

# ING Historical Trend Data 1Q2016 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), i.e. IFRS-EU result, excluding the impact of divestments and special items. In case of a divestment, historical results are revised by excluding both the transaction gain/loss and the operating results of the divested unit.
- As of 1 January 2016, the attribution of 'underlying result' to segments is changed as follows: (1) Czech Republic, previously fully reported within the Wholesale Banking line of business, is now segmented into both Retail Banking and Wholesale Banking; (2) In the geographical segments, Czech Republic is now reported under Other Challengers. Previously, Czech Republic was reported within the geographical segment Wholesale Banking Rest of World.
- As of the third quarter of 2015, NN Group was deconsolidated and was accounted for as an associate held for sale. Subsequently, on 14 April 2016 ING announced the successful sale of its remaining 14.1% stake in NN Group.
- Rounding could cause some small differences.
- All figures are unaudited.

## Product segmentation Wholesale Banking

<u>Product Group</u>	<u>Sub products</u>
▪ Industry Lending	Structured Finance Real Estate Finance
▪ General Lending & Transaction Services	Corporate & Financial Institutions Lending Payments & Cash Management General Lease and Commercial Finance Trade Finance Services
▪ Financial Markets	Financial Markets Clients & Products Corporate Finance
▪ Bank Treasury & Other	WB-part Bank Treasury (Asset & Liability Management and Treasury) Real Estate run-off portfolio General Lease run-off portfolio Other

# Table of contents

1. Profit and Loss	2. Balance Sheet	3. Customer lending/deposits
1.1 Profit and loss: Comparable quarters	2.1 Consolidated Balance sheet: Assets - Comparable quarters	3.1 Customer lending/deposits: ING Bank 1Q2016 Segment split
1.2 Profit and loss: 1Q2016 Segment split	2.2 Consolidated Balance sheet: Assets - Quarterly overview	3.2 Customer lending/deposits: ING Bank Quarterly overview
1.3 Profit and loss: Quarterly overview	2.3 Consolidated Balance sheet: Equity and Liabilities - Comparable quarters	3.3 Customer lending/deposits: Retail Banking
1.4 Profit and loss: Retail Banking	2.4 Consolidated Balance sheet: Equity and Liabilities - Quarterly overview	3.4 Customer lending/deposits: Retail Banking Netherlands
1.5 Profit and loss: Retail Banking Benelux	2.5 Total equity: Comparable quarters	3.5 Customer lending/deposits: Retail Banking Belgium
1.6 Profit and loss: Retail Banking Netherlands	2.6 Total equity: Quarterly overview	3.6 Customer lending/deposits: Retail Banking Germany
1.7 Profit and loss: Retail Banking Belgium	2.7 Capital base	3.7 Customer lending/deposits: Retail Banking Other Challengers & Growth Markets
1.8 Profit and loss: Retail Banking Challengers & Growth Markets	2.8 Funding	3.8 Customer lending/deposits: Wholesale Banking
1.9 Profit and loss: Retail Banking Germany	2.9 Investments: ING Group	3.9 Customer lending/deposits: Wholesale Banking - Industry Lending
1.10 Profit and loss: Retail Banking Other Challengers & Growth Markets		3.10 Customer lending/deposits: Wholesale Banking - General Lending & Transaction Services
1.11 Profit and loss: Wholesale Banking		3.11 Customer lending/deposits: Wholesale Banking - Financial Markets
1.12 Profit and loss: Wholesale Banking - Industry Lending		3.12 Customer lending/deposits: Wholesale Banking - Bank Treasury & Other
1.13 Profit and loss: Wholesale Banking - General Lending & Transaction Services		3.13 Customer lending/deposits: Corporate Line
1.14 Profit and loss: Wholesale Banking - Financial Markets		3.14 Customer lending/deposits: 1Q2016 Geographical split
1.15 Profit and loss: Wholesale Banking - Bank Treasury & Other		3.15 Customer lending/deposits: Geographical Netherlands
1.16 Profit and loss: Corporate Line Banking		3.16 Customer lending/deposits: Geographical Belgium
1.17 Geographical split Banking: 1Q2016		3.17 Customer lending/deposits: Geographical Germany
1.18 Geographical split Banking: Comparable quarters		3.18 Customer lending/deposits: Geographical Other Challengers
1.19 Geographical split Banking: Netherlands		3.19 Customer lending/deposits: Geographical Growth Markets
1.20 Geographical split Banking: Belgium		3.20 Customer lending/deposits: Geographical Wholesale Banking Rest of World
1.21 Geographical split Banking: Germany		3.21 Customer lending/deposits: Geographical Other
1.22 Geographical split Banking: Other Challengers		
1.23 Geographical split Banking: Growth Markets		
1.24 Geographical split Banking: Wholesale Banking Rest of World		
1.25 Geographical split Banking: Other		

## ING 1.1 Profit and loss: Comparable quarters

Profit and loss												
In EUR million	Total Group			of which: Retail Banking			of which: Wholesale Banking			of which: Corporate Line		
	1Q2016	1Q2015	4Q2015	1Q2016	1Q2015	4Q2015	1Q2016	1Q2015	4Q2015	1Q2016	1Q2015	4Q2015
<b>Profit and loss</b>												
Interest result Banking operations	3,248	3,175	3,172	2,330	2,311	2,286	925	898	907	-7	-35	-22
Commission income	607	606	607	357	350	356	251	256	251	-1	-0	-0
Investment income	71	113	-1	56	63	5	15	50	-8	-0	0	1
Other income	161	442	265	72	215	154	125	295	145	-36	-68	-34
<b>Total underlying income</b>	<b>4,087</b>	<b>4,335</b>	<b>4,043</b>	<b>2,815</b>	<b>2,939</b>	<b>2,802</b>	<b>1,316</b>	<b>1,498</b>	<b>1,295</b>	<b>-44</b>	<b>-102</b>	<b>-55</b>
Expenses excl. regulatory costs	2,140	2,068	2,259	1,508	1,478	1,547	573	576	652	59	13	60
Regulatory costs <sup>1)</sup>	496	174	279	394	150	144	102	24	100	0	0	35
<b>Operating expenses</b>	<b>2,636</b>	<b>2,242</b>	<b>2,539</b>	<b>1,902</b>	<b>1,629</b>	<b>1,691</b>	<b>676</b>	<b>600</b>	<b>753</b>	<b>59</b>	<b>13</b>	<b>95</b>
<b>Gross result</b>	<b>1,451</b>	<b>2,093</b>	<b>1,504</b>	<b>913</b>	<b>1,311</b>	<b>1,111</b>	<b>641</b>	<b>898</b>	<b>543</b>	<b>-103</b>	<b>-115</b>	<b>-150</b>
Addition to loan loss provisions	265	432	302	148	259	204	117	173	97	-0	-	0
<b>Underlying result before tax Banking</b>	<b>1,186</b>	<b>1,661</b>	<b>1,202</b>	<b>766</b>	<b>1,052</b>	<b>907</b>	<b>524</b>	<b>725</b>	<b>445</b>	<b>-103</b>	<b>-115</b>	<b>-150</b>
Taxation	329	459	367	208	289	278	150	193	146	-29	-24	-57
Minority interests	16	16	12	14	11	8	3	5	4	-	-	-
<b>Underlying net result Banking</b>	<b>842</b>	<b>1,187</b>	<b>822</b>	<b>545</b>	<b>752</b>	<b>621</b>	<b>371</b>	<b>527</b>	<b>294</b>	<b>-74</b>	<b>-92</b>	<b>-93</b>
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-	-	-
Special items after tax	-13	-14	-16	-13	-14	-16	-	-	-	-	-	-
<b>Net result Banking</b>	<b>829</b>	<b>1,173</b>	<b>807</b>	<b>532</b>	<b>738</b>	<b>605</b>	<b>371</b>	<b>527</b>	<b>294</b>	<b>-74</b>	<b>-92</b>	<b>-93</b>
Net result Insurance Other	-78	7	12									
Net result ic elimination between ING Bank and NN Group		-10										
Net result from discontinued operations NN Group	506	276	-									
Net result from discontinued operations Voya Financial		323										
<b>Net result ING Group</b>	<b>1,257</b>	<b>1,769</b>	<b>819</b>	<b>532</b>	<b>738</b>	<b>605</b>	<b>371</b>	<b>527</b>	<b>294</b>	<b>-74</b>	<b>-92</b>	<b>-93</b>
<b>Key figures<sup>2)</sup></b>												
Interest margin	1.51%	1.47%	1.47%									
Cost/income ratio	64.5%	51.7%	62.8%	67.6%	55.4%	60.4%	51.3%	40.1%	58.1%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	8.2%	12.2%	8.2%									
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>	10.8%	16.0%	10.6%	13.8%	19.5%	15.5%	9.8%	15.2%	8.0%	-105.2%	-107.6%	-131.4%
Risk costs in bps of average RWA	33	58	38	36	66	50	31	49	26	-0	-	0
Risk-weighted assets (end of period)	315,361	303,581	318,202	161,307	157,867	163,191	151,122	142,765	152,315	2,932	2,949	2,696
Employees (FTEs, end of period)	52,088	53,032	52,368	40,702	42,144	41,252	11,383	10,886	11,113	3	2	2

<sup>1)</sup> Regulatory costs represents bank taxes, 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 10.0% common equity Tier 1 ratio (annualised).

## ING 1.2 Profit and loss: 1Q2016 Segment split

### Profit and loss 1Q2016

In EUR million	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	General Lending				Corporate Line Banking
			Netherlands	Belgium	Germany	Other		Industry Lending	& Transaction Services	Financial Markets	Bank Treasury & Other	
Balance sheet related interest	3,248	2,295	906	454	422	512	1,031	477	237	114	203	-78
Capital charge on book equity	-	-10	1	0	2	-13	-153	-0	-1	-1	-151	162
Interest benefit on total capital	-	45	17	10	7	11	46	19	13	11	3	-92
<b>Interest result</b>	<b>3,248</b>	<b>2,330</b>	<b>924</b>	<b>464</b>	<b>432</b>	<b>510</b>	<b>925</b>	<b>495</b>	<b>250</b>	<b>124</b>	<b>55</b>	<b>-7</b>
Commission income	607	357	137	112	41	67	251	131	84	36	-0	-1
Investment income	9	1	1	1	-0	0	8	0	0	0	8	-0
Realised gains and fair value changes on investments	62	55	16	29	4	6	7	-5	-	-0	12	0
<b>Total investment income</b>	<b>71</b>	<b>56</b>	<b>17</b>	<b>30</b>	<b>4</b>	<b>6</b>	<b>15</b>	<b>-5</b>	<b>0</b>	<b>-0</b>	<b>20</b>	<b>-0</b>
Valuation results non-trading derivatives	14	73	2	-17	73	14	-3	1	0	21	-25	-56
Net trading income	100	-44	-12	31	-75	12	132	3	8	92	29	12
Other income	47	44	11	8	2	22	-5	-5	2	-5	3	8
<b>Total other income</b>	<b>161</b>	<b>72</b>	<b>1</b>	<b>22</b>	<b>0</b>	<b>48</b>	<b>125</b>	<b>-2</b>	<b>11</b>	<b>108</b>	<b>8</b>	<b>-36</b>
<b>Total underlying income</b>	<b>4,087</b>	<b>2,815</b>	<b>1,079</b>	<b>627</b>	<b>477</b>	<b>631</b>	<b>1,316</b>	<b>620</b>	<b>345</b>	<b>268</b>	<b>83</b>	<b>-44</b>
Expenses excl. regulatory costs	2,140	1,508	601	329	195	383	573	149	179	214	32	59
Regulatory costs <sup>1)</sup>	496	394	94	161	101	38	102	21	23	53	4	0
<b>Operating expenses</b>	<b>2,636</b>	<b>1,902</b>	<b>695</b>	<b>490</b>	<b>295</b>	<b>422</b>	<b>676</b>	<b>170</b>	<b>202</b>	<b>267</b>	<b>37</b>	<b>59</b>
<b>Gross result</b>	<b>1,451</b>	<b>913</b>	<b>384</b>	<b>138</b>	<b>182</b>	<b>210</b>	<b>641</b>	<b>450</b>	<b>143</b>	<b>2</b>	<b>46</b>	<b>-103</b>
Addition to loan loss provisions	265	148	49	32	8	59	117	98	2	4	14	-0
<b>Underlying result before tax Banking</b>	<b>1,186</b>	<b>766</b>	<b>336</b>	<b>106</b>	<b>174</b>	<b>151</b>	<b>524</b>	<b>353</b>	<b>141</b>	<b>-2</b>	<b>32</b>	<b>-103</b>
Taxation	329	208	80	29	60	38	150	83	33	-8	42	-29
Minority interests	16	14	-	-1	0	14	3	2	0	1	-1	-
<b>Underlying net result Banking</b>	<b>842</b>	<b>545</b>	<b>255</b>	<b>78</b>	<b>113</b>	<b>99</b>	<b>371</b>	<b>268</b>	<b>107</b>	<b>5</b>	<b>-9</b>	<b>-74</b>
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-	-	-
Special items after tax	-13	-13	-13	-	-	-	-	-	-	-	-	-
<b>Net result Banking</b>	<b>829</b>	<b>532</b>	<b>243</b>	<b>78</b>	<b>113</b>	<b>99</b>	<b>371</b>	<b>268</b>	<b>107</b>	<b>5</b>	<b>-9</b>	<b>-74</b>
Net result Insurance Other	-78											
Net result ic elimination between ING Bank and NN Group												
Net result from discontinued operations NN Group	506											
Net result from discontinued operations Voya Financial												
<b>Net result ING Group</b>	<b>1,257</b>											
<b>Key figures<sup>2)</sup></b>												
Interest margin	1.51%											
Cost/income ratio	64.5%	67.6%	64.4%	78.0%	61.9%	66.8%	51.3%	27.4%	58.5%	99.4%	44.5%	n.a.
Return on equity based on IFRS-EU equity ING Bank	8.2%											
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>	10.8%	13.8%	18.0%	9.7%	18.2%	9.3%	9.8%	17.5%	9.7%	0.7%	-3.3%	-105.2%
Risk costs in bps of average RWA	33	36	34	40	13	48	31	63	2	4	48	-0
Risk-weighted assets (end of period)	315,361	161,307	55,737	31,829	24,932	48,809	151,122	60,841	44,507	34,389	11,385	2,932
Employees (FTEs, end of period)	52,088	40,702	9,533	8,816	4,335	18,018	11,383					3

<sup>1)</sup> Regulatory costs represents bank taxes, 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 10.0% common equity Tier 1 ratio (annualised).

## ING 1.3 Profit and loss: Quarterly overview

Profit and loss								
In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
Interest income				11,148	11,162	11,376	11,549	12,271
Minus: interest expense				7,900	7,990	8,235	8,446	9,096
Interest result				3,248	3,172	3,140	3,103	3,175
Commission income				607	607	524	584	606
Investment income				9	3	57	8	1
Realised gains and fair value changes on investments				62	-4	-64	17	112
Total investment income				71	-1	-7	25	113
Valuation results non-trading derivatives				14	-27	-87	190	72
Net trading income				100	240	355	298	281
Other income				47	52	77	-29	90
Total other income				161	265	345	460	442
<b>Total underlying income</b>				<b>4,087</b>	<b>4,043</b>	<b>4,002</b>	<b>4,171</b>	<b>4,335</b>
Staff expenses				1,267	1,197	1,203	1,266	1,256
Regulatory costs <sup>1)</sup>				496	279	105	61	174
Other expenses				873	1,062	939	891	812
<b>Operating expenses</b>				<b>2,636</b>	<b>2,539</b>	<b>2,247</b>	<b>2,218</b>	<b>2,242</b>
<b>Gross result</b>				<b>1,451</b>	<b>1,504</b>	<b>1,756</b>	<b>1,953</b>	<b>2,093</b>
Addition to loan loss provisions				265	302	261	353	432
<b>Underlying result before tax Banking</b>				<b>1,186</b>	<b>1,202</b>	<b>1,495</b>	<b>1,601</b>	<b>1,661</b>
Taxation				329	367	379	462	459
Minority interests				16	12	23	21	16
<b>Underlying net result Banking</b>				<b>842</b>	<b>822</b>	<b>1,092</b>	<b>1,118</b>	<b>1,187</b>
Net gains/losses on divestments				-	-	-	367	-
Net result from divested units				-	-	-	-	-
Special items after tax				-13	-16	-15	-13	-14
<b>Net result Banking</b>				<b>829</b>	<b>807</b>	<b>1,078</b>	<b>1,471</b>	<b>1,173</b>
Net result Insurance Other				-78	12	-90	28	7
Net result ic elimination between ING Bank and NN Group							-11	-10
Net result from discontinued operations NN Group				506	-	76	-1,131	276
Net result from discontinued operations Voya Financial								323
<b>Net result ING Group</b>				<b>1,257</b>	<b>819</b>	<b>1,064</b>	<b>358</b>	<b>1,769</b>
<b>Key figures<sup>2)</sup></b>								
Interest margin				1.51%	1.47%	1.46%	1.43%	1.47%
Cost/income ratio				64.5%	62.8%	56.1%	53.2%	51.7%
Return on equity based on IFRS-EU equity ING Bank				8.2%	8.2%	11.2%	11.4%	12.2%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>				10.8%	10.6%	14.4%	14.8%	16.0%
Risk costs in bps of average RWA				33	38	34	46	58
Risk-weighted assets (end of period)				315,361	318,202	310,273	309,831	303,581
Employees (FTEs, end of period)				52,088	52,368	52,560	52,729	53,032

<sup>1)</sup> Regulatory costs represents bank taxes, 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 10.0% common equity Tier 1 ratio (annualised).

## ING 1.4 Profit and loss: Retail Banking

Profit and loss Retail Banking								
In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
Balance sheet related interest				2,295	2,250	2,291	2,237	2,269
Capital charge on book equity				-10	-14	-15	-18	-22
Interest benefit on total capital				45	50	56	57	64
Interest result				2,330	2,286	2,332	2,276	2,311
Commission income				357	356	311	345	350
Investment income				1	3	45	4	1
Realised gains and fair value changes on investments				55	2	7	28	62
Total investment income				56	5	53	32	63
Valuation results non-trading derivatives				73	-15	-21	4	137
Net trading income				-44	127	94	63	31
Other income				44	42	69	-33	47
Total other income				72	154	143	34	215
<b>Total underlying income</b>				<b>2,815</b>	<b>2,802</b>	<b>2,838</b>	<b>2,687</b>	<b>2,939</b>
Expenses excl. regulatory costs				1,508	1,547	1,485	1,489	1,478
Regulatory costs				394	144	85	64	150
<b>Operating expenses</b>				<b>1,902</b>	<b>1,691</b>	<b>1,570</b>	<b>1,552</b>	<b>1,629</b>
<b>Gross result</b>				<b>913</b>	<b>1,111</b>	<b>1,268</b>	<b>1,135</b>	<b>1,311</b>
Addition to loan loss provisions				148	204	164	242	259
<b>Underlying result before tax</b>				<b>766</b>	<b>907</b>	<b>1,104</b>	<b>893</b>	<b>1,052</b>
Taxation				208	278	263	287	289
Minority interests				14	8	18	19	11
<b>Underlying net result</b>				<b>545</b>	<b>621</b>	<b>824</b>	<b>586</b>	<b>752</b>
Net gains/losses on divestments				-	-	-	367	-
Net result from divested units				-	-	-	-	-
Special items after tax				-13	-16	-15	-13	-14
<b>Net result</b>				<b>532</b>	<b>605</b>	<b>809</b>	<b>939</b>	<b>738</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				67.6%	60.4%	55.3%	57.8%	55.4%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>				13.8%	15.5%	20.9%	15.1%	19.5%
Risk costs in bps of average RWA				36	50	41	61	66
Risk-weighted assets (end of period)				161,307	163,191	161,007	161,758	157,867
Employees (FTEs, end of period)				40,702	41,252	41,471	41,838	42,144

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

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised).

## ING 1.5 Profit and loss: Retail Banking Benelux

Profit and loss Retail Banking Benelux								
In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
Balance sheet related interest				1,360	1,352	1,379	1,353	1,417
Capital charge on book equity				1	1	0	0	-0
Interest benefit on total capital				27	30	33	34	39
Interest result				1,388	1,382	1,413	1,387	1,455
Commission income				249	229	218	233	231
Investment income				1	2	3	2	1
Realised gains and fair value changes on investments				45	-0	7	2	4
Total investment income				47	2	10	3	4
Valuation results non-trading derivatives				-15	12	6	12	81
Net trading income				19	52	40	53	34
Other income				19	13	42	10	25
Total other income				23	77	88	75	140
<b>Total underlying income</b>				<b>1,707</b>	<b>1,691</b>	<b>1,729</b>	<b>1,698</b>	<b>1,831</b>
Expenses excl. regulatory costs				930	969	936	920	925
Regulatory costs				255	89	37	37	94
<b>Operating expenses</b>				<b>1,185</b>	<b>1,058</b>	<b>973</b>	<b>956</b>	<b>1,019</b>
<b>Gross result</b>				<b>522</b>	<b>633</b>	<b>756</b>	<b>742</b>	<b>812</b>
Addition to loan loss provisions				81	124	98	180	200
<b>Underlying result before tax</b>				<b>442</b>	<b>508</b>	<b>658</b>	<b>562</b>	<b>611</b>
Taxation				109	169	140	173	164
Minority interests				-1	1	2	2	1
<b>Underlying net result</b>				<b>333</b>	<b>338</b>	<b>516</b>	<b>386</b>	<b>446</b>
Net gains/losses on divestments				-	-	-	-	-
Net result from divested units				-	-	-	-	-
Special items after tax				-13	-16	-15	-13	-14
<b>Net result</b>				<b>320</b>	<b>323</b>	<b>501</b>	<b>373</b>	<b>432</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				69.4%	62.6%	56.3%	56.3%	55.7%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>				15.0%	15.2%	23.4%	17.6%	20.2%
Risk costs in bps of average RWA				36	56	44	81	91
Risk-weighted assets (end of period)				87,566	89,489	88,512	88,603	88,280
Employees (FTEs, end of period)				18,349	18,751	18,839	19,284	19,424

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

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised).

## ING 1.6 Profit and loss: Retail Banking Netherlands

Profit and loss Retail Banking Netherlands								
In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
Balance sheet related interest				906	891	904	879	917
Capital charge on book equity				1	1	0	0	-0
Interest benefit on total capital				17	19	22	23	27
Interest result				924	910	927	902	944
Commission income				137	135	133	126	121
Investment income				1	0	0	0	-
Realised gains and fair value changes on investments				16	1	-0	-0	2
Total investment income				17	1	0	0	2
Valuation results non-trading derivatives				2	8	8	6	81
Net trading income				-12	15	9	12	-3
Other income				11	14	12	31	8
Total other income				1	36	30	49	86
<b>Total underlying income</b>				<b>1,079</b>	<b>1,082</b>	<b>1,090</b>	<b>1,078</b>	<b>1,153</b>
Expenses excl. regulatory costs				601	622	592	580	581
Regulatory costs				94	100	-	-	-
<b>Operating expenses</b>				<b>695</b>	<b>722</b>	<b>592</b>	<b>580</b>	<b>581</b>
<b>Gross result</b>				<b>384</b>	<b>360</b>	<b>498</b>	<b>498</b>	<b>572</b>
Addition to loan loss provisions				49	59	82	140	153
<b>Underlying result before tax</b>				<b>336</b>	<b>301</b>	<b>416</b>	<b>358</b>	<b>420</b>
Taxation				80	92	102	92	105
Minority interests				-	-	-	-	-
<b>Underlying net result</b>				<b>255</b>	<b>208</b>	<b>315</b>	<b>266</b>	<b>315</b>
Net gains/losses on divestments								
Net result from divested units								
Special items after tax				-13	-16	-15	-13	-14
<b>Net result</b>				<b>243</b>	<b>193</b>	<b>300</b>	<b>253</b>	<b>301</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				64.4%	66.7%	54.3%	53.8%	50.4%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>				18.0%	14.3%	21.1%	17.5%	20.6%
Risk costs in bps of average RWA				34	41	55	92	100
Risk-weighted assets (end of period)				55,737	57,690	58,552	60,683	61,076
Employees (FTEs, end of period)				9,533	9,928	9,952	10,423	10,504

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

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised).



## ING 1.7 Profit and loss: Retail Banking Belgium

Profit and loss Retail Banking Belgium <sup>1)</sup>								
In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
Balance sheet related interest				454	461	475	474	500
Capital charge on book equity				0	0	0	0	-0
Interest benefit on total capital				10	10	11	10	12
Interest result				464	471	486	485	512
Commission income				112	94	86	107	110
Investment income				1	2	3	1	1
Realised gains and fair value changes on investments				29	-1	7	2	1
Total investment income				30	1	10	3	2
Valuation results non-trading derivatives				-17	4	-2	6	0
Net trading income				31	37	31	41	37
Other income				8	-1	29	-21	16
Total other income				22	41	58	26	53
<b>Total underlying income</b>				<b>627</b>	<b>608</b>	<b>639</b>	<b>621</b>	<b>678</b>
Expenses excl. regulatory costs				329	348	344	340	344
Regulatory costs				161	-12	37	37	94
<b>Operating expenses</b>				<b>490</b>	<b>336</b>	<b>381</b>	<b>377</b>	<b>438</b>
<b>Gross result</b>				<b>138</b>	<b>273</b>	<b>258</b>	<b>244</b>	<b>239</b>
Addition to loan loss provisions				32	65	16	40	48
<b>Underlying result before tax</b>				<b>106</b>	<b>207</b>	<b>242</b>	<b>204</b>	<b>192</b>
Taxation				29	77	39	81	59
Minority interests				-1	1	2	2	1
<b>Underlying net result</b>				<b>78</b>	<b>130</b>	<b>201</b>	<b>120</b>	<b>131</b>
Net gains/losses on divestments								
Net result from divested units								
Special items after tax								
<b>Net result</b>				<b>78</b>	<b>130</b>	<b>201</b>	<b>120</b>	<b>131</b>
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				78.0%	55.2%	59.7%	60.7%	64.7%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>				9.7%	16.9%	28.1%	17.8%	19.4%
Risk costs in bps of average RWA				40	85	22	58	70
Risk-weighted assets (end of period)				31,829	31,799	29,959	27,920	27,204
Employees (FTEs, end of period)				8,816	8,823	8,887	8,861	8,920

<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 10.0% common equity Tier 1 ratio (annualised).

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

Profit and loss Retail Banking Challengers & Growth Markets								
In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
Balance sheet related interest				934	898	912	884	853
Capital charge on book equity				-11	-14	-15	-18	-22
Interest benefit on total capital				18	21	23	23	25
Interest result				942	904	919	889	856
Commission income				108	127	92	112	119
Investment income				0	0	42	2	0
Realised gains and fair value changes on investments				10	3	0	27	58
Total investment income				10	3	43	29	58
Valuation results non-trading derivatives				87	-27	-27	-8	56
Net trading income				-63	76	55	10	-3
Other income				25	29	28	-43	22
Total other income				49	77	55	-41	75
<b>Total underlying income</b>				<b>1,108</b>	<b>1,111</b>	<b>1,109</b>	<b>989</b>	<b>1,108</b>
Expenses excl. regulatory costs				578	578	549	569	553
Regulatory costs				139	56	48	27	56
<b>Operating expenses</b>				<b>717</b>	<b>633</b>	<b>597</b>	<b>596</b>	<b>609</b>
<b>Gross result</b>				<b>391</b>	<b>478</b>	<b>512</b>	<b>393</b>	<b>499</b>
Addition to loan loss provisions				67	80	66	62	59
<b>Underlying result before tax</b>				<b>324</b>	<b>398</b>	<b>446</b>	<b>331</b>	<b>440</b>
Taxation				98	109	122	115	125
Minority interests				14	7	16	17	10
<b>Underlying net result</b>				<b>212</b>	<b>282</b>	<b>308</b>	<b>199</b>	<b>306</b>
Net gains/losses on divestments				-	-	-	367	-
Net result from divested units				-	-	-	-	-
Special items after tax				-	-	-	-	-
<b>Net result</b>				<b>212</b>	<b>282</b>	<b>308</b>	<b>566</b>	<b>306</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				64.7%	57.0%	53.8%	60.3%	55.0%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>				12.3%	15.8%	17.8%	12.1%	18.5%
Risk costs in bps of average RWA				36	44	36	35	35
Risk-weighted assets (end of period)				73,740	73,702	72,495	73,155	69,587
Employees (FTEs, end of period)				22,353	22,502	22,632	22,554	22,720

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

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised).

## ING 1.9 Profit and loss: Retail Banking Germany

### Profit and loss Retail Banking Germany<sup>1)</sup>

In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
Balance sheet related interest				422	419	414	404	371
Capital charge on book equity				2	-1	-2	-3	-6
Interest benefit on total capital				7	8	9	9	11
<b>Interest result</b>				<b>432</b>	<b>427</b>	<b>421</b>	<b>410</b>	<b>376</b>
Commission income				41	62	31	36	45
Investment income				-0	-0	0	1	-0
Realised gains and fair value changes on investments				4	3	-	24	39
<b>Total investment income</b>				<b>4</b>	<b>2</b>	<b>0</b>	<b>25</b>	<b>39</b>
Valuation results non-trading derivatives				73	2	22	-3	9
Net trading income				-75	11	-12	-3	2
Other income				2	2	2	2	2
<b>Total other income</b>				<b>0</b>	<b>16</b>	<b>12</b>	<b>-3</b>	<b>14</b>
<b>Total underlying income</b>				<b>477</b>	<b>507</b>	<b>464</b>	<b>467</b>	<b>473</b>
Expenses excl. regulatory costs				195	196	187	180	180
Regulatory costs				101	9	39	20	30
<b>Operating expenses</b>				<b>295</b>	<b>205</b>	<b>226</b>	<b>200</b>	<b>210</b>
<b>Gross result</b>				<b>182</b>	<b>302</b>	<b>237</b>	<b>267</b>	<b>263</b>
Addition to loan loss provisions				8	13	17	14	12
<b>Underlying result before tax</b>				<b>174</b>	<b>288</b>	<b>220</b>	<b>253</b>	<b>250</b>
Taxation				60	89	70	90	80
Minority interests				0	0	1	0	0
<b>Underlying net result</b>				<b>113</b>	<b>199</b>	<b>150</b>	<b>162</b>	<b>170</b>
Net gains/losses on divestments								
Net result from divested units								
Special items after tax								
<b>Net result</b>				<b>113</b>	<b>199</b>	<b>150</b>	<b>162</b>	<b>170</b>
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				61.9%	40.5%	48.8%	42.8%	44.4%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>				18.2%	32.0%	24.3%	26.8%	28.1%
Risk costs in bps of average RWA				13	21	28	23	20
Risk-weighted assets (end of period)				24,932	24,911	25,134	24,467	24,037
Employees (FTEs, end of period)				4,335	4,262	4,205	4,101	4,060

<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 10.0% common equity Tier 1 ratio (annualised).

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

### Profit and loss Retail Banking Other Challengers & Growth Markets<sup>1)</sup>

In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
Balance sheet related interest				512	478	498	480	481
Capital charge on book equity				-13	-13	-13	-14	-16
Interest benefit on total capital				11	12	13	14	15
Interest result				510	477	498	479	480
Commission income				67	66	62	77	74
Investment income				0	0	42	2	0
Realised gains and fair value changes on investments				6	0	0	3	19
Total investment income				6	0	42	4	20
Valuation results non-trading derivatives				14	-29	-49	-5	46
Net trading income				12	64	66	13	-5
Other income				22	26	26	-45	20
Total other income				48	61	43	-38	62
<b>Total underlying income</b>				<b>631</b>	<b>605</b>	<b>645</b>	<b>522</b>	<b>636</b>
Expenses excl. regulatory costs				383	381	362	389	373
Regulatory costs				38	47	9	7	26
<b>Operating expenses</b>				<b>422</b>	<b>428</b>	<b>371</b>	<b>396</b>	<b>399</b>
<b>Gross result</b>				<b>210</b>	<b>177</b>	<b>275</b>	<b>126</b>	<b>236</b>
Addition to loan loss provisions				59	67	49	48	47
<b>Underlying result before tax</b>				<b>151</b>	<b>110</b>	<b>226</b>	<b>78</b>	<b>190</b>
Taxation				38	20	53	24	45
Minority interests				14	7	15	17	9
<b>Underlying net result</b>				<b>99</b>	<b>83</b>	<b>158</b>	<b>37</b>	<b>136</b>
Net gains/losses on divestments							367	
Net result from divested units								
Special items after tax								
<b>Net result</b>				<b>99</b>	<b>83</b>	<b>158</b>	<b>404</b>	<b>136</b>
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				66.8%	70.8%	57.4%	75.8%	62.8%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>				9.3%	7.5%	14.4%	4.6%	13.3%
Risk costs in bps of average RWA				48	55	41	41	42
Risk-weighted assets (end of period)				48,809	48,791	47,361	48,688	45,551
Employees (FTEs, end of period)				18,018	18,240	18,427	18,454	18,661

<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 10.0% common equity Tier 1 ratio (annualised).

## ING 1.11 Profit and loss: Wholesale Banking

### Profit and loss Wholesale Banking

In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
Balance sheet related interest				1,031	1,016	953	992	995
Capital charge on book equity				-153	-159	-157	-163	-159
Interest benefit on total capital				46	50	55	54	61
Interest result				925	907	850	883	898
Commission income				251	251	216	239	256
Investment income				8	-1	12	4	-0
Realised gains and fair value changes on investments				7	-7	-72	-12	50
Total investment income				15	-8	-60	-8	50
Valuation results non-trading derivatives				-3	47	119	8	15
Net trading income				132	88	85	422	261
Other income				-5	9	4	18	19
Total other income				125	145	208	448	295
<b>Total underlying income</b>				<b>1,316</b>	<b>1,295</b>	<b>1,214</b>	<b>1,562</b>	<b>1,498</b>
Expenses excl. regulatory costs				573	652	582	606	576
Regulatory costs				102	100	20	-3	24
<b>Operating expenses</b>				<b>676</b>	<b>753</b>	<b>603</b>	<b>603</b>	<b>600</b>
<b>Gross result</b>				<b>641</b>	<b>543</b>	<b>612</b>	<b>959</b>	<b>898</b>
Addition to loan loss provisions				117	97	97	111	173
<b>Underlying result before tax</b>				<b>524</b>	<b>445</b>	<b>515</b>	<b>848</b>	<b>725</b>
Taxation				150	146	119	217	193
Minority interests				3	4	6	1	5
<b>Underlying net result</b>				<b>371</b>	<b>294</b>	<b>390</b>	<b>630</b>	<b>527</b>
Net gains/losses on divestments				-	-	-	-	-
Net result from divested units				-	-	-	-	-
Special items after tax				-	-	-	-	-
<b>Net result</b>				<b>371</b>	<b>294</b>	<b>390</b>	<b>630</b>	<b>527</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				51.3%	58.1%	49.6%	38.6%	40.1%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>				9.8%	8.0%	10.9%	17.6%	15.2%
Risk costs in bps of average RWA				31	26	27	31	49
Risk-weighted assets (end of period)				151,122	152,315	146,301	144,285	142,765
Employees (FTEs, end of period)				11,383	11,113	11,087	10,889	10,886
Value at Risk trading positions (avg.)				11.2	13.9	11.5	10.2	10.8

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

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised).

## ING 1.12 Profit and loss: WB - Industry Lending

### Profit and loss Wholesale Banking - Industry Lending

In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
Balance sheet related interest				477	465	459	465	437
Capital charge on book equity				-0	-0	-0	-0	-0
Interest benefit on total capital				19	19	21	21	23
Interest result				495	485	480	486	459
Commission income				131	119	112	134	133
Investment income				0	0	1	0	0
Realised gains and fair value changes on investments				-5	-6	-8	-1	9
Total investment income				-5	-6	-7	-1	9
Valuation results non-trading derivatives				1	2	-20	-7	-1
Net trading income				3	-1	4	6	-4
Other income				-5	4	-0	2	3
Total other income				-2	5	-16	0	-1
<b>Total underlying income</b>				<b>620</b>	<b>602</b>	<b>570</b>	<b>620</b>	<b>600</b>
Expenses excl. regulatory costs				149	149	143	148	135
Regulatory costs				21	25	3	0	5
<b>Operating expenses</b>				<b>170</b>	<b>174</b>	<b>146</b>	<b>149</b>	<b>140</b>
<b>Gross result</b>				<b>450</b>	<b>429</b>	<b>424</b>	<b>471</b>	<b>460</b>
Addition to loan loss provisions				98	63	39	58	108
<b>Underlying result before tax</b>				<b>353</b>	<b>366</b>	<b>385</b>	<b>414</b>	<b>353</b>
Taxation				83	88	89	119	88
Minority interests				2	2	1	1	1
<b>Underlying net result</b>				<b>268</b>	<b>276</b>	<b>294</b>	<b>294</b>	<b>264</b>
Net gains/losses on divestments								
Net result from divested units								
Special items after tax								
<b>Net result</b>				<b>268</b>	<b>276</b>	<b>294</b>	<b>294</b>	<b>264</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				27.4%	28.9%	25.6%	24.0%	23.3%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>				17.5%	19.0%	21.5%	21.6%	20.3%
Risk costs in bps of average RWA				63	43	28	42	82
Risk-weighted assets (end of period)				60,841	62,387	54,773	55,116	54,301

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

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised).

## ING 1.13 Profit and loss: WB - General Lending & Transaction Services

### Profit and loss Wholesale Banking - General Lending & Transaction Services

In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
Balance sheet related interest				237	243	236	242	242
Capital charge on book equity				-1	-1	-1	-1	-1
Interest benefit on total capital				13	15	16	15	17
Interest result				250	257	251	256	259
Commission income				84	93	83	90	86
Investment income				0	0	0	0	0
Realised gains and fair value changes on investments				-	-0	-	-	-
Total investment income				0	-0	0	0	0
Valuation results non-trading derivatives				0	-1	-0	-4	1
Net trading income				8	12	9	15	8
Other income				2	2	3	1	3
Total other income				11	13	12	12	12
<b>Total underlying income</b>				<b>345</b>	<b>363</b>	<b>345</b>	<b>359</b>	<b>356</b>
Expenses excl. regulatory costs				179	201	189	191	191
Regulatory costs				23	15	13	1	5
<b>Operating expenses</b>				<b>202</b>	<b>216</b>	<b>203</b>	<b>193</b>	<b>196</b>
<b>Gross result</b>				<b>143</b>	<b>147</b>	<b>143</b>	<b>166</b>	<b>160</b>
Addition to loan loss provisions				2	24	39	34	51
<b>Underlying result before tax</b>				<b>141</b>	<b>123</b>	<b>104</b>	<b>132</b>	<b>109</b>
Taxation				33	35	21	41	28
Minority interests				0	1	3	-2	2
<b>Underlying net result</b>				<b>107</b>	<b>86</b>	<b>80</b>	<b>93</b>	<b>79</b>
Net gains/losses on divestments								
Net result from divested units								
Special items after tax								
<b>Net result</b>				<b>107</b>	<b>86</b>	<b>80</b>	<b>93</b>	<b>79</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				58.5%	59.6%	58.7%	53.7%	55.0%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>				9.7%	8.1%	8.0%	9.0%	8.2%
Risk costs in bps of average RWA				2	22	37	34	52
Risk-weighted assets (end of period)				44,507	44,344	42,342	41,304	39,780

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

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised).

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

### Profit and loss Wholesale Banking - Financial Markets

In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
Balance sheet related interest				114	110	53	83	118
Capital charge on book equity				-1	-0	-0	-0	-0
Interest benefit on total capital				11	12	14	14	17
Interest result				124	123	67	97	135
Commission income				36	41	18	15	38
Investment income				0	4	0	1	0
Realised gains and fair value changes on investments				-0	-1	4	1	-1
Total investment income				-0	3	5	2	-1
Valuation results non-trading derivatives				21	23	136	52	-31
Net trading income				92	86	61	372	244
Other income				-5	-22	-9	-15	-13
Total other income				108	86	187	409	201
<b>Total underlying income</b>				<b>268</b>	<b>253</b>	<b>277</b>	<b>523</b>	<b>372</b>
Expenses excl. regulatory costs				214	226	224	225	211
Regulatory costs				53	57	1	1	12
<b>Operating expenses</b>				<b>267</b>	<b>284</b>	<b>225</b>	<b>226</b>	<b>223</b>
<b>Gross result</b>				<b>2</b>	<b>-31</b>	<b>52</b>	<b>296</b>	<b>149</b>
Addition to loan loss provisions				4	4	0	0	-0
<b>Underlying result before tax</b>				<b>-2</b>	<b>-35</b>	<b>52</b>	<b>296</b>	<b>149</b>
Taxation				-8	6	-12	60	27
Minority interests				1	2	1	1	1
<b>Underlying net result</b>				<b>5</b>	<b>-42</b>	<b>64</b>	<b>236</b>	<b>121</b>
Net gains/losses on divestments								
Net result from divested units								
Special items after tax								
<b>Net result</b>				<b>5</b>	<b>-42</b>	<b>64</b>	<b>236</b>	<b>121</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				99.4%	112.2%	81.2%	43.3%	60.0%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>				0.7%	-4.5%	7.0%	25.8%	13.3%
Risk costs in bps of average RWA				4	5	0	0	-0
Risk-weighted assets (end of period)				34,389	34,449	37,573	36,754	36,646

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

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised).



## ING 1.15 Profit and loss: WB - Bank Treasury & Other

### Profit and loss Wholesale Banking - Bank Treasury & Other

In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
Balance sheet related interest				203	197	205	201	198
Capital charge on book equity				-151	-158	-156	-162	-158
Interest benefit on total capital				3	4	4	5	5
Interest result				55	43	53	44	45
Commission income				-0	-1	2	-0	-1
Investment income				8	-5	10	3	-0
Realised gains and fair value changes on investments				12	0	-68	-12	42
Total investment income				20	-5	-58	-9	42
Valuation results non-trading derivatives				-25	23	4	-33	46
Net trading income				29	-9	11	30	12
Other income				3	26	11	30	26
Total other income				8	40	25	26	84
<b>Total underlying income</b>				<b>83</b>	<b>76</b>	<b>22</b>	<b>61</b>	<b>170</b>
Expenses excl. regulatory costs				32	76	26	41	39
Regulatory costs				4	3	3	-6	2
<b>Operating expenses</b>				<b>37</b>	<b>79</b>	<b>29</b>	<b>35</b>	<b>42</b>
<b>Gross result</b>				<b>46</b>	<b>-2</b>	<b>-7</b>	<b>25</b>	<b>128</b>
Addition to loan loss provisions				14	6	19	19	14
<b>Underlying result before tax</b>				<b>32</b>	<b>-8</b>	<b>-26</b>	<b>7</b>	<b>114</b>
Taxation				42	18	22	-2	51
Minority interests				-1	-1	1	1	1
<b>Underlying net result</b>				<b>-9</b>	<b>-25</b>	<b>-48</b>	<b>8</b>	<b>63</b>
Net gains/losses on divestments								
Net result from divested units								
Special items after tax								
<b>Net result</b>				<b>-9</b>	<b>-25</b>	<b>-48</b>	<b>8</b>	<b>63</b>
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				44.5%	102.8%	130.7%	58.2%	24.5%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>				-3.3%	-9.2%	-16.8%	2.9%	21.8%
Risk costs in bps of average RWA				48	22	68	64	47
Risk-weighted assets (end of period)				11,385	11,135	11,612	11,111	12,038

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

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised).

## ING 1.16 Profit and loss: Corporate Line

Profit and loss Corporate Line								
In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
Balance sheet related interest				-78	-94	-104	-125	-90
Capital charge on book equity				162	172	173	181	181
Interest benefit on total capital				-92	-101	-111	-111	-126
Interest result				-7	-22	-42	-55	-35
Commission income				-1	-0	-3	-0	-0
Investment income				-0	1	0	0	0
Realised gains and fair value changes on investments				0	-0	0	0	-
Total investment income				-0	1	0	0	0
Valuation results non-trading derivatives				-56	-59	-185	178	-80
Net trading income				12	24	176	-187	-11
Other income				8	1	4	-14	24
Total other income				-36	-34	-6	-22	-68
<b>Total underlying income</b>				<b>-44</b>	<b>-55</b>	<b>-50</b>	<b>-77</b>	<b>-102</b>
Expenses excl. regulatory costs				59	60	74	63	13
Regulatory costs				0	35	-	0	0
<b>Operating expenses</b>				<b>59</b>	<b>95</b>	<b>74</b>	<b>63</b>	<b>13</b>
<b>Gross result</b>				<b>-103</b>	<b>-150</b>	<b>-124</b>	<b>-140</b>	<b>-115</b>
Addition to loan loss provisions				-0	0	0	-	-
<b>Underlying result before tax</b>				<b>-103</b>	<b>-150</b>	<b>-124</b>	<b>-140</b>	<b>-115</b>
Taxation				-29	-57	-3	-42	-24
Minority interests				-	-	-	-	-
<b>Underlying net result</b>				<b>-74</b>	<b>-93</b>	<b>-122</b>	<b>-98</b>	<b>-92</b>
Net gains/losses on divestments								
Net result from divested units								
Special items after tax								
<b>Net result</b>				<b>-74</b>	<b>-93</b>	<b>-122</b>	<b>-98</b>	<b>-92</b>
<b>Key figures<sup>1)</sup></b>								
Risk-weighted assets (end of period)				2,932	2,696	2,965	3,788	2,949
Employees (FTEs, end of period)				3	2	2	2	2

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

# ING 1.17 Geographical split Banking: 1Q2016

## Geographical split 1Q2016

In EUR 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 and loss</b>																				
Interest result	1,182	924	258	533	464	70	505	432	73	347	266	81	298	244	54	389	389	-6	1	-7
Commission income	197	137	60	140	112	28	59	41	18	38	12	25	67	55	12	107	107	-1	0	-1
Investment income	33	17	16	36	30	6	4	4	0	-0	-0	0	7	6	1	-5	-5	-4	-4	-0
Other income	11	1	10	14	22	-8	4	0	4	14	3	12	68	46	22	80	80	-31	5	-36
<b>Total underlying income</b>	<b>1,423</b>	<b>1,079</b>	<b>344</b>	<b>723</b>	<b>627</b>	<b>95</b>	<b>572</b>	<b>477</b>	<b>95</b>	<b>399</b>	<b>281</b>	<b>118</b>	<b>439</b>	<b>350</b>	<b>89</b>	<b>572</b>	<b>572</b>	<b>-41</b>	<b>3</b>	<b>-44</b>
Expenses excl. regulatory costs	760	601	159	417	329	88	216	195	21	216	179	37	240	205	35	231	231	61	2	59
Regulatory costs	111	94	16	196	161	36	103	101	3	22	18	4	26	20	6	37	37	0	0	0
<b>Operating expenses</b>	<b>871</b>	<b>695</b>	<b>176</b>	<b>614</b>	<b>490</b>	<b>124</b>	<b>319</b>	<b>295</b>	<b>24</b>	<b>238</b>	<b>197</b>	<b>41</b>	<b>266</b>	<b>225</b>	<b>41</b>	<b>267</b>	<b>267</b>	<b>61</b>	<b>2</b>	<b>59</b>
<b>Gross result</b>	<b>552</b>	<b>384</b>	<b>168</b>	<b>109</b>	<b>138</b>	<b>-29</b>	<b>253</b>	<b>182</b>	<b>71</b>	<b>161</b>	<b>84</b>	<b>77</b>	<b>173</b>	<b>125</b>	<b>48</b>	<b>305</b>	<b>305</b>	<b>-103</b>	<b>1</b>	<b>-103</b>
Addition to loan loss provisions	92	49	43	33	32	1	6	8	-2	29	12	18	59	47	11	46	46	-0	-	-0
<b>Underlying result before tax Banking</b>	<b>460</b>	<b>336</b>	<b>124</b>	<b>76</b>	<b>106</b>	<b>-30</b>	<b>247</b>	<b>174</b>	<b>73</b>	<b>132</b>	<b>73</b>	<b>59</b>	<b>115</b>	<b>78</b>	<b>37</b>	<b>259</b>	<b>259</b>	<b>-102</b>	<b>1</b>	<b>-103</b>
Retail Banking	336	336		106	106		174	174		73	73		78	78						
Wholesale Banking	124		124	-30		-30	73		73	59		59	37		37	259	259	1	1	
Corporate Line																		-103		-103
<b>Underlying result before tax Banking</b>	<b>460</b>	<b>336</b>	<b>124</b>	<b>76</b>	<b>106</b>	<b>-30</b>	<b>247</b>	<b>174</b>	<b>73</b>	<b>132</b>	<b>73</b>	<b>59</b>	<b>115</b>	<b>78</b>	<b>37</b>	<b>259</b>	<b>259</b>	<b>-102</b>	<b>1</b>	<b>-103</b>
<b>Customer lending/deposits (in EUR billion)</b>																				
Residential mortgages	127.0	125.7	1.2	34.5	34.4	0.1	66.5	66.3	0.1	44.8	44.8	0.0	7.3	7.3	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	72.9	37.7	35.2	52.7	39.2	13.6	27.7	12.3	15.4	24.3	4.2	20.2	25.7	17.7	8.0	55.0	55.0	0.0	0.0	0.0
Customer deposits	157.8	132.1	25.7	98.4	81.1	17.3	121.8	121.0	0.7	82.3	80.7	1.6	32.2	28.3	3.9	13.4	13.4	8.7	-0.0	8.7
<b>Key figures<sup>2)</sup></b>																				
Cost/income ratio	61.2%	64.4%	51.2%	84.9%	78.0%	130.3%	55.8%	61.9%	25.0%	59.6%	70.0%	34.9%	60.5%	64.2%	45.9%	46.7%	46.7%	n.a.	73.8%	n.a.
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>	14.8%	18.0%	n.a.	4.7%	9.7%	n.a.	19.4%	18.2%	n.a.	12.7%	16.2%	n.a.	8.2%	7.0%	n.a.	11.7%	n.a.	-93.0%	n.a.	-105.2%
Risk costs in bps of average RWA	39	34	n.a.	26	40	n.a.	7	13	n.a.	43	38	n.a.	52	52	n.a.	29	n.a.	n.a.	n.a.	-0
Risk-weighted assets (end of period)	91,816	55,737	36,078	50,271	31,829	18,442	33,731	24,932	8,799	27,113	12,065	15,048	45,540	36,743	8,797	63,626	63,626	3,263	332	2,932
Employees (FTEs, end of period)	12,957	9,533	3,424	10,479	8,816	1,663	4,607	4,335	271	3,972	3,362	610	16,158	14,656	1,502	3,908	3,908	8	5	3

<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 10.0% common equity Tier 1 ratio (annualised).

# ING 1.18 Geographical split Banking: Comparable quarters

## Geographical split comparable quarters

In EUR million	Total Banking		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World		Other	
	1Q2016	1Q2015	1Q2016	1Q2015	1Q2016	1Q2015	1Q2016	1Q2015	1Q2016	1Q2015	1Q2016	1Q2015	1Q2016	1Q2015	1Q2016	1Q2015
<b>Profit and loss</b>																
Interest result	3,248	3,175	1,182	1,197	533	605	505	412	347	307	298	279	389	409	-6	-34
Commission income	607	606	197	183	140	139	59	55	38	41	67	70	107	117	-1	-0
Investment income	71	113	33	2	36	5	4	41	-0	10	7	13	-5	11	-4	30
Other income	161	442	11	133	14	82	4	18	14	28	68	67	80	166	-31	-52
<b>Total underlying income</b>	<b>4,087</b>	<b>4,335</b>	<b>1,423</b>	<b>1,514</b>	<b>723</b>	<b>832</b>	<b>572</b>	<b>526</b>	<b>399</b>	<b>387</b>	<b>439</b>	<b>429</b>	<b>572</b>	<b>703</b>	<b>-41</b>	<b>-56</b>
Expenses excl. regulatory costs	2,140	2,068	760	742	417	440	216	194	216	197	240	247	231	228	61	19
Regulatory costs	496	174	111	-	196	109	103	31	22	2	26	26	37	7	0	0
<b>Operating expenses</b>	<b>2,636</b>	<b>2,242</b>	<b>871</b>	<b>742</b>	<b>614</b>	<b>549</b>	<b>319</b>	<b>225</b>	<b>238</b>	<b>199</b>	<b>266</b>	<b>273</b>	<b>267</b>	<b>235</b>	<b>61</b>	<b>19</b>
<b>Gross result</b>	<b>1,451</b>	<b>2,093</b>	<b>552</b>	<b>772</b>	<b>109</b>	<b>283</b>	<b>253</b>	<b>301</b>	<b>161</b>	<b>188</b>	<b>173</b>	<b>156</b>	<b>305</b>	<b>469</b>	<b>-103</b>	<b>-75</b>
Addition to loan loss provisions	265	432	92	262	33	51	6	12	29	42	59	36	46	28	-0	-
<b>Underlying result before tax Banking</b>	<b>1,186</b>	<b>1,661</b>	<b>460</b>	<b>510</b>	<b>76</b>	<b>232</b>	<b>247</b>	<b>288</b>	<b>132</b>	<b>146</b>	<b>115</b>	<b>120</b>	<b>259</b>	<b>440</b>	<b>-102</b>	<b>-75</b>
Retail Banking	766	1,052	336	420	106	192	174	250	73	114	78	75	0	-	-	-
Wholesale Banking	524	725	124	90	-30	41	73	38	59	31	37	44	259	440	1	40
Corporate Line	-103	-115	-	-	-	-	-	-	-	-	-	-	-	-	-103	-115
<b>Underlying result before tax Banking</b>	<b>1,186</b>	<b>1,661</b>	<b>460</b>	<b>510</b>	<b>76</b>	<b>232</b>	<b>247</b>	<b>288</b>	<b>132</b>	<b>146</b>	<b>115</b>	<b>120</b>	<b>259</b>	<b>440</b>	<b>-102</b>	<b>-75</b>
Taxation	329	459	115	125	17	76	85	92	45	41	21	21	72	108	-28	-5
Minority interests	16	16	-	-	-1	1	0	0	-	-	16	14	-	-	-	-
<b>Underlying net result Banking</b>	<b>842</b>	<b>1,187</b>	<b>345</b>	<b>385</b>	<b>59</b>	<b>155</b>	<b>161</b>	<b>196</b>	<b>87</b>	<b>104</b>	<b>77</b>	<b>85</b>	<b>187</b>	<b>332</b>	<b>-75</b>	<b>-70</b>
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Special items after tax	-13	-14	-13	-14	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net result Banking</b>	<b>829</b>	<b>1,173</b>	<b>332</b>	<b>371</b>	<b>59</b>	<b>155</b>	<b>161</b>	<b>196</b>	<b>87</b>	<b>104</b>	<b>77</b>	<b>85</b>	<b>187</b>	<b>332</b>	<b>-75</b>	<b>-70</b>
<b>Customer lending/deposits (in EUR billion)</b>																
Residential mortgages	280.0	280.8	127.0	132.7	34.5	33.6	66.5	64.3	44.8	43.9	7.3	6.3	0.0	0.0	0.0	0.0
Other customer lending	258.4	256.3	72.9	78.7	52.7	51.0	27.7	24.5	24.3	19.4	25.7	24.0	55.0	58.5	0.0	0.3
Customer deposits	514.5	502.4	157.8	157.9	98.4	93.7	121.8	118.5	82.3	79.4	32.2	29.2	13.4	18.8	8.7	5.0
<b>Key figures<sup>1)</sup></b>																
Cost/income ratio	64.5%	51.7%	61.2%	49.0%	84.9%	66.0%	55.8%	42.8%	59.6%	51.4%	60.5%	63.7%	46.7%	33.4%	n.a.	n.a.
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>	10.8%	16.0%	14.8%	15.6%	4.7%	14.1%	19.4%	27.5%	12.7%	16.2%	8.2%	10.2%	11.7%	22.4%	-93.0%	-62.9%
Risk costs in bps of average RWA	33	58	39	106	26	46	7	17	43	66	52	37	29	19	-0	-
Risk-weighted assets (end of period)	315,361	303,581	91,816	98,619	50,271	44,459	33,731	28,486	27,113	26,018	45,540	40,778	63,626	61,300	3,263	3,922
Employees (FTEs, end of period)	52,088	53,032	12,957	13,903	10,479	10,693	4,607	4,278	3,972	3,854	16,158	16,714	3,908	3,555	8	35

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

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised).

## ING 1.19 Geographical split Banking: Netherlands

Geographical split Netherlands								
In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Profit and loss</b>								
Interest result				1,182	1,151	1,162	1,168	1,197
Commission income				197	198	186	187	183
Investment income				33	2	-59	-22	2
Other income				11	10	50	71	133
<b>Total underlying income</b>				<b>1,423</b>	<b>1,361</b>	<b>1,339</b>	<b>1,404</b>	<b>1,514</b>
Expenses excl. regulatory costs				760	837	756	755	742
Regulatory costs				111	130	-	-	-
<b>Operating expenses</b>				<b>871</b>	<b>967</b>	<b>756</b>	<b>755</b>	<b>742</b>
<b>Gross result</b>				<b>552</b>	<b>394</b>	<b>583</b>	<b>649</b>	<b>772</b>
Addition to loan loss provisions				92	107	81	204	262
<b>Underlying result before tax</b>				<b>460</b>	<b>287</b>	<b>502</b>	<b>446</b>	<b>510</b>
Retail Banking				336	301	416	358	420
Wholesale Banking				124	-14	85	88	90
Corporate Line								
<b>Underlying result before tax</b>				<b>460</b>	<b>287</b>	<b>502</b>	<b>446</b>	<b>510</b>
<b>Customer lending/deposits (in EUR billion)</b>								
Residential mortgages				127.0	127.8	129.6	131.3	132.7
Other customer lending				72.9	72.7	74.1	75.1	78.7
Customer deposits				157.8	159.9	163.2	165.3	157.9
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				61.2%	71.0%	56.5%	53.8%	49.0%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>				14.8%	8.3%	14.7%	13.4%	15.6%
Risk costs in bps of average RWA				39	45	33	83	106
Risk-weighted assets (end of period)				91,816	94,934	97,147	98,457	98,619
Employees (FTEs, end of period)				12,957	13,365	13,394	13,757	13,903

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

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised).

## ING 1.20 Geographical split Banking: Belgium

Geographical split Belgium <sup>1)</sup>								
In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Profit and loss</b>								
Interest result				533	563	563	555	605
Commission income				140	124	100	135	139
Investment income				36	1	10	2	5
Other income				14	49	92	192	82
<b>Total underlying income</b>				<b>723</b>	<b>736</b>	<b>765</b>	<b>884</b>	<b>832</b>
Expenses excl. regulatory costs				417	437	438	429	440
Regulatory costs				196	1	52	37	109
<b>Operating expenses</b>				<b>614</b>	<b>438</b>	<b>490</b>	<b>466</b>	<b>549</b>
<b>Gross result</b>				<b>109</b>	<b>298</b>	<b>274</b>	<b>418</b>	<b>283</b>
Addition to loan loss provisions				33	64	20	31	51
<b>Underlying result before tax</b>				<b>76</b>	<b>234</b>	<b>255</b>	<b>387</b>	<b>232</b>
Retail Banking				106	207	242	204	192
Wholesale Banking				-30	26	13	183	41
Corporate Line								
<b>Underlying result before tax</b>				<b>76</b>	<b>234</b>	<b>255</b>	<b>387</b>	<b>232</b>
<b>Customer lending/deposits (in EUR billion)</b>								
Residential mortgages				34.5	34.1	33.7	33.8	33.6
Other customer lending				52.7	52.3	52.0	53.0	51.0
Customer deposits				98.4	94.5	95.5	96.6	93.7
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				84.9%	59.5%	64.1%	52.7%	66.0%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>				4.7%	11.9%	20.1%	23.2%	14.1%
Risk costs in bps of average RWA				26	53	17	28	46
Risk-weighted assets (end of period)				50,271	50,071	47,662	45,066	44,459
Employees (FTEs, end of period)				10,479	10,573	10,642	10,637	10,693

<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 10.0% common equity Tier 1 ratio (annualised).

## ING 1.21 Geographical split Banking: Germany

Geographical split Germany <sup>1)</sup>								
In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Profit and loss</b>								
Interest result				505	489	463	448	412
Commission income				59	73	43	43	55
Investment income				4	3	0	26	41
Other income				4	18	16	-2	18
<b>Total underlying income</b>				<b>572</b>	<b>583</b>	<b>521</b>	<b>516</b>	<b>526</b>
Expenses excl. regulatory costs				216	217	205	197	194
Regulatory costs				103	14	40	20	31
<b>Operating expenses</b>				<b>319</b>	<b>230</b>	<b>245</b>	<b>217</b>	<b>225</b>
<b>Gross result</b>				<b>253</b>	<b>353</b>	<b>276</b>	<b>299</b>	<b>301</b>
Addition to loan loss provisions				6	7	42	14	12
<b>Underlying result before tax</b>				<b>247</b>	<b>345</b>	<b>234</b>	<b>285</b>	<b>288</b>
Retail Banking				174	288	220	253	250
Wholesale Banking				73	57	14	32	38
Corporate Line								
<b>Underlying result before tax</b>				<b>247</b>	<b>345</b>	<b>234</b>	<b>285</b>	<b>288</b>
<b>Customer lending/deposits (in EUR billion)</b>								
Residential mortgages				66.5	66.1	65.3	64.5	64.3
Other customer lending				27.7	24.2	22.8	27.2	24.5
Customer deposits				121.8	120.9	119.2	119.4	118.5
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				55.8%	39.5%	47.0%	42.0%	42.8%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>				19.4%	30.0%	20.5%	25.4%	27.5%
Risk costs in bps of average RWA				7	9	57	20	17
Risk-weighted assets (end of period)				33,731	32,856	30,147	29,620	28,486
Employees (FTEs, end of period)				4,607	4,519	4,442	4,326	4,278

<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 10.0% common equity Tier 1 ratio (annualised).

## ING 1.22 Geographical split Banking: Other Challengers

Geographical split Other Challengers <sup>1)</sup>								
In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Profit and loss</b>								
Interest result				347	318	325	319	307
Commission income				38	40	33	42	41
Investment income				-0	-0	0	4	10
Other income				14	28	21	-66	28
<b>Total underlying income</b>				<b>399</b>	<b>386</b>	<b>378</b>	<b>299</b>	<b>387</b>
Expenses excl. regulatory costs				216	212	205	207	197
Regulatory costs				22	13	3	2	2
<b>Operating expenses</b>				<b>238</b>	<b>225</b>	<b>208</b>	<b>208</b>	<b>199</b>
<b>Gross result</b>				<b>161</b>	<b>161</b>	<b>171</b>	<b>90</b>	<b>188</b>
Addition to loan loss provisions				29	30	20	6	42
<b>Underlying result before tax</b>				<b>132</b>	<b>131</b>	<b>150</b>	<b>84</b>	<b>146</b>
Retail Banking				73	66	86	-0	114
Wholesale Banking				59	65	64	84	31
Corporate Line								
<b>Underlying result before tax</b>				<b>132</b>	<b>131</b>	<b>150</b>	<b>84</b>	<b>146</b>
<b>Customer lending/deposits (in EUR billion)</b>								
Residential mortgages				44.8	44.0	41.5	42.8	43.9
Other customer lending				24.3	23.0	21.3	20.3	19.4
Customer deposits				82.3	80.8	77.6	78.5	79.4
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				59.6%	58.3%	54.9%	69.8%	51.4%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>				12.7%	14.3%	14.6%	5.8%	16.2%
Risk costs in bps of average RWA				43	43	30	10	66
Risk-weighted assets (end of period)				27,113	27,658	27,336	26,158	26,018
Employees (FTEs, end of period)				3,972	3,935	3,958	3,960	3,854

<sup>1)</sup> Including Australia, Czech Republic, France, Italy, Spain, 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 10.0% common equity Tier 1 ratio (annualised).



## ING 1.23 Geographical split Banking: Growth Markets

Geographical split Growth Markets <sup>1)</sup>								
In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Profit and loss</b>								
Interest result				298	289	292	287	279
Commission income				67	69	63	65	70
Investment income				7	0	43	0	13
Other income				68	77	54	75	67
<b>Total underlying income</b>				<b>439</b>	<b>435</b>	<b>452</b>	<b>427</b>	<b>429</b>
Expenses excl. regulatory costs				240	243	228	255	247
Regulatory costs				26	48	7	6	26
<b>Operating expenses</b>				<b>266</b>	<b>291</b>	<b>234</b>	<b>262</b>	<b>273</b>
<b>Gross result</b>				<b>173</b>	<b>144</b>	<b>218</b>	<b>166</b>	<b>156</b>
Addition to loan loss provisions				59	56	28	56	36
<b>Underlying result before tax</b>				<b>115</b>	<b>87</b>	<b>190</b>	<b>109</b>	<b>120</b>
Retail Banking				78	44	140	79	75
Wholesale Banking				37	43	50	31	44
Corporate Line								
<b>Underlying result before tax</b>				<b>115</b>	<b>87</b>	<b>190</b>	<b>109</b>	<b>120</b>
<b>Customer lending/deposits (in EUR billion)</b>								
Residential mortgages				7.3	6.9	6.6	6.5	6.3
Other customer lending				25.7	25.5	25.1	25.1	24.0
Customer deposits				32.2	31.7	29.9	29.3	29.2
<b>Key figures<sup>2)</sup></b>								
Cost/income ratio				60.5%	67.0%	51.8%	61.3%	63.7%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>				8.2%	6.5%	14.8%	8.6%	10.2%
Risk costs in bps of average RWA				52	51	25	52	37
Risk-weighted assets (end of period)				45,540	45,594	43,349	45,294	40,778
Employees (FTEs, end of period)				16,158	16,209	16,376	16,406	16,714

<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 10.0% common equity Tier 1 ratio (annualised).

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

Geographical split Wholesale Banking Rest of World								
In EUR million	4Q2015	3Q2015	2Q2015	1Q2015	4Q2015	3Q2015	2Q2015	1Q2015
<b>Profit and loss</b>								
Interest result				389	384	378	380	409
Commission income				107	103	102	112	117
Investment income				-5	-3	-2	11	11
Other income				80	93	103	201	166
<b>Total underlying income</b>				<b>572</b>	<b>577</b>	<b>582</b>	<b>704</b>	<b>703</b>
Expenses excl. regulatory costs				231	249	232	248	228
Regulatory costs				37	39	4	-4	7
<b>Operating expenses</b>				<b>267</b>	<b>288</b>	<b>237</b>	<b>244</b>	<b>235</b>
<b>Gross result</b>				<b>305</b>	<b>288</b>	<b>345</b>	<b>461</b>	<b>469</b>
Addition to loan loss provisions				46	37	69	41	28
<b>Underlying result before tax</b>				<b>259</b>	<b>252</b>	<b>276</b>	<b>420</b>	<b>440</b>
Retail Banking								
Wholesale Banking				259	252	276	420	440
Corporate Line								
<b>Underlying result before tax</b>				<b>259</b>	<b>252</b>	<b>276</b>	<b>420</b>	<b>440</b>
<b>Customer lending/deposits (in EUR billion)</b>								
Residential mortgages				0.0	0.0	0.0	0.0	0.0
Other customer lending				55.0	56.0	57.0	59.2	58.5
Customer deposits				13.4	13.0	17.3	18.5	18.8
<b>Key figures<sup>1)</sup></b>								
Cost/income ratio				46.7%	50.0%	40.7%	34.6%	33.4%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>				11.7%	9.4%	14.3%	21.2%	22.4%
Risk costs in bps of average RWA				29	23	46	27	19
Risk-weighted assets (end of period)				63,626	63,904	61,090	60,718	61,300
Employees (FTEs, end of period)				3,908	3,751	3,728	3,614	3,555

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

<sup>2)</sup> Underlying after-tax return divided by average equity based on 10.0% common equity Tier 1 ratio (annualised).

## ING 1.25 Geographical split Banking: Other

Geographical split Other <sup>1)</sup>								
In EUR million	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Profit and loss</b>								
Interest result				-6	-22	-41	-55	-34
Commission income				-1	-0	-3	-0	-0
Investment income				-4	-3	0	3	30
Other income				-31	-10	10	-11	-52
<b>Total underlying income</b>				<b>-41</b>	<b>-36</b>	<b>-35</b>	<b>-63</b>	<b>-56</b>
Expenses excl. regulatory costs				61	64	77	67	19
Regulatory costs				0	35	0	0	0
<b>Operating expenses</b>				<b>61</b>	<b>99</b>	<b>77</b>	<b>67</b>	<b>19</b>
<b>Gross result</b>				<b>-103</b>	<b>-135</b>	<b>-111</b>	<b>-130</b>	<b>-75</b>
Addition to loan loss provisions				-0	0	0	-	-
<b>Underlying result before tax</b>				<b>-102</b>	<b>-135</b>	<b>-112</b>	<b>-130</b>	<b>-75</b>
Retail Banking								
Wholesale Banking				1	15	13	10	40
Corporate Line				-103	-150	-124	-140	-115
<b>Underlying result before tax</b>				<b>-102</b>	<b>-135</b>	<b>-112</b>	<b>-130</b>	<b>-75</b>
<b>Customer lending/deposits (in EUR billion)</b>								
Residential mortgages				0.0	0.0	0.0	0.0	0.0
Other customer lending				0.0	0.0	0.0	0.0	0.3
Customer deposits				8.7	7.9	6.7	6.7	5.0
<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 10.0% common equity Tier 1 <sup>3)</sup>				-93.0%	-77.0%	-108.6%	-84.9%	-62.9%
Risk costs in bps of average RWA				-0	0	1	-	-
Risk-weighted assets (end of period)				3,263	3,184	3,542	4,518	3,922
Employees (FTEs, end of period)				8	15	21	29	35

<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 10.0% common equity Tier 1 ratio (annualised).

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

ING Group: Assets						
In EUR million	ING Group		ING Bank N.V.		Holding/Eliminations	
	31 Mar 2016	31 Dec 2015	31 Mar 2016	31 Dec 2015	31 Mar 2016	31 Dec 2015
Cash and balances with central banks	29,972	21,458	29,972	21,458		
Amounts due from banks	28,085	29,988	28,094	29,966	-9	22
<b>Financial assets at fair value through P&amp;L</b>						
- trading assets	141,635	131,467	141,646	131,485	-11	-18
- non-trading derivatives	3,492	3,347	3,489	3,216	3	131
- other	3,611	3,234	3,611	3,234		
<b>Investments</b>						
- Available-for-sale investments	88,846	87,000	88,846	87,000		
of which equity securities	4,099	4,433	4,099	4,433		
of which debt securities	84,747	82,567	84,747	82,567		
- Held-to-maturity investments	7,566	7,826	7,566	7,826		
<b>Loans and advances to customers</b>						
- customer lending excl. provision for loan losses	539,136	533,490	538,429	532,689	707	800
- securities at amortised cost	9,060	9,625	9,060	9,625		
- provision for loan losses	-5,618	-5,772	-5,618	-5,772		
Investments in associates	935	962	811	842	124	120
Real estate investments	77	77	77	77		
Property and equipment	1,999	2,027	1,999	2,027		
Intangible assets	1,531	1,567	1,531	1,567		
Assets held for sale	1,315	2,153			1,315	2,153
<b>Other assets</b>						
- deferred tax assets	819	814	819	814		
- other	16,437	12,506	16,383	12,473	54	33
<b>Total assets</b>	<b>868,897</b>	<b>841,769</b>	<b>866,714</b>	<b>838,528</b>	<b>2,183</b>	<b>3,241</b>

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

ING Group: Assets								
In EUR million	31 Dec 2016	30 Sep 2016	30 Jun 2016	31 Mar 2016	31 Dec 2015	30 Sep 2015	30 Jun 2015	31 Mar 2015
Cash and balances with central banks				29,972	21,458	31,730	21,511	15,342
Amounts due from banks				28,085	29,988	37,971	39,711	44,170
<b>Financial assets at fair value through P&amp;L</b>								
- trading assets				141,635	131,467	137,090	140,429	153,434
- non-trading derivatives				3,492	3,347	3,507	3,493	4,609
- other				3,611	3,234	2,719	2,750	3,142
<b>Investments</b>								
- Available-for-sale investments				88,846	87,000	86,724	85,896	90,026
of which equity securities				4,099	4,433	3,656	4,511	2,968
of which debt securities				84,747	82,567	83,068	81,385	87,058
- Held-to-maturity investments				7,566	7,826	7,929	6,534	5,365
<b>Loans and advances to customers</b>								
- customer lending excl. provision for loan losses				539,136	533,490	529,764	539,466	536,443
- securities at amortised cost				9,060	9,625	9,573	9,680	10,271
- provision for loan losses				-5,618	-5,772	-5,862	-5,973	-6,077
Investments in associates				935	962	953	1,004	1,063
Real estate investments				77	77	79	79	79
Property and equipment				1,999	2,027	2,007	2,021	2,088
Intangible assets				1,531	1,567	1,546	1,613	1,651
Assets held for sale				1,315	2,153	2,153	3,205	177,014
<b>Other assets</b>								
- deferred tax assets				819	814	924	1,256	1,191
- other				16,437	12,506	13,232	12,245	13,572
<b>Total assets</b>				<b>868,897</b>	<b>841,769</b>	<b>862,039</b>	<b>864,920</b>	<b>1,053,383</b>

## ING 2.3 Consolidated Balance Sheet: Total Equity and Liabilities - Comparable quarters

ING Group: Total equity and liabilities						
In EUR million	ING Group		ING Bank N.V.		Holding/Eliminations	
	31 Mar 2016	31 Dec 2015	31 Mar 2016	31 Dec 2015	31 Mar 2016	31 Dec 2015
Shareholders' equity	48,810	47,832	41,535	40,857	7,275	6,976
Minority interests	670	638	670	638		
<b>Total equity</b>	<b>49,480</b>	<b>48,470</b>	<b>42,205</b>	<b>41,495</b>	<b>7,275</b>	<b>6,976</b>
Subordinated loans	6,579	7,265	15,429	15,920	-8,849	-8,654
Debt securities in issue	122,740	121,289	119,019	117,556	3,721	3,733
Other borrowed funds	9,002	9,146			9,002	9,146
Amounts due to banks	33,852	33,813	33,852	33,808		5
Customer deposits and other funds on deposits	505,557	500,777	514,510	508,741	-8,954	-7,965
<b>Financial liabilities at fair value through P&amp;L</b>						
- trading liabilities	104,963	88,807	104,963	88,807		
- non-trading derivatives	4,074	4,257	4,227	4,364	-153	-107
- designated as at fair value through P&L	12,203	12,616	12,203	12,616		
Liabilities held for sale						
<b>Other liabilities</b>						
- deferred tax liabilities	981	643	981	645	0	-2
- other	19,466	14,687	19,325	14,577	141	110
<b>Total liabilities</b>	<b>819,417</b>	<b>793,299</b>	<b>824,509</b>	<b>797,033</b>	<b>-5,092</b>	<b>-3,734</b>
<b>Total equity and liabilities</b>	<b>868,897</b>	<b>841,769</b>	<b>866,714</b>	<b>838,528</b>	<b>2,183</b>	<b>3,241</b>

## ING 2.4 Consolidated Balance Sheet: Total Equity and Liabilities - Quarterly overview

ING Group: Total equity and liabilities								
In EUR million	31 Dec 2016	30 Sep 2016	30 Jun 2016	31 Mar 2016	31 Dec 2015	30 Sep 2015	30 Jun 2015	31 Mar 2015
Shareholders' equity (in parent)				48,810	47,832	46,022	46,767	54,658
Minority interests				670	638	619	576	12,469
<b>Total equity</b>				<b>49,480</b>	<b>48,470</b>	<b>46,641</b>	<b>47,343</b>	<b>67,127</b>
Subordinated loans				6,579	7,265	7,421	7,434	7,423
Debt securities in issue				122,740	121,289	125,472	130,145	132,876
Other borrowed funds				9,002	9,146	9,274	10,041	11,290
Amounts due to banks				33,852	33,813	42,047	39,425	36,833
Customer deposits and other funds on deposits				505,557	500,777	502,440	506,194	494,954
<b>Financial liabilities at fair value through P&amp;L</b>								
Trading liabilities				104,963	88,807	95,903	88,673	111,360
Non-trading derivatives				4,074	4,257	4,623	4,710	5,791
Designated as at fair value through P&L				12,203	12,616	12,168	13,028	13,996
Liabilities held for sale								151,952
<b>Other liabilities</b>								
Deferred tax liabilities				981	643	579	725	956
Other				19,466	14,687	15,471	17,202	18,825
<b>Total liabilities</b>				<b>819,417</b>	<b>793,299</b>	<b>815,398</b>	<b>817,577</b>	<b>986,256</b>
<b>Total equity and liabilities</b>				<b>868,897</b>	<b>841,769</b>	<b>862,039</b>	<b>864,920</b>	<b>1,053,383</b>

## ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In EUR million	ING Group		ING Bank N.V.		Holdings/Eliminations	
	31 Mar 2016	31 Dec 2015	31 Mar 2016	31 Dec 2015	31 Mar 2016	31 Dec 2015
Share capital	928	928	525	525	403	403
Share premium	16,055	16,054	16,542	16,542	-487	-487
Revaluation reserve equity securities	2,238	2,633	2,364	2,633	-126	
Revaluation reserve debt securities	1,257	1,263	1,257	1,263		
Revaluation reserve cashflow hedge	1,129	666	1,130	675	-1	-9
Other revaluation reserve	325	326	325	326		
Remeasurement of the net defined benefit asset/liability	-347	-306	-347	-306		
Currency translation reserve	-760	-538	-762	-540	2	2
Treasury shares	-11	-18			-11	-18
Retained earnings and other reserves	27,996	26,824	20,501	19,738	7,495	7,086
<b>Shareholders' equity</b>	<b>48,810</b>	<b>47,832</b>	<b>41,535</b>	<b>40,857</b>	<b>7,275</b>	<b>6,976</b>
Minority interests	670	638	670	638		
<b>Total equity</b>	<b>49,480</b>	<b>48,470</b>	<b>42,205</b>	<b>41,494</b>	<b>7,275</b>	<b>6,976</b>
<b>Key figures</b>						
Shareholders' equity per share in EUR	12.61	12.36				
Shares outstanding in the market (in million)	3,871	3,869				



## ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
In EUR million	31 Dec 2016	30 Sep 2016	30 Jun 2016	31 Mar 2016	31 Dec 2015	30 Sep 2015	30 Jun 2015	31 Mar 2015
Share capital				928	928	928	928	926
Share premium				16,055	16,054	16,054	16,053	16,051
Revaluation reserve equity securities				2,238	2,633	1,931	2,709	3,061
Revaluation reserve debt securities				1,257	1,263	1,353	1,405	8,753
Revaluation reserve crediting to life policyholders								-3,835
Revaluation reserve cashflow hedge				1,129	666	630	217	3,844
Other revaluation reserve				325	326	289	291	303
Remeasurement of the net defined benefit asset/liability				-347	-306	-316	-355	-539
Currency translation reserve				-760	-538	-832	-337	9
Treasury shares				-11	-18	-19	-30	-37
Retained earnings and other reserves				27,996	26,824	26,004	25,886	26,122
<b>Shareholders' equity</b>				<b>48,810</b>	<b>47,832</b>	<b>46,022</b>	<b>46,767</b>	<b>54,658</b>
Minority interests				670	638	619	576	12,469
<b>Total equity</b>				<b>49,480</b>	<b>48,470</b>	<b>46,641</b>	<b>47,343</b>	<b>67,127</b>
<b>Key figures</b>								
Shareholders' equity per share in EUR				12.61	12.36	11.90	12.09	14.16

## ING 2.7 Capital base

ING Group: Capital base <sup>1)</sup>				
In EUR million	ING Group <sup>2)</sup>		ING Bank N.V.	
	31 Mar 2016	31 Dec 2015	31 Mar 2016	31 Dec 2015
Shareholders' equity (parent)	48,810	47,832	41,535	40,857
Group hybrid capital	6,217	6,574	6,892	7,248
<b>Total capitalisation</b>	<b>55,027</b>	<b>54,406</b>	<b>48,427</b>	<b>48,105</b>
Adjustments to equity:				
Revaluation reserve debt securities	-503	-758	-503	-758
Revaluation reserve cashflow hedge	-1,129	-666	-1,130	-675
Goodwill & intangibles	-1,558	-1,594	-1,530	-1,567
Revaluation reserve equity	-895	-1,580	-946	-1,580
Revaluation reserves real estate	-130	-196	-130	-196
Prudential filters	-3,449	-2,712	-296	-120
Minority interests	304	305	304	305
Deductions Tier 1	-911	-794	-911	-794
<b>Available Tier 1 capital</b>	<b>46,756</b>	<b>46,412</b>	<b>43,285</b>	<b>42,721</b>
Tier 2 capital	8,133	7,913	8,210	8,331
<b>BIS capital</b>	<b>54,889</b>	<b>54,325</b>	<b>51,495</b>	<b>51,052</b>

<sup>1)</sup> phased-in

<sup>2)</sup> The presentation of the Group Capital base has been aligned with regular reporting on ING Group solvency ratio's according to CRR/CRD IV

## ING 2.8 Funding

### ING Group: Maturity ladder outstanding long-term debt 31 March 2016

In EUR million	Long-term debt issued			Maturing											
	2014	2015	2016	Remaining 2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	>2026
ING Bank senior debt <sup>1)</sup>	11,440	17,232	4,594	9,138	9,627	8,809	8,278	5,259	5,275	2,965	266	126		447	2,279
ING Bank covered bond	98	1,002		488	2,031	5,698	1,903	3,725	3,873	3,682	1,805	810	627	658	3,754
ING Bank RMBS	843	1,195	541	1,591	896	464	3,820	51	704						
ING Group senior debt <sup>1)</sup>				1,750	1,750										123
ING Group mandatory exchangeable subordinated notes <sup>2)</sup>	1,125														
ING Bank Tier 2	1,509			7	117	-0	88				7,061			1,597	150

<sup>1)</sup> Figures shown for issued senior bonds are only included with the tenors >= 1 year.

<sup>2)</sup> On 2 February 2016, ING Group settled the exchange of the third and final mandatory exchangeable subordinated notes.

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

	31 Mar 2016	31 Dec 2015
Loan-to-deposit ratio	1.05	1.05
Loan-to-deposit ratio excl. Securities at amortised cost	1.04	1.04
<b>Key figures</b>		
Customer deposits (retail)	48%	48%
Customer deposits (corporate)	21%	22%
Lending / repurchase agreement	7%	5%
Interbank	4%	5%
Public debt	18%	18%
Subordinated debt	2%	2%
<b>Total <sup>1)</sup></b>	<b>100%</b>	<b>100%</b>

<sup>1)</sup> Liabilities excluding trading securities, IFRS equity and assets held for sale.

## ING 2.9 Investments: Group

### ING Group: Total Investments - 31 March 2016

In EUR billion	Amounts due from Banks	Loans and advances	Investments HTM	Investments AFS		FV through P&L	Total	
	B/S value	B/S value	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total debt securities	1.2	9.1	7.6	84.7	1.3	1.3	103.9	1.3
of which Government bonds		0.9	5.5	46.3	0.8	0.5	53.2	0.8
of which Sub-sovereign, Supranationals and Agencies		0.3	1.6	21.5	0.3	0.2	23.6	0.3
of which Covered bonds	1.1	1.9	0.1	12.7	0.2		15.8	0.2
of which Financial institutions	0.1	0.3		1.8	-0.0	0.6	2.8	-0.0
of which Corporate bonds		1.0		1.2	-0.0		2.2	-0.0
of which asset-backed securities		4.7	0.4	1.2	-0.0		6.3	-0.0
Public Equity Exposure				4.1	2.2		4.1	2.2
<b>Total Investments</b>	<b>1.2</b>	<b>9.1</b>	<b>7.6</b>	<b>88.8</b>	<b>3.5</b>	<b>1.3</b>	<b>108.0</b>	<b>3.5</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: 1Q2016 Segment split

Customer lending/deposits ING Bank												
In EUR billion	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	General Lending			Corporate Line Banking	
			Netherlands	Belgium	Germany	Other		Industry Lending	& Transaction Services	Financial Markets		Bank Treasury & Other
<b>Residential mortgages</b>												
<b>Beginning of period</b>	<b>279.0</b>	<b>277.7</b>	<b>126.7</b>	<b>34.0</b>	<b>66.1</b>	<b>50.9</b>	<b>1.3</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>1.3</b>	<b>0.0</b>
Net production	1.0	1.0	-0.6	0.4	0.3	0.9	-0.0				-0.0	
Bank Treasury												
Acquisitions / divestments	-0.3	-0.3	-0.3									
FX impact and other	0.4	0.2	-0.0	0.0	0.0	0.2	0.1				0.1	
<b>End of period</b>	<b>280.0</b>	<b>278.5</b>	<b>125.7</b>	<b>34.4</b>	<b>66.3</b>	<b>52.0</b>	<b>1.4</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>1.4</b>	<b>0.0</b>
<b>Other customer lending</b>												
<b>Beginning of period</b>	<b>253.7</b>	<b>107.6</b>	<b>37.4</b>	<b>38.3</b>	<b>10.4</b>	<b>21.6</b>	<b>146.1</b>	<b>98.8</b>	<b>38.1</b>	<b>2.0</b>	<b>7.1</b>	<b>0.0</b>
Net production	5.5	1.4	-0.2	0.9	0.2	0.5	4.1	2.9	1.8	-0.5	-0.2	
Bank Treasury	2.9	2.1	0.5	0.0	1.8	-0.1	0.7				0.7	
Acquisitions / divestments												
FX impact and other	-3.6	-0.0				-0.0	-3.6	-2.6	-0.4	-0.4	-0.2	
<b>End of period</b>	<b>258.4</b>	<b>111.1</b>	<b>37.7</b>	<b>39.2</b>	<b>12.3</b>	<b>21.9</b>	<b>147.4</b>	<b>99.1</b>	<b>39.5</b>	<b>1.2</b>	<b>7.5</b>	<b>0.0</b>
<b>Customer deposits</b>												
<b>Beginning of period</b>	<b>508.7</b>	<b>438.4</b>	<b>131.4</b>	<b>79.7</b>	<b>120.2</b>	<b>107.1</b>	<b>62.5</b>	<b>1.5</b>	<b>46.4</b>	<b>4.4</b>	<b>10.2</b>	<b>7.9</b>
Net production	8.8	6.9	2.7	1.4	1.0	1.9	1.1	-0.4	1.0	0.4	0.1	0.8
Bank Treasury	-2.7	-2.2	-2.0	-0.0	-0.1	-0.0	-0.6				-0.6	
Acquisitions / divestments												
FX impact and other	-0.3	0.1				0.1	-0.5	-0.0	-0.1	-0.3	-0.1	
<b>End of period</b>	<b>514.5</b>	<b>443.3</b>	<b>132.1</b>	<b>81.1</b>	<b>121.0</b>	<b>109.1</b>	<b>62.6</b>	<b>1.1</b>	<b>47.3</b>	<b>4.5</b>	<b>9.7</b>	<b>8.7</b>

## ING 3.2 Customer lending/deposits: ING Bank Quarterly overview

Customer lending/deposits ING Bank								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				279.0	276.7	278.8	280.8	280.6
Net production				1.0	1.8	1.0	1.1	-0.1
Bank Treasury								
Acquisitions / divestments				-0.3	-0.5	-0.6	-1.2	-1.0
FX impact and other				0.4	1.0	-2.6	-1.9	1.3
<b>End of period</b>				<b>280.0</b>	<b>279.0</b>	<b>276.7</b>	<b>278.8</b>	<b>280.8</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				253.7	252.3	259.8	256.3	232.9
Net production				5.5	1.5	-0.3	6.9	6.3
Bank Treasury				2.9	-2.4	-5.3	-0.5	9.8
Acquisitions / divestments								
FX impact and other				-3.6	2.4	-1.9	-2.9	7.4
<b>End of period</b>				<b>258.4</b>	<b>253.7</b>	<b>252.3</b>	<b>259.8</b>	<b>256.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				508.7	509.4	514.2	502.4	489.3
Net production				8.8	3.4	-1.3	9.3	13.6
Bank Treasury				-2.7	-5.7	-0.0	4.1	-4.0
Acquisitions / divestments								
FX impact and other				-0.3	1.6	-3.5	-1.7	3.5
<b>End of period</b>				<b>514.5</b>	<b>508.7</b>	<b>509.4</b>	<b>514.2</b>	<b>502.4</b>

## ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				277.7	275.3	277.4	279.1	278.9
Net production				1.0	1.8	1.0	1.1	-0.1
Bank Treasury								
Acquisitions / divestments				-0.3	-0.5	-0.6	-1.2	-1.0
FX impact and other				0.2	1.1	-2.5	-1.6	1.3
<b>End of period</b>				<b>278.5</b>	<b>277.7</b>	<b>275.3</b>	<b>277.4</b>	<b>279.1</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				107.6	111.0	117.0	115.8	105.7
Net production				1.4	-1.8	0.4	2.8	1.7
Bank Treasury				2.1	-2.2	-5.1	0.0	7.9
Acquisitions / divestments								
FX impact and other				-0.0	0.6	-1.3	-1.7	0.5
<b>End of period</b>				<b>111.1</b>	<b>107.6</b>	<b>111.0</b>	<b>117.0</b>	<b>115.8</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				438.4	434.0	436.3	428.5	420.7
Net production				6.9	5.1	0.3	6.5	9.0
Bank Treasury				-2.2	-2.4	0.2	2.8	-3.0
Acquisitions / divestments								
FX impact and other				0.1	1.6	-2.8	-1.5	1.8
<b>End of period</b>				<b>443.3</b>	<b>438.4</b>	<b>434.0</b>	<b>436.3</b>	<b>428.5</b>

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

Customer lending/deposits Retail Banking Netherlands								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				126.7	128.4	130.0	131.2	132.1
Net production				-0.6	-1.0	-0.9	-0.5	-0.6
Bank Treasury								
Acquisitions / divestments				-0.3	-0.5	-0.6	-0.3	-0.2
FX impact and other				-0.0	-0.2	-0.1	-0.4	-0.1
<b>End of period</b>				125.7	126.7	128.4	130.0	131.2
<b>Other customer lending</b>								
<b>Beginning of period</b>				37.4	38.7	38.9	41.6	38.7
Net production				-0.2	-1.2	-0.5	-0.3	-0.1
Bank Treasury				0.5	-0.1	0.3	-1.4	2.9
Acquisitions / divestments								
FX impact and other							-0.9	
<b>End of period</b>				37.7	37.4	38.7	38.9	41.6
<b>Customer deposits</b>								
<b>Beginning of period</b>				131.4	133.8	135.0	129.1	129.4
Net production				2.7	0.1	-1.2	3.2	1.4
Bank Treasury				-2.0	-2.5	0.0	2.7	-1.8
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				132.1	131.4	133.8	135.0	129.1



## ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium <sup>1)</sup>								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				34.0	33.7	33.8	33.5	32.9
Net production				0.4	0.3	-0.1	0.4	0.5
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.0	0.0	-0.1	0.1
<b>End of period</b>				<b>34.4</b>	<b>34.0</b>	<b>33.7</b>	<b>33.8</b>	<b>33.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				38.3	39.1	40.0	38.5	37.5
Net production				0.9	-0.9	-0.6	1.5	0.6
Bank Treasury				0.0	0.1	-0.3	0.1	0.3
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>39.2</b>	<b>38.3</b>	<b>39.1</b>	<b>40.0</b>	<b>38.5</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				79.7	79.7	79.5	77.9	76.7
Net production				1.4	0.1	0.0	1.6	1.3
Bank Treasury				-0.0	0.0	0.1		-0.1
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>81.1</b>	<b>79.7</b>	<b>79.7</b>	<b>79.5</b>	<b>77.9</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 EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				66.1	65.2	64.4	64.2	65.0
Net production				0.3	1.0	0.8	0.4	-0.6
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.0	-0.1	-0.1	-0.2	-0.1
<b>End of period</b>				<b>66.3</b>	<b>66.1</b>	<b>65.2</b>	<b>64.4</b>	<b>64.2</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				10.4	12.5	17.3	15.6	10.9
Net production				0.2	0.2	0.3	0.2	0.2
Bank Treasury				1.8	-2.3	-5.2	1.5	4.5
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>12.3</b>	<b>10.4</b>	<b>12.5</b>	<b>17.3</b>	<b>15.6</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				120.2	118.7	118.9	118.0	114.3
Net production				1.0	1.3	-0.2	0.9	4.4
Bank Treasury				-0.1	0.2	-0.0	-0.0	-0.8
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>121.0</b>	<b>120.2</b>	<b>118.7</b>	<b>118.9</b>	<b>118.0</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 EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				50.9	48.0	49.2	50.1	49.0
Net production				0.9	1.5	1.2	0.9	0.6
Bank Treasury								
Acquisitions / divestments							-0.8	-0.8
FX impact and other				0.2	1.4	-2.3	-0.9	1.4
<b>End of period</b>				52.0	50.9	48.0	49.2	50.1
<b>Other customer lending</b>								
<b>Beginning of period</b>				21.6	20.7	20.7	20.3	18.7
Net production				0.5	0.1	1.2	1.4	1.0
Bank Treasury				-0.1	0.1	0.1	-0.1	0.2
Acquisitions / divestments								
FX impact and other				-0.0	0.6	-1.3	-0.8	0.5
<b>End of period</b>				21.9	21.6	20.7	20.7	20.3
<b>Customer deposits</b>								
<b>Beginning of period</b>				107.1	101.9	102.9	103.5	100.3
Net production				1.9	3.6	1.7	0.9	1.8
Bank Treasury				-0.0	-0.1	0.1	0.0	-0.4
Acquisitions / divestments								
FX impact and other				0.1	1.6	-2.8	-1.5	1.8
<b>End of period</b>				109.1	107.1	101.9	102.9	103.5

## ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>1.3</b>	<b>1.4</b>	<b>1.4</b>	<b>1.6</b>	<b>1.7</b>
Net production				-0.0	0.0	0.0	0.0	-0.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.1	-0.1	-0.0	-0.2	-0.0
<b>End of period</b>				<b>1.4</b>	<b>1.3</b>	<b>1.4</b>	<b>1.4</b>	<b>1.6</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>146.1</b>	<b>141.3</b>	<b>142.8</b>	<b>140.2</b>	<b>126.9</b>
Net production				4.1	3.3	-0.7	4.4	4.6
Bank Treasury				0.7	-0.2	-0.3	-0.6	1.9
Acquisitions / divestments								
FX impact and other				-3.6	1.7	-0.6	-1.2	6.9
<b>End of period</b>				<b>147.4</b>	<b>146.1</b>	<b>141.3</b>	<b>142.8</b>	<b>140.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>62.5</b>	<b>68.6</b>	<b>71.2</b>	<b>68.9</b>	<b>64.8</b>
Net production				1.1	-2.9	-1.7	1.2	3.4
Bank Treasury				-0.6	-3.3	-0.2	1.3	-1.0
Acquisitions / divestments								
FX impact and other				-0.5	-0.0	-0.7	-0.2	1.7
<b>End of period</b>				<b>62.6</b>	<b>62.5</b>	<b>68.6</b>	<b>71.2</b>	<b>68.9</b>

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

Customer lending/deposits Wholesale Banking - Industry Lending								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.0	0.0
Net production								
Bank 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>				98.8	93.4	93.1	89.7	82.1
Net production				2.9	3.9	0.8	4.2	1.9
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-2.6	1.5	-0.4	-0.9	5.7
<b>End of period</b>				99.1	98.8	93.4	93.1	89.7
<b>Customer deposits</b>								
<b>Beginning of period</b>				1.5	1.8	2.1	1.9	2.0
Net production				-0.4	-0.4	-0.2	0.3	-0.2
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-0.0	0.0	-0.1	-0.0	0.1
<b>End of period</b>				1.1	1.5	1.8	2.1	1.9

## ING 3.10 Customer lending/deposits: WB - General Lending & Transaction Services

Customer lending/deposits Wholesale Banking - General Lending & Transaction Services								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				0.0	-0.0	-0.0	0.0	0.0
Net production					0.0			
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-0.0	-0.0	-0.0	-0.0	-0.0
<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>				38.1	37.5	37.2	35.9	33.5
Net production				1.8	0.4	0.4	1.6	1.3
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-0.4	0.3	-0.1	-0.3	1.1
<b>End of period</b>				39.5	38.1	37.5	37.2	35.9
<b>Customer deposits</b>								
<b>Beginning of period</b>				46.4	47.2	48.2	46.4	44.3
Net production				1.0	-0.8	-0.7	1.8	1.5
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-0.1	-0.0	-0.3	-0.0	0.6
<b>End of period</b>				47.3	46.4	47.2	48.2	46.4

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

Customer lending/deposits Wholesale Banking - Financial Markets								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.0	0.0
Net production								
Bank 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>				2.0	2.6	4.1	5.3	3.7
Net production				-0.5	-0.6	-1.5	-1.1	1.4
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-0.4	0.0	-0.0	-0.1	0.2
<b>End of period</b>				1.2	2.0	2.6	4.1	5.3
<b>Customer deposits</b>								
<b>Beginning of period</b>				4.4	6.1	6.6	7.9	5.5
Net production				0.4	-1.6	-0.1	-1.2	1.9
Bank Treasury								
Acquisitions / divestments								
FX impact and other				-0.3	-0.1	-0.3	-0.1	0.5
<b>End of period</b>				4.5	4.4	6.1	6.6	7.9

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

Customer lending/deposits Wholesale Banking - Bank Treasury & Other								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				1.3	1.4	1.4	1.6	1.7
Net production				-0.0	0.0	0.0	0.0	-0.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.1	-0.1	-0.0	-0.2	-0.0
<b>End of period</b>				<b>1.4</b>	<b>1.3</b>	<b>1.4</b>	<b>1.4</b>	<b>1.6</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				7.1	7.8	8.4	9.4	7.6
Net production				-0.2	-0.4	-0.4	-0.4	-0.1
Bank Treasury				0.7	-0.2	-0.3	-0.6	1.9
Acquisitions / divestments								
FX impact and other				-0.2	-0.0	-0.0	-0.0	-0.0
<b>End of period</b>				<b>7.5</b>	<b>7.1</b>	<b>7.8</b>	<b>8.4</b>	<b>9.4</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				10.2	13.5	14.2	12.6	13.0
Net production				0.1	-0.0	-0.6	0.3	0.2
Bank Treasury				-0.6	-3.3	-0.2	1.3	-1.0
Acquisitions / divestments								
FX impact and other				-0.1	0.0	0.0	0.1	0.5
<b>End of period</b>				<b>9.7</b>	<b>10.2</b>	<b>13.5</b>	<b>14.2</b>	<b>12.6</b>



## ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.3	0.3
Net production							-0.3	-0.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				0.0	0.0	0.0	0.0	0.3
<b>Customer deposits</b>								
<b>Beginning of period</b>				7.9	6.7	6.7	5.0	3.7
Net production				0.8	1.1	0.0	1.7	1.3
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				8.7	7.9	6.7	6.7	5.0

## ING 3.14 Customer lending/deposits: 1Q2016 Geographical split

Customer lending/deposits Geographical split								
In EUR billion	Total Banking	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World	Other
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>279.0</b>	<b>127.8</b>	<b>34.1</b>	<b>66.1</b>	<b>44.0</b>	<b>6.9</b>	<b>0.0</b>	<b>0.0</b>
Net production	1.0	-0.6	0.4	0.3	0.6	0.3	-0.0	
Bank Treasury								
Acquisitions / divestments	-0.3	-0.3						
FX impact and other	0.4	0.1	0.1	0.0	0.2	0.0		
<b>End of period</b>	<b>280.0</b>	<b>127.0</b>	<b>34.5</b>	<b>66.5</b>	<b>44.8</b>	<b>7.3</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>253.7</b>	<b>72.7</b>	<b>52.3</b>	<b>24.2</b>	<b>23.0</b>	<b>25.5</b>	<b>56.0</b>	<b>0.0</b>
Net production	5.5	-0.3	0.6	1.2	1.4	0.6	1.9	-0.0
Bank Treasury	2.9	1.0	0.0	2.0	0.0	-0.2	0.0	
Acquisitions / divestments								
FX impact and other	-3.6	-0.5	-0.2	0.2	-0.1	-0.3	-2.9	
<b>End of period</b>	<b>258.4</b>	<b>72.9</b>	<b>52.7</b>	<b>27.7</b>	<b>24.3</b>	<b>25.7</b>	<b>55.0</b>	<b>0.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>508.7</b>	<b>159.9</b>	<b>94.5</b>	<b>120.9</b>	<b>80.8</b>	<b>31.7</b>	<b>13.0</b>	<b>7.9</b>
Net production	8.8	0.4	3.9	1.0	1.1	0.8	0.8	0.8
Bank Treasury	-2.7	-2.5	-0.0	-0.1	0.2	-0.3	0.1	
Acquisitions / divestments								
FX impact and other	-0.3	0.0			0.2	-0.1	-0.4	
<b>End of period</b>	<b>514.5</b>	<b>157.8</b>	<b>98.4</b>	<b>121.8</b>	<b>82.3</b>	<b>32.2</b>	<b>13.4</b>	<b>8.7</b>

## ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>127.8</b>	<b>129.6</b>	<b>131.3</b>	<b>132.7</b>	<b>133.6</b>
Net production				-0.6	-1.0	-0.9	-0.5	-0.6
Bank Treasury								
Acquisitions / divestments				-0.3	-0.5	-0.6	-0.3	-0.2
FX impact and other				0.1	-0.3	-0.1	-0.6	-0.1
<b>End of period</b>				<b>127.0</b>	<b>127.8</b>	<b>129.6</b>	<b>131.3</b>	<b>132.7</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>72.7</b>	<b>74.1</b>	<b>75.1</b>	<b>78.7</b>	<b>71.8</b>
Net production				-0.3	-1.4	-1.4	-1.1	1.5
Bank Treasury				1.0	-0.2	0.5	-2.1	4.3
Acquisitions / divestments								
FX impact and other				-0.5	0.3	-0.0	-0.4	1.1
<b>End of period</b>				<b>72.9</b>	<b>72.7</b>	<b>74.1</b>	<b>75.1</b>	<b>78.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>159.9</b>	<b>163.2</b>	<b>165.3</b>	<b>157.9</b>	<b>159.0</b>
Net production				0.4	0.7	-2.3	3.4	1.4
Bank Treasury				-2.5	-3.9	0.2	4.0	-2.6
Acquisitions / divestments								
FX impact and other				0.0	0.0	0.0	-0.0	
<b>End of period</b>				<b>157.8</b>	<b>159.9</b>	<b>163.2</b>	<b>165.3</b>	<b>157.9</b>

## ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium <sup>1)</sup>								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				34.1	33.7	33.8	33.6	33.0
Net production				0.4	0.3	-0.1	0.4	0.5
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.1	-0.0	0.0	-0.1	0.1
<b>End of period</b>				34.5	34.1	33.7	33.8	33.6
<b>Other customer lending</b>								
<b>Beginning of period</b>				52.3	52.0	53.0	51.0	49.5
Net production				0.6	0.0	-0.4	2.0	0.7
Bank Treasury				0.0	0.1	-0.4	0.1	0.5
Acquisitions / divestments								
FX impact and other				-0.2	0.1	-0.0	-0.1	0.3
<b>End of period</b>				52.7	52.3	52.0	53.0	51.0
<b>Customer deposits</b>								
<b>Beginning of period</b>				94.5	95.5	96.6	93.7	90.3
Net production				3.9	-1.0	-1.2	2.9	3.5
Bank Treasury				-0.0	0.0	0.2		-0.1
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				98.4	94.5	95.5	96.6	93.7

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

## ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany <sup>1)</sup>								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>66.1</b>	<b>65.3</b>	<b>64.5</b>	<b>64.3</b>	<b>65.1</b>
Net production				0.3	1.0	0.8	0.4	-0.6
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.0	-0.1	-0.1	-0.2	-0.1
<b>End of period</b>				<b>66.5</b>	<b>66.1</b>	<b>65.3</b>	<b>64.5</b>	<b>64.3</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>24.2</b>	<b>22.8</b>	<b>27.2</b>	<b>24.5</b>	<b>18.7</b>
Net production				1.2	1.5	1.1	1.2	0.6
Bank Treasury				2.0	-2.4	-5.5	1.6	4.8
Acquisitions / divestments								
FX impact and other				0.2	2.3	-0.0	-0.1	0.3
<b>End of period</b>				<b>27.7</b>	<b>24.2</b>	<b>22.8</b>	<b>27.2</b>	<b>24.5</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>120.9</b>	<b>119.2</b>	<b>119.4</b>	<b>118.5</b>	<b>114.9</b>
Net production				1.0	1.4	-0.2	0.9	4.4
Bank Treasury				-0.1	0.2	-0.0	-0.0	-0.8
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>121.8</b>	<b>120.9</b>	<b>119.2</b>	<b>119.4</b>	<b>118.5</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 EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>44.0</b>	<b>41.5</b>	<b>42.8</b>	<b>43.9</b>	<b>43.3</b>
Net production				0.6	1.2	0.9	0.5	0.2
Bank Treasury								
Acquisitions / divestments							-0.8	-0.8
FX impact and other				0.2	1.3	-2.2	-0.7	1.2
<b>End of period</b>				<b>44.8</b>	<b>44.0</b>	<b>41.5</b>	<b>42.8</b>	<b>43.9</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>23.0</b>	<b>21.3</b>	<b>20.3</b>	<b>19.4</b>	<b>19.2</b>
Net production				1.4	1.5	1.1	1.0	-0.1
Bank Treasury				0.0	-0.0	0.1	-0.0	0.0
Acquisitions / divestments								
FX impact and other				-0.1	0.2	-0.2	-0.1	0.2
<b>End of period</b>				<b>24.3</b>	<b>23.0</b>	<b>21.3</b>	<b>20.3</b>	<b>19.4</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>80.8</b>	<b>77.6</b>	<b>78.5</b>	<b>79.4</b>	<b>77.8</b>
Net production				1.1	2.0	1.0	-0.2	1.0
Bank Treasury				0.2	-0.1	0.0	0.0	-0.5
Acquisitions / divestments								
FX impact and other				0.2	1.4	-1.9	-0.7	1.0
<b>End of period</b>				<b>82.3</b>	<b>80.8</b>	<b>77.6</b>	<b>78.5</b>	<b>79.4</b>

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

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

Customer lending/deposits Geographical Growth Markets <sup>1)</sup>								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>				6.9	6.6	6.5	6.3	5.7
Net production				0.3	0.3	0.3	0.4	0.4
Bank Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.0	-0.2	-0.2	0.2
<b>End of period</b>				<b>7.3</b>	<b>6.9</b>	<b>6.6</b>	<b>6.5</b>	<b>6.3</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				25.5	25.1	25.1	24.0	21.6
Net production				0.6	-0.2	1.2	2.0	1.7
Bank Treasury				-0.2	0.1	0.0	-0.1	0.2
Acquisitions / divestments								
FX impact and other				-0.3	0.5	-1.2	-0.8	0.5
<b>End of period</b>				<b>25.7</b>	<b>25.5</b>	<b>25.1</b>	<b>25.1</b>	<b>24.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				31.7	29.9	29.3	29.2	27.5
Net production				0.8	1.6	1.4	1.1	0.7
Bank Treasury				-0.3	0.1	0.1	-0.0	0.1
Acquisitions / divestments								
FX impact and other				-0.1	0.2	-0.9	-0.9	0.9
<b>End of period</b>				<b>32.2</b>	<b>31.7</b>	<b>29.9</b>	<b>29.3</b>	<b>29.2</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								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<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					-0.0	-0.0	0.0	0.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other							-0.0	-0.0
<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>56.0</b>	<b>57.0</b>	<b>59.2</b>	<b>58.5</b>	<b>51.8</b>
Net production				1.9	0.1	-1.8	2.1	1.8
Bank Treasury				0.0	-0.0	-0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other				-2.9	-1.0	-0.4	-1.4	4.9
<b>End of period</b>				<b>55.0</b>	<b>56.0</b>	<b>57.0</b>	<b>59.2</b>	<b>58.5</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>13.0</b>	<b>17.3</b>	<b>18.5</b>	<b>18.8</b>	<b>16.1</b>
Net production				0.8	-2.4	-0.1	-0.4	1.3
Bank Treasury				0.1	-1.9	-0.5	0.0	-0.1
Acquisitions / divestments								
FX impact and other				-0.4	-0.0	-0.6	-0.0	1.6
<b>End of period</b>				<b>13.4</b>	<b>13.0</b>	<b>17.3</b>	<b>18.5</b>	<b>18.8</b>



## ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other <sup>1)</sup>								
In EUR billion	4Q2016	3Q2016	2Q2016	1Q2016	4Q2015	3Q2015	2Q2015	1Q2015
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.3	0.3
Net production				-0.0	-0.0	-0.0	-0.3	-0.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				0.0	0.0	0.0	0.0	0.3
<b>Customer deposits</b>								
<b>Beginning of period</b>				7.9	6.7	6.7	5.0	3.7
Net production				0.8	1.1	0.0	1.7	1.3
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				8.7	7.9	6.7	6.7	5.0

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

## Important legal information

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 2015 ING Group consolidated annual accounts. All figures in this document are unaudited. Small differences are possible in the tables due to rounding.

Certain of the statements contained herein are not historical facts, including, without limitation, certain statements made of future expectations and other forward-looking statements that are based on management's current views and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in such statements.

Actual results, performance or events may differ materially from those in such statements due to, without limitation: (1) changes in general economic conditions, in particular economic conditions in ING's core markets, (2) changes in performance of financial markets, including developing markets, (3) consequences of a potential (partial) break-up of the euro, (4) changes in the availability of, and costs associated with, sources of liquidity such as interbank funding, as well as conditions in the credit markets generally, including changes in borrower and counterparty creditworthiness, (5) changes affecting interest rate levels, (6) changes affecting currency exchange rates, (7) changes in investor and customer behaviour, (8) changes in general competitive factors, (9) changes in laws and regulations, (10) changes in the policies of governments and/or regulatory authorities, (11) conclusions with regard to purchase accounting assumptions and methodologies, (12) changes in ownership that could affect the future availability to us of net operating loss, net capital and built-in loss carry forwards, (13) changes in credit ratings, (14) ING's ability to achieve projected operational synergies and (15) the other risks and uncertainties detailed in the most recent annual report of ING Groep N.V. (including the Risk Factors contained therein) and ING's more recent disclosures, including press releases, which are available on [www.ING.com](http://www.ING.com). Any forward-looking statements made by or on behalf of ING speak only as of the date they are made, and, ING assumes no obligation to publicly update or revise any forward-looking statements, whether as a result of new information or for any other reason.

This document does not constitute an offer to sell, or a solicitation of an offer to purchase, any securities in the United States or any other jurisdiction.