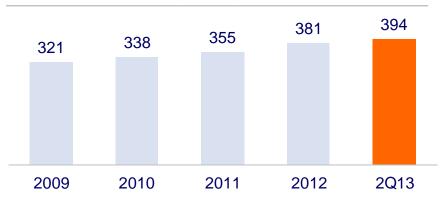


* Figures shown for issued senior bonds are included with the tenor ≥ 1 year

Wrap up



Continued retail deposit gathering* (in EUR bln)



A healthy balance sheet

- Total capital buffer of EUR 48 billion
- Core tier 1 ratio of 10.2% (pro-forma CRD IV)
- · Balance sheet is substantially funded by retail deposits
- EUR 14.5 billion of long-term debt issued year-to-date versus EUR 21 billion maturing

Sound liquidity ratios

	2011	2012	1H13
Loan to deposit ratio	1.18	1.13	1.07
Eligible asset buffer	192	197	197
LCR	~90%	>100%	>100%

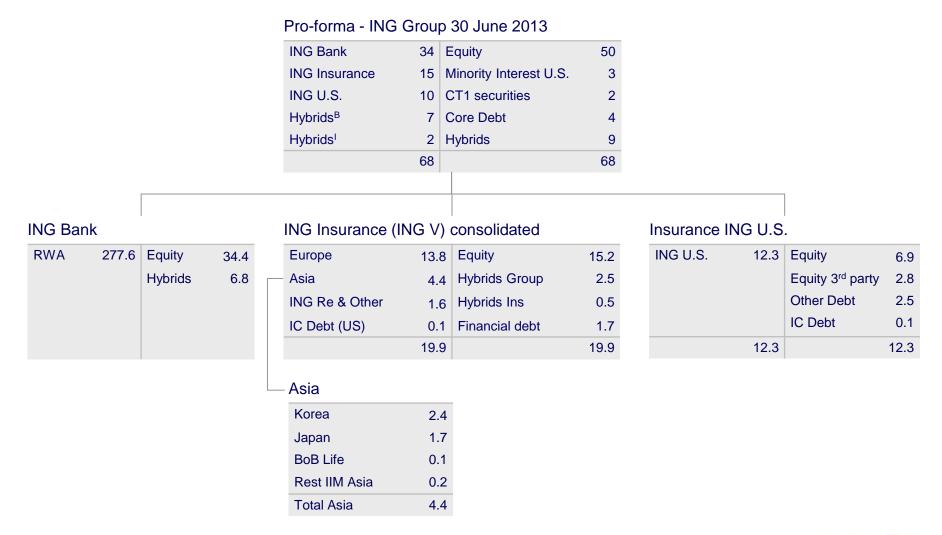
* Adjusted for divestments



Appendix



Pro-forma ING Group capital structure at 30 June 2013





Disclaimer

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, the same accounting principles are applied as in the 2Q2013 ING Group Interim Accounts.

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) the implementation of ING's restructuring plan to separate banking and insurance operations, (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) the frequency and severity of insured loss events, (7) changes affecting mortality and morbidity levels and trends, (8) changes affecting persistency levels, (9) changes affecting interest rate levels, (10) changes affecting currency exchange rates, (11) changes in investor, customer and policyholder behaviour, (12) changes in general competitive factors, (13) changes in laws and regulations, (14) changes in the policies of governments and/or regulatory authorities, (15) conclusions with regard to purchase accounting assumptions and methodologies, (16) changes in ownership that could affect the future availability to us of net operating loss, net capital and built-in loss carry forwards, (17) changes in credit-ratings, (18) ING's ability to achieve projected operational synergies and (19) 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. This document does not constitute an offer to sell, or a solicitation of an offer to buy, any securities.

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