

# ING Historical Trend Data 1Q2019 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.
- 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.
- ING analyses its results on an underlying basis. Underlying results are derived from results based on IFRS as adopted by the European Union (IFRS-EU), excluding the impact from divestments, special items and Insurance Other. In case of a divestment, historical results are revised by excluding both the transaction gain/loss and the operating results of the divested unit. Insurance Other comprises mainly the net result relating to warrants on the shares of Voya Financial and NN Group. ING sold its remaining part of warrants on the shares of Voya Financial in March 2018; the warrant agreement between NN Group and ING was terminated in November 2018.
- As per 1Q2019, the Wholesale Banking product groups changed to better reflect how the business is managed following Wholesale Banking strategic review implemented in 2018. The most important change is the concentration of most of the lending activities under the new product group 'Lending'. The main exception is Trade & Commodity Finance, which together with Transaction Services, is included in the product group 'Daily Banking & Trade Finance'. Corporate Finance and General Leasing (non run-off) have been moved from respectively Financial Markets and General Lending to Treasury & Other.
- As per 1Q2019, the Real Estate Finance portfolio related to Dutch domestic midcorporates, which was included under Wholesale Banking Industry Lending, has been transferred to Retail Netherlands in order to define clearer roles and responsibilities. Historical figures have been adjusted.
- Information on the changes with regard to the breakdown of Wholesale Banking product groups, and transfer of the Real Estate Finance portfolio related to Dutch domestic midcorporates can be found in the 'ING Updated Historical Trend Data 4Q2018' document, which was published on <https://www.ing.com/Investor-relations/Financial-Reports/Quarterly-results.htm>
- 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

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## ING 1.1 Profit or loss: Comparable quarters

Profit or loss												
In € million	Total Group			of which: Retail Banking <sup>4)</sup>			of which: Wholesale Banking <sup>4)</sup>			of which: Corporate Line		
	1Q2019	1Q2018	4Q2018	1Q2019	1Q2018	4Q2018	1Q2019	1Q2018	4Q2018	1Q2019	1Q2018	4Q2018
<b>Profit or loss</b>												
Net interest income	3,483	3,404	3,571	2,429	2,468	2,493	930	871	985	123	64	93
Net fee and commission income	675	661	704	415	401	409	262	261	295	-2	-1	0
Investment income	150	65	-132	23	40	-7	8	24	-126	119	1	1
Other income	268	327	358	169	183	165	106	179	212	-8	-35	-19
<b>Total underlying income</b>	<b>4,576</b>	<b>4,457</b>	<b>4,501</b>	<b>3,036</b>	<b>3,093</b>	<b>3,059</b>	<b>1,307</b>	<b>1,335</b>	<b>1,367</b>	<b>233</b>	<b>29</b>	<b>75</b>
Expenses excl. regulatory costs	2,272	2,193	2,303	1,537	1,531	1,591	640	593	651	96	68	61
Regulatory costs <sup>1)</sup>	515	493	266	383	382	146	132	111	119	-0	-0	-0
<b>Underlying operating expenses</b>	<b>2,787</b>	<b>2,686</b>	<b>2,568</b>	<b>1,920</b>	<b>1,914</b>	<b>1,738</b>	<b>771</b>	<b>704</b>	<b>770</b>	<b>96</b>	<b>68</b>	<b>61</b>
<b>Gross result</b>	<b>1,789</b>	<b>1,771</b>	<b>1,933</b>	<b>1,116</b>	<b>1,179</b>	<b>1,322</b>	<b>536</b>	<b>632</b>	<b>597</b>	<b>137</b>	<b>-40</b>	<b>14</b>
Addition to loan loss provisions	207	85	242	136	96	193	71	-10	50	-0	0	-1
<b>Underlying result before tax</b>	<b>1,582</b>	<b>1,686</b>	<b>1,692</b>	<b>980</b>	<b>1,084</b>	<b>1,129</b>	<b>465</b>	<b>642</b>	<b>547</b>	<b>137</b>	<b>-40</b>	<b>15</b>
Taxation	443	464	425	262	283	307	148	156	124	32	25	-6
Non-controlling interests	21	29	29	17	25	21	3	4	7	-0	-0	-0
<b>Underlying net result</b>	<b>1,119</b>	<b>1,192</b>	<b>1,238</b>	<b>701</b>	<b>776</b>	<b>801</b>	<b>313</b>	<b>481</b>	<b>416</b>	<b>105</b>	<b>-65</b>	<b>21</b>
Special items after tax	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net result Banking</b>	<b>1,119</b>	<b>1,192</b>	<b>1,238</b>	<b>701</b>	<b>776</b>	<b>801</b>	<b>313</b>	<b>481</b>	<b>416</b>	<b>105</b>	<b>-65</b>	<b>21</b>
Net result Insurance Other	-	33	35									
<b>Net result ING Group</b>	<b>1,119</b>	<b>1,225</b>	<b>1,273</b>									
<b>Key figures<sup>2)</sup></b>												
Interest margin	1.55%	1.52%	1.56%									
Cost/income ratio	60.9%	60.3%	57.1%	63.2%	61.9%	56.8%	59.0%	52.7%	56.3%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	9.0%	10.0%	10.2%									
Return on equity based on 13.5% CET1 <sup>3)</sup>	10.8%	11.6%	11.9%	13.2%	14.6%	15.1%	6.3%	9.9%	8.3%	108.0%	-62.2%	23.0%
Risk costs in bps of average customer lending	14	6	16	13	9	18	16	-3	11	n.a.	n.a.	n.a.
Risk costs in bps of average RWA	26	11	31	34	24	48	19	-3	13	-1	1	-13
Risk-weighted assets (end of period)	311,884	312,434	314,149	160,374	163,724	161,299	148,508	145,356	150,114	3,002	3,355	2,737
Employees (internal FTEs, end of period)	52,658	51,752	52,855	39,720	39,901	39,952	12,935	11,848	12,899	2	3	3
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.54%	1.54%	1.53%									
Cost/income ratio	55.0%	55.7%	54.8%	55.8%	56.0%	55.5%	51.8%	50.1%	50.3%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	11.0%	10.3%	11.2%									
Return on equity based on 13.5% CET1 <sup>3)</sup>	12.7%	12.1%	12.9%	16.5%	16.6%	16.9%	8.5%	8.9%	9.4%	13.4%	-83.1%	-30.9%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

<sup>4)</sup> As per 1Q2019, the Dutch domestic midcorporates real estate finance portfolio transferred from Wholesale Banking to Retail Banking Netherlands. Historical figures have been adjusted.

## ING 1.2 Profit or loss: 1Q2019 Segment split

Profit or loss 1Q2019												
In € million	Total	Retail	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	Daily Banking & Lending		Financial Markets	Treasury & Other	Corporate Line
		Banking	Netherlands	Belgium	Germany	Other		Trade Finance				
Balance sheet related interest	3,483	2,520	873	501	383	761	996	641	189	122	44	-32
Capital charge on book equity	-	-87	1	-24	8	-72	-62	-0	-0	-29	-33	150
Interest benefit on total capital	-	-3	-1	-1	-0	-1	-3	-2	-0	-0	-0	6
Net interest income	3,483	2,429	874	476	391	688	930	639	188	92	11	123
Net fee and commission income	675	415	166	90	55	104	262	112	126	20	4	-2
Investment income	122	0	-	0	-0	0	3	-	0	0	3	119
Realised gains and fair value changes on investments	28	23	1	6	11	4	5	-	-	-	5	-0
Total investment income	150	23	1	6	11	4	8	-	0	0	8	119
Valuation result and net trading income	218	136	54	22	37	23	99	-9	12	84	11	-18
Other income	50	33	7	8	3	14	8	-0	-1	-0	9	10
Total other income	268	169	61	31	41	37	106	-9	12	84	21	-8
<b>Total underlying income</b>	<b>4,576</b>	<b>3,036</b>	<b>1,102</b>	<b>603</b>	<b>498</b>	<b>833</b>	<b>1,307</b>	<b>741</b>	<b>326</b>	<b>196</b>	<b>44</b>	<b>233</b>
Expenses excl. regulatory costs	2,272	1,537	486	338	243	470	640	221	161	196	61	96
Regulatory costs <sup>1)</sup>	515	383	72	190	52	69	132	48	30	35	18	-0
<b>Underlying operating expenses</b>	<b>2,787</b>	<b>1,920</b>	<b>558</b>	<b>528</b>	<b>296</b>	<b>538</b>	<b>771</b>	<b>269</b>	<b>192</b>	<b>231</b>	<b>79</b>	<b>96</b>
<b>Gross result</b>	<b>1,789</b>	<b>1,116</b>	<b>544</b>	<b>75</b>	<b>203</b>	<b>295</b>	<b>536</b>	<b>472</b>	<b>134</b>	<b>-35</b>	<b>-36</b>	<b>137</b>
Addition to loan loss provisions	207	136	11	42	2	82	71	57	18	-2	-2	-0
<b>Underlying result before tax</b>	<b>1,582</b>	<b>980</b>	<b>533</b>	<b>33</b>	<b>201</b>	<b>213</b>	<b>465</b>	<b>416</b>	<b>116</b>	<b>-33</b>	<b>-34</b>	<b>137</b>
Taxation	443	262	130	1	71	59	148	135	30	-8	-8	32
Non-controlling interests	21	17	0	0	1	17	3	3	1	1	-2	-0
<b>Underlying net result</b>	<b>1,119</b>	<b>701</b>	<b>403</b>	<b>32</b>	<b>129</b>	<b>137</b>	<b>313</b>	<b>278</b>	<b>84</b>	<b>-26</b>	<b>-23</b>	<b>105</b>
Special items after tax	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net result Banking</b>	<b>1,119</b>	<b>701</b>	<b>403</b>	<b>32</b>	<b>129</b>	<b>137</b>	<b>313</b>	<b>278</b>	<b>84</b>	<b>-26</b>	<b>-23</b>	<b>105</b>
Net result Insurance Other	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net result ING Group</b>	<b>1,119</b>	-	-	-	-	-	-	-	-	-	-	-
<b>Key figures<sup>2)</sup></b>												
Interest margin	1.55%											
Cost/income ratio	60.9%	63.2%	50.6%	87.6%	59.3%	64.6%	59.0%	36.3%	58.8%	117.8%	181.1%	n.a.
Return on equity based on IFRS-EU equity	9.0%											
Return on equity based on 13.5% CET1 <sup>3)</sup>	10.8%	13.2%	25.0%	2.4%	15.1%	9.4%	6.3%	8.7%	10.4%	-3.6%	-8.1%	108.0%
Risk costs in bps of average customer lending	14	13	3	19	1	35	16	16	18	-54	-14	n.a.
Risk costs in bps of average RWA	26	34	9	42	3	67	19	24	30	-4	-9	-1
Risk-weighted assets (end of period)	311,884	160,374	47,386	39,686	25,365	47,937	148,508	94,956	23,575	21,012	8,965	3,002
Employees (internal FTEs, end of period)	52,658	39,720	9,137	8,088	4,861	17,635	12,935					2
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.54%											
Cost/income ratio	55.0%	55.8%	47.0%	67.5%	52.6%	61.8%	51.8%	30.0%	51.5%	109.5%	194.6%	n.a.
Return on equity based on IFRS-EU equity	11.0%											
Return on equity based on 13.5% CET1 <sup>3)</sup>	12.7%	16.5%	27.7%	8.1%	18.6%	10.6%	8.5%	11.5%	12.5%	-2.2%	-8.4%	13.4%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.3 Profit or loss: Quarterly overview

Profit or loss								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Interest income				7,189	7,312	6,978	6,854	6,621
Minus: interest expense				3,706	3,741	3,478	3,413	3,217
Net interest income				3,483	3,571	3,500	3,441	3,404
Net fee and commission income				675	704	720	717	661
Investment income				122	-121	92	9	2
Realised gains and fair value changes on investments				28	-11	-3	29	63
Total investment income				150	-132	89	38	65
Valuation result and net trading income				218	287	281	210	253
Other income				50	71	56	77	74
Total other income				268	358	337	287	327
<b>Total underlying income</b>				<b>4,576</b>	<b>4,501</b>	<b>4,646</b>	<b>4,484</b>	<b>4,457</b>
Staff expenses				1,374	1,351	1,346	1,384	1,340
Regulatory costs <sup>1)</sup>				515	266	91	98	493
Other expenses				898	952	870	865	853
<b>Operating expenses</b>				<b>2,787</b>	<b>2,568</b>	<b>2,307</b>	<b>2,347</b>	<b>2,686</b>
<b>Gross result</b>				<b>1,789</b>	<b>1,933</b>	<b>2,339</b>	<b>2,137</b>	<b>1,771</b>
Addition to loan loss provisions				207	242	215	115	85
<b>Underlying result before tax</b>				<b>1,582</b>	<b>1,692</b>	<b>2,124</b>	<b>2,022</b>	<b>1,686</b>
Taxation				443	425	582	557	464
Non-controlling interests				21	29	28	22	29
<b>Underlying net result</b>				<b>1,119</b>	<b>1,238</b>	<b>1,515</b>	<b>1,443</b>	<b>1,192</b>
Special items after tax				-	-	-775	-	-
<b>Net result Banking</b>				<b>1,119</b>	<b>1,238</b>	<b>740</b>	<b>1,443</b>	<b>1,192</b>
Net result Insurance Other				-	35	36	-14	33
<b>Net result ING Group</b>				<b>1,119</b>	<b>1,273</b>	<b>776</b>	<b>1,429</b>	<b>1,225</b>
<b>Key figures<sup>2)</sup></b>								
Interest margin				1.55%	1.56%	1.52%	1.51%	1.52%
Cost/income ratio				60.9%	57.1%	49.7%	52.3%	60.3%
Return on equity based on IFRS-EU equity				9.0%	10.2%	12.7%	12.0%	10.0%
Return on equity based on 13.5% CET1 <sup>3)</sup>				10.8%	11.9%	14.4%	13.8%	11.6%
Risk costs in bps of average customer lending				14	16	14	8	6
Risk costs in bps of average RWA				26	31	27	15	11
Risk-weighted assets (end of period)				311,884	314,149	316,313	318,729	312,434
Employees (internal FTEs, end of period)				52,658	52,855	52,519	52,189	51,752
<b>Four-quarter rolling average key figures</b>								
interest margin				1.54%	1.53%	1.53%	1.54%	1.54%
Cost/income ratio				55.0%	54.8%	55.5%	56.1%	55.7%
Return on equity based on IFRS-EU equity				11.0%	11.2%	10.7%	10.4%	10.3%
Return on equity based on 13.5% CET1 <sup>3)</sup>				12.7%	12.9%	12.4%	12.1%	12.1%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking <sup>1)</sup>								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Balance sheet related interest				2,520	2,493	2,498	2,459	2,444
Capital charge on book equity				-87	-1	-2	-2	-1
Interest benefit on total capital				-3	1	3	22	25
Net interest income				2,429	2,493	2,499	2,479	2,468
Net fee and commission income				415	409	415	430	401
Investment income				0	1	85	3	-1
Realised gains and fair value changes on investments				23	-8	2	20	41
Total investment income				23	-7	86	23	40
Valuation result and net trading income				136	73	157	79	128
Other income				33	91	31	52	55
Total other income				169	165	188	131	183
<b>Total underlying income</b>				<b>3,036</b>	<b>3,059</b>	<b>3,188</b>	<b>3,064</b>	<b>3,093</b>
Expenses excl. regulatory costs				1,537	1,591	1,533	1,535	1,531
Regulatory costs				383	146	86	85	382
<b>Underlying operating expenses</b>				<b>1,920</b>	<b>1,738</b>	<b>1,619</b>	<b>1,620</b>	<b>1,914</b>
<b>Gross result</b>				<b>1,116</b>	<b>1,322</b>	<b>1,569</b>	<b>1,444</b>	<b>1,179</b>
Addition to loan loss provisions				136	193	107	52	96
<b>Underlying result before tax</b>				<b>980</b>	<b>1,129</b>	<b>1,462</b>	<b>1,393</b>	<b>1,084</b>
Taxation				262	307	382	377	283
Non-controlling interests				17	21	24	19	25
<b>Underlying net result</b>				<b>701</b>	<b>801</b>	<b>1,056</b>	<b>997</b>	<b>776</b>
Special items after tax				-	-	-	-	-
<b>Net result</b>				<b>701</b>	<b>801</b>	<b>1,056</b>	<b>997</b>	<b>776</b>
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				63.2%	56.8%	50.8%	52.9%	61.9%
Return on equity based on 13.5% CET1 <sup>3)</sup>				13.2%	15.1%	19.5%	18.2%	14.6%
Risk costs in bps of average customer lending				13	18	10	5	9
Risk costs in bps of average RWA				34	48	26	13	24
Risk-weighted assets (end of period)				160,374	161,299	162,373	166,004	163,724
Employees (internal FTEs, end of period)				39,720	39,952	39,813	39,716	39,901
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				55.8%	55.5%	56.1%	56.3%	56.0%
Return on equity based on 13.5% CET1 <sup>3)</sup>				16.5%	16.9%	16.7%	16.6%	16.6%

<sup>1)</sup> As per 1Q2019, the Dutch domestic midcorporates real estate finance portfolio transferred from Wholesale Banking to Retail Banking Netherlands. Historical figures have been adjusted.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

# ING 1.5 Profit or loss: Retail Banking Benelux

Profit or loss Retail Banking Benelux <sup>1)</sup>								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Balance sheet related interest				1,375	1,386	1,405	1,388	1,363
Capital charge on book equity				-23	2	2	1	2
Interest benefit on total capital				-2	0	2	13	15
Net interest income				1,350	1,389	1,408	1,402	1,379
Net fee and commission income				256	249	259	274	252
Investment income				0	2	2	2	-1
Realised gains and fair value changes on investments				8	-4	-7	10	45
Total investment income				8	-2	-5	12	45
Valuation result and net trading income				76	54	107	75	111
Other income				16	31	13	37	28
Total other income				92	85	119	112	138
<b>Total underlying income</b>				<b>1,705</b>	<b>1,722</b>	<b>1,781</b>	<b>1,800</b>	<b>1,814</b>
Expenses excl. regulatory costs				824	887	847	852	859
Regulatory costs				262	68	21	19	278
<b>Underlying operating expenses</b>				<b>1,086</b>	<b>955</b>	<b>868</b>	<b>871</b>	<b>1,136</b>
<b>Gross result</b>				<b>619</b>	<b>767</b>	<b>913</b>	<b>928</b>	<b>678</b>
Addition to loan loss provisions				52	85	25	-20	34
<b>Underlying result before tax</b>				<b>567</b>	<b>682</b>	<b>888</b>	<b>949</b>	<b>644</b>
Taxation				131	186	231	245	162
Non-controlling interests				0	0	-0	0	6
<b>Underlying net result</b>				<b>435</b>	<b>496</b>	<b>657</b>	<b>703</b>	<b>476</b>
Special items after tax				-	-	-	-	-
<b>Net result</b>				<b>435</b>	<b>496</b>	<b>657</b>	<b>703</b>	<b>476</b>
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				63.7%	55.4%	48.7%	48.4%	62.6%
Return on equity based on 13.5% CET1 <sup>3)</sup>				14.8%	16.8%	21.8%	23.2%	16.2%
Risk costs in bps of average customer lending				8	14	4	-3	6
Risk costs in bps of average RWA				24	39	11	-9	15
Risk-weighted assets (end of period)				87,072	87,131	87,933	90,599	89,088
Employees (internal FTEs, end of period)				17,225	17,056	16,993	17,005	17,265
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				53.9%	53.8%	53.8%	53.3%	53.2%
Return on equity based on 13.5% CET1 <sup>3)</sup>				19.2%	19.5%	19.6%	20.0%	19.9%

<sup>1)</sup> As per 1Q2019, the Dutch domestic midcorporates real estate finance portfolio transferred from Wholesale Banking to Retail Banking Netherlands. Historical figures have been adjusted.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.6 Profit or loss: Retail Banking Netherlands

Profit or loss Retail Banking Netherlands <sup>1)</sup>								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Balance sheet related interest				873	922	938	942	922
Capital charge on book equity				1	2	2	1	1
Interest benefit on total capital				-1	0	1	7	9
Net interest income				874	924	941	951	932
Net fee and commission income				166	169	170	168	158
Investment income				-	0	1	0	-
Realised gains and fair value changes on investments				1	-2	-7	10	23
Total investment income				1	-2	-6	10	23
Valuation result and net trading income				54	42	87	57	78
Other income				7	11	9	12	13
Total other income				61	54	96	69	91
<b>Total underlying income</b>				<b>1,102</b>	<b>1,145</b>	<b>1,201</b>	<b>1,197</b>	<b>1,204</b>
Expenses excl. regulatory costs				486	536	499	490	497
Regulatory costs				72	59	21	21	96
<b>Underlying operating expenses</b>				<b>558</b>	<b>595</b>	<b>521</b>	<b>511</b>	<b>593</b>
<b>Gross result</b>				<b>544</b>	<b>550</b>	<b>681</b>	<b>686</b>	<b>611</b>
Addition to loan loss provisions				11	45	-21	-52	-13
<b>Underlying result before tax</b>				<b>533</b>	<b>505</b>	<b>702</b>	<b>738</b>	<b>623</b>
Taxation				130	123	167	186	150
Non-controlling interests				0	0	-0	-	-
<b>Underlying net result</b>				<b>403</b>	<b>382</b>	<b>534</b>	<b>552</b>	<b>474</b>
Special items after tax				-	-	-	-	-
<b>Net result</b>				<b>403</b>	<b>382</b>	<b>534</b>	<b>552</b>	<b>474</b>
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				50.6%	51.9%	43.3%	42.7%	49.3%
Return on equity based on 13.5% CET1 <sup>3)</sup>				25.0%	23.1%	31.1%	31.2%	26.7%
Risk costs in bps of average customer lending				3	11	-5	-13	-3
Risk costs in bps of average RWA				9	37	-16	-40	-10
Risk-weighted assets (end of period)				47,386	48,041	49,787	52,123	52,898
Employees (internal FTEs, end of period)				9,137	9,030	8,913	8,789	8,925
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				47.0%	46.8%	46.9%	46.2%	47.2%
Return on equity based on 13.5% CET1 <sup>3)</sup>				27.7%	28.1%	28.0%	27.9%	26.8%

<sup>1)</sup> As per 1Q2019, the Dutch domestic midcorporates real estate finance portfolio transferred from Wholesale Banking to Retail Banking Netherlands. Historical figures have been adjusted.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).



## ING 1.7 Profit or loss: Retail Banking Belgium

Profit or loss Retail Banking Belgium <sup>1)</sup>								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Balance sheet related interest				501	465	466	446	440
Capital charge on book equity				-24	0	0	0	0
Interest benefit on total capital				-1	0	1	5	6
Net interest income				476	465	467	451	446
Net fee and commission income				90	81	89	106	95
Investment income				0	2	0	2	-1
Realised gains and fair value changes on investments				6	-2	-0	0	22
Total investment income				6	0	0	2	22
Valuation result and net trading income				22	12	20	18	33
Other income				8	20	3	25	14
Total other income				31	32	23	43	47
<b>Total underlying income</b>				<b>603</b>	<b>577</b>	<b>580</b>	<b>603</b>	<b>610</b>
Expenses excl. regulatory costs				338	351	348	362	362
Regulatory costs				190	9	-1	-2	181
<b>Underlying operating expenses</b>				<b>528</b>	<b>360</b>	<b>347</b>	<b>360</b>	<b>543</b>
<b>Gross result</b>				<b>75</b>	<b>217</b>	<b>233</b>	<b>242</b>	<b>67</b>
Addition to loan loss provisions				42	40	46	32	47
<b>Underlying result before tax</b>				<b>33</b>	<b>177</b>	<b>187</b>	<b>211</b>	<b>21</b>
Taxation				1	63	64	60	12
Non-controlling interests				0	0	0	0	6
<b>Underlying net result</b>				<b>32</b>	<b>114</b>	<b>123</b>	<b>151</b>	<b>3</b>
Special items after tax				-	-	-	-	-
<b>Net result</b>				<b>32</b>	<b>114</b>	<b>123</b>	<b>151</b>	<b>3</b>
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				87.6%	62.4%	59.9%	59.8%	89.0%
Return on equity based on 13.5% CET1 <sup>3)</sup>				2.4%	8.7%	9.5%	12.0%	0.7%
Risk costs in bps of average customer lending				19	19	21	15	23
Risk costs in bps of average RWA				42	42	48	34	52
Risk-weighted assets (end of period)				39,686	39,091	38,147	38,476	36,190
Employees (internal FTEs, end of period)				8,088	8,026	8,080	8,216	8,340
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				67.5%	68.0%	67.7%	67.6%	65.2%
Return on equity based on 13.5% CET1 <sup>3)</sup>				8.1%	7.8%	7.8%	8.2%	9.5%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.8 Profit or loss: Retail Banking Challengers & Growth Markets

Profit or loss Retail Banking Challengers & Growth Markets								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Balance sheet related interest				1,145	1,107	1,093	1,071	1,081
Capital charge on book equity				-64	-4	-4	-3	-2
Interest benefit on total capital				-1	0	1	9	11
Net interest income				1,079	1,104	1,091	1,077	1,090
Net fee and commission income				159	159	156	157	149
Investment income				-0	-0	83	2	-0
Realised gains and fair value changes on investments				15	-5	9	10	-5
Total investment income				15	-5	92	12	-5
Valuation result and net trading income				60	19	51	4	17
Other income				17	60	18	15	28
Total other income				78	79	69	19	45
<b>Total underlying income</b>				<b>1,331</b>	<b>1,337</b>	<b>1,407</b>	<b>1,264</b>	<b>1,279</b>
Expenses excl. regulatory costs				713	704	686	682	673
Regulatory costs				121	78	65	66	105
<b>Underlying operating expenses</b>				<b>834</b>	<b>783</b>	<b>751</b>	<b>748</b>	<b>777</b>
<b>Gross result</b>				<b>497</b>	<b>554</b>	<b>656</b>	<b>516</b>	<b>501</b>
Addition to loan loss provisions				84	107	82	72	62
<b>Underlying result before tax</b>				<b>414</b>	<b>447</b>	<b>574</b>	<b>444</b>	<b>440</b>
Taxation				131	120	150	132	121
Non-controlling interests				17	21	24	18	19
<b>Underlying net result</b>				<b>266</b>	<b>305</b>	<b>399</b>	<b>294</b>	<b>300</b>
Special items after tax				-	-	-	-	-
<b>Net result</b>				<b>266</b>	<b>305</b>	<b>399</b>	<b>294</b>	<b>300</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				62.6%	58.5%	53.4%	59.2%	60.8%
Return on equity based on 13.5% CET1 <sup>2)</sup>				11.4%	13.0%	16.7%	12.3%	12.7%
Risk costs in bps of average customer lending				19	25	19	17	15
Risk costs in bps of average RWA				45	58	44	38	33
Risk-weighted assets (end of period)				73,302	74,168	74,439	75,405	74,636
Employees (internal FTEs, end of period)				22,496	22,896	22,820	22,710	22,636
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				58.4%	57.9%	59.2%	60.7%	60.0%
Return on equity based on 13.5% CET1 <sup>2)</sup>				13.4%	13.7%	13.2%	12.6%	12.8%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.9 Profit or loss: Retail Banking Germany

Profit or loss Retail Banking Germany <sup>1)</sup>								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Balance sheet related interest				383	386	408	422	408
Capital charge on book equity				8	10	10	10	9
Interest benefit on total capital				-0	0	0	4	4
Net interest income				391	396	418	435	422
Net fee and commission income				55	71	61	48	46
Investment income				-0	-0	-0	0	-0
Realised gains and fair value changes on investments				11	-3	-1	6	0
Total investment income				11	-3	-2	6	0
Valuation result and net trading income				37	23	44	-10	9
Other income				3	1	4	2	3
Total other income				41	24	47	-8	12
<b>Total underlying income</b>				<b>498</b>	<b>487</b>	<b>525</b>	<b>481</b>	<b>479</b>
Expenses excl. regulatory costs				243	227	240	230	224
Regulatory costs				52	17	19	19	51
<b>Underlying operating expenses</b>				<b>296</b>	<b>244</b>	<b>259</b>	<b>249</b>	<b>275</b>
<b>Gross result</b>				<b>203</b>	<b>244</b>	<b>266</b>	<b>232</b>	<b>204</b>
Addition to loan loss provisions				2	-45	5	3	9
<b>Underlying result before tax</b>				<b>201</b>	<b>289</b>	<b>260</b>	<b>228</b>	<b>195</b>
Taxation				71	94	93	75	62
Non-controlling interests				1	1	1	1	0
<b>Underlying net result</b>				<b>129</b>	<b>194</b>	<b>166</b>	<b>153</b>	<b>132</b>
Special items after tax				-	-	-	-	-
<b>Net result</b>				<b>129</b>	<b>194</b>	<b>166</b>	<b>153</b>	<b>132</b>
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				59.3%	50.0%	49.3%	51.8%	57.4%
Return on equity based on 13.5% CET1 <sup>3)</sup>				15.1%	22.5%	19.1%	17.8%	15.7%
Risk costs in bps of average customer lending				1	-21	2	2	5
Risk costs in bps of average RWA				3	-70	8	5	15
Risk-weighted assets (end of period)				25,365	25,244	26,032	25,909	25,328
Employees (internal FTEs, end of period)				4,861	4,717	4,696	4,706	4,737
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				52.6%	52.1%	53.0%	53.9%	54.0%
Return on equity based on 13.5% CET1 <sup>3)</sup>				18.6%	18.8%	18.9%	19.1%	19.1%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.10 Profit or loss: Retail Banking Other Challengers & Growth Markets

Profit or loss Retail Banking Other Challengers & Growth Markets <sup>1)</sup>								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Balance sheet related interest				761	721	686	649	673
Capital charge on book equity				-72	-14	-13	-13	-11
Interest benefit on total capital				-1	0	1	5	6
Net interest income				688	707	673	642	668
Net fee and commission income				104	89	95	109	103
Investment income				0	0	83	1	0
Realised gains and fair value changes on investments				4	-2	10	5	-5
Total investment income				4	-2	93	6	-5
Valuation result and net trading income				23	-4	7	14	8
Other income				14	59	15	13	25
Total other income				37	56	22	27	33
<b>Total underlying income</b>				<b>833</b>	<b>850</b>	<b>883</b>	<b>783</b>	<b>799</b>
Expenses excl. regulatory costs				470	478	446	453	448
Regulatory costs				69	61	46	47	54
<b>Underlying operating expenses</b>				<b>538</b>	<b>539</b>	<b>493</b>	<b>499</b>	<b>502</b>
<b>Gross result</b>				<b>295</b>	<b>311</b>	<b>390</b>	<b>284</b>	<b>297</b>
Addition to loan loss provisions				82	152	77	69	52
<b>Underlying result before tax</b>				<b>213</b>	<b>158</b>	<b>313</b>	<b>215</b>	<b>245</b>
Taxation				59	27	57	57	59
Non-controlling interests				17	21	23	18	19
<b>Underlying net result</b>				<b>137</b>	<b>111</b>	<b>233</b>	<b>141</b>	<b>167</b>
Special items after tax				-	-	-	-	-
<b>Net result</b>				<b>137</b>	<b>111</b>	<b>233</b>	<b>141</b>	<b>167</b>
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				64.6%	63.4%	55.8%	63.7%	62.8%
Return on equity based on 13.5% CET1 <sup>3)</sup>				9.4%	8.0%	15.5%	9.5%	11.2%
Risk costs in bps of average customer lending				35	68	35	32	24
Risk costs in bps of average RWA				67	125	63	56	42
Risk-weighted assets (end of period)				47,937	48,924	48,408	49,496	49,308
Employees (internal FTEs, end of period)				17,635	18,179	18,124	18,004	17,899
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				61.8%	61.3%	63.1%	64.8%	63.7%
Return on equity based on 13.5% CET1 <sup>3)</sup>				10.6%	11.1%	10.2%	9.2%	9.6%

<sup>1)</sup> Includes: Australia, Czech Republic, France, Italy, Spain, UK Legacy run-off portfolio, Poland, Romania, Turkey, Asian stakes.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.11 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking <sup>1)</sup>								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Balance sheet related interest				996	1,126	1,035	1,022	976
Capital charge on book equity				-62	-142	-129	-122	-129
Interest benefit on total capital				-3	1	3	21	24
Net interest income				930	985	908	922	871
Net fee and commission income				262	295	308	287	261
Investment income				3	-123	7	1	2
Realised gains and fair value changes on investments				5	-3	-4	8	22
Total investment income				8	-126	3	10	24
Valuation result and net trading income				99	227	166	159	164
Other income				8	-15	28	17	15
Total other income				106	212	194	176	179
<b>Total underlying income</b>				<b>1,307</b>	<b>1,367</b>	<b>1,413</b>	<b>1,394</b>	<b>1,335</b>
Expenses excl. regulatory costs				640	651	631	647	593
Regulatory costs				132	119	10	9	111
<b>Underlying operating expenses</b>				<b>771</b>	<b>770</b>	<b>641</b>	<b>656</b>	<b>704</b>
<b>Gross result</b>				<b>536</b>	<b>597</b>	<b>772</b>	<b>738</b>	<b>632</b>
Addition to loan loss provisions				71	50	107	63	-10
<b>Underlying result before tax</b>				<b>465</b>	<b>547</b>	<b>665</b>	<b>675</b>	<b>642</b>
Taxation				148	124	168	185	156
Non-controlling interests				3	7	4	3	4
<b>Underlying net result</b>				<b>313</b>	<b>416</b>	<b>494</b>	<b>487</b>	<b>481</b>
Special items after tax				-	-	-	-	-
<b>Net result</b>				<b>313</b>	<b>416</b>	<b>494</b>	<b>487</b>	<b>481</b>
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				59.0%	56.3%	45.4%	47.1%	52.7%
Return on equity based on 13.5% CET1 <sup>3)</sup>				6.3%	8.3%	9.8%	9.8%	9.9%
Risk costs in bps of average customer lending				16	11	24	15	-3
Risk costs in bps of average RWA				19	13	28	17	-3
Risk-weighted assets (end of period)				148,508	150,114	151,253	150,145	145,356
Employees (internal FTEs, end of period)				12,935	12,899	12,702	12,470	11,848
Value at Risk trading positions (average)				8.0	12.1	7.9	6.4	5.9
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				51.8%	50.3%	50.5%	51.1%	50.1%
Return on equity based on 13.5% CET1 <sup>3)</sup>				8.5%	9.4%	9.1%	8.7%	8.9%

<sup>1)</sup> As per 1Q2019, the Dutch domestic midcorporates real estate finance portfolio transferred from Wholesale Banking to Retail Banking Netherlands. Historical figures have been adjusted.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.12 Profit or loss: WB - Lending

Profit or loss Wholesale Banking - Lending								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Balance sheet related interest				641	668	644	600	548
Capital charge on book equity				-0	-0	-0	-0	-0
Interest benefit on total capital				-2	0	2	12	14
Net interest income				639	668	646	612	562
Net fee and commission income				112	140	122	141	103
Investment income				-	1	-	0	0
Realised gains and fair value changes on investments				-	-0	-0	3	-3
Total investment income				-	1	-0	3	-3
Valuation result and net trading income				-9	111	-6	-33	-26
Other income				-0	-2	1	16	12
Total other income				-9	109	-6	-17	-15
<b>Total underlying income</b>				<b>741</b>	<b>918</b>	<b>763</b>	<b>738</b>	<b>648</b>
Expenses excl. regulatory costs				221	216	196	218	197
Regulatory costs				48	49	0	-0	29
<b>Underlying operating expenses</b>				<b>269</b>	<b>265</b>	<b>197</b>	<b>217</b>	<b>226</b>
<b>Gross result</b>				<b>472</b>	<b>653</b>	<b>566</b>	<b>521</b>	<b>422</b>
Addition to loan loss provisions				57	46	83	51	-23
<b>Underlying result before tax</b>				<b>416</b>	<b>607</b>	<b>483</b>	<b>470</b>	<b>445</b>
Taxation				135	173	81	123	118
Non-controlling interests				3	2	2	1	3
<b>Underlying net result</b>				<b>278</b>	<b>432</b>	<b>400</b>	<b>345</b>	<b>324</b>
Special items after tax				-	-	-	-	-
<b>Net result</b>				<b>278</b>	<b>432</b>	<b>400</b>	<b>345</b>	<b>324</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				36.3%	28.9%	25.8%	29.5%	34.9%
Return on equity based on 13.5% CET1 <sup>2)</sup>				8.7%	13.4%	12.5%	11.4%	11.2%
Risk costs in bps of average customer lending				16	13	25	16	-8
Risk costs in bps of average RWA				24	19	35	23	-11
Risk-weighted assets (end of period)				94,956	95,716	96,509	94,348	86,064
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				30.0%	29.5%	30.4%	30.5%	29.5%
Return on equity based on 13.5% CET1 <sup>2)</sup>				11.5%	12.2%	11.6%	11.4%	11.6%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.13 Profit or loss: WB - Daily Banking & Trade Finance

Profit or loss Wholesale Banking - Daily Banking & Trade Finance								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Balance sheet related interest				189	202	183	182	170
Capital charge on book equity				-0	-0	-0	-0	-0
Interest benefit on total capital				-0	0	0	4	4
Net interest income				188	202	183	185	174
Net fee and commission income				126	132	136	137	130
Investment income				0	0	0	0	0
Realised gains and fair value changes on investments				-	-	-	-	-
Total investment income				0	0	0	0	0
Valuation result and net trading income				12	17	14	15	9
Other income				-1	-1	-2	-1	-2
Total other income				12	16	12	14	7
<b>Total underlying income</b>				<b>326</b>	<b>351</b>	<b>332</b>	<b>336</b>	<b>311</b>
Expenses excl. regulatory costs				161	151	173	161	162
Regulatory costs				30	13	2	0	15
<b>Underlying operating expenses</b>				<b>192</b>	<b>165</b>	<b>175</b>	<b>161</b>	<b>178</b>
<b>Gross result</b>				<b>134</b>	<b>186</b>	<b>157</b>	<b>175</b>	<b>133</b>
Addition to loan loss provisions				18	-4	23	6	-2
<b>Underlying result before tax</b>				<b>116</b>	<b>190</b>	<b>134</b>	<b>169</b>	<b>135</b>
Taxation				30	56	51	44	28
Non-controlling interests				1	4	0	2	2
<b>Underlying net result</b>				<b>84</b>	<b>131</b>	<b>83</b>	<b>123</b>	<b>105</b>
Special items after tax				-	-	-	-	-
<b>Net result</b>				<b>84</b>	<b>131</b>	<b>83</b>	<b>123</b>	<b>105</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				58.8%	46.9%	52.7%	47.8%	57.1%
Return on equity based on 13.5% CET1 <sup>2)</sup>				10.4%	15.7%	9.6%	14.4%	12.3%
Risk costs in bps of average customer lending				18	-4	23	6	-2
Risk costs in bps of average RWA				30	-6	35	9	-3
Risk-weighted assets (end of period)				23,575	25,251	25,677	25,973	25,540
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				51.5%	51.0%	52.8%	52.9%	53.9%
Return on equity based on 13.5% CET1 <sup>2)</sup>				12.5%	13.0%	12.3%	13.5%	12.4%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.14 Profit or loss: WB - Financial Markets

Profit or loss Wholesale Banking - Financial Markets								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Balance sheet related interest				122	114	32	76	102
Capital charge on book equity				-29	-3	-2	-2	-2
Interest benefit on total capital				-0	0	0	3	4
Net interest income				92	112	30	77	104
Net fee and commission income				20	17	42	6	18
Investment income				0	0	0	0	0
Realised gains and fair value changes on investments				-	0	-0	0	-0
Total investment income				0	0	-0	0	-0
Valuation result and net trading income				84	55	142	167	142
Other income				-0	-8	-0	-9	-6
Total other income				84	48	142	158	136
<b>Total underlying income</b>				<b>196</b>	<b>176</b>	<b>213</b>	<b>241</b>	<b>258</b>
Expenses excl. regulatory costs				196	205	211	211	209
Regulatory costs				35	47	1	-0	39
<b>Underlying operating expenses</b>				<b>231</b>	<b>251</b>	<b>212</b>	<b>211</b>	<b>248</b>
<b>Gross result</b>				<b>-35</b>	<b>-75</b>	<b>1</b>	<b>30</b>	<b>10</b>
Addition to loan loss provisions				-2	2	-1	1	0
<b>Underlying result before tax</b>				<b>-33</b>	<b>-78</b>	<b>2</b>	<b>30</b>	<b>10</b>
Taxation				-8	-21	-0	10	-0
Non-controlling interests				1	1	2	1	1
<b>Underlying net result</b>				<b>-26</b>	<b>-58</b>	<b>0</b>	<b>19</b>	<b>8</b>
Special items after tax				-	-	-	-	-
<b>Net result</b>				<b>-26</b>	<b>-58</b>	<b>0</b>	<b>19</b>	<b>8</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				117.8%	142.8%	99.4%	87.4%	96.2%
Return on equity based on 13.5% CET1 <sup>2)</sup>				-3.6%	-8.6%	0.3%	2.6%	1.2%
Risk costs in bps of average customer lending				-54	70	-24	21	1
Risk costs in bps of average RWA				-4	5	-2	1	0
Risk-weighted assets (end of period)				21,012	19,696	19,786	19,998	24,325
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				109.5%	103.8%	107.2%	104.7%	102.7%
Return on equity based on 13.5% CET1 <sup>2)</sup>				-2.2%	-0.9%	-0.6%	-0.6%	-0.3%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

Return on equity of ING's total Financial Markets activities, including Retail Banking								
	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Key figures<sup>1)</sup></b>								
Return on equity based on 13.5% CET1 <sup>2)</sup>				-1.1%	-4.6%	3.7%	5.5%	4.4%
<b>Four-quarter rolling average key figures</b>								
Return on equity based on 13.5% CET1 <sup>2)</sup>				1.0%	2.4%	3.2%	2.3%	2.0%



## ING 1.15 Profit or loss: WB - Treasury & Other

Profit or loss Wholesale Banking - Treasury & Other								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Balance sheet related interest				44	142	175	165	156
Capital charge on book equity				-33	-139	-126	-119	-127
Interest benefit on total capital				-0	0	0	1	2
Net interest income				11	3	49	48	31
Net fee and commission income				4	7	8	4	10
Investment income				3	-124	7	1	2
Realised gains and fair value changes on investments				5	-3	-4	5	25
Total investment income				8	-126	3	7	27
Valuation result and net trading income				11	43	16	9	39
Other income				9	-4	29	11	11
Total other income				21	39	46	21	51
<b>Total underlying income</b>				<b>44</b>	<b>-77</b>	<b>105</b>	<b>79</b>	<b>118</b>
Expenses excl. regulatory costs				61	79	50	58	24
Regulatory costs				18	10	7	9	28
<b>Underlying operating expenses</b>				<b>79</b>	<b>90</b>	<b>57</b>	<b>67</b>	<b>52</b>
<b>Gross result</b>				<b>-36</b>	<b>-167</b>	<b>48</b>	<b>11</b>	<b>66</b>
Addition to loan loss provisions				-2	6	3	6	15
<b>Underlying result before tax</b>				<b>-34</b>	<b>-173</b>	<b>45</b>	<b>6</b>	<b>52</b>
Taxation				-8	-83	36	7	11
Non-controlling interests				-2	-0	-1	-0	-2
<b>Underlying net result</b>				<b>-23</b>	<b>-89</b>	<b>10</b>	<b>-1</b>	<b>43</b>
Special items after tax				-	-	-	-	-
<b>Net result</b>				<b>-23</b>	<b>-89</b>	<b>10</b>	<b>-1</b>	<b>43</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				181.1%	n.a.	54.2%	85.5%	43.9%
Return on equity based on 13.5% CET1 <sup>2)</sup>				-8.1%	-28.3%	2.8%	-0.4%	12.7%
Risk costs in bps of average customer lending				-14	30	13	28	64
Risk costs in bps of average RWA				-9	25	12	24	61
Risk-weighted assets (end of period)				8,965	9,450	9,281	9,827	9,426
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				194.6%	118.1%	61.7%	72.0%	59.5%
Return on equity based on 13.5% CET1 <sup>2)</sup>				-8.4%	-3.1%	-0.6%	-4.8%	-0.6%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.16 Profit or loss: Corporate Line

Profit or loss Corporate Line								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Balance sheet related interest				-32	-49	-33	-41	-16
Capital charge on book equity				150	144	131	123	130
Interest benefit on total capital				6	-2	-6	-43	-49
Net interest income				123	93	92	40	64
Net fee and commission income				-2	0	-3	0	-1
Investment income				119	0	0	4	1
Realised gains and fair value changes on investments				-0	0	-0	-0	0
Total investment income				119	1	0	4	1
Valuation result and net trading income				-18	-14	-43	-27	-39
Other income				10	-6	-3	8	4
Total other income				-8	-19	-46	-19	-35
<b>Total underlying income</b>				<b>233</b>	<b>75</b>	<b>44</b>	<b>26</b>	<b>29</b>
Expenses excl. regulatory costs				96	61	52	67	68
Regulatory costs				-0	-0	-5	4	-0
<b>Underlying operating expenses</b>				<b>96</b>	<b>61</b>	<b>47</b>	<b>71</b>	<b>68</b>
<b>Gross result</b>				<b>137</b>	<b>14</b>	<b>-3</b>	<b>-45</b>	<b>-40</b>
Addition to loan loss provisions				-0	-1	0	-0	0
<b>Underlying result before tax</b>				<b>137</b>	<b>15</b>	<b>-3</b>	<b>-45</b>	<b>-40</b>
Taxation				32	-6	32	-5	25
Non-controlling interests				-0	-0	-0	-0	-0
<b>Underlying net result</b>				<b>105</b>	<b>21</b>	<b>-35</b>	<b>-40</b>	<b>-65</b>
Special items after tax				-	-	-775	-	-
<b>Net result</b>				<b>105</b>	<b>21</b>	<b>-810</b>	<b>-40</b>	<b>-65</b>
<b>Key figures<sup>1)</sup></b>								
Risk-weighted assets (end of period)				3,002	2,737	2,688	2,579	3,355
Employees (internal FTEs, end of period)				2	3	3	3	3

<sup>1)</sup> Key figures based on underlying figures.

# ING 1.17 Geographical split: 1Q2019

## Geographical split 1Q2019

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	1,035	874	161	551	476	75	525	391	134	441	335	106	408	353	55	401	401	121	-2	123
Net fee and commission income	244	166	78	129	90	39	65	55	9	68	44	24	74	60	14	99	99	-3	-1	-2
Investment income	3	1	2	10	6	3	13	11	2	1	1	0	4	4	0	0	0	120	1	119
Other income	0	61	-61	59	31	28	53	41	12	-6	-11	5	76	48	28	90	90	-5	3	-8
<b>Total underlying income</b>	<b>1,282</b>	<b>1,102</b>	<b>180</b>	<b>748</b>	<b>603</b>	<b>145</b>	<b>656</b>	<b>498</b>	<b>158</b>	<b>505</b>	<b>369</b>	<b>136</b>	<b>562</b>	<b>464</b>	<b>98</b>	<b>590</b>	<b>590</b>	<b>233</b>	<b>1</b>	<b>233</b>
Expenses excl. regulatory costs	640	486	154	409	338	70	277	243	33	296	251	45	252	219	33	302	302	97	1	96
Regulatory costs	116	72	44	207	190	17	56	52	4	26	19	6	63	49	14	48	48	-0	-	-0
<b>Underlying operating expenses</b>	<b>756</b>	<b>558</b>	<b>198</b>	<b>615</b>	<b>528</b>	<b>87</b>	<b>333</b>	<b>296</b>	<b>37</b>	<b>321</b>	<b>270</b>	<b>51</b>	<b>315</b>	<b>268</b>	<b>47</b>	<b>350</b>	<b>350</b>	<b>97</b>	<b>1</b>	<b>96</b>
<b>Gross result</b>	<b>526</b>	<b>544</b>	<b>-18</b>	<b>133</b>	<b>75</b>	<b>58</b>	<b>323</b>	<b>203</b>	<b>121</b>	<b>183</b>	<b>99</b>	<b>84</b>	<b>247</b>	<b>196</b>	<b>51</b>	<b>240</b>	<b>240</b>	<b>137</b>	<b>-0</b>	<b>137</b>
Addition to loan loss provisions	23	11	12	77	42	36	-18	2	-20	44	27	17	60	55	5	21	21	-0	-	-0
<b>Underlying result before tax</b>	<b>503</b>	<b>533</b>	<b>-31</b>	<b>56</b>	<b>33</b>	<b>22</b>	<b>341</b>	<b>201</b>	<b>141</b>	<b>139</b>	<b>72</b>	<b>67</b>	<b>187</b>	<b>141</b>	<b>46</b>	<b>219</b>	<b>219</b>	<b>137</b>	<b>-0</b>	<b>137</b>
Retail Banking	533	533		33	33		201	201		72	72		141	141				-0		
Wholesale Banking	-31		-31	22		22	141		141	67		67	46		46	219	219		-0	
Corporate Line																		137		137
<b>Underlying result before tax</b>	<b>503</b>	<b>533</b>	<b>-31</b>	<b>56</b>	<b>33</b>	<b>22</b>	<b>341</b>	<b>201</b>	<b>141</b>	<b>139</b>	<b>72</b>	<b>67</b>	<b>187</b>	<b>141</b>	<b>46</b>	<b>219</b>	<b>219</b>	<b>137</b>	<b>-0</b>	<b>137</b>
<b>Customer lending/deposits (in € billion)</b>																				
Residential mortgages	112.7	112.1	0.5	38.5	38.4	0.1	73.9	73.8	0.1	56.2	56.2	0.0	10.4	10.3	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	76.1	47.9	28.2	67.8	51.4	16.4	45.5	10.7	34.8	31.4	9.0	22.4	27.1	18.2	8.9	70.4	70.4	0.4	0.0	0.4
Customer deposits	170.8	147.4	23.4	104.0	87.5	16.5	138.2	136.9	1.3	95.6	93.7	1.8	39.3	35.0	4.3	13.4	13.4	0.0	0.0	0.0
<b>Key figures<sup>2)</sup></b>																				
Cost/income ratio	59.0%	50.6%	110.1%	82.2%	87.6%	60.0%	50.7%	59.3%	23.5%	63.7%	73.2%	37.9%	56.1%	57.8%	48.0%	59.3%	59.3%	n.a.	163.2%	n.a.
Return on equity based on 13.5% CET1 <sup>3)</sup>	15.6%	25.0%	-3.1%	2.3%	2.4%	2.1%	15.2%	15.1%	15.3%	7.5%	8.1%	7.0%	10.5%	10.1%	11.8%	7.1%	7.1%	106.6%	84.1%	108.0%
Risk costs in bps of average customer lending	71,917	47,713	24,204	53,989	39,388	14,601	43,043	25,305	17,738	34,684	16,561	18,122	41,018	31,866	9,149	65,325	65,325	3,041	172	2,869
Risk costs in bps of average RWA	5	3	18	29	19	87	-6	1	-23	20	17	30	64	77	23	12	12	-5	n.a.	-5
Risk-weighted assets (end of period)	71,353	47,386	23,967	54,225	39,686	14,538	42,622	25,365	17,257	34,855	17,107	17,747	39,766	30,829	8,936	65,910	65,910	3,154	152	3,002
Employees (internal FTEs, end of period)	14,834	9,137	5,698	9,324	8,088	1,237	5,226	4,861	366	5,058	4,428	629	14,474	13,207	1,267	3,735	3,735	6	4	2
<b>Four-quarter rolling average key figures</b>																				
Cost/income ratio	50.6%	47.0%	69.9%	65.5%	67.5%	50.2%	46.5%	52.6%	23.7%	64.9%	73.9%	42.8%	52.4%	52.8%	44.2%	51.9%	54.1%	n.a.	352.1%	n.a.
Return on equity based on 13.5% CET1 <sup>3)</sup>	20.8%	27.7%	6.7%	8.8%	8.1%	10.7%	16.5%	18.6%	13.3%	6.6%	8.5%	5.0%	11.5%	11.6%	11.2%	8.1%	8.1%	11.8%	-10.9%	13.4%

<sup>1)</sup> Region Other consists of Corporate Line and Real Estate run-off portfolio.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.18 Geographical split: Comparable quarters

### Geographical split comparable quarters

In € million	Total Banking		Netherlands		Belgium <sup>1)</sup>		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World <sup>1)</sup>		Other	
	1Q2019	1Q2018	1Q2019	1Q2018	1Q2019	1Q2018	1Q2019	1Q2018	1Q2019	1Q2018	1Q2019	1Q2018	1Q2019	1Q2018	1Q2019	1Q2018
<b>Profit or loss</b>																
Net interest income	3,483	3,404	1,035	1,129	551	513	525	550	441	437	408	394	401	319	121	62
Net fee and commission income	675	661	244	232	129	120	65	57	68	63	74	79	99	111	-3	-1
Investment income	150	65	3	35	10	33	13	0	1	-13	4	10	0	-1	120	1
Other income	268	327	0	77	59	82	53	16	-6	28	76	48	90	109	-5	-34
<b>Total underlying income</b>	<b>4,576</b>	<b>4,457</b>	<b>1,282</b>	<b>1,474</b>	<b>748</b>	<b>747</b>	<b>656</b>	<b>623</b>	<b>505</b>	<b>516</b>	<b>562</b>	<b>531</b>	<b>590</b>	<b>537</b>	<b>233</b>	<b>29</b>
Expenses excl. regulatory costs	2,272	2,193	640	659	409	406	277	257	296	266	252	261	302	275	97	70
Regulatory costs	515	493	116	126	207	206	56	54	26	23	63	47	48	37	-0	-0
<b>Underlying operating expenses</b>	<b>2,787</b>	<b>2,686</b>	<b>756</b>	<b>784</b>	<b>615</b>	<b>612</b>	<b>333</b>	<b>311</b>	<b>321</b>	<b>289</b>	<b>315</b>	<b>307</b>	<b>350</b>	<b>312</b>	<b>97</b>	<b>70</b>
<b>Gross result</b>	<b>1,789</b>	<b>1,771</b>	<b>526</b>	<b>690</b>	<b>133</b>	<b>134</b>	<b>323</b>	<b>312</b>	<b>183</b>	<b>226</b>	<b>247</b>	<b>224</b>	<b>240</b>	<b>225</b>	<b>137</b>	<b>-42</b>
Addition to loan loss provisions	207	85	23	-27	77	34	-18	10	44	37	60	31	21	-0	-0	0
<b>Underlying result before tax</b>	<b>1,582</b>	<b>1,686</b>	<b>503</b>	<b>717</b>	<b>56</b>	<b>100</b>	<b>341</b>	<b>302</b>	<b>139</b>	<b>189</b>	<b>187</b>	<b>193</b>	<b>219</b>	<b>226</b>	<b>137</b>	<b>-42</b>
Retail Banking	980	1,084	533	623	33	21	201	195	72	89	141	156	-	-	-	-
Wholesale Banking	465	642	-31	93	22	79	141	108	67	100	46	38	219	226	-0	-2
Corporate Line	137	-40	-	-	-	-	-	-	-	-	-	-	-	-	137	-40
<b>Underlying result before tax</b>	<b>1,582</b>	<b>1,686</b>	<b>503</b>	<b>717</b>	<b>56</b>	<b>100</b>	<b>341</b>	<b>302</b>	<b>139</b>	<b>189</b>	<b>187</b>	<b>193</b>	<b>219</b>	<b>226</b>	<b>137</b>	<b>-42</b>
Taxation	443	464	125	173	13	28	121	105	51	59	42	36	63	38	27	25
Non-controlling interests	21	29	0	-0	0	6	1	0	-	-	20	23	-	-	-0	-0
<b>Underlying net result</b>	<b>1,119</b>	<b>1,192</b>	<b>378</b>	<b>543</b>	<b>42</b>	<b>66</b>	<b>220</b>	<b>197</b>	<b>88</b>	<b>130</b>	<b>125</b>	<b>134</b>	<b>156</b>	<b>188</b>	<b>109</b>	<b>-66</b>
Special items after tax	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net result Banking</b>	<b>1,119</b>	<b>1,192</b>	<b>378</b>	<b>543</b>	<b>42</b>	<b>66</b>	<b>220</b>	<b>197</b>	<b>88</b>	<b>130</b>	<b>125</b>	<b>134</b>	<b>156</b>	<b>188</b>	<b>109</b>	<b>-66</b>
<b>Customer lending/deposits (in € billion)</b>																
Residential mortgages	291.6	278.3	112.7	111.8	38.5	36.6	73.9	70.4	56.2	50.4	10.4	9.2	0.0	0.0	0.0	0.0
Other customer lending	318.7	299.9	76.1	75.2	67.8	62.3	45.5	42.3	31.4	29.9	27.1	26.8	70.4	63.1	0.4	0.3
Customer deposits	561.4	546.8	170.8	173.8	104.0	100.4	138.2	133.6	95.6	89.5	39.3	36.5	13.4	13.3	0.0	-0.2
<b>Key figures<sup>2)</sup></b>																
Cost/income ratio	60.9%	60.3%	59.0%	53.2%	82.2%	82.0%	50.7%	49.9%	63.7%	56.1%	56.1%	57.8%	59.3%	58.0%	41.5%	245.8%
Return on equity based on 13.5% CET1 <sup>3)</sup>	10.8%	11.6%	15.6%	20.8%	2.3%	4.2%	15.2%	14.6%	7.5%	12.4%	10.5%	10.8%	7.1%	8.6%	106.6%	-59.5%
Risk costs in bps of average customer lending	14	6	5	-6	29	14	-2	-0	20	18	64	34	12	-0	-5	3
Risk costs in bps of average RWA	26	11	13	-14	57	27	-17	10	50	48	58	28	13	-0	-1	1
Risk-weighted assets (end of period)	311,884	312,434	71,353	76,342	54,225	51,000	42,622	40,984	34,855	31,380	39,766	43,400	65,910	65,753	3,154	3,576
Employees (internal FTEs, end of period)	52,658	51,752	14,834	13,745	9,324	9,717	5,226	5,076	5,058	4,824	14,474	14,962	3,735	3,421	6	8
<b>Four-quarter rolling average key figures</b>																
Cost/income ratio	55.0%	55.7%	50.6%	50.1%	65.5%	67.2%	46.5%	47.2%	64.9%	63.5%	52.4%	53.5%	51.9%	49.7%	n.a.	n.a.
Return on equity based on 13.5% CET1 <sup>3)</sup>	12.7%	12.1%	20.8%	20.8%	8.8%	7.1%	16.5%	17.0%	6.6%	7.7%	11.5%	10.7%	8.1%	8.7%	11.8%	-57.6%

<sup>1)</sup> As per 1Q2019, financials of Nordics locations (which are managed from Brussels) transferred from 'WB Rest of World' to 'Belgium'. Historical figures have been adjusted.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.19 Geographical split: Netherlands

Geographical split Netherlands								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Profit or loss</b>								
Net interest income				1,035	998	1,103	1,144	1,129
Net fee and commission income				244	259	250	238	232
Investment income				3	-2	-4	17	35
Other income				0	168	130	87	77
<b>Total underlying income</b>				<b>1,282</b>	<b>1,423</b>	<b>1,480</b>	<b>1,486</b>	<b>1,474</b>
Expenses excl. regulatory costs				640	707	661	649	659
Regulatory costs				116	83	24	20	126
<b>Underlying operating expenses</b>				<b>756</b>	<b>790</b>	<b>685</b>	<b>669</b>	<b>784</b>
<b>Gross result</b>				<b>526</b>	<b>633</b>	<b>795</b>	<b>817</b>	<b>690</b>
Addition to loan loss provisions				23	64	-19	-84	-27
<b>Underlying result before tax</b>				<b>503</b>	<b>569</b>	<b>813</b>	<b>901</b>	<b>717</b>
Retail Banking				533	505	702	738	623
Wholesale Banking				-31	64	112	163	93
Corporate Line								
<b>Underlying result before tax</b>				<b>503</b>	<b>569</b>	<b>813</b>	<b>901</b>	<b>717</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				112.7	112.1	111.9	111.7	111.8
Other customer lending				76.1	72.7	83.0	74.0	75.2
Customer deposits				170.8	172.8	173.2	175.0	173.8
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				59.0%	55.5%	46.3%	45.0%	53.2%
Return on equity based on 13.5% CET1 <sup>2)</sup>				15.6%	17.1%	24.1%	26.0%	20.8%
Risk costs in bps of average customer lending				5	13	-4	-18	-6
Risk costs in bps of average RWA				13	35	-10	-44	-14
Risk-weighted assets (end of period)				71,353	72,481	73,942	77,750	76,342
Employees (internal FTEs, end of period)				14,834	14,786	14,423	14,153	13,745
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				50.6%	50.0%	50.0%	49.5%	50.1%
Return on equity based on 13.5% CET1 <sup>2)</sup>				20.8%	22.1%	22.1%	22.0%	20.8%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.20 Geographical split: Belgium

Geographical split Belgium <sup>1) 2)</sup>								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Profit or loss</b>								
Net interest income				551	544	546	535	513
Net fee and commission income				129	120	147	133	120
Investment income				10	-2	2	1	33
Other income				59	152	28	85	82
<b>Total underlying income</b>				<b>748</b>	<b>814</b>	<b>722</b>	<b>754</b>	<b>747</b>
Expenses excl. regulatory costs				409	425	419	439	406
Regulatory costs				207	35	-1	1	206
<b>Underlying operating expenses</b>				<b>615</b>	<b>460</b>	<b>418</b>	<b>441</b>	<b>612</b>
<b>Gross result</b>				<b>133</b>	<b>354</b>	<b>304</b>	<b>313</b>	<b>134</b>
Addition to loan loss provisions				77	24	62	33	34
<b>Underlying result before tax</b>				<b>56</b>	<b>330</b>	<b>242</b>	<b>280</b>	<b>100</b>
Retail Banking				33	177	187	211	21
Wholesale Banking				22	153	55	69	79
Corporate Line								
<b>Underlying result before tax</b>				<b>56</b>	<b>330</b>	<b>242</b>	<b>280</b>	<b>100</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				38.5	37.9	38.0	37.2	36.6
Other customer lending				67.8	65.7	64.0	66.3	62.3
Customer deposits				104.0	101.3	104.1	102.0	100.4
<b>Key figures<sup>3)</sup></b>								
Cost/income ratio				82.2%	56.5%	57.9%	58.5%	82.0%
Return on equity based on 13.5% CET1 <sup>4)</sup>				2.3%	12.3%	9.2%	11.6%	4.2%
Risk costs in bps of average customer lending				29	9	24	13	14
Risk costs in bps of average RWA				57	18	47	25	27
Risk-weighted assets (end of period)				54,225	53,753	52,595	53,438	51,000
Employees (internal FTEs, end of period)				9,324	9,368	9,448	9,593	9,717
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				65.5%	63.6%	66.5%	67.9%	67.2%
Return on equity based on 13.5% CET1 <sup>4)</sup>				8.8%	9.3%	7.6%	6.9%	7.1%

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

<sup>2)</sup> As per 1Q2019, financials of Nordics locations (which are managed from Brussels) transferred from 'WB Rest of World' to 'Belgium'. Historical figures have been adjusted.

<sup>3)</sup> Key figures based on underlying figures.

<sup>4)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.21 Geographical split: Germany

Geographical split Germany <sup>1)</sup>								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Profit or loss</b>								
Net interest income				525	537	546	567	550
Net fee and commission income				65	82	74	61	57
Investment income				13	-4	-2	7	0
Other income				53	31	61	-9	16
<b>Total underlying income</b>				<b>656</b>	<b>646</b>	<b>678</b>	<b>625</b>	<b>623</b>
Expenses excl. regulatory costs				277	263	273	264	257
Regulatory costs				56	21	19	19	54
<b>Underlying operating expenses</b>				<b>333</b>	<b>285</b>	<b>292</b>	<b>283</b>	<b>311</b>
<b>Gross result</b>				<b>323</b>	<b>361</b>	<b>386</b>	<b>342</b>	<b>312</b>
Addition to loan loss provisions				-18	-46	1	41	10
<b>Underlying result before tax</b>				<b>341</b>	<b>407</b>	<b>386</b>	<b>300</b>	<b>302</b>
Retail Banking				201	289	260	228	195
Wholesale Banking				141	119	125	72	108
Corporate Line								
<b>Underlying result before tax</b>				<b>341</b>	<b>407</b>	<b>386</b>	<b>300</b>	<b>302</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				73.9	73.5	72.7	71.6	70.4
Other customer lending				45.5	44.7	44.4	44.7	42.3
Customer deposits				138.2	138.8	133.6	137.5	133.6
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				50.7%	44.1%	43.0%	45.3%	49.9%
Return on equity based on 13.5% CET1 <sup>3)</sup>				15.2%	19.2%	17.2%	14.2%	14.6%
Risk costs in bps of average customer lending				-2	1	3	3	-0
Risk costs in bps of average RWA				-17	-42	1	39	10
Risk-weighted assets (end of period)				42,622	43,463	44,188	43,338	40,984
Employees (internal FTEs, end of period)				5,226	5,062	5,034	5,048	5,076
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				46.5%	45.5%	46.4%	47.3%	47.2%
Return on equity based on 13.5% CET1 <sup>3)</sup>				16.5%	16.3%	16.3%	16.2%	17.0%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.22 Geographical split: Other Challengers

Geographical split Other Challengers <sup>1)</sup>								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Profit or loss</b>								
Net interest income				441	461	424	410	437
Net fee and commission income				68	67	59	65	63
Investment income				1	-126	10	3	-13
Other income				-6	6	3	-3	28
<b>Total underlying income</b>				<b>505</b>	<b>408</b>	<b>496</b>	<b>476</b>	<b>516</b>
Expenses excl. regulatory costs				296	298	282	276	266
Regulatory costs				26	35	18	18	23
<b>Underlying operating expenses</b>				<b>321</b>	<b>333</b>	<b>300</b>	<b>294</b>	<b>289</b>
<b>Gross result</b>				<b>183</b>	<b>75</b>	<b>196</b>	<b>181</b>	<b>226</b>
Addition to loan loss provisions				44	64	32	30	37
<b>Underlying result before tax</b>				<b>139</b>	<b>11</b>	<b>163</b>	<b>152</b>	<b>189</b>
Retail Banking				72	51	78	68	89
Wholesale Banking				67	-40	85	84	100
Corporate Line								
<b>Underlying result before tax</b>				<b>139</b>	<b>11</b>	<b>163</b>	<b>152</b>	<b>189</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				56.2	54.0	52.6	51.9	50.4
Other customer lending				31.4	31.1	32.4	31.1	29.9
Customer deposits				95.6	92.6	91.2	91.3	89.5
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				63.7%	81.6%	60.5%	61.9%	56.1%
Return on equity based on 13.5% CET1 <sup>3)</sup>				7.5%	0.3%	9.4%	9.5%	12.4%
Risk costs in bps of average customer lending				20	30	15	15	18
Risk costs in bps of average RWA				50	77	40	38	48
Risk-weighted assets (end of period)				34,855	34,512	32,534	31,799	31,380
Employees (internal FTEs, end of period)				5,058	5,220	5,173	5,028	4,824
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				64.9%	64.2%	62.2%	64.6%	63.5%
Return on equity based on 13.5% CET1 <sup>3)</sup>				6.6%	7.8%	9.0%	7.8%	7.7%

<sup>1)</sup> Including Australia, Czech Republic, France, Italy, Spain and Portugal, UK Legacy run-off portfolio.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).



## ING 1.23 Geographical split: Growth Markets

Geographical split Growth Markets <sup>1)</sup>								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Profit or loss</b>								
Net interest income				408	434	420	391	394
Net fee and commission income				74	61	73	85	79
Investment income				4	1	83	4	10
Other income				76	77	51	58	48
<b>Total underlying income</b>				<b>562</b>	<b>573</b>	<b>627</b>	<b>538</b>	<b>531</b>
Expenses excl. regulatory costs				252	259	242	255	261
Regulatory costs				63	45	33	34	47
<b>Underlying operating expenses</b>				<b>315</b>	<b>304</b>	<b>275</b>	<b>289</b>	<b>307</b>
<b>Gross result</b>				<b>247</b>	<b>269</b>	<b>352</b>	<b>249</b>	<b>224</b>
Addition to loan loss provisions				60	111	79	54	31
<b>Underlying result before tax</b>				<b>187</b>	<b>158</b>	<b>273</b>	<b>195</b>	<b>193</b>
Retail Banking				141	108	235	148	156
Wholesale Banking				46	50	38	47	38
Corporate Line								
<b>Underlying result before tax</b>				<b>187</b>	<b>158</b>	<b>273</b>	<b>195</b>	<b>193</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				10.4	10.1	9.6	9.3	9.2
Other customer lending				27.1	27.3	27.0	27.2	26.8
Customer deposits				39.3	38.9	36.6	36.8	36.5
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				56.1%	53.0%	43.9%	53.7%	57.8%
Return on equity based on 13.5% CET1 <sup>3)</sup>				10.5%	9.4%	16.0%	10.0%	10.8%
Risk costs in bps of average customer lending				64	120	86	60	34
Risk costs in bps of average RWA				58	104	72	50	28
Risk-weighted assets (end of period)				39,766	42,271	43,486	44,156	43,400
Employees (internal FTEs, end of period)				14,474	14,854	14,868	14,875	14,962
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				52.4%	51.8%	52.9%	53.9%	53.5%
Return on equity based on 13.5% CET1 <sup>3)</sup>				11.5%	11.6%	10.9%	10.7%	10.7%

<sup>1)</sup> Including Poland, Romania, Turkey, Asian stakes.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

Geographical split Growth Markets - Asian stakes								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Underlying result before tax				9	53	94	11	12
Risk-weighted assets (end of period) <sup>4)</sup>				7,373	9,631	10,316	11,347	11,053

Market value <sup>4)</sup> - Asian stakes	
In € million	31 Mar 2019
TMB (25.0% held at ING Bank NV + 4.9% held at ING Group) <sup>4)</sup>	751
Bank of Beijing (13.0%)	2,268
<b>Total valuation</b>	<b>3,020</b>

<sup>4)</sup> Value of ING's stake, Bloomberg end of quarter data and FX rates; 4.9% of TMB P&L and RWA are included in Geographical split Other (Corporate Line) and not in Growth Markets.

## ING 1.24 Geographical split: Wholesale Banking Rest of World

Geographical split Wholesale Banking Rest of World <sup>1)</sup>								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Profit or loss</b>								
Net interest income				401	506	368	355	319
Net fee and commission income				99	115	120	135	111
Investment income				0	1	-0	2	-1
Other income				90	-58	105	88	109
<b>Total underlying income</b>				<b>590</b>	<b>564</b>	<b>594</b>	<b>580</b>	<b>537</b>
Expenses excl. regulatory costs				302	281	285	293	275
Regulatory costs				48	46	3	1	37
<b>Underlying operating expenses</b>				<b>350</b>	<b>327</b>	<b>288</b>	<b>294</b>	<b>312</b>
<b>Gross result</b>				<b>240</b>	<b>236</b>	<b>306</b>	<b>285</b>	<b>225</b>
Addition to loan loss provisions				21	26	59	41	-0
<b>Underlying result before tax</b>				<b>219</b>	<b>211</b>	<b>246</b>	<b>244</b>	<b>226</b>
Retail Banking				-				
Wholesale Banking				219	211	246	244	226
Corporate Line								
<b>Underlying result before tax</b>				<b>219</b>	<b>211</b>	<b>246</b>	<b>244</b>	<b>226</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				0.0	0.0	0.0	0.0	0.0
Other customer lending				70.4	67.1	67.5	66.9	63.1
Customer deposits				13.4	11.2	13.3	14.0	13.3
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				59.3%	58.1%	48.5%	50.8%	58.0%
Return on equity based on 13.5% CET1 <sup>3)</sup>				7.1%	8.4%	9.0%	8.0%	8.6%
Risk costs in bps of average customer lending				12	15	35	25	-0
Risk costs in bps of average RWA				13	16	36	25	-0
Risk-weighted assets (end of period)				65,910	64,740	66,684	65,459	65,753
Employees (internal FTEs, end of period)				3,735	3,558	3,564	3,485	3,421
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				51.9%	53.7%	53.1%	51.6%	49.7%
Return on equity based on 13.5% CET1 <sup>3)</sup>				8.1%	8.5%	8.1%	8.5%	8.7%

<sup>1)</sup> As per 1Q2019, financials of Nordics locations (which are managed from Brussels) transferred from 'WB Rest of World' to 'Belgium'. Historical figures have been adjusted.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 1.25 Geographical split: Other

Geographical split Other <sup>1)</sup>								
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Profit or loss</b>								
Net interest income				121	92	92	39	62
Net fee and commission income				-3	0	-3	0	-1
Investment income				120	1	0	5	1
Other income				-5	-18	-41	-18	-34
<b>Total underlying income</b>				<b>233</b>	<b>75</b>	<b>48</b>	<b>26</b>	<b>29</b>
Expenses excl. regulatory costs				97	70	53	72	70
Regulatory costs				-0	-0	-5	4	-0
<b>Underlying operating expenses</b>				<b>97</b>	<b>70</b>	<b>48</b>	<b>76</b>	<b>70</b>
<b>Gross result</b>				<b>137</b>	<b>5</b>	<b>0</b>	<b>-50</b>	<b>-42</b>
Addition to loan loss provisions				-0	-1	0	-0	0
<b>Underlying result before tax</b>				<b>137</b>	<b>6</b>	<b>0</b>	<b>-50</b>	<b>-42</b>
Retail Banking								
Wholesale Banking				-0	-9	3	-5	-2
Corporate Line				137	15	-3	-45	-40
<b>Underlying result before tax</b>				<b>137</b>	<b>6</b>	<b>0</b>	<b>-50</b>	<b>-42</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				0.0	0.0	0.0	-0.0	0.0
Other customer lending				0.4	0.4	0.4	0.4	0.3
Customer deposits				0.0	0.0	0.1	0.0	-0.2
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 <sup>3)</sup>				106.6%	12.1%	-31.9%	-40.3%	-59.5%
Risk costs in bps of average customer lending				-5	-55	3	-12	3
Risk costs in bps of average RWA				-1	-12	1	-3	1
Risk-weighted assets (end of period)				3,154	2,929	2,885	2,788	3,576
Employees (internal FTEs, end of period)				6	7	8	8	8
<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 13.5% CET1 <sup>3)</sup>				11.8%	-31.1%	-55.0%	-65.7%	-57.6%

<sup>1)</sup> Region Other consists of Corporate Line and Real Estate run-off portfolio.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

## ING 2.1 Consolidated Balance Sheet: Assets - Comparable quarters

ING Group: Assets						
In € million	ING Group		ING Bank N.V.		Holding/Eliminations	
	31 Mar 2019	31 Dec 2018	31 Mar 2019	31 Dec 2018	31 Mar 2019	31 Dec 2018
Cash and balances with central banks	45,631	49,987	45,631	49,987		
Loans and advances to banks	33,877	30,422	33,876	30,420	1	1
<b>Financial assets at fair value through profit or loss</b>						
- trading assets	54,697	50,152	54,705	50,163	-8	-11
- non-trading derivatives	2,543	2,664	2,553	2,672	-10	-8
- designated as at fair value through profit or loss	2,757	2,887	2,757	2,887		
- mandatorily at fair value through profit or loss	60,855	64,783	60,855	64,783		
<b>Financial assets at fair value OCI</b>						
- equity securities FV OCI	2,697	3,228	2,697	3,228		
- debt securities FV OCI	28,512	25,616	28,512	25,616		
- loans and advances FV OCI	2,160	2,379	2,160	2,379		
Securities at amortised cost	47,227	47,276	47,227	47,276		
<b>Loans and advances to customers</b>						
- customer lending	610,308	596,687	610,441	596,819	-132	-132
- provision for loan losses	-4,546	-4,491	-4,546	-4,491		
Investments in associates and joint ventures	1,266	1,203	1,098	1,044	168	159
Property and equipment	2,920	1,659	2,920	1,659		
Intangible assets	1,859	1,839	1,859	1,839		
Current tax assets	193	202	192	201	1	0
Deferred tax assets	793	841	793	841		0
Other assets	9,967	8,433	9,926	8,426	40	7
Assets held for sale	1,218	1,262	1,218	1,262		
<b>Total assets</b>	<b>904,935</b>	<b>887,030</b>	<b>904,874</b>	<b>887,012</b>	<b>61</b>	<b>17</b>

## ING 2.2 Consolidated Balance Sheet: Assets - Quarterly overview

ING Group: Assets								
In € million	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018
Cash and balances with central banks				45,631	49,987	40,290	38,276	32,879
Loans and advances to banks				33,877	30,422	31,035	31,627	29,441
<b>Financial assets at fair value through profit or loss</b>								
- trading assets				54,697	50,152	59,825	63,817	62,358
- non-trading derivatives				2,543	2,664	2,671	2,743	2,584
- designated as at fair value through profit or loss				2,757	2,887	2,858	2,775	2,529
- mandatorily at fair value through profit or loss				60,855	64,783	70,214	82,168	86,287
<b>Financial assets at fair value OCI</b>								
- equity securities FV OCI				2,697	3,228	3,425	3,667	3,731
- debt securities FV OCI				28,512	25,616	25,164	24,968	25,074
- loans and advances FV OCI				2,160	2,379	2,623	2,865	3,117
Securities at amortised cost				47,227	47,276	47,789	48,966	48,821
<b>Loans and advances to customers</b>								
- customer lending				610,308	596,687	603,708	592,392	578,167
- provision for loan losses				-4,546	-4,491	-4,907	-4,977	-5,051
Investments in associates and joint ventures				1,266	1,203	1,105	1,082	1,088
Property and equipment				2,920	1,659	1,772	1,775	1,786
Intangible assets				1,859	1,839	1,751	1,785	1,742
Current tax assets				193	202	228	401	351
Deferred tax assets				793	841	980	984	1,090
Other assets				9,967	8,433	11,054	10,667	11,026
Assets held for sale				1,218	1,262			
<b>Total assets</b>				<b>904,935</b>	<b>887,030</b>	<b>901,585</b>	<b>905,984</b>	<b>887,020</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 N.V.		Holding/Eliminations	
	31 Mar 2019	31 Dec 2018	31 Mar 2019	31 Dec 2018	31 Mar 2019	31 Dec 2018
Deposits from banks	37,647	37,330	37,647	37,330	0	0
Customer deposits	561,440	555,812	589,928	580,294	-28,488	-24,482
<b>Financial liabilities at fair value through profit or loss</b>						
- trading liabilities	34,288	31,215	34,288	31,215		
- non-trading derivatives	2,733	2,299	2,741	2,313	-8	-13
- designated as at fair value through profit or loss	61,531	59,179	61,530	59,179	2	0
Current tax liability	710	822	732	856	-22	-35
Deferred tax liabilities	695	640	695	640		
Provisions	912	1,011	912	1,011	0	0
Other liabilities	15,661	13,510	15,575	13,396	86	115
Debt securities in issue	120,626	119,751	99,144	102,159	21,482	17,592
Subordinated loans	15,069	13,724	14,997	13,643	72	81
<b>Total liabilities</b>	<b>851,312</b>	<b>835,295</b>	<b>858,189</b>	<b>842,036</b>	<b>-6,877</b>	<b>-6,742</b>
Shareholders' equity	52,788	50,932	45,850	44,173	6,938	6,759
Non-controlling interests	835	803	835	803		
<b>Total equity</b>	<b>53,623</b>	<b>51,735</b>	<b>46,685</b>	<b>44,976</b>	<b>6,938</b>	<b>6,759</b>
<b>Total liabilities and equity</b>	<b>904,935</b>	<b>887,030</b>	<b>904,874</b>	<b>887,012</b>	<b>61</b>	<b>17</b>

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

ING Group: Total liabilities and equity								
In € million	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018
Deposits from banks				37,647	37,330	39,481	38,776	40,661
Customer deposits				561,440	555,812	552,010	556,681	546,755
<b>Financial liabilities at fair value through profit or loss</b>								
- trading liabilities				34,288	31,215	44,710	42,711	40,446
- non-trading derivatives				2,733	2,299	2,525	3,041	2,274
- designated as at fair value through profit or loss				61,531	59,179	61,867	65,122	63,162
Current tax liability				710	822	559	725	670
Deferred tax liabilities				695	640	763	829	704
Provisions				912	1,011	1,175	1,286	1,447
Other liabilities				15,661	13,510	15,316	13,772	14,506
Debt securities in issue				120,626	119,751	117,158	116,099	107,824
Subordinated loans				15,069	13,724	16,284	16,225	17,672
<b>Total liabilities</b>				<b>851,312</b>	<b>835,295</b>	<b>851,848</b>	<b>855,267</b>	<b>836,121</b>
Shareholders' equity (in parent)				52,788	50,932	48,997	49,984	50,164
Non-controlling interests				835	803	740	734	735
<b>Total equity</b>				<b>53,623</b>	<b>51,735</b>	<b>49,737</b>	<b>50,717</b>	<b>50,900</b>
<b>Total liabilities and equity</b>				<b>904,935</b>	<b>887,030</b>	<b>901,585</b>	<b>905,984</b>	<b>887,020</b>

## ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank N.V.		Holdings/Eliminations	
	31 Mar 2019	31 Dec 2018	31 Mar 2019	31 Dec 2018	31 Mar 2019	31 Dec 2018
Share capital	39	39	525	525	-487	-487
Share premium	17,076	17,050	16,542	16,542	535	508
Revaluation reserve equity securities	1,937	1,914	1,937	1,914		
Revaluation reserve debt instruments	336	363	338	365	-2	-2
Revaluation reserve cashflow hedge	1,058	604	1,058	604		
Other revaluation reserve	227	204	225	202	2	2
Remeasurement of the net defined benefit asset/liability	-427	-394	-427	-394		
Currency translation reserve	-2,016	-2,043	-2,047	-2,068	31	24
Treasury shares	-8	-11			-8	-11
Liability credit reserve	-70	8	-70	8		
Retained earnings and other reserves	33,517	28,494	26,637	21,866	6,881	6,628
Net result year to date	1,119	4,703	1,133	4,607	-14	96
<b>Shareholders' equity</b>	<b>52,788</b>	<b>50,932</b>	<b>45,850</b>	<b>44,173</b>	<b>6,938</b>	<b>6,759</b>
Non-controlling interests	835	803	835	803		
<b>Total equity</b>	<b>53,623</b>	<b>51,735</b>	<b>46,685</b>	<b>44,976</b>	<b>6,938</b>	<b>6,759</b>
<b>Key figures</b>						
Shareholders' equity per share in €	13.56	13.09				
Shares outstanding in the market (in million)	3,893	3,891				



## ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
In € million	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018
Share capital				39	39	39	39	39
Share premium				17,076	17,050	17,049	17,049	17,049
Revaluation reserve equity securities				1,937	1,914	1,994	2,263	2,375
Revaluation reserve debt instruments				336	363	434	481	513
Revaluation reserve cashflow hedge				1,058	604	250	422	222
Other revaluation reserve				227	204	196	201	201
Remeasurement of the net defined benefit asset/liability				-427	-394	-411	-394	-394
Currency translation reserve				-2,016	-2,043	-2,295	-1,941	-1,928
Treasury shares				-8	-11	-11	-20	-13
Liability credit reserve				-70	8	-111	-116	-144
Retained earnings and other reserves				33,517	28,494	28,432	29,346	31,019
Net result year to date				1,119	4,703	3,431	2,654	1,225
<b>Shareholders' equity</b>				<b>52,788</b>	<b>50,932</b>	<b>48,997</b>	<b>49,984</b>	<b>50,164</b>
Non-controlling interests				835	803	740	734	735
<b>Total equity</b>				<b>53,623</b>	<b>51,735</b>	<b>49,737</b>	<b>50,717</b>	<b>50,900</b>
<b>Key figures</b>								
Shareholders' equity per share in €				13.56	13.09	12.59	12.85	12.91

## ING 2.7 Capital position

Capital position				
In € million	ING Group		ING Bank	
	31 Mar 2019	31 Dec 2018	31 Mar 2019	31 Dec 2018
Shareholders' equity (parent)	52,788	50,932	45,850	44,173
- Interim profit not included in CET1 capital <sup>1)</sup>	-2,595	-1,712	-882	-174
- Minority interests, counting as CET1 capital	164	170	302	303
- Goodwill and intangibles deductible from CET1	-2,104	-2,075	-2,070	-2,043
- Shortfall on expected loan loss provision	-533	-491	-534	-491
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	-1,058	-604	-1,058	-604
- Treasury shares (ING Group)			-8	-11
- Prudent Valuation adjustment	-8	-14	-8	-14
- Own credit risk	70	-8	70	-8
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-464	-446	-464	-446
- Deferred tax assets	-135	-101	-135	-101
- Own credit risk adjustments to derivatives (DVA)	-21	-27	-21	-27
- Irrevocable Payment Commitment (IPC)	-177	-178	-177	-178
Regulatory adjustments	-6,860	-5,489	-4,984	-3,794
<b>Available common equity Tier 1 capital</b>	<b>45,928</b>	<b>45,443</b>	<b>40,866</b>	<b>40,379</b>
Subordinated loans qualifying as Tier 1 capital <sup>2), 3)</sup>	6,523	5,339	6,361	5,179
Regulatory adjustments additional Tier 1	42	48	61	62
<b>Available Tier 1 capital</b>	<b>52,493</b>	<b>50,831</b>	<b>47,288</b>	<b>45,619</b>
Supplementary capital - Tier 2 bonds <sup>4)</sup>	8,214	8,248	8,214	8,248
Regulatory adjustments Tier 2	-1,267	-1,136	66	66
<b>Available BIS capital</b>	<b>59,441</b>	<b>57,943</b>	<b>55,569</b>	<b>53,933</b>
Risk-weighted assets	311,884	314,149	311,268	313,572
<b>Common equity Tier 1 ratio</b>	<b>14.7%</b>	<b>14.5%</b>	<b>13.1%</b>	<b>12.9%</b>
Tier 1 ratio	16.8%	16.2%	15.2%	14.5%
Total capital ratio	19.1%	18.4%	17.9%	17.2%

<sup>1)</sup> Interim profit not included in CET1 capital ING Group as per 31 March 2019 was €2,595 million.

<sup>2)</sup> ING Group: Including €3,978 million which is CRR/CRD IV-compliant (4Q2018: €2,833 million), and €2,545 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (4Q2018: €2,506 million).

<sup>3)</sup> ING Bank: Including €4,437 million which is CRR/CRD IV-compliant (4Q2018: €3,271 million), and €1,924 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (4Q2018: €1,907 million).

<sup>4)</sup> Including €8,050 million which is CRR/CRD IV-compliant (4Q2018: €8,079 million), and €164 million to be replaced (by Group instruments) as capital recognition is subject to CRR/CRD IV grandfathering rules (4Q2018: €168 million).

## ING 2.8 Funding

### ING Group: Maturity ladder outstanding long-term debt 31 March 2019

In € million	Long-term debt issued			Maturing <sup>1)</sup>											
	2017	2018	2019	Remaining 2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	>2029
ING Bank senior debt <sup>2)</sup>	1,337	6,569	509	8,195	7,987	8,296	2,621	527	162	151	540	380	436	272	2,205
ING Bank covered bond		6,381	2,209	1,526	3,523	3,919	3,525	3,140	778	1,887	2,163	737	2,196	2,568	2,947
ING Bank RMBS	791			322	676	498									492
ING Group senior debt <sup>2)</sup>	6,214	11,491	3,376	128	15		3,968	4,628	713	995	3,260	1,329	3,747	494	2,006
ING Bank Tier 2	-983			4	5		0	1,832			1,548	150	31	38	21
ING Group Tier 2	3,115	1,741	3	165	3				3			80	2,153	1,835	977

<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.

Note: In 2017 ING exercised the option to exchange € 1.0 billion of ING Bank Tier 2 securities into similar securities issued by ING Group.

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

	31 Mar 2019	31 Dec 2018
Loan-to-deposit ratio	1.08	1.07
<b>Key figures</b>		
Customer deposits (retail)	50%	50%
Customer deposits (corporate)	20%	21%
Lending / repurchase agreement	7%	7%
Interbank	5%	5%
CD/CP	5%	6%
Long-term senior debt	11%	11%
Subordinated debt	2%	2%
<b>Total <sup>1)</sup></b>	<b>100%</b>	<b>100%</b>

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

## ING 2.9 Investments: Group

### ING Group: Total Investments - 31 March 2019

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	47.2	28.5	0.2	3.1	78.8	0.2
of which Government bonds	24.5	18.1	0.2	0.1	42.7	0.2
of which Sub-sovereign, Supranationals and Agencies	11.0	5.9	0.0	0.5	17.4	0.0
of which Covered bonds	6.8	2.4	0.0	0.0	9.2	0.0
of which Financial institutions	2.6	0.8	0.0	1.4	4.8	0.0
of which Corporate bonds	0.7	0.4	0.0	0.0	1.2	0.0
of which asset-backed securities	1.6	0.9	-0.0	1.0	3.5	-0.0
Total equity securities	0.0	2.7	1.9	0.0	2.7	1.9
<b>Total Investments</b>	<b>47.2</b>	<b>31.2</b>	<b>2.2</b>	<b>3.1</b>	<b>81.5</b>	<b>2.2</b>

Total investments contains banking book but excludes the trading book and investments indicated as assets held for sale.

## ING 3.1 Customer lending/deposits: 1Q2019 Segment split

Customer lending/deposits												
In € billion	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	Lending	Daily Banking & Trade Finance	Financial Markets	Treasury & Other	Corporate Line
			Netherlands	Belgium	Germany	Other						
<b>Residential mortgages</b>												
<b>Beginning of period</b>	<b>287.7</b>	<b>286.8</b>	<b>111.4</b>	<b>37.9</b>	<b>73.5</b>	<b>64.1</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 production	2.6	2.6	0.2	0.4	0.2	1.8	0.0				0.0	
Treasury												
Acquisitions / divestments												
FX impact and other	1.3	1.4	0.5	0.1	0.1	0.7	-0.2				-0.2	
<b>End of period</b>	<b>291.6</b>	<b>290.8</b>	<b>112.1</b>	<b>38.4</b>	<b>73.8</b>	<b>66.5</b>	<b>0.8</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.8</b>	<b>0.0</b>
<b>Other customer lending</b>												
<b>Beginning of period</b>	<b>309.0</b>	<b>132.9</b>	<b>46.0</b>	<b>49.5</b>	<b>10.5</b>	<b>27.0</b>	<b>175.7</b>	<b>138.6</b>	<b>30.9</b>	<b>1.5</b>	<b>4.7</b>	<b>0.4</b>
Net production	5.9	2.0	0.9	0.6	0.0	0.4	3.9	2.5	1.5	-0.3	0.2	
Treasury	2.2	2.5	1.0	1.4	0.1	-0.0	-0.3				-0.3	
Acquisitions / divestments												
FX impact and other	1.7	-0.2				-0.2	1.9	1.5	0.4			0.0
<b>End of period</b>	<b>318.7</b>	<b>137.2</b>	<b>47.9</b>	<b>51.4</b>	<b>10.7</b>	<b>27.2</b>	<b>181.2</b>	<b>142.5</b>	<b>32.8</b>	<b>1.2</b>	<b>4.6</b>	<b>0.4</b>
<b>Customer deposits</b>												
<b>Beginning of period</b>	<b>555.8</b>	<b>492.7</b>	<b>143.8</b>	<b>85.5</b>	<b>138.0</b>	<b>125.4</b>	<b>63.1</b>	<b>0.6</b>	<b>51.4</b>	<b>4.3</b>	<b>6.9</b>	<b>0.0</b>
Net production	4.8	5.6	1.4	2.0	-0.9	3.1	-0.9	-0.2	-1.8	1.0	0.1	-0.0
Treasury	0.3	1.9	2.2	0.0	-0.2	-0.1	-1.6				-1.6	
Acquisitions / divestments												
FX impact and other	0.5	0.3				0.3	0.2	0.0	0.1	0.1	-0.0	-0.0
<b>End of period</b>	<b>561.4</b>	<b>500.5</b>	<b>147.4</b>	<b>87.5</b>	<b>136.9</b>	<b>128.8</b>	<b>60.9</b>	<b>0.4</b>	<b>49.7</b>	<b>5.4</b>	<b>5.4</b>	<b>0.0</b>

## ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>287.7</b>	<b>284.9</b>	<b>281.7</b>	<b>278.3</b>	<b>278.6</b>
Net production				2.6	3.1	4.0	3.2	1.5
Treasury								
Acquisitions / divestments								-0.2
FX impact and other				1.3	-0.3	-0.8	0.2	-1.6
<b>End of period</b>				<b>291.6</b>	<b>287.7</b>	<b>284.9</b>	<b>281.7</b>	<b>278.3</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>309.0</b>	<b>318.8</b>	<b>310.7</b>	<b>299.9</b>	<b>292.1</b>
Net production				5.9	-0.4	2.4	10.6	10.4
Treasury				2.2	-9.7	6.7	-2.8	0.1
Acquisitions / divestments					-1.7			
FX impact and other				1.7	1.9	-1.0	3.1	-2.7
<b>End of period</b>				<b>318.7</b>	<b>309.0</b>	<b>318.8</b>	<b>310.7</b>	<b>299.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>555.8</b>	<b>552.0</b>	<b>556.7</b>	<b>546.8</b>	<b>539.9</b>
Net production				4.8	7.7	3.4	5.8	2.4
Treasury				0.3	-4.2	-6.9	4.9	6.4
Acquisitions / divestments								
FX impact and other				0.5	0.4	-1.2	-0.8	-1.9
<b>End of period</b>				<b>561.4</b>	<b>555.8</b>	<b>552.0</b>	<b>556.7</b>	<b>546.8</b>

## ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>286.8</b>	<b>284.1</b>	<b>280.8</b>	<b>277.4</b>	<b>277.7</b>
Net production				2.6	3.1	4.0	3.2	1.5
Treasury								
Acquisitions / divestments								-0.2
FX impact and other				1.4	-0.4	-0.7	0.2	-1.5
<b>End of period</b>				<b>290.8</b>	<b>286.8</b>	<b>284.1</b>	<b>280.8</b>	<b>277.4</b>
<b>Other customer lending<sup>1)</sup></b>								
<b>Beginning of period</b>				<b>132.9</b>	<b>137.6</b>	<b>135.0</b>	<b>133.6</b>	<b>130.5</b>
Net production				2.0	0.8	-0.2	4.5	3.5
Treasury				2.5	-6.5	4.1	-2.1	0.3
Acquisitions / divestments								
FX impact and other				-0.2	1.1	-1.3	-0.9	-0.7
<b>End of period</b>				<b>137.2</b>	<b>132.9</b>	<b>137.6</b>	<b>135.0</b>	<b>133.6</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>492.7</b>	<b>485.8</b>	<b>490.2</b>	<b>479.3</b>	<b>474.9</b>
Net production				5.6	9.2	1.2	7.8	1.8
Treasury				1.9	-2.6	-4.5	4.1	4.2
Acquisitions / divestments								
FX impact and other				0.3	0.3	-1.1	-1.0	-1.6
<b>End of period</b>				<b>500.5</b>	<b>492.7</b>	<b>485.8</b>	<b>490.2</b>	<b>479.3</b>

<sup>1)</sup> As per 1Q2019, the Dutch domestic midcorporates real estate finance portfolio transferred from Wholesale Banking to Retail Banking Netherlands. Historical figures have been adjusted.

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

Customer lending/deposits Retail Banking Netherlands								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>111.4</b>	<b>111.3</b>	<b>110.9</b>	<b>111.1</b>	<b>111.8</b>
Net production				0.2	-0.0	0.4	-0.2	-0.6
Treasury								
Acquisitions / divestments								
FX impact and other				0.5	0.1	-0.1	0.0	-0.1
<b>End of period</b>				<b>112.1</b>	<b>111.4</b>	<b>111.3</b>	<b>110.9</b>	<b>111.1</b>
<b>Other customer lending<sup>1)</sup></b>								
<b>Beginning of period</b>				<b>46.0</b>	<b>52.0</b>	<b>46.5</b>	<b>47.5</b>	<b>47.0</b>
Net production				0.9	-0.3	0.1	0.1	0.7
Treasury				1.0	-5.7	5.3	-1.1	-0.3
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>47.9</b>	<b>46.0</b>	<b>52.0</b>	<b>46.5</b>	<b>47.5</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>143.8</b>	<b>145.4</b>	<b>147.4</b>	<b>142.7</b>	<b>139.3</b>
Net production				1.4	0.3	-0.3	4.2	-0.8
Treasury				2.2	-1.9	-1.7	0.5	4.1
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>147.4</b>	<b>143.8</b>	<b>145.4</b>	<b>147.4</b>	<b>142.7</b>

<sup>1)</sup> As per 1Q2019, the Dutch domestic midcorporates real estate finance portfolio transferred from Wholesale Banking to Retail Banking Netherlands. Historical figures have been adjusted.



# ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium <sup>1)</sup>								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				37.9	37.9	37.2	36.5	36.2
Net production				0.4	0.3	0.7	0.7	0.5
Treasury								
Acquisitions / divestments								-0.2
FX impact and other				0.1	-0.4	-0.0	-0.0	0.0
<b>End of period</b>				<b>38.4</b>	<b>37.9</b>	<b>37.9</b>	<b>37.2</b>	<b>36.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				49.5	48.0	49.9	46.9	45.2
Net production				0.6	1.2	-1.6	2.7	1.7
Treasury				1.4	-0.1	-0.3	0.4	-0.1
Acquisitions / divestments								
FX impact and other					0.4			
<b>End of period</b>				<b>51.4</b>	<b>49.5</b>	<b>48.0</b>	<b>49.9</b>	<b>46.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				85.5	85.6	85.2	83.7	82.5
Net production				2.0	-0.1	0.5	1.4	1.2
Treasury				0.0	0.0	-0.0	0.1	-0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>87.5</b>	<b>85.5</b>	<b>85.6</b>	<b>85.2</b>	<b>83.7</b>

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

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

Customer lending/deposits Retail Banking Germany <sup>1)</sup>								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>73.5</b>	<b>72.7</b>	<b>71.6</b>	<b>70.3</b>	<b>70.0</b>
Net production				0.2	0.7	1.2	1.2	0.4
Treasury								
Acquisitions / divestments								
FX impact and other				0.1	0.1	-0.1	0.1	-0.1
<b>End of period</b>				<b>73.8</b>	<b>73.5</b>	<b>72.7</b>	<b>71.6</b>	<b>70.3</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>10.5</b>	<b>11.2</b>	<b>12.0</b>	<b>13.0</b>	<b>12.1</b>
Net production				0.0	-0.0	0.3	0.3	0.3
Treasury				0.1	-0.7	-1.0	-1.3	0.6
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>10.7</b>	<b>10.5</b>	<b>11.2</b>	<b>12.0</b>	<b>13.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>138.0</b>	<b>132.7</b>	<b>135.9</b>	<b>132.5</b>	<b>132.7</b>
Net production				-0.9	6.0	-0.5	-0.2	-0.2
Treasury				-0.2	-0.6	-2.7	3.6	-0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>136.9</b>	<b>138.0</b>	<b>132.7</b>	<b>135.9</b>	<b>132.5</b>

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

## ING 3.7 Customer lending/deposits: RB Other Challengers & Growth Markets

Customer lending/deposits Retail Banking Other Challengers & Growth Markets								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>64.1</b>	<b>62.2</b>	<b>61.1</b>	<b>59.5</b>	<b>59.7</b>
Net production				1.8	2.1	1.6	1.5	1.2
Treasury								
Acquisitions / divestments								
FX impact and other				0.7	-0.3	-0.5	0.1	-1.4
<b>End of period</b>				<b>66.5</b>	<b>64.1</b>	<b>62.2</b>	<b>61.1</b>	<b>59.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>27.0</b>	<b>26.4</b>	<b>26.6</b>	<b>26.3</b>	<b>26.1</b>
Net production				0.4	-0.1	1.1	1.4	0.8
Treasury				-0.0	-0.0	0.0	-0.1	0.1
Acquisitions / divestments								
FX impact and other				-0.2	0.7	-1.3	-0.9	-0.7
<b>End of period</b>				<b>27.2</b>	<b>27.0</b>	<b>26.4</b>	<b>26.6</b>	<b>26.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>125.4</b>	<b>122.2</b>	<b>121.8</b>	<b>120.5</b>	<b>120.4</b>
Net production				3.1	3.1	1.6	2.3	1.6
Treasury				-0.1	-0.1	-0.1	0.0	0.1
Acquisitions / divestments								
FX impact and other				0.3	0.3	-1.1	-1.0	-1.6
<b>End of period</b>				<b>128.8</b>	<b>125.4</b>	<b>122.2</b>	<b>121.8</b>	<b>120.5</b>

# ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>0.9</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.9</b>
Net production				0.0	0.0	0.0	-0.0	0.1
Treasury								
Acquisitions / divestments								
FX impact and other				-0.2	0.1	-0.1	0.0	-0.1
<b>End of period</b>				<b>0.8</b>	<b>0.9</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>
<b>Other customer lending<sup>1)</sup></b>								
<b>Beginning of period</b>				<b>175.7</b>	<b>180.9</b>	<b>175.3</b>	<b>166.0</b>	<b>161.3</b>
Net production				3.9	-1.2	2.6	6.1	6.9
Treasury				-0.3	-3.1	2.6	-0.7	-0.1
Acquisitions / divestments					-1.7			
FX impact and other				1.9	0.8	0.3	4.0	-2.0
<b>End of period</b>				<b>181.2</b>	<b>175.7</b>	<b>180.9</b>	<b>175.3</b>	<b>166.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>63.1</b>	<b>66.2</b>	<b>66.5</b>	<b>67.7</b>	<b>65.1</b>
Net production				-0.9	-1.6	2.2	-2.0	0.6
Treasury				-1.6	-1.6	-2.4	0.8	2.1
Acquisitions / divestments								
FX impact and other				0.2	0.1	-0.1	-0.1	-0.2
<b>End of period</b>				<b>60.9</b>	<b>63.1</b>	<b>66.2</b>	<b>66.5</b>	<b>67.7</b>

<sup>1)</sup> As per 1Q2019, the Dutch domestic midcorporates real estate finance portfolio transferred from Wholesale Banking to Retail Banking Netherlands. Historical figures have been adjusted.

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

Customer lending/deposits Wholesale Banking - Lending								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
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>				138.6	136.3	130.4	122.4	119.4
Net production				2.5	1.7	5.7	5.3	4.4
Treasury								
Acquisitions / divestments								
FX impact and other				1.5	0.6	0.2	2.8	-1.5
<b>End of period</b>				142.5	138.6	136.3	130.4	122.4
<b>Customer deposits</b>								
<b>Beginning of period</b>				0.6	0.4	0.5	0.6	0.6
Net production				-0.2	0.1	-0.1	-0.1	-0.0
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.0	-0.0	0.0	0.0
<b>End of period</b>				0.4	0.6	0.4	0.5	0.6

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

Customer lending/deposits Wholesale Banking - Daily Banking & Trade Finance								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
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>				30.9	33.9	36.5	33.8	32.7
Net production				1.5	-3.3	-2.8	1.6	1.7
Treasury								
Acquisitions / divestments								
FX impact and other				0.4	0.2	0.1	1.2	-0.6
<b>End of period</b>				32.8	30.9	33.9	36.5	33.8
<b>Customer deposits</b>								
<b>Beginning of period</b>				51.4	52.3	50.7	52.3	51.6
Net production				-1.8	-1.0	1.6	-1.5	0.8
Treasury								
Acquisitions / divestments								
FX impact and other				0.1	0.1	-0.0	-0.1	-0.1
<b>End of period</b>				49.7	51.4	52.3	50.7	52.3

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

Customer lending/deposits Wholesale Banking - Financial Markets								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
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>				1.5	1.4	1.3	1.8	0.9
Net production				-0.3	0.1	0.0	-0.5	0.9
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				1.2	1.5	1.4	1.3	1.8
<b>Customer deposits</b>								
<b>Beginning of period</b>				4.3	5.0	4.3	4.7	5.0
Net production				1.0	-0.8	0.7	-0.4	-0.2
Treasury								
Acquisitions / divestments								
FX impact and other				0.1	0.0	-0.0	0.1	-0.1
<b>End of period</b>				5.4	4.3	5.0	4.3	4.7

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

Customer lending/deposits Wholesale Banking - Treasury & Other								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>0.9</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.9</b>
Net production				0.0	0.0	0.0	-0.0	0.1
Treasury								
Acquisitions / divestments								
FX impact and other				-0.2	0.1	-0.1	0.0	-0.1
<b>End of period</b>				<b>0.8</b>	<b>0.9</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>4.7</b>	<b>9.3</b>	<b>7.1</b>	<b>8.1</b>	<b>8.4</b>
Net production				0.2	0.2	-0.4	-0.2	-0.2
Treasury				-0.3	-3.1	2.6	-0.7	-0.1
Acquisitions / divestments					-1.7			
FX impact and other					0.0	-0.0	-0.0	-0.0
<b>End of period</b>				<b>4.6</b>	<b>4.7</b>	<b>9.3</b>	<b>7.1</b>	<b>8.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>6.9</b>	<b>8.4</b>	<b>10.9</b>	<b>10.1</b>	<b>8.0</b>
Net production				0.1	0.0	-0.0	0.0	-0.0
Treasury				-1.6	-1.6	-2.4	0.8	2.1
Acquisitions / divestments								
FX impact and other				-0.0	-0.0	-0.0	-0.0	-0.0
<b>End of period</b>				<b>5.4</b>	<b>6.9</b>	<b>8.4</b>	<b>10.9</b>	<b>10.1</b>



## ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>0.3</b>	<b>0.3</b>
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.0	0.0	0.0	-0.0
<b>End of period</b>				<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>0.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>0.0</b>	<b>0.1</b>	<b>0.0</b>	<b>-0.2</b>	<b>-0.2</b>
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other				-0.0	-0.0	0.0	0.3	-0.1
<b>End of period</b>				<b>0.0</b>	<b>0.0</b>	<b>0.1</b>	<b>0.0</b>	<b>-0.2</b>

## ING 3.14 Customer lending/deposits: 1Q2019 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>287.7</b>	<b>112.1</b>	<b>37.9</b>	<b>73.5</b>	<b>54.0</b>	<b>10.1</b>	<b>0.0</b>	<b>0.0</b>
Net production	2.6	0.2	0.4	0.2	1.4	0.4	0.0	
Treasury								
Acquisitions / divestments								
FX impact and other	1.3	0.4	0.1	0.2	0.7	-0.1		
<b>End of period</b>	<b>291.6</b>	<b>112.7</b>	<b>38.5</b>	<b>73.9</b>	<b>56.2</b>	<b>10.4</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>309.0</b>	<b>72.7</b>	<b>65.7</b>	<b>44.7</b>	<b>31.1</b>	<b>27.3</b>	<b>67.1</b>	<b>0.4</b>
Net production	5.9	2.7	0.4	0.6	0.1	0.1	1.9	-0.0
Treasury	2.2	0.4	1.6	0.2	0.0	-0.0	-0.0	
Acquisitions / divestments								
FX impact and other	1.7	0.3	0.1	-0.0	0.2	-0.3	1.5	0.0
<b>End of period</b>	<b>318.7</b>	<b>76.1</b>	<b>67.8</b>	<b>45.5</b>	<b>31.4</b>	<b>27.1</b>	<b>70.4</b>	<b>0.4</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>555.8</b>	<b>172.8</b>	<b>101.3</b>	<b>138.8</b>	<b>92.6</b>	<b>38.9</b>	<b>11.2</b>	<b>0.0</b>
Net production	4.8	-2.3	2.7	-0.4	2.2	1.0	1.6	-0.0
Treasury	0.3	0.3	-0.0	-0.3	0.1	-0.2	0.4	
Acquisitions / divestments								
FX impact and other	0.5				0.7	-0.4	0.3	-0.0
<b>End of period</b>	<b>561.4</b>	<b>170.8</b>	<b>104.0</b>	<b>138.2</b>	<b>95.6</b>	<b>39.3</b>	<b>13.4</b>	<b>0.0</b>

## ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>112.1</b>	<b>111.9</b>	<b>111.7</b>	<b>111.8</b>	<b>112.6</b>
Net production				0.2	-0.0	0.4	-0.2	-0.6
Treasury								
Acquisitions / divestments								
FX impact and other				0.4	0.2	-0.2	0.0	-0.1
<b>End of period</b>				<b>112.7</b>	<b>112.1</b>	<b>111.9</b>	<b>111.7</b>	<b>111.8</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>72.7</b>	<b>83.0</b>	<b>74.0</b>	<b>75.2</b>	<b>74.2</b>
Net production				2.7	-1.7	0.7	-0.1	3.1
Treasury				0.4	-8.8	8.3	-1.7	-0.7
Acquisitions / divestments								
FX impact and other				0.3	0.1	0.1	0.5	-1.4
<b>End of period</b>				<b>76.1</b>	<b>72.7</b>	<b>83.0</b>	<b>74.0</b>	<b>75.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>172.8</b>	<b>173.2</b>	<b>175.0</b>	<b>173.8</b>	<b>167.4</b>
Net production				-2.3	2.5	0.9	0.7	0.2
Treasury				0.3	-2.9	-2.6	0.5	6.1
Acquisitions / divestments								
FX impact and other								0.0
<b>End of period</b>				<b>170.8</b>	<b>172.8</b>	<b>173.2</b>	<b>175.0</b>	<b>173.8</b>

## ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium <sup>1) 2)</sup>								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>37.9</b>	<b>38.0</b>	<b>37.2</b>	<b>36.6</b>	<b>36.2</b>
Net production				0.4	0.3	0.7	0.7	0.5
Treasury								
Acquisitions / divestments								-0.2
FX impact and other				0.1	-0.3	-0.0	0.0	0.0
<b>End of period</b>				<b>38.5</b>	<b>37.9</b>	<b>38.0</b>	<b>37.2</b>	<b>36.6</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>65.7</b>	<b>64.0</b>	<b>66.3</b>	<b>62.3</b>	<b>61.5</b>
Net production				0.4	1.4	-2.0	3.3	1.4
Treasury				1.6	-0.1	-0.4	0.5	-0.1
Acquisitions / divestments								
FX impact and other				0.1	0.4	0.1	0.2	-0.5
<b>End of period</b>				<b>67.8</b>	<b>65.7</b>	<b>64.0</b>	<b>66.3</b>	<b>62.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>101.3</b>	<b>104.1</b>	<b>102.0</b>	<b>100.4</b>	<b>98.8</b>
Net production				2.7	-2.7	2.1	1.6	1.6
Treasury				-0.0	0.0	-0.1	0.1	-0.1
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>104.0</b>	<b>101.3</b>	<b>104.1</b>	<b>102.0</b>	<b>100.4</b>

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

<sup>2)</sup> As per 1Q2019, financials of Nordics locations (which are managed from Brussels) transferred from 'WB Rest of World' to 'Belgium'. Historical figures have been adjusted.

## ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany <sup>1)</sup>								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				73.5	72.7	71.6	70.4	70.0
Net production				0.2	0.7	1.2	1.2	0.4
Treasury								
Acquisitions / divestments								
FX impact and other				0.2	0.1	-0.1	0.1	-0.1
<b>End of period</b>				<b>73.9</b>	<b>73.5</b>	<b>72.7</b>	<b>71.6</b>	<b>70.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				44.7	44.4	44.7	42.3	38.5
Net production				0.6	0.8	1.1	2.0	1.0
Treasury				0.2	-0.9	-1.2	-1.5	0.8
Acquisitions / divestments								
FX impact and other				-0.0	0.3	-0.2	2.0	1.9
<b>End of period</b>				<b>45.5</b>	<b>44.7</b>	<b>44.4</b>	<b>44.7</b>	<b>42.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				138.8	133.6	137.5	133.6	133.7
Net production				-0.4	6.1	-0.8	-0.3	-0.1
Treasury				-0.3	-0.8	-3.1	4.2	-0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>138.2</b>	<b>138.8</b>	<b>133.6</b>	<b>137.5</b>	<b>133.6</b>

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

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

Customer lending/deposits Geographical Other Challengers <sup>1)</sup>								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>54.0</b>	<b>52.6</b>	<b>51.9</b>	<b>50.4</b>	<b>50.8</b>
Net production				1.4	1.7	1.2	1.1	0.8
Treasury								
Acquisitions / divestments								
FX impact and other				0.7	-0.3	-0.5	0.4	-1.2
<b>End of period</b>				<b>56.2</b>	<b>54.0</b>	<b>52.6</b>	<b>51.9</b>	<b>50.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>31.1</b>	<b>32.4</b>	<b>31.1</b>	<b>29.9</b>	<b>29.5</b>
Net production				0.1	0.5	1.4	1.3	0.3
Treasury				0.0	-0.0		-0.2	0.0
Acquisitions / divestments					-1.7			
FX impact and other				0.2	-0.0	-0.1	0.2	0.0
<b>End of period</b>				<b>31.4</b>	<b>31.1</b>	<b>32.4</b>	<b>31.1</b>	<b>29.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>92.6</b>	<b>91.2</b>	<b>91.3</b>	<b>89.5</b>	<b>90.5</b>
Net production				2.2	1.7	0.3	1.6	0.0
Treasury				0.1	0.1	-0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other				0.7	-0.3	-0.4	0.3	-1.1
<b>End of period</b>				<b>95.6</b>	<b>92.6</b>	<b>91.2</b>	<b>91.3</b>	<b>89.5</b>

<sup>1)</sup> Includes Australia, Czech Republic, France, Italy, Spain and Portugal, UK Legacy run-off portfolio.

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

Customer lending/deposits Geographical Growth Markets <sup>1)</sup>								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>10.1</b>	<b>9.6</b>	<b>9.3</b>	<b>9.2</b>	<b>8.9</b>
Net production				0.4	0.4	0.4	0.4	0.3
Treasury								
Acquisitions / divestments								
FX impact and other				-0.1	0.0	-0.0	-0.3	-0.1
<b>End of period</b>				<b>10.4</b>	<b>10.1</b>	<b>9.6</b>	<b>9.3</b>	<b>9.2</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>27.3</b>	<b>27.0</b>	<b>27.2</b>	<b>26.8</b>	<b>27.5</b>
Net production				0.1	-0.5	1.1	1.4	0.6
Treasury				-0.0	-0.0	0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other				-0.3	0.8	-1.4	-1.0	-1.4
<b>End of period</b>				<b>27.1</b>	<b>27.3</b>	<b>27.0</b>	<b>27.2</b>	<b>26.8</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>38.9</b>	<b>36.6</b>	<b>36.8</b>	<b>36.5</b>	<b>36.6</b>
Net production				1.0	1.9	0.8	1.6	0.4
Treasury				-0.2	-0.2	-0.1	0.0	0.1
Acquisitions / divestments								
FX impact and other				-0.4	0.6	-0.8	-1.4	-0.6
<b>End of period</b>				<b>39.3</b>	<b>38.9</b>	<b>36.6</b>	<b>36.8</b>	<b>36.5</b>

<sup>1)</sup> Includes: Poland, Romania, Turkey, Asian stakes.

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

Customer lending/deposits Geographical Wholesale Banking Rest of World <sup>1)</sup>								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<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 production								
Treasury								
Acquisitions / divestments								
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>67.1</b>	<b>67.5</b>	<b>66.9</b>	<b>63.1</b>	<b>60.6</b>
Net production				1.9	-1.0	0.1	2.6	4.0
Treasury				-0.0	0.1	-0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other				1.5	0.4	0.6	1.2	-1.4
<b>End of period</b>				<b>70.4</b>	<b>67.1</b>	<b>67.5</b>	<b>66.9</b>	<b>63.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>11.2</b>	<b>13.3</b>	<b>14.0</b>	<b>13.3</b>	<b>13.0</b>
Net production				1.6	-1.7	0.2	0.5	0.2
Treasury				0.4	-0.4	-1.0	0.1	0.2
Acquisitions / divestments								
FX impact and other				0.3	0.0	0.0	0.1	-0.1
<b>End of period</b>				<b>13.4</b>	<b>11.2</b>	<b>13.3</b>	<b>14.0</b>	<b>13.3</b>

<sup>1)</sup> As per 1Q2019, financials of Nordics locations (which are managed from Brussels) transferred from 'WB Rest of World' to 'Belgium'. Historical figures have been adjusted.



## ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other <sup>1)</sup>								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>0.3</b>	<b>0.3</b>
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.0	0.0	0.0	-0.0
<b>End of period</b>				<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>0.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>0.0</b>	<b>0.1</b>	<b>0.0</b>	<b>-0.2</b>	<b>-0.2</b>
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other				-0.0	-0.0	0.0	0.3	-0.1
<b>End of period</b>				<b>0.0</b>	<b>0.0</b>	<b>0.1</b>	<b>0.0</b>	<b>-0.2</b>

<sup>1)</sup> Region Other consists of Corporate Line and Real Estate run-off portfolio.

## Important legal information

Projects may be subject to regulatory approvals.

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 2018 ING Group consolidated annual accounts. All figures in this document are unaudited. Small differences are possible in the tables due to rounding.

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