

ING Updated Historical Trend Data 4Q2024 Introduction

Introduction of Commercial net interest income

This updated Historical Trend Document contains the introduction of Commercial net interest income in the profit and loss tables for consolidated results and per segment. For more information on Commercial net interest income, please refer to the separately published presentation 'Change in reporting as of 1Q2025: Commercial NII'.

The following changes have been made to the Historical Trend Document:

- Inclusion of Commercial net interest income and Other net interest income in all profit and loss tables.
- Inclusion of Commercial net interest margin in the consolidated profit and loss tables.
- New table added (1.12) with an alternative income breakdown per segment.
- Geographical split (starting from table 1.13) has been reduced to a quarterly and a year-to-date table.

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.
- In this document consolidated results of ING Group are based on IFRS as adopted by the European Union (IFRS-EU).
- Hyperinflation accounting (IAS 29) has become applicable for ING's subsidiary in Türkiye since 2Q2022 with retrospective application from 1 January 2022.
- 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.
- Small differences are possible due to rounding.
- All figures are unaudited.

Product segmentation Wholesale Banking

<u>Product Group</u>	<u>Sub products</u>
▪ Lending	Project and Asset-based Finance excluding Trade & Commodity Finance Real Estate Finance Corporate Clients General Lending
▪ Daily Banking & Trade Finance	Transaction Services Trade & Commodity Finance
▪ Financial Markets	Financial Markets Clients & Products
▪ Treasury & Other	WB-part Treasury (Asset & Liability Management and Treasury) General Lease and Real Estate run-off portfolios General Leasing (non run-off) Corporate Finance Other

Table of Contents

1. Profit or loss	2. Balance sheet and other	3. Customer lending/deposits
1.1 Profit or loss: Comparable quarters	2.1 Consolidated balance sheet: Total assets - Comparable quarters	3.1 Customer lending/deposits: 4Q2024 Segment split
1.2 Profit or loss: 4Q2024 Segment split		3.2 Customer lending/deposits: Quarterly overview
1.3 Profit or loss: Quarterly overview	2.2 Consolidated balance sheet: Total assets - Quarterly overview	3.3 Customer lending/deposits: Retail Banking
1.4 Profit or loss: Retail Banking		3.4 Customer lending/deposits: Retail Netherlands
1.5 Profit or loss: Retail Netherlands	2.3 Consolidated balance sheet: Total liabilities and equity - Comparable quarters	3.5 Customer lending/deposits: Retail Belgium
1.6 Profit or loss: Retail Belgium		3.6 Customer lending/deposits: Retail Germany
1.7 Profit or loss: Retail Germany	2.4 Consolidated balance sheet: Total liabilities and equity - Quarterly overview	3.7 Customer lending/deposits: Retail Other
1.8 Profit or loss: Retail Other		3.8 Customer lending/deposits: Wholesale Banking
1.9 Profit or loss: Wholesale Banking	2.5 Total equity: Comparable quarters	3.9 Customer lending/deposits: Wholesale Banking - Lending
1.10 Wholesale Banking income over average risk-weighted assets	2.6 Total equity: Quarterly overview	3.10 Customer lending/deposits: Wholesale Banking - Daily Banking & Trade Finance
1.11 Profit or loss: Corporate Line	2.7 Capital position	3.11 Customer lending/deposits: Wholesale Banking - Financial Markets
1.12 Alternative income breakdown	2.8 Funding	3.12 Customer lending/deposits: Wholesale Banking - Treasury & Other
1.13 Geographical split: Comparable quarters	2.9 Investments: ING Group	3.13 Customer lending/deposits: Corporate Line
1.14 Geographical split: Full year		

ING 1.1 Profit or loss: Comparable quarters

Profit or loss												
In € million	ING Group			of which: Retail Banking			of which: Wholesale Banking			of which: Corporate Line		
	4Q2024	4Q2023	3Q2024	4Q2024	4Q2023	3Q2024	4Q2024	4Q2023	3Q2024	4Q2024	4Q2023	3Q2024
Profit or loss												
Commercial net interest income	3,749	3,908	3,897	2,810	2,853	2,913	938	1,055	984	-	-	-
Other net interest income ¹⁾	-69	-33	-208	-21	-58	-60	-158	-92	-242	110	117	94
Net interest income	3,680	3,875	3,689	2,789	2,795	2,853	780	962	742	110	117	94
Net fee and commission income	1,001	879	1,009	681	586	688	319	296	322	1	-2	-2
Investment income	-63	-24	52	-40	-19	-48	-23	-5	-1	0	0	101
Other income	789	679	1,160	231	332	482	581	342	681	-23	5	-4
Total income	5,407	5,408	5,909	3,661	3,693	3,975	1,657	1,595	1,744	89	120	189
Expenses excl. regulatory costs	2,989	2,758	2,816	1,901	1,836	1,834	898	800	841	191	122	141
Regulatory costs ²⁾	347	317	88	206	207	71	141	110	17	1	-0	0
Operating expenses	3,337	3,075	2,904	2,107	2,043	1,904	1,038	910	858	192	122	142
Gross result	2,070	2,333	3,004	1,554	1,650	2,071	619	685	886	-103	-2	48
Addition to loan loss provisions	299	86	336	158	86	145	141	-1	191	0	2	0
Result before tax	1,771	2,247	2,668	1,396	1,565	1,926	478	686	695	-103	-4	47
Taxation	542	620	724	385	441	517	131	151	156	26	28	51
Non-controlling interests	74	68	65	62	54	65	13	14	-0	-	-	-
Net result ³⁾	1,154	1,558	1,880	950	1,070	1,344	334	520	540	-130	-32	-3
Key figures												
Net interest margin	1.40%	1.54%	1.41%									
Commercial net interest margin	2.26%	2.43%	2.38%									
Cost/income ratio	61.7%	56.9%	49.2%	57.5%	55.3%	47.9%	62.6%	57.1%	49.2%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	18	5	20	13	8	12	29	-0	40	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	9.4%	12.6%	15.3%									
Return on equity based on 12.5% CET1 ⁴⁾	11.9%	16.3%	18.9%	19.8%	23.2%	28.1%	7.3%	11.4%	11.2%	-25.7%	-6.9%	-0.7%
Risk-weighted assets (end of period)	333,708	319,169	328,458	165,171	154,366	161,571	152,151	150,288	151,006	16,386	14,515	15,881
Employees (internal FTEs, end of period)	61,999	60,360	61,605	45,551	44,930	45,416	16,435	15,391	16,175	13	39	15
Four-quarter rolling average key figures												
Net interest margin	1.45%	1.56%	1.48%									
Commercial net interest margin	2.37%	2.43%	2.41%									
Cost/income ratio	53.6%	51.2%	52.4%	52.6%	51.2%	52.1%	51.0%	47.0%	49.6%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	13.0%	14.8%	13.8%									
Return on equity based on 12.5% CET1 ⁴⁾	16.3%	18.6%	17.4%	24.3%	24.8%	25.2%	11.0%	15.4%	12.1%	-15.0%	-13.3%	-10.2%

¹⁾ 4Q2024 in Retail Banking (Retail Germany) includes €-51m for the pay-out of incentives in Germany, following a successful campaign which attracted a significant number of new customers.

²⁾ Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and resolution funds.

³⁾ Net result reflects the net result attributable to shareholders of the parent.

⁴⁾ Annualised after-tax return divided by average equity based on 12.5% of RWA.

ING 1.2 Profit or loss: 4Q2024 Segment split

Profit or loss 4Q2024								
In € million	Total	Retail Banking	Retail Netherlands	Retail Belgium	Retail Germany	Retail Other	Wholesale Banking	Corporate Line
Commercial net interest income	3,749	2,810	914	410	565	921	938	-
Other net interest income ¹⁾	-69	-21	-139	18	56	44	-158	110
Net interest income	3,680	2,789	775	428	621	965	780	110
Net fee and commission income	1,001	681	266	144	118	152	319	1
Investment income	1	9	0	9	-0	0	-8	0
Realised gains and fair value changes on investments	-64	-49	-16	-9	-8	-16	-14	-0
Total investment income	-63	-40	-16	-0	-8	-16	-23	0
Valuation result and net trading income	749	197	190	26	-86	67	571	-19
Other income	40	34	9	12	3	11	10	-4
Total other income	789	231	200	37	-83	77	581	-23
Total income	5,407	3,661	1,224	610	648	1,179	1,657	89
Expenses excl. regulatory costs	2,989	1,901	523	397	326	655	898	191
Regulatory costs ²⁾	347	206	73	32	19	82	141	1
Operating expenses	3,337	2,107	595	429	345	737	1,038	192
Gross result	2,070	1,554	629	180	303	442	619	-103
Addition to loan loss provisions	299	158	26	25	28	78	141	0
Result before tax	1,771	1,396	603	155	275	363	478	-103
Taxation	542	385	161	43	94	86	131	26
Non-controlling interests	74	62	-	0	0	61	13	-
Net result ³⁾	1,154	950	442	111	180	216	334	-130
Key figures								
Net interest margin	1.40%							
Commercial net interest margin	2.26%							
Cost/income ratio	61.7%	57.5%	48.6%	70.5%	53.2%	62.5%	62.6%	n.a.
Risk costs in bps of average customer lending	18	13	6	10	10	27	29	n.a.
Return on equity based on IFRS-EU equity	9.4%							
Return on equity based on 12.5% CET1 ⁴⁾	11.9%	19.8%	27.1%	10.0%	22.1%	17.9%	7.3%	-25.7%
Risk-weighted assets (end of period)	333,708	165,171	52,576	36,221	26,595	49,779	152,151	16,386
Employees (internal FTEs, end of period)	61,999	45,551	12,918	7,356	6,308	18,969	16,435	13
Four-quarter rolling average key figures								
Net interest margin	1.45%							
Commercial net interest margin	2.37%							
Cost/income ratio	53.6%	52.6%	43.3%	65.8%	44.8%	59.6%	51.0%	n.a.
Return on equity based on IFRS-EU equity	13.0%							
Return on equity based on 12.5% CET1 ⁴⁾	16.3%	24.3%	32.1%	13.7%	30.1%	20.6%	11.0%	-15.0%

¹⁾ Retail Germany includes €-51m for the pay-out of incentives in Germany, following a successful campaign which attracted a significant number of new customers.

²⁾ Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and resolution funds.

³⁾ Net result reflects the net result attributable to shareholders of the parent.

⁴⁾ Annualised after-tax return divided by average equity based on 12.5% of RWA.

ING 1.3 Profit or loss: Quarterly overview

Profit or loss										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Commercial net interest income	3,749	3,897	3,917	3,897	3,908	3,968	3,952	3,810	15,459	15,638
Other net interest income ¹⁾	-69	-208	-87	-72	-33	60	110	201	-436	338
Net interest income	3,680	3,689	3,830	3,825	3,875	4,028	4,061	4,012	15,023	15,976
Net fee and commission income	1,001	1,009	999	998	879	909	912	896	4,008	3,595
Investment income	1	103	12	1	1	102	2	1	117	106
Realised gains and fair value changes on investments	-64	-51	4	7	-25	0	-0	15	-104	-11
Total investment income	-63	52	16	8	-24	103	1	15	13	95
Valuation result and net trading income	749	1,049	889	721	605	885	727	692	3,407	2,910
Other income	40	111	-18	31	74	-83	58	-48	164	0
Total other income	789	1,160	871	752	679	802	785	644	3,572	2,910
Total income	5,407	5,909	5,716	5,583	5,408	5,842	5,759	5,567	22,615	22,575
Staff expenses	1,881	1,816	1,781	1,706	1,716	1,689	1,704	1,616	7,184	6,725
Regulatory costs ²⁾	347	88	88	358	317	109	91	525	882	1,042
Other expenses	1,108	1,000	979	968	1,042	995	830	929	4,055	3,797
Operating expenses	3,337	2,904	2,848	3,032	3,075	2,793	2,626	3,071	12,121	11,564
Gross result	2,070	3,004	2,868	2,551	2,333	3,049	3,133	2,496	10,494	11,011
Addition to loan loss provisions	299	336	300	258	86	183	98	152	1,194	520
Result before tax	1,771	2,668	2,568	2,293	2,247	2,866	3,035	2,344	9,300	10,492
Taxation	542	724	731	653	620	817	818	715	2,650	2,970
Non-controlling interests	74	65	57	61	68	67	62	38	258	235
Net result ³⁾	1,154	1,880	1,780	1,578	1,558	1,982	2,155	1,591	6,392	7,287
Key figures										
Net interest margin	1.40%	1.41%	1.48%	1.51%	1.54%	1.57%	1.56%	1.59%	1.45%	1.56%
Commercial net interest margin	2.26%	2.38%	2.42%	2.43%	2.43%	2.46%	2.46%	2.36%	2.37%	2.43%
Cost/income ratio	61.7%	49.2%	49.8%	54.3%	56.9%	47.8%	45.6%	55.2%	53.6%	51.2%
Risk costs in bps of average customer lending	18	20	18	16	5	11	6	9	18	8
Return on equity based on IFRS-EU equity	9.4%	15.3%	14.5%	12.8%	12.6%	16.0%	17.5%	13.0%	13.0%	14.8%
Return on equity based on 12.5% CET1 ⁴⁾	11.9%	18.9%	18.0%	16.3%	16.3%	20.4%	21.8%	15.8%	16.3%	18.6%
Risk-weighted assets (end of period)	333,708	328,458	330,927	323,071	319,169	320,797	322,926	327,377	333,708	319,169
Employees (internal FTEs, end of period)	61,999	61,605	61,025	60,678	60,360	60,174	59,474	58,693	61,999	60,360
Four-quarter rolling average key figures										
Net interest margin	1.45%	1.48%	1.52%	1.55%	1.56%	1.52%	1.45%	1.40%		
Commercial net interest margin	2.37%	2.41%	2.43%	2.44%	2.43%	2.36%	2.23%	2.08%		
Cost/income ratio	53.6%	52.4%	52.1%	51.0%	51.2%	51.6%	54.4%	58.0%		
Return on equity based on IFRS-EU equity	13.0%	13.8%	14.0%	14.8%	14.8%	13.8%	11.7%	9.7%		
Return on equity based on 12.5% CET1 ⁴⁾	16.3%	17.4%	17.7%	18.7%	18.6%	17.2%	14.3%	11.8%		

¹⁾ 4Q2024 includes €-51m impact for the pay-out of incentives to attract new customers (Retail Germany). 2Q2024 includes €-39m impact from the Polish mortgage moratorium (Retail Other).

²⁾ Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and resolution funds.

³⁾ Net result reflects the net result attributable to shareholders of the parent.

⁴⁾ Annualised after-tax return divided by average equity based on 12.5% of RWA.

ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Commercial net interest income	2,810	2,913	2,889	2,894	2,853	2,909	2,908	2,768	11,507	11,439
Other net interest income ¹⁾	-21	-60	-16	39	-58	27	3	48	-58	20
Net interest income	2,789	2,853	2,874	2,933	2,795	2,936	2,911	2,817	11,449	11,459
Net fee and commission income	681	688	678	646	586	608	569	575	2,694	2,337
Investment income	9	-3	3	-0	2	6	2	0	9	10
Realised gains and fair value changes on investments	-49	-45	7	5	-22	1	-0	11	-82	-9
Total investment income	-40	-48	11	5	-19	7	1	12	-73	1
Valuation result and net trading income	197	359	275	153	293	331	248	295	984	1,166
Other income	34	123	26	19	39	15	38	13	202	105
Total other income	231	482	301	172	332	346	285	308	1,186	1,271
Total income	3,661	3,975	3,863	3,757	3,693	3,897	3,766	3,712	15,256	15,069
Expenses excl. regulatory costs	1,901	1,834	1,877	1,750	1,836	1,739	1,660	1,703	7,361	6,938
Regulatory costs	206	71	70	321	207	94	81	389	668	771
Operating expenses	2,107	1,904	1,947	2,072	2,043	1,833	1,741	2,092	8,030	7,709
Gross result	1,554	2,071	1,916	1,685	1,650	2,064	2,025	1,620	7,226	7,360
Addition to loan loss provisions	158	145	98	165	86	166	113	242	566	607
Result before tax	1,396	1,926	1,818	1,520	1,565	1,898	1,911	1,379	6,660	6,753
Taxation	385	517	494	423	441	540	488	443	1,819	1,912
Non-controlling interests	62	65	49	48	54	48	46	26	223	174
Net result	950	1,344	1,274	1,050	1,070	1,310	1,377	910	4,618	4,667
Key figures										
Cost/income ratio	57.5%	47.9%	50.4%	55.1%	55.3%	47.0%	46.2%	56.4%	52.6%	51.2%
Risk costs in bps of average customer lending	13	12	8	14	8	15	10	21	12	13
Return on equity based on 12.5% CET1 ²⁾	19.8%	28.1%	26.8%	22.6%	23.2%	27.8%	29.1%	19.2%	24.3%	24.8%
Risk-weighted assets (end of period)	165,171	161,571	159,373	156,353	154,366	155,449	157,248	155,587	165,171	154,366
Employees (internal FTEs, end of period)	45,551	45,416	45,215	45,139	44,930	44,865	44,403	43,853	45,551	44,930
Four-quarter rolling average key figures										
Cost/income ratio	52.6%	52.1%	51.9%	50.9%	51.2%	51.7%	56.0%	60.1%		
Return on equity based on 12.5% CET1 ²⁾	24.3%	25.2%	25.1%	25.7%	24.8%	23.2%	18.5%	15.2%		

¹⁾ 4Q2024 includes €-51m impact for the pay-out of incentives to attract new customers (Retail Germany). 2Q2024 includes €-39m impact from the Polish mortgage moratorium (Retail Other).

²⁾ Annualised after-tax return divided by average equity based on 12.5% of RWA.

ING 1.5 Profit or loss: Retail Netherlands

Profit or loss Retail Netherlands										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Commercial net interest income	914	930	908	895	882	896	922	930	3,647	3,631
Other net interest income	-139	-213	-160	-109	-182	-150	-115	-87	-621	-535
Net interest income	775	718	748	787	700	746	807	843	3,027	3,096
Net fee and commission income	266	270	263	250	242	246	235	235	1,049	959
Investment income	0	1	1	-	0	1	0	1	2	2
Realised gains and fair value changes on investments	-16	-16	2	3	1	2	-0	2	-27	4
Total investment income	-16	-16	3	3	1	3	0	3	-25	6
Valuation result and net trading income	190	265	219	136	230	276	176	216	810	898
Other income	9	26	6	9	16	10	7	8	50	41
Total other income	200	291	225	145	247	286	183	224	860	939
Total income	1,224	1,263	1,238	1,185	1,190	1,281	1,226	1,305	4,910	5,001
Expenses excl. regulatory costs	523	506	499	483	494	489	466	474	2,011	1,923
Regulatory costs	73	-	21	20	72	27	21	93	114	212
Operating expenses	595	506	520	503	566	516	487	567	2,124	2,135
Gross result	629	756	718	682	624	765	739	738	2,786	2,866
Addition to loan loss provisions	26	9	-26	-17	-35	-1	-14	56	-8	5
Result before tax	603	747	744	699	660	766	753	682	2,793	2,861
Taxation	161	191	192	179	171	198	193	178	723	740
Non-controlling interests	-	-	-	-	-	-	-	-	-	-
Net result	442	556	552	520	489	569	559	504	2,070	2,121
Key figures										
Cost/income ratio	48.6%	40.1%	42.0%	42.5%	47.5%	40.3%	39.7%	43.4%	43.3%	42.7%
Risk costs in bps of average customer lending	6	2	-7	-4	-9	-0	-4	15	-0	0
Return on equity based on 12.5% CET1 ¹⁾	27.1%	34.4%	34.2%	32.6%	30.7%	35.7%	35.2%	31.8%	32.1%	33.4%
Risk-weighted assets (end of period)	52,576	51,623	51,918	51,297	50,662	51,094	50,820	50,807	52,576	50,662
Employees (internal FTEs, end of period)	12,918	12,785	12,714	12,532	12,354	12,199	11,925	11,670	12,918	12,354
Four-quarter rolling average key figures										
Cost/income ratio	43.3%	43.0%	43.0%	42.4%	42.7%	43.8%	47.0%	48.3%		
Return on equity based on 12.5% CET1 ¹⁾	32.1%	33.0%	33.3%	33.6%	33.4%	30.7%	26.9%	24.8%		

¹⁾ Annualised after-tax return divided by average equity based on 12.5% of RWA.

ING 1.6 Profit or loss: Retail Belgium

Profit or loss Retail Belgium ¹⁾										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Commercial net interest income	410	458	470	478	489	484	461	432	1,816	1,866
Other net interest income	18	20	58	46	22	58	56	62	142	198
Net interest income	428	478	528	524	511	543	516	494	1,959	2,063
Net fee and commission income	144	153	158	148	129	133	125	115	603	502
Investment income	9	-4	0	0	2	4	-0	0	5	6
Realised gains and fair value changes on investments	-9	-15	4	2	-1	0	-0	1	-18	-1
Total investment income	-0	-19	4	2	1	4	-1	1	-13	5
Valuation result and net trading income	26	33	10	12	-6	15	22	30	81	61
Other income	12	94	11	5	24	-1	26	1	121	51
Total other income	37	128	21	17	17	15	48	31	202	112
Total income	610	740	712	691	658	695	689	641	2,751	2,683
Expenses excl. regulatory costs	397	402	418	387	425	437	396	383	1,605	1,642
Regulatory costs	32	-1	-28	203	30	-	3	177	206	211
Operating expenses	429	401	391	589	456	437	399	560	1,811	1,852
Gross result	180	338	321	101	202	257	290	81	941	830
Addition to loan loss provisions	25	43	22	44	28	50	13	78	134	169
Result before tax	155	296	299	58	174	208	277	3	807	661
Taxation	43	58	82	27	32	55	69	26	210	182
Non-controlling interests	0	0	0	0	0	0	0	0	0	0
Net result	111	238	218	30	141	153	207	-22	597	479
Key figures										
Cost/income ratio	70.5%	54.2%	54.9%	85.3%	69.3%	63.0%	57.9%	87.4%	65.8%	69.1%
Risk costs in bps of average customer lending	10	18	9	19	12	21	6	34	14	18
Return on equity based on 12.5% CET1 ²⁾	10.0%	21.9%	20.2%	2.8%	13.2%	14.5%	19.4%	-2.1%	13.7%	11.2%
Risk-weighted assets (end of period)	36,221	35,046	34,548	34,276	34,603	33,699	33,641	34,602	36,221	34,603
Employees (internal FTEs, end of period)	7,356	7,403	7,414	7,537	7,583	7,601	7,630	7,588	7,356	7,583
Four-quarter rolling average key figures										
Cost/income ratio	65.8%	65.6%	68.0%	68.9%	69.1%	68.4%	76.0%	81.8%		
Return on equity based on 12.5% CET1 ²⁾	13.7%	14.6%	12.7%	12.5%	11.2%	10.9%	5.1%	2.1%		

¹⁾ Including ING Luxembourg.

²⁾ Annualised after-tax return divided by average equity based on 12.5% of RWA.

ING 1.7 Profit or loss: Retail Germany

Profit or loss Retail Germany										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Commercial net interest income	565	593	598	644	660	687	719	646	2,400	2,711
Other net interest income ¹⁾	56	97	64	30	49	65	17	19	247	151
Net interest income	621	690	662	674	709	753	736	665	2,647	2,862
Net fee and commission income	118	102	107	105	84	93	83	96	433	357
Investment income	-0	0	0	-0	0	0	-0	-0	1	0
Realised gains and fair value changes on investments	-8	-15	1	-0	-17	0	-	3	-23	-13
Total investment income	-8	-15	1	-0	-17	1	-0	3	-22	-13
Valuation result and net trading income	-86	-18	-8	-49	-3	-10	-30	-14	-160	-57
Other income	3	1	3	2	-4	3	2	2	9	2
Total other income	-83	-17	-5	-46	-7	-7	-29	-12	-151	-54
Total income	648	760	765	733	769	839	790	753	2,906	3,152
Expenses excl. regulatory costs	326	301	296	292	309	284	270	283	1,215	1,147
Regulatory costs	19	29	20	20	26	18	12	40	88	96
Operating expenses	345	330	316	312	335	303	282	323	1,303	1,243
Gross result	303	430	449	421	434	537	508	430	1,604	1,909
Addition to loan loss provisions	28	56	26	40	25	46	16	33	149	119
Result before tax	275	375	424	382	409	491	493	397	1,455	1,790
Taxation	94	146	139	126	169	173	148	141	505	631
Non-controlling interests	0	0	0	0	0	0	0	-0	1	0
Net result	180	228	284	255	241	318	344	256	949	1,159
Key figures										
Cost/income ratio	53.2%	43.4%	41.3%	42.5%	43.5%	36.0%	35.7%	42.9%	44.8%	39.4%
Risk costs in bps of average customer lending	10	21	10	15	10	18	6	13	14	12
Return on equity based on 12.5% CET1 ²⁾	22.1%	28.8%	36.5%	33.5%	30.2%	36.3%	38.3%	28.1%	30.1%	33.3%
Risk-weighted assets (end of period)	26,595	25,673	25,205	24,761	24,025	27,070	28,997	28,541	26,595	24,025
Employees (internal FTEs, end of period)	6,308	6,156	6,003	6,009	5,969	5,899	5,857	5,849	6,308	5,969
Four-quarter rolling average key figures										
Cost/income ratio	44.8%	42.7%	40.7%	39.3%	39.4%	40.2%	43.2%	48.9%		
Return on equity based on 12.5% CET1 ²⁾	30.1%	32.2%	34.2%	34.7%	33.3%	30.3%	26.2%	21.0%		

¹⁾ 4Q2024 includes €-51m for the pay-out of incentives in Germany, following a successful campaign which attracted a significant number of new customers.

²⁾ Annualised after-tax return divided by average equity based on 12.5% of RWA.

ING 1.8 Profit or loss: Retail Other

Profit or loss Retail Other ¹⁾										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Commercial net interest income	921	931	913	877	822	841	807	761	3,643	3,231
Other net interest income ²⁾	44	36	22	71	53	53	46	55	174	207
Net interest income	965	967	935	948	875	895	853	815	3,817	3,437
Net fee and commission income	152	164	149	144	131	136	125	128	609	519
Investment income	0	-0	2	-0	0	0	2	-0	2	2
Realised gains and fair value changes on investments	-16	1	1	0	-4	-1	0	5	-14	0
Total investment income	-16	1	2	0	-4	-1	2	5	-12	2
Valuation result and net trading income	67	79	55	53	72	50	80	63	253	264
Other income	11	2	6	3	3	3	3	2	22	11
Total other income	77	81	61	56	75	53	82	65	275	275
Total income	1,179	1,212	1,148	1,149	1,077	1,082	1,061	1,013	4,688	4,233
Expenses excl. regulatory costs	655	624	664	589	608	528	528	562	2,532	2,227
Regulatory costs	82	43	57	79	79	49	45	80	261	252
Operating expenses	737	667	721	667	687	577	573	642	2,792	2,479
Gross result	442	545	427	481	390	505	488	371	1,896	1,754
Addition to loan loss provisions	78	37	77	99	68	72	99	75	291	313
Result before tax	363	508	350	383	322	433	389	296	1,605	1,441
Taxation	86	122	82	90	69	114	78	98	381	359
Non-controlling interests	61	65	48	47	54	48	45	26	221	174
Net result	216	321	220	245	199	271	266	172	1,002	908
Key figures										
Cost/income ratio	62.5%	55.0%	62.8%	58.1%	63.8%	53.3%	54.0%	63.4%	59.6%	58.6%
Risk costs in bps of average customer lending	27	13	27	36	25	27	37	28	26	29
Return on equity based on 12.5% CET1 ³⁾	17.9%	25.5%	18.3%	20.5%	18.3%	23.4%	23.4%	15.2%	20.6%	20.1%
Risk-weighted assets (end of period)	49,779	49,228	47,703	46,019	45,076	43,587	43,791	41,636	49,779	45,076
Employees (internal FTEs, end of period)	18,969	19,072	19,086	19,061	19,024	19,165	18,990	18,745	18,969	19,024
Four-quarter rolling average key figures										
Cost/income ratio	59.6%	59.8%	59.5%	57.3%	58.6%	58.5%	64.0%	68.7%		
Return on equity based on 12.5% CET1 ³⁾	20.6%	20.7%	20.1%	21.4%	20.1%	19.3%	13.9%	10.8%		

¹⁾ Includes: Spain, Italy, Australia, Poland, Romania, Türkiye and Other.

²⁾ 2Q2024 includes €-39m impact from the Polish mortgage moratorium.

³⁾ Annualised after-tax return divided by average equity based on 12.5% of RWA.

ING 1.9 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Commercial net interest income	938	984	1,027	1,003	1,055	1,059	1,044	1,042	3,952	4,199
Other net interest income	-158	-242	-132	-161	-92	-70	-27	17	-693	-171
Net interest income	780	742	896	842	962	989	1,017	1,059	3,259	4,028
Net fee and commission income	319	322	322	354	296	294	346	323	1,317	1,259
Investment income	-8	5	6	1	-1	-1	-2	-0	4	-4
Realised gains and fair value changes on investments	-14	-6	-3	2	-4	-1	0	3	-22	-1
Total investment income	-23	-1	3	2	-5	-2	-2	3	-18	-6
Valuation result and net trading income	571	693	636	579	310	529	487	405	2,478	1,730
Other income	10	-12	-25	-28	32	15	-2	1	-55	46
Total other income	581	681	611	551	342	544	485	406	2,424	1,777
Total income	1,657	1,744	1,831	1,749	1,595	1,825	1,846	1,791	6,981	7,057
Expenses excl. regulatory costs	898	841	803	805	800	759	759	725	3,346	3,043
Regulatory costs	141	17	17	37	110	14	11	136	212	271
Operating expenses	1,038	858	821	841	910	773	770	860	3,558	3,313
Gross result	619	886	1,011	907	685	1,052	1,076	931	3,423	3,744
Addition to loan loss provisions	141	191	202	93	-1	15	-15	-90	627	-92
Result before tax	478	695	809	814	686	1,037	1,091	1,021	2,796	3,836
Taxation	131	156	182	225	151	254	225	270	693	900
Non-controlling interests	13	-0	9	13	14	18	17	11	35	61
Net result	334	540	619	575	520	765	850	739	2,068	2,875
Key figures										
Cost/income ratio	62.6%	49.2%	44.8%	48.1%	57.1%	42.4%	41.7%	48.0%	51.0%	47.0%
Income over average risk-weighted assets (in bps) ¹⁾	437	454	477	465	425	487	482	454	458	462
Risk costs in bps of average customer lending	29	40	42	20	-0	3	-3	-19	33	-5
Return on equity based on 12.5% CET1 ²⁾	7.3%	11.2%	13.1%	12.5%	11.4%	16.7%	18.1%	15.2%	11.0%	15.4%
Risk-weighted assets (end of period)	152,151	151,006	156,285	150,685	150,288	150,179	149,934	156,218	152,151	150,288
Employees (internal FTEs, end of period)	16,435	16,175	15,792	15,499	15,391	15,277	15,031	14,687	16,435	15,391
Value at Risk trading positions (average)	15.8	14.7	13.2	15.4	17.4	18.1	15.4	14.4		
Four-quarter rolling average key figures										
Cost/income ratio	51.0%	49.6%	47.8%	47.0%	47.0%	47.0%	48.1%	48.0%		
Return on equity based on 12.5% CET1 ²⁾	11.0%	12.1%	13.4%	14.7%	15.4%	14.2%	12.5%	11.6%		

¹⁾ Annualised total income divided by average risk-weighted assets.

²⁾ Annualised after-tax return divided by average equity based on 12.5% of RWA.

ING 1.10 Wholesale Banking income over average risk-weighted assets

Profit or loss Wholesale Banking income by product										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
WB Lending										
Total income	827	785	836	831	805	804	809	807	3,278	3,224
Income over average risk-weighted assets (in bps) ¹⁾	333	311	330	337	319	317	313	302	328	313
Risk-weighted assets (end of period)	100,270	98,507	103,413	98,967	100,330	101,697	101,135	105,692	100,270	100,330
WB Daily Banking & Trade Finance										
Total income	479	492	482	499	536	527	561	529	1,954	2,153
Income over average risk-weighted assets (in bps) ¹⁾	1,250	1,246	1,158	1,182	1,277	1,274	1,318	1,139	1,208	1,249
Risk-weighted assets (end of period)	15,503	15,169	16,438	16,887	16,919	16,622	16,454	17,615	15,503	16,919
WB Financial Markets										
Total income	302	376	356	383	197	375	359	349	1,417	1,280
Income over average risk-weighted assets (in bps) ¹⁾	410	512	512	567	321	625	594	576	498	528
Risk-weighted assets (end of period)	28,935	29,990	28,776	26,881	25,131	24,017	23,983	24,345	28,935	25,131
WB Treasury & Other										
Total income	50	91	157	35	57	119	117	107	332	401
Income over average risk-weighted assets (in bps) ¹⁾	269	484	804	176	292	587	554	520	434	490
Risk-weighted assets (end of period)	7,444	7,340	7,658	7,942	7,908	7,844	8,362	8,566	7,444	7,908
Total Wholesale Banking										
Total income	1,657	1,744	1,831	1,749	1,595	1,825	1,846	1,791	6,981	7,057
Income over average risk-weighted assets (in bps) ¹⁾	437	454	477	465	425	487	482	454	458	462
Risk-weighted assets (end of period)	152,151	151,006	156,285	150,677	150,288	150,179	149,934	156,218	152,151	150,288

¹⁾ Annualised total income divided by average risk-weighted assets.

ING 1.11 Profit or loss: Corporate Line

Profit or loss Corporate Line										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Commercial net interest income	-	-	-	-	-	-	-	-	-	-
Other net interest income	110	94	61	50	117	103	134	136	315	489
Net interest income	110	94	61	50	117	103	134	136	315	489
Net fee and commission income	1	-2	-1	-2	-2	7	-3	-3	-3	-1
Investment income	0	101	3	0	0	98	2	0	104	100
Realised gains and fair value changes on investments	-0	0	-	-0	-0	0	-	0	-	-0
Total investment income	0	101	3	0	0	98	2	0	104	100
Valuation result and net trading income	-19	-3	-22	-11	2	26	-8	-8	-55	13
Other income	-4	-1	-19	40	3	-114	22	-62	17	-151
Total other income	-23	-4	-41	30	5	-88	14	-70	-38	-138
Total income	89	189	22	78	120	120	147	63	378	450
Expenses excl. regulatory costs	191	141	80	119	122	186	115	118	532	542
Regulatory costs	1	0	-0	-	-0	1	-1	-0	1	-0
Operating expenses	192	142	80	119	122	187	114	118	533	542
Gross result	-103	48	-58	-42	-2	-67	32	-55	-155	-92
Addition to loan loss provisions	0	0	0	0	2	3	0	0	1	5
Result before tax	-103	47	-58	-42	-4	-70	32	-55	-156	-97
Taxation	26	51	55	6	28	23	105	3	138	158
Non-controlling interests	-	-	-	-	-	-	-	-	-	-
Net result	-130	-3	-113	-48	-32	-93	-73	-58	-294	-255
Key figures										
Risk-weighted assets (end of period)	16,386	15,881	15,269	16,033	14,515	15,168	15,744	15,571	16,386	14,515
Employees (internal FTEs, end of period)	13	15	18	41	39	32	40	154	13	39

Corporate Line - Asian stakes										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Result before tax	28	125	25	23	22	120	22	20	202	185
Risk-weighted assets (end of period)	8,769	8,265	7,966	7,808	6,793	6,897	6,760	6,870	8,769	6,793

Market value ¹⁾ - Asian stakes	
In € million	31 Dec 2024
TTB (22.8%)	1,162
Bank of Beijing (13.0%)	2,242
Total valuation	3,404

¹⁾ Value of ING's stake, based on Bloomberg end of quarter data and FX rates.

ING 1.12 Alternative income breakdown

Profit or loss Alternative income breakdown										
In € million	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023	FY2024	FY2023
Retail Netherlands										
Commercial net interest income	914	930	908	895	882	896	922	930	3,647	3,631
Net fee and commission income	266	270	263	250	242	246	235	235	1,049	959
All other income	44	62	67	40	65	138	68	139	214	411
Total income Retail Netherlands	1,224	1,263	1,238	1,185	1,190	1,281	1,226	1,305	4,910	5,001
Retail Belgium										
Commercial net interest income	410	458	470	478	489	484	461	432	1,816	1,866
Net fee and commission income	144	153	158	148	129	133	125	115	603	502
All other income	55	129	83	65	40	77	103	94	332	315
Total income Retail Belgium	610	740	712	691	658	695	689	641	2,751	2,683
Retail Germany										
Commercial net interest income	565	593	598	644	660	687	719	646	2,400	2,711
Net fee and commission income	118	102	107	105	84	93	83	96	433	357
All other income	-35	65	60	-16	25	59	-12	11	74	83
Total income Retail Germany	648	760	765	733	769	839	790	753	2,906	3,152
Retail Other										
Commercial net interest income	921	931	913	877	822	841	807	761	3,643	3,231
Net fee and commission income	152	164	149	144	131	136	125	128	609	519
All other income	105	117	86	128	124	105	130	125	436	483
Total income Retail Other	1,179	1,212	1,148	1,149	1,077	1,082	1,061	1,013	4,688	4,233
Retail Banking										
Commercial net interest income	2,810	2,913	2,889	2,894	2,853	2,909	2,908	2,768	11,507	11,439
Net fee and commission income	681	688	678	646	586	608	569	575	2,694	2,337
All other income	170	374	296	216	254	379	290	369	1,056	1,292
Total income Retail Banking	3,661	3,975	3,863	3,757	3,693	3,897	3,766	3,712	15,256	15,069
WB Lending										
Commercial net interest income	673	658	703	681	702	689	653	653	2,715	2,696
Net fee and commission income	149	132	141	153	123	141	157	152	575	574
All other income	5	-5	-8	-3	-20	-25	-2	1	-11	-47
Total income WB Lending	827	785	836	831	805	804	809	807	3,278	3,224
WB Daily Banking & Trade Finance										
Commercial net interest income	257	319	316	314	345	363	384	382	1,205	1,474
Net fee and commission income	130	127	128	131	125	123	134	128	517	511
All other income	92	46	39	54	65	40	44	19	232	168
Total income WB Daily Banking & Trade Finance	479	492	482	499	536	527	561	529	1,954	2,153
WB Financial Markets										
Commercial net interest income	-	-	-	-	-	-	-	-	-	-
Net fee and commission income	29	52	50	70	39	28	47	41	201	155
All other income	273	324	306	314	158	347	312	308	1,216	1,125
Total income WB Financial Markets	302	376	356	383	197	375	359	349	1,417	1,280
WB Treasury & Other										
Commercial net interest income	9	7	9	8	7	7	7	7	33	29
Net fee and commission income	11	10	4	1	8	1	8	2	25	19
All other income	30	74	145	26	42	111	102	98	275	353
Total income WB Treasury & Other	50	91	157	35	57	119	117	107	332	401
Wholesale Banking										
Commercial net interest income	938	984	1,027	1,003	1,055	1,059	1,044	1,042	3,952	4,199
Net fee and commission income	319	322	322	354	296	294	346	323	1,317	1,259
All other income	400	439	481	392	245	472	456	426	1,712	1,600
Total income Wholesale Banking	1,657	1,744	1,831	1,749	1,595	1,825	1,846	1,791	6,981	7,057
Corporate Line										
Commercial net interest income	-	-	-	-	-	-	-	-	-	-
Net fee and commission income	1	-2	-1	-2	-2	7	-3	-3	-3	-1
All other income	87	191	23	80	122	113	150	66	381	451
Total income Corporate Line	89	189	22	78	120	120	147	63	378	450
ING Group										
Commercial net interest income	3,749	3,897	3,917	3,897	3,908	3,968	3,952	3,810	15,459	15,638
Net fee and commission income	1,001	1,009	999	998	879	909	912	896	4,008	3,595
All other income	657	1,003	800	688	621	965	896	861	3,148	3,342
Total income ING Group	5,407	5,909	5,716	5,583	5,408	5,842	5,759	5,567	22,615	22,575

ING 1.13 Geographical split: Comparable quarters

Geographical split comparable quarters																
In € million	Total		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World		Other ¹⁾	
	4Q2024	4Q2023	4Q2024	4Q2023	4Q2024	4Q2023	4Q2024	4Q2023	4Q2024	4Q2023	4Q2024	4Q2023	4Q2024	4Q2023	4Q2024	4Q2023
Profit or loss																
Commercial net interest income	3,749	3,908	1,076	1,088	517	635	669	779	491	497	609	499	386	392	-	18
Other net interest income ²⁾	-69	-33	-294	-248	28	28	82	55	16	25	28	25	-39	-16	109	98
Net interest income	3,680	3,875	782	840	546	663	751	834	507	523	637	524	347	376	109	116
Net fee and commission income	1,001	879	341	314	188	175	124	90	97	60	113	97	136	145	1	-2
Investment income	-63	-24	-22	1	-9	-1	-10	-20	0	-0	-21	-5	0	0	-1	1
Other income	789	679	450	389	56	12	-95	-12	9	5	108	126	284	144	-22	15
Total income	5,407	5,408	1,550	1,544	781	849	770	891	614	588	837	743	767	664	87	129
Expenses excl. regulatory costs	2,989	2,758	764	732	484	500	378	360	358	323	400	363	418	358	188	123
Regulatory costs	347	317	118	105	42	42	20	26	28	39	71	53	67	52	1	-0
Operating expenses	3,337	3,075	882	837	526	542	398	386	386	362	470	416	485	411	188	123
Gross result	2,070	2,333	669	707	255	307	372	505	228	227	366	327	282	254	-101	6
Addition to loan loss provisions	299	86	24	-95	55	13	86	35	61	40	23	39	51	53	0	2
Result before tax	1,771	2,247	645	803	200	294	285	471	167	187	344	288	231	201	-101	5
Retail Banking	1,396	1,565	603	660	155	174	275	409	85	111	278	211	-	-	-	-
Wholesale Banking	478	686	42	143	45	120	11	61	82	76	66	77	231	201	2	8
Corporate Line	-103	-4	-	-	-	-	-	-	-	-	-	-	-	-	-103	-4
Result before tax	1,771	2,247	645	803	200	294	285	471	167	187	344	288	231	201	-101	5
Taxation	542	620	176	195	50	76	94	153	61	68	67	47	68	49	27	32
Non-controlling interests	74	68	-	-	0	0	0	0	-	-	74	68	-	-	-	-
Net result	1,154	1,558	469	607	150	218	190	317	106	119	203	172	163	152	-128	-27
Customer lending/deposits (in € billion)																
Residential mortgages	345.2	324.6	117.2	110.5	44.7	41.8	94.8	90.0	71.1	66.8	17.4	15.5	0.0	0.0	0.0	0.0
Other customer lending	340.9	323.4	73.6	68.5	71.6	68.9	47.6	43.4	25.8	24.7	32.9	30.6	89.1	87.0	0.3	0.3
Customer deposits	691.7	650.3	237.4	232.8	110.4	103.4	152.6	145.2	101.6	95.7	68.5	62.2	21.1	10.9	0.0	0.0
Key figures																
Cost/income ratio	61.7%	56.9%	56.9%	54.2%	67.4%	63.9%	51.7%	43.3%	62.9%	61.4%	56.2%	56.0%	63.3%	61.8%	215.9%	95.3%
Risk costs in bps of average customer lending	18	5	5	-21	19	5	24	11	25	18	18	34	23	24	26	202
Return on equity based on 12.5% CET1 ³⁾	11.9%	16.3%	18.3%	24.3%	10.1%	15.1%	15.1%	25.1%	10.0%	12.1%	23.6%	23.3%	7.1%	6.6%	-25.3%	-5.8%
Risk-weighted assets (end of period)	333,708	319,169	82,717	80,186	48,326	46,225	41,113	38,792	33,771	31,825	37,464	33,795	73,855	73,624	16,461	14,721
Employees (internal FTEs, end of period)	61,999	60,360	20,790	19,540	8,701	8,970	6,874	6,510	6,538	5,972	14,257	14,790	4,824	4,536	16	42
Four-quarter rolling average key figures																
Cost/income ratio	53.6%	51.2%	48.2%	46.2%	61.7%	61.4%	43.5%	38.9%	58.3%	54.4%	53.9%	52.8%	52.1%	51.1%	n.a.	n.a.
Return on equity based on 12.5% CET1 ³⁾	16.3%	18.6%	23.4%	27.7%	15.1%	15.2%	23.7%	27.3%	14.0%	17.2%	22.8%	22.8%	9.6%	10.8%	-14.4%	-12.3%

¹⁾ Region Other consists mainly of Corporate Line.

²⁾ 4Q2024 includes €-51m impact for the pay-out of incentives to attract new customers (Retail Germany), following a successful campaign which attracted a significant number of new customers.

³⁾ Annualised after-tax return divided by average equity based on 12.5% of RWA.

ING 1.14 Geographical split: Full year

Geographical split full year																
In € million	Total		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World		Other ¹⁾	
	FY2024	FY2023	FY2024	FY2023	FY2024	FY2023	FY2024	FY2023	FY2024	FY2023	FY2024	FY2023	FY2024	FY2023	FY2024	FY2023
Profit or loss																
Commercial net interest income	15,459	15,638	4,398	4,438	2,294	2,484	2,856	3,172	2,056	2,005	2,308	1,884	1,548	1,590	-0	65
Other net interest income ²⁾	-436	338	-1,334	-665	184	228	326	203	75	116	101	76	-100	-42	312	421
Net interest income	15,023	15,976	3,063	3,773	2,478	2,712	3,182	3,375	2,131	2,121	2,409	1,961	1,448	1,548	312	486
Net fee and commission income	4,008	3,595	1,329	1,239	832	715	484	400	337	285	445	384	585	573	-3	-1
Investment income	13	95	-35	8	-15	-1	-26	-15	0	3	-17	-1	2	0	103	101
Other income	3,572	2,910	1,924	1,619	222	146	-161	-66	27	18	425	488	1,165	829	-29	-126
Total income	22,615	22,575	6,282	6,639	3,517	3,573	3,478	3,694	2,495	2,427	3,262	2,833	3,200	2,950	382	460
Expenses excl. regulatory costs	11,239	10,522	2,867	2,769	1,942	1,952	1,422	1,334	1,394	1,228	1,498	1,288	1,586	1,407	530	544
Regulatory costs	882	1,042	159	296	228	243	90	103	61	92	260	207	83	101	1	-0
Operating expenses	12,121	11,564	3,026	3,065	2,170	2,195	1,512	1,437	1,454	1,320	1,759	1,495	1,669	1,509	531	544
Gross result	10,494	11,011	3,256	3,574	1,346	1,378	1,966	2,257	1,041	1,107	1,503	1,338	1,531	1,441	-149	-84
Addition to loan loss provisions	1,194	520	42	-111	148	139	222	35	188	166	214	189	378	96	1	5
Result before tax	9,300	10,492	3,213	3,685	1,198	1,239	1,744	2,222	853	941	1,289	1,149	1,153	1,345	-149	-89
Retail Banking	6,660	6,753	2,793	2,861	807	661	1,455	1,790	534	649	1,071	792	-	-	-	-
Wholesale Banking	2,796	3,836	420	824	391	577	289	432	319	292	218	357	1,153	1,345	7	8
Corporate Line	-156	-97	-	-	-	-	-	-	-	-	-	-	-	-	-156	-97
Result before tax	9,300	10,492	3,213	3,685	1,198	1,239	1,744	2,222	853	941	1,289	1,149	1,153	1,345	-149	-89
Taxation	2,650	2,970	847	909	308	349	563	723	272	282	256	225	267	335	137	148
Non-controlling interests	258	235	-	-	0	0	1	0	-	-	256	234	-	-	-	-
Net result	6,392	7,287	2,367	2,776	889	889	1,179	1,499	581	659	777	690	886	1,011	-286	-237
Customer lending/deposits (in € billion)																
Residential mortgages	345.2	324.6	117.2	110.5	44.7	41.8	94.8	90.0	71.1	66.8	17.4	15.5	0.0	0.0	0.0	0.0
Other customer lending	340.9	323.4	73.6	68.5	71.6	68.9	47.6	43.4	25.8	24.7	32.9	30.6	89.1	87.0	0.3	0.3
Customer deposits	691.7	650.3	237.4	232.8	110.4	103.4	152.6	145.2	101.6	95.7	68.5	62.2	21.1	10.9	0.0	0.0
Key figures																
Cost/income ratio	53.6%	51.2%	48.2%	46.2%	61.7%	61.4%	43.5%	38.9%	58.3%	54.4%	53.9%	52.8%	52.1%	51.1%	138.9%	118.3%
Risk costs in bps of average customer lending	18	8	2	-6	13	13	16	3	20	19	45	42	44	11	22	174
Return on equity based on 12.5% CET1 ³⁾	16.3%	18.6%	23.4%	27.7%	15.1%	15.2%	23.7%	27.3%	14.0%	17.2%	22.8%	22.8%	9.6%	10.8%	-14.4%	-12.3%
Risk-weighted assets (end of period)	333,708	319,169	82,717	80,186	48,326	46,225	41,113	38,792	33,771	31,825	37,464	33,795	73,855	73,624	16,461	14,721
Employees (internal FTEs, end of period)	61,999	60,360	20,790	19,540	8,701	8,970	6,874	6,510	6,538	5,972	14,257	14,790	4,824	4,536	16	42

¹⁾ Region Other consists mainly of Corporate Line.

²⁾ In FY2024 other net interest income of Germany includes €-51m impact for the pay-out of incentives to attract new customers and other net interest income of Growth Markets includes €-39m impact from the Polish mortgage moratorium, both in Retail Banking.

³⁾ Annualised after-tax return divided by average equity based on 12.5% of RWA.

ING 2.1 Consolidated Balance Sheet: Total assets - Comparable quarters

ING Group: Total assets						
In € million	ING Group		ING Bank		Holding/Eliminations	
	31 Dec 2024	30 Sep 2024	31 Dec 2024	30 Sep 2024	31 Dec 2024	30 Sep 2024
Cash and balances with central banks	70,353	100,118	70,353	100,118		
Loans and advances to banks	21,770	22,947	21,769	22,946	1	1
Financial assets at fair value through profit or loss						
- trading assets	72,897	78,114	72,906	78,122	-9	-9
- non-trading derivatives	2,463	1,558	2,463	1,558		
- designated as at fair value through profit or loss	5,740	4,961	5,740	4,961		
- mandatorily at fair value through profit or loss	56,481	65,516	56,481	65,516		
Financial assets at fair value OCI						
- equity securities FV OCI	2,562	2,359	2,562	2,359		
- debt securities FV OCI	42,219	42,061	42,219	42,061		
- loans and advances FV OCI	1,608	1,156	1,608	1,156		
Securities at amortised cost	50,273	47,950	50,273	47,950		
Loans and advances to customers						
- customer lending	686,066	674,531	686,132	674,580	-66	-49
- provision for loan losses	-5,833	-6,033	-5,833	-6,033		
Investments in associates and joint ventures	1,679	1,658	1,679	1,658		
Property and equipment	2,434	2,413	2,434	2,413		
Intangible assets	1,334	1,296	1,334	1,296		
Current tax assets	485	334	599	412	-114	-78
Deferred tax assets	1,069	1,068	1,069	1,068	-0	-0
Other assets	6,945	7,463	6,935	7,448	10	14
Assets held for sale						
Total assets	1,020,545	1,049,470	1,020,724	1,049,591	-178	-121

ING 2.2 Consolidated Balance Sheet: Total assets - Quarterly overview

ING Group: Total assets								
	31 Dec 2024	30 Sep 2024	30 Jun 2024	31 Mar 2024	31 Dec 2023	30 Sep 2023	30 Jun 2023	31 Mar 2023
In € million								
Cash and balances with central banks	70,353	100,118	97,073	98,113	90,214	116,725	113,636	118,002
Loans and advances to banks	21,770	22,947	27,443	21,787	16,709	24,705	32,905	32,655
Financial assets at fair value through profit or loss								
- trading assets	72,897	78,114	73,207	68,594	60,229	68,150	62,827	57,343
- non-trading derivatives	2,463	1,558	1,964	1,713	2,028	2,865	2,935	2,843
- designated as at fair value through profit or loss	5,740	4,961	5,044	5,428	5,775	6,026	6,005	5,848
- mandatorily at fair value through profit or loss	56,481	65,516	69,364	71,901	54,983	70,962	70,216	73,854
Financial assets at fair value OCI								
- equity securities FV OCI	2,562	2,359	2,364	2,291	1,885	1,916	1,888	1,897
- debt securities FV OCI	42,219	42,061	42,647	42,432	38,281	36,082	34,776	31,937
- loans and advances FV OCI	1,608	1,156	1,331	1,133	951	804	727	592
Securities at amortised cost	50,273	47,950	49,537	52,790	48,313	46,779	48,212	47,722
Loans and advances to customers								
- customer lending	686,066	674,531	662,175	654,032	648,023	637,289	643,245	639,490
- provision for loan losses	-5,833	-6,033	-5,901	-5,777	-5,621	-5,723	-5,663	-5,785
Investments in associates and joint ventures	1,679	1,658	1,459	1,486	1,509	1,514	1,485	1,520
Property and equipment	2,434	2,413	2,435	2,415	2,399	2,363	2,425	2,477
Intangible assets	1,334	1,296	1,245	1,206	1,198	1,152	1,120	1,108
Current tax assets	485	334	402	260	311	285	283	375
Deferred tax assets	1,069	1,068	1,193	1,240	1,280	1,465	1,565	1,623
Other assets	6,945	7,463	8,388	8,814	7,117	8,247	10,593	8,687
Assets held for sale						23		
Total assets	1,020,545	1,049,470	1,041,371	1,029,859	975,583	1,021,627	1,029,181	1,022,188

ING 2.3 Consolidated Balance Sheet: Total liabilities and equity - Comparable quarters

ING Group: Total liabilities and equity						
In € million	ING Group		ING Bank		Holding/Eliminations	
	31 Dec 2024	30 Sep 2024	31 Dec 2024	30 Sep 2024	31 Dec 2024	30 Sep 2024
Deposits from banks	16,723	16,684	16,722	16,684	1	
Customer deposits	691,661	698,377	699,725	706,410	-8,064	-8,032
Financial liabilities at fair value through profit or loss						
- trading liabilities	35,255	38,775	35,255	38,775		
- non-trading derivatives	2,101	1,797	2,101	1,797		
- designated as at fair value through profit or loss	49,543	59,981	49,539	59,981	4	0
Current tax liability	276	432	276	411		20
Deferred tax liabilities	287	267	287	267		
Provisions	774	753	752	735	22	19
Other liabilities	12,369	11,738	10,596	11,467	1,773	271
Debt securities in issue	142,367	150,942	94,459	104,455	47,908	46,487
Senior non-preferred debt			49,393	47,976	-49,393	-47,976
Subordinated loans	17,878	17,488	17,879	17,490	-1	-1
Total liabilities	969,236	997,235	976,986	1,006,447	-7,749	-9,212
Shareholders' equity	50,314	51,294	42,743	42,203	7,571	9,091
Non-controlling interests	995	941	995	941		
Total equity	51,309	52,235	43,738	43,144	7,571	9,091
Total liabilities and equity	1,020,545	1,049,470	1,020,724	1,049,591	-178	-121

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

ING Group: Total liabilities and equity								
In € million	31 Dec 2024	30 Sep 2024	30 Jun 2024	31 Mar 2024	31 Dec 2023	30 Sep 2023	30 Jun 2023	31 Mar 2023
Deposits from banks	16,723	16,684	20,496	18,611	23,257	26,387	31,156	54,211
Customer deposits	691,661	698,377	692,577	674,517	650,267	664,002	677,959	660,189
Financial liabilities at fair value through profit or loss								
- trading liabilities	35,255	38,775	33,734	36,429	37,220	47,816	40,075	40,914
- non-trading derivatives	2,101	1,797	1,653	1,722	2,019	2,725	2,340	2,377
- designated as at fair value through profit or loss	49,543	59,981	67,261	65,335	55,400	71,093	73,866	70,780
Current tax liability	276	432	391	532	396	657	555	598
Deferred tax liabilities	287	267	216	188	184	207	220	231
Provisions	774	753	850	872	920	895	872	906
Other liabilities	12,369	11,738	16,123	16,253	13,667	13,332	14,786	14,760
Debt securities in issue	142,367	150,942	141,175	145,265	124,670	126,706	120,129	107,963
Subordinated loans	17,878	17,488	15,933	16,005	15,401	15,274	15,761	16,985
Total liabilities	969,236	997,235	990,408	975,729	923,400	969,094	977,718	969,914
Shareholders' equity	50,314	51,294	50,147	53,122	51,240	51,716	50,742	51,679
Non-controlling interests	995	941	816	1,008	944	816	721	595
Total equity	51,309	52,235	50,963	54,130	52,184	52,533	51,463	52,274
Total liabilities and equity	1,020,545	1,049,470	1,041,371	1,029,859	975,583	1,021,627	1,029,181	1,022,188

ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank		Holding/Eliminations	
	31 Dec 2024	30 Sep 2024	31 Dec 2024	30 Sep 2024	31 Dec 2024	30 Sep 2024
Share capital	31	33	525	525	-494	-492
Share premium	17,116	17,116	16,542	16,542	575	575
Revaluation reserve equity securities	1,816	1,624	1,816	1,624		
Revaluation reserve debt instruments	-479	-354	-479	-354		
Revaluation reserve cashflow hedge	-1,693	-1,599	-1,693	-1,599		
Other revaluation reserve	161	168	161	168		
Remeasurement of the net defined benefit asset/liability	-333	-301	-333	-301		
Currency translation reserve	-1,986	-2,418	-1,986	-2,419	0	0
Treasury shares	-765	-2,260	-	-	-765	-2,260
Liability credit reserve	-15	-1	-15	-1		
Retained earnings and other reserves	30,068	34,048	22,017	22,936	8,051	11,112
Net result year to date	6,392	5,238	6,187	5,081	205	157
Shareholders' equity	50,314	51,294	42,743	42,203	7,571	9,091
Non-controlling interests	995	941	995	941		
Total equity	51,309	52,235	43,738	43,144	7,571	9,091
Key figures						
Shareholders' equity per share in €	16.25	16.22				
Shares outstanding in the market (in million)	3,096	3,162				

ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar
In € million	2024	2024	2024	2024	2023	2023	2023	2023
Share capital	31	33	33	35	35	36	36	36
Share premium	17,116	17,116	17,116	17,116	17,116	17,116	17,116	17,116
Revaluation reserve equity securities	1,816	1,624	1,628	1,556	1,152	1,203	1,187	1,195
Revaluation reserve debt instruments	-479	-354	-316	-283	-277	-322	-225	-263
Revaluation reserve cashflow hedge	-1,693	-1,599	-2,264	-2,255	-2,058	-2,669	-2,893	-2,824
Other revaluation reserve	161	168	170	171	178	180	182	179
Remeasurement of the net defined benefit asset/liability	-333	-301	-300	-305	-317	-290	-275	-246
Currency translation reserve	-1,986	-2,418	-2,203	-2,353	-2,527	-2,440	-2,601	-2,537
Treasury shares	-765	-2,260	-1,024	-2,513	-1,994	-1,510	-150	-12
Liability credit reserve	-15	-1	22	-12	31	62	105	178
Retained earnings and other reserves	30,068	34,048	33,927	40,386	32,612	34,622	34,514	37,265
Net result year to date	6,392	5,238	3,358	1,578	7,287	5,728	3,746	1,591
Shareholders' equity	50,314	51,294	50,147	53,122	51,240	51,716	50,742	51,679
Non-controlling interests	995	941	816	1,008	944	816	721	595
Total equity	51,309	52,235	50,963	54,130	52,184	52,533	51,463	52,274
Key figures								
Shareholders' equity per share in €	16.25	16.22	15.48	16.09	15.32	14.77	14.07	14.28

ING 2.7 Capital position

Capital position				
In € million	ING Group		ING Bank	
	31 Dec 2024	30 Sep 2024	31 Dec 2024	30 Sep 2024
Shareholders' equity (parent)	50,314	51,294	42,743	42,203
- Reserved profit not included in CET1 capital	-2,152	-1,559	-	-933
- Minority interests, counting as CET1 capital	485	361	588	528
- Goodwill and intangibles deductible from CET1	-1,091	-998	-1,091	-998
- Deferred tax liabilities associated to intangible assets	14	11	14	11
- Shortfall on expected loan loss provision	-1,234	-1,160	-1,234	-1,160
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	1,693	1,599	1,693	1,599
- Treasury shares (ING Group)			-9	-9
- Prudent Valuation adjustment	-691	-598	-691	-598
- Own credit risk	15	1	15	1
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-437	-476	-437	-476
- Deferred tax assets	-83	-91	-83	-91
- Own credit risk adjustments to derivatives (DVA)	-38	-34	-38	-34
- Irrevocable Payment Commitment (IPC)	-691	-675	-691	-675
- Excess of provisions over expected losses eligible	6	6	6	6
- Non-Performing Exposure Prudential Backstop (Pillar I)	-186	-192	-186	-192
- Non-Performing Exposure Prudential Backstop (Pillar II)	-663	-663		
Regulatory adjustments	-5,054	-4,469	-2,146	-3,022
Available common equity Tier 1 capital	45,260	46,824	40,597	39,181
Subordinated loans qualifying as Tier 1 capital	7,965	7,805	7,967	7,776
Regulatory adjustments additional Tier 1	66	59	106	94
Available Tier 1 capital	53,291	54,689	48,671	47,052
Supplementary capital - Tier 2 bonds	9,852	9,822	9,853	9,822
Regulatory adjustments Tier 2	50	46	81	69
Available BIS capital	63,194	64,557	58,604	56,943
Risk-weighted assets	333,708	328,458	334,770	330,211
Common equity Tier 1 ratio	13.6%	14.3%	12.1%	11.9%
Tier 1 ratio	16.0%	16.7%	14.5%	14.2%
Total capital ratio	18.9%	19.7%	17.5%	17.2%

ING 2.8 Funding

ING Group: Maturity ladder outstanding long-term debt 31 December 2024

In € million	Long-term debt issued			Maturing ¹⁾										
	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	>2034
ING Bank senior debt ²⁾	2,187	4,577	3,690	541	3,261	2,154	1,596	1,374	129	501	202	328	435	2,092
ING Bank covered bond	10,029	6,267	6,467	4,707	4,597	4,092	5,695	6,780	3,600	2,650	1,260	2,590	1,276	2,024
ING Bank RMBS	54	1,928	1,745											3,491
ING Group senior debt ²⁾	11,268	6,092	9,752	1,000	7,935	7,336	7,500	6,159	6,898	1,708	1,724	2,063	2,882	4,071
ING Bank Tier 2			140		2									140
ING Group Tier 2	1,000	1,374	2,500						1,750	1,500	1,751	1,907	1,250	1,750

¹⁾ All bond instruments with an early redemption option are included as per their contractual maturity date.

²⁾ Figures shown for issued senior bonds are only included with original tenors \geq 1 year.

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

	31 Dec 2024	30 Sep 2024
Loan-to-deposit ratio	0.98	0.96
Funding mix		
Customer deposits (private individuals)	53%	50%
Customer deposits (other)	22%	23%
Repurchase agreements	5%	7%
Interbank	2%	2%
CD/CP	5%	6%
Long-term senior debt	11%	11%
Subordinated debt	2%	2%
Total ¹⁾	100%	100%

¹⁾ Financial liabilities excluding trading securities and IFRS equity.

ING 2.9 Investments: ING Group

ING Group: Investments - 31 December 2024

In € billion	Securities at	Financial assets at fair value		Fair value	Total	
	amortised cost	through other comprehensive		through profit		
	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total debt securities	50.3	42.2	-0.5	5.5	98.0	-0.5
of which Government bonds	22.7	24.8	-0.5	0.3	47.8	-0.5
of which Central bank bonds	2.9	0.0	0.0	0.4	3.3	0.0
of which Sub-sovereign, Supranationals and Agencies	15.4	11.5	0.0	1.0	28.0	0.0
of which Covered bonds	5.7	4.1	0.0	0.0	9.8	0.0
of which Corporate bonds	0.1	0.1	0.0	0.8	1.0	0.0
of which Financial institutions bonds	0.1	1.0	0.0	2.1	3.3	0.0
of which asset-backed securities	3.3	0.8	0.0	0.8	4.8	0.0
Total equity securities		2.6	1.8		2.6	1.8
Total Investments	50.3	44.8	1.3	5.5	100.6	1.3

Total investments contains banking book but excludes the trading book.

ING 3.1 Customer lending/deposits: 4Q2024 Segment split

Customer lending/deposits												
In € billion	Total	Retail Banking	Retail Netherlands	Retail Belgium	Retail Germany	Retail Other	Wholesale Banking	Lending	Daily Banking & Trade Finance	Financial Markets	Treasury & Other	Corporate Line
Residential mortgages												
Beginning of period	340.5	341.2	115.8	44.2	93.6	87.7	-0.7	0.0	0.0	0.0	-0.7	0.0
Net core lending growth	5.9	5.9	2.2	0.2	1.3	2.2	0.0				0.0	
Treasury												
Acquisitions / divestments / run-off ¹⁾	-0.1	-0.1	-0.1									
FX impact and other ³⁾	-1.1	-1.1	-0.1	0.2	0.2	-1.5	0.0				0.0	
End of period	345.2	345.9	117.8	44.6	95.1	88.4	-0.7	0.0	0.0	0.0	-0.7	0.0
Other customer lending												
Beginning of period	334.0	142.3	45.7	53.8	14.0	28.8	191.5	150.2	24.4	9.7	7.1	0.3
Net core lending growth	1.3	1.1	1.0	0.0	0.0	0.1	0.1	-1.7	2.6	-0.7	-0.0	
Treasury	1.0	0.9	-0.1	0.0	1.1	-0.0	0.1				0.1	
Acquisitions / divestments / run-off ²⁾	-0.1	-0.0	-0.0				-0.1				-0.1	
FX impact and other ³⁾	4.6	-0.2		-0.2		-0.0	4.8	3.8	1.0			0.0
End of period	340.9	144.1	46.5	53.7	15.1	28.8	196.5	152.3	28.0	9.0	7.2	0.3
Customer deposits												
Beginning of period	698.4	616.7	211.5	95.7	151.6	157.9	81.7	0.3	59.8	9.2	12.4	0.0
Net core deposits growth	16.4	12.4	4.0	1.6	0.2	6.6	4.0	0.1	2.5	1.4	-0.0	
Treasury	-22.3	-15.9	-14.9	-0.2	-0.6	-0.1	-6.5				-6.5	
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0				-0.0				-0.0	
FX impact and other	-0.8	-1.2				-1.2	0.4	0.0	0.1	0.4	-0.0	
End of period	691.7	612.0	200.7	97.1	151.1	163.2	79.6	0.4	62.4	10.9	5.9	0.0

¹⁾ Acquisitions / divestments / run-off in Residential mortgages includes the WUB run-off portfolio in Retail Netherlands.

²⁾ Acquisitions / divestments / run-off in Other customer lending includes the WUB run-off portfolio recorded in Retail Netherlands and the Lease and France run-off portfolios recorded in Wholesale Banking Treasury & Other.

³⁾ 4Q2024 included a reclassification between residential mortgages and other customer lending in Retail Belgium.

ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Residential mortgages								
Beginning of period	340.5	332.9	328.2	324.6	316.8	316.6	313.6	313.5
Net core lending growth	5.9	6.0	4.6	2.5	2.3	2.2	2.7	0.8
Treasury								
Acquisitions / divestments / run-off ¹⁾	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1
FX impact and other ^{3) 4)}	-1.1	1.6	0.2	1.2	5.6	-1.9	0.4	-0.6
End of period	345.2	340.5	332.9	328.2	324.6	316.8	316.6	313.6
Other customer lending								
Beginning of period	334.0	329.2	325.8	323.4	320.5	326.7	325.9	328.0
Net core lending growth	1.3	2.5	3.1	1.7	4.9	-4.6	0.0	0.2
Treasury	1.0	4.1	-0.4	1.1	0.2	-2.5	0.3	0.3
Acquisitions / divestments / run-off ²⁾	-0.1	-0.1	-0.1	-0.0	-0.1	-0.1	-0.1	0.0
FX impact and other ^{3) 4) 5)}	4.6	-1.7	0.7	-0.4	-2.1	1.0	0.5	-2.6
End of period	340.9	334.0	329.2	325.8	323.4	320.5	326.7	325.9
Customer deposits								
Beginning of period	698.4	692.6	674.5	650.3	664.0	678.0	660.2	640.8
Net core deposits growth	16.4	2.9	14.7	13.5	-0.9	-7.0	17.2	1.3
Treasury	-22.3	3.0	2.6	11.1	-15.4	-5.1	-0.2	19.6
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0	-0.0	-0.0	0.0	-0.0	-0.0
FX impact and other	-0.8	-0.1	0.8	-0.3	2.6	-1.9	0.8	-1.4
End of period	691.7	698.4	692.6	674.5	650.3	664.0	678.0	660.2

¹⁾ Acquisitions / divestments / run-off in Residential mortgages includes the WUB run-off portfolio in Retail Netherlands.

²⁾ Acquisitions / divestments / run-off in Other customer lending includes the WUB, Lease and France run-off portfolios.

³⁾ 3Q2024 and 4Q2024 included reclassifications between residential mortgages and other customer lending in Retail Belgium.

⁴⁾ In 1Q2024 in Retail Banking Belgium €2.1 billion shifted from Other customer lending to Residential mortgages, due to a reclassification from commercial real estate backed loans to residential real estate backed loans.

⁵⁾ In 1Q2023, FX impact and other included a reclassification of €0.7 billion in Retail Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Residential mortgages								
Beginning of period	341.2	334.5	329.2	325.5	318.6	318.0	315.0	315.0
Net core lending growth	5.9	5.7	4.9	2.4	2.3	2.2	2.7	0.8
Treasury								
Acquisitions / divestments / run-off ¹⁾	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1
FX impact and other ^{2) 3)}	-1.1	1.2	0.4	1.4	4.7	-1.5	0.4	-0.8
End of period	345.9	341.2	334.5	329.2	325.5	318.6	318.0	315.0
Other customer lending								
Beginning of period	142.3	137.7	134.2	134.3	131.7	136.0	135.0	136.7
Net core lending growth	1.1	0.7	3.8	1.3	1.5	-1.8	0.6	1.4
Treasury	0.9	3.1	-0.3	0.8	0.4	-1.9	0.3	0.3
Acquisitions / divestments / run-off ¹⁾	-0.0	-0.0	-0.0	-0.0	-0.0	-0.0	0.0	-0.0
FX impact and other ^{2) 3) 4)}	-0.2	0.8	0.0	-2.1	0.8	-0.7	0.1	-3.4
End of period	144.1	142.3	137.7	134.2	134.3	131.7	136.0	135.0
Customer deposits								
Beginning of period	616.7	613.8	601.9	585.5	591.6	600.5	581.0	566.2
Net core deposits growth	12.4	1.0	9.0	9.2	2.5	-4.7	18.9	1.7
Treasury	-15.9	1.9	2.0	7.5	-10.9	-3.6	-0.3	14.3
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0	-0.0				
FX impact and other ^{4) 5)}	-1.2	0.0	0.8	-0.3	2.3	-0.6	0.8	-1.3
End of period	612.0	616.7	613.8	601.9	585.5	591.6	600.5	581.0

¹⁾ Acquisitions / divestments / run-off includes the WUB run-off portfolio in Retail Netherlands.

²⁾ 3Q2024 and 4Q2024 included reclassifications between residential mortgages and other customer lending in Retail Belgium.

³⁾ In 1Q2024 in Retail Banking Belgium €2.1 billion shifted from Other customer lending to Residential mortgages, due to a reclassification from commercial real estate backed loans to residential real estate backed loans.

⁴⁾ FX impact and other in 1Q2023 included the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Retail Other, and a reclassification of €0.7 billion in Retail Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

⁵⁾ In 3Q2023, Customer deposits included a transfer of €1.0 billion from Wholesale Banking Belgium to Retail Belgium, recorded on FX impact and other.

ING 3.4 Customer lending/deposits: Retail Netherlands

Customer lending/deposits Retail Netherlands								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Residential mortgages								
Beginning of period	115.8	113.1	111.8	110.9	109.4	109.6	108.9	108.5
Net core lending growth	2.2	2.4	1.7	1.1	0.7	0.6	0.7	0.5
Treasury								
Acquisitions / divestments / run-off ¹⁾	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1	-0.1
FX impact and other	-0.1	0.3	-0.3	-0.1	0.8	-0.7	0.1	-0.0
End of period	117.8	115.8	113.1	111.8	110.9	109.4	109.6	108.9
Other customer lending								
Beginning of period	45.7	42.7	42.7	41.9	42.0	43.9	44.0	45.1
Net core lending growth	1.0	0.6	0.0	0.5	-0.0	0.0	-0.1	-0.3
Treasury	-0.1	2.4	-0.0	0.3	-0.1	-1.8	-0.1	-0.1
Acquisitions / divestments / run-off ¹⁾	-0.0	-0.0	-0.0	-0.0	-0.0	-0.0	0.0	-0.0
FX impact and other ²⁾								-0.7
End of period	46.5	45.7	42.7	42.7	41.9	42.0	43.9	44.0
Customer deposits								
Beginning of period	211.5	210.1	203.7	199.7	209.7	213.8	211.5	201.1
Net core deposits growth	4.0	-0.4	4.8	-3.5	0.4	-1.1	1.7	-2.6
Treasury	-14.9	1.9	1.5	7.5	-10.4	-3.0	0.6	13.0
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0	-0.0				
FX impact and other								
End of period	200.7	211.5	210.1	203.7	199.7	209.7	213.8	211.5

¹⁾ Acquisitions / divestments / run-off includes the WUB run-off portfolio.

²⁾ In 1Q2023, FX impact and other included a reclassification of €0.7 billion from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

ING 3.5 Customer lending/deposits: Retail Belgium

Customer lending/deposits Retail Belgium ¹⁾								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Residential mortgages								
Beginning of period	44.2	44.3	43.9	41.8	40.8	40.5	40.5	40.3
Net core lending growth	0.2	0.2	0.5	0.0	0.2	0.5	-0.0	0.1
Treasury								
Acquisitions / divestments / run-off								
FX impact and other ^{2) 3)}	0.2	-0.3	-0.2	2.1	0.8	-0.1	-0.0	0.1
End of period	44.6	44.2	44.3	43.9	41.8	40.8	40.5	40.5
Other customer lending								
Beginning of period	53.8	52.9	50.5	52.5	51.0	53.0	52.7	51.4
Net core lending growth	0.0	-0.2	2.5	0.3	0.9	-1.9	0.3	1.4
Treasury	0.0	0.3	-0.1	-0.1	0.5	-0.1	-0.0	0.0
Acquisitions / divestments / run-off								
FX impact and other ^{2) 3)}	-0.2	0.8		-2.1				
End of period	53.7	53.8	52.9	50.5	52.5	51.0	53.0	52.7
Customer deposits								
Beginning of period	95.7	93.2	91.9	91.2	91.6	92.2	93.0	91.5
Net core deposits growth	1.6	2.4	1.9	0.5	0.1	-2.3	0.3	0.7
Treasury	-0.2	0.1	-0.6	0.2	-0.5	0.7	-1.0	0.8
Acquisitions / divestments / run-off								
FX impact and other ⁴⁾						1.0		
End of period	97.1	95.7	93.2	91.9	91.2	91.6	92.2	93.0

¹⁾ Including ING Luxembourg.

²⁾ 3Q2024 and 4Q2024 included reclassifications between residential mortgages and other customer lending.

³⁾ In 1Q2024 in Retail Belgium €2.1 billion shifted from Other customer lending to Residential mortgages, due to a reclassification from commercial real estate backed loans to residential real estate backed loans.

⁴⁾ In 3Q2023, Customer deposits included a transfer of €1.0 billion from Wholesale Banking Belgium to Retail Belgium, recorded on FX impact and other.

ING 3.6 Customer lending/deposits: Retail Germany

Customer lending/deposits Retail Germany								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Residential mortgages								
Beginning of period	93.6	91.4	90.9	90.4	88.1	87.9	87.5	86.9
Net core lending growth	1.3	0.9	0.8	0.5	0.2	0.5	0.4	0.3
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.2	1.2	-0.2	-0.1	2.1	-0.3	0.0	0.3
End of period	95.1	93.6	91.4	90.9	90.4	88.1	87.9	87.5
Other customer lending								
Beginning of period	14.0	13.4	13.1	12.4	12.3	12.1	11.7	11.4
Net core lending growth	0.0	0.4	0.2	0.2	0.1	0.2	0.0	-0.1
Treasury	1.1	0.2	0.1	0.5	0.0	-0.0	0.4	0.3
Acquisitions / divestments / run-off								
FX impact and other								
End of period	15.1	14.0	13.4	13.1	12.4	12.3	12.1	11.7
Customer deposits								
Beginning of period	151.6	154.0	152.8	143.6	146.7	151.8	135.8	135.9
Net core deposits growth	0.2	-2.5	0.8	9.0	-2.5	-5.7	16.3	0.5
Treasury	-0.6	0.0	0.3	0.2	-0.6	0.6	-0.2	-0.6
Acquisitions / divestments / run-off								
FX impact and other								
End of period	151.1	151.6	154.0	152.8	143.6	146.7	151.8	135.8

ING 3.7 Customer lending/deposits: Retail Other

Customer lending/deposits Retail Other ¹⁾								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Residential mortgages								
Beginning of period	87.7	85.6	82.6	82.4	80.2	80.0	78.1	79.4
Net core lending growth	2.2	2.1	1.9	0.7	1.2	0.7	1.6	-0.1
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	-1.5	-0.0	1.0	-0.5	1.0	-0.4	0.3	-1.2
End of period	88.4	87.7	85.6	82.6	82.4	80.2	80.0	78.1
Other customer lending								
Beginning of period	28.8	28.7	27.8	27.4	26.3	27.0	26.6	28.8
Net core lending growth	0.1	-0.1	1.0	0.2	0.4	-0.1	0.4	0.3
Treasury	-0.0	0.3	-0.2	0.2	-0.1	0.1	-0.1	0.0
Acquisitions / divestments / run-off								
FX impact and other ²⁾	-0.0	-0.0	0.0	0.0	0.8	-0.7	0.1	-2.6
End of period	28.8	28.8	28.7	27.8	27.4	26.3	27.0	26.6
Customer deposits								
Beginning of period	157.9	156.4	153.5	151.0	143.6	142.6	140.6	137.7
Net core deposits growth	6.6	1.6	1.4	3.1	4.6	4.5	0.8	3.1
Treasury	-0.1	-0.1	0.7	-0.4	0.5	-1.9	0.4	1.1
Acquisitions / divestments / run-off								
FX impact and other	-1.2	0.0	0.8	-0.3	2.3	-1.6	0.8	-1.3
End of period	163.2	157.9	156.4	153.5	151.0	143.6	142.6	140.6

¹⁾ Includes: Australia, Italy, Spain, Poland, Romania, Türkiye and Other.

²⁾ FX impact and other in 1Q2023 included the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Retail Other.

ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Residential mortgages								
Beginning of period	-0.7	-1.5	-1.0	-0.9	-1.8	-1.4	-1.4	-1.6
Net core lending growth	0.0	0.3	-0.3	0.1	0.0	-0.0	0.0	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.0	0.5	-0.2	-0.1	0.9	-0.4	0.0	0.2
End of period	-0.7	-0.7	-1.5	-1.0	-0.9	-1.8	-1.4	-1.4
Other customer lending								
Beginning of period	191.5	191.3	191.3	188.9	188.6	190.4	190.8	191.1
Net core lending growth	0.1	1.8	-0.7	0.4	3.4	-2.8	-0.6	-1.2
Treasury	0.1	1.0	-0.1	0.3	-0.2	-0.7	0.0	0.0
Acquisitions / divestments / run-off ¹⁾	-0.1	-0.1	-0.1	-0.0	-0.1	-0.1	-0.1	0.0
FX impact and other ²⁾	4.8	-2.6	0.7	1.8	-2.9	1.7	0.3	0.8
End of period	196.5	191.5	191.3	191.3	188.9	188.6	190.4	190.8
Customer deposits								
Beginning of period	81.7	78.8	72.6	64.8	72.4	77.5	79.2	74.5
Net core deposits growth	4.0	1.8	5.7	4.3	-3.5	-2.4	-1.7	-0.4
Treasury	-6.5	1.1	0.5	3.6	-4.5	-1.4	0.1	5.2
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0	-0.0	-0.0	0.0	-0.0	-0.0
FX impact and other ³⁾	0.4	-0.1	0.0	0.0	0.3	-1.3	-0.1	-0.1
End of period	79.6	81.7	78.8	72.6	64.8	72.4	77.5	79.2

¹⁾ Acquisitions / divestments / run-off in Other customer lending includes the Lease and France run-off portfolios.

²⁾ FX impact and other in 1Q2023 included the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Retail Other.

³⁾ In 3Q2023, Customer deposits included a transfer of €1.0 billion from Wholesale Banking Belgium to Retail Belgium, recorded on FX impact and other.

ING 3.9 Customer lending/deposits: WB - Lending

Customer lending/deposits Wholesale Banking - Lending								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Residential mortgages								
Beginning of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
End of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period	150.2	150.6	149.6	153.0	154.1	155.0	152.6	152.1
Net core lending growth	-1.7	1.7	0.4	0.4	1.2	-2.2	2.2	1.8
Treasury								
Acquisitions / divestments / run-off								
FX impact and other ¹⁾	3.8	-2.0	0.6	-3.9	-2.3	1.3	0.2	-1.3
End of period	152.3	150.2	150.6	149.6	153.0	154.1	155.0	152.6
Customer deposits								
Beginning of period	0.3	0.4	0.4	0.3	0.3	0.3	0.3	0.3
Net core deposits growth	0.1	-0.1	-0.0	0.1	-0.0	0.0	0.0	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.0	-0.0	-0.0	0.0	-0.0	0.0	-0.0	-0.0
End of period	0.4	0.3	0.4	0.4	0.3	0.3	0.3	0.3

¹⁾ 1Q2024 Other customer lending included a transfer of €5.2 billion from Lending to Financial Markets following a change within the Wholesale Banking organisation.

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

Customer lending/deposits Wholesale Banking - Daily Banking & Trade Finance								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Residential mortgages								
Beginning of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
End of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period	24.4	26.2	25.9	26.5	25.5	25.6	28.0	30.7
Net core lending growth	2.6	-1.2	0.1	-1.0	1.7	-0.4	-2.5	-2.3
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	1.0	-0.6	0.1	0.4	-0.6	0.3	0.1	-0.4
End of period	28.0	24.4	26.2	25.9	26.5	25.5	25.6	28.0
Customer deposits								
Beginning of period	59.8	59.1	55.5	53.2	56.3	60.4	63.1	63.3
Net core deposits growth	2.5	0.6	3.6	2.3	-3.5	-3.8	-2.7	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.1	0.0	0.0	-0.0	0.4	-0.3	-0.0	-0.2
End of period	62.4	59.8	59.1	55.5	53.2	56.3	60.4	63.1

ING 3.11 Customer lending/deposits: WB - Financial Markets

Customer lending/deposits Wholesale Banking - Financial Markets								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Residential mortgages								
Beginning of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
End of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period	9.7	8.2	9.5	3.5	3.2	3.0	4.0	4.1
Net core lending growth	-0.7	1.6	-1.4	0.8	0.3	0.1	-1.0	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other ¹⁾			-	5.2				
End of period	9.0	9.7	8.2	9.5	3.5	3.2	3.0	4.0
Customer deposits								
Beginning of period	9.2	7.8	6.0	4.0	4.1	3.8	2.6	3.4
Net core deposits growth	1.4	1.5	1.8	1.9	-0.0	1.4	1.3	-0.8
Treasury								
Acquisitions / divestments / run-off								
FX impact and other ²⁾	0.4	-0.1	-0.0	0.0	-0.1	-1.2	-0.1	-0.0
End of period	10.9	9.2	7.8	6.0	4.0	4.1	3.8	2.6

¹⁾ 1Q2024 Other customer lending included a transfer of €5.2 billion from Lending to Financial Markets following a change within the Wholesale Banking organisation.

²⁾ In 3Q2023, Customer deposits included a transfer of €1.2 billion from Wholesale Banking Belgium Financial Markets to Retail Belgium Treasury (€1.0 billion) and Wholesale Banking Belgium Treasury (€0.2 billion), recorded on FX impact and other.

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

Customer lending/deposits Wholesale Banking - Treasury & Other								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Residential mortgages								
Beginning of period	-0.7	-1.5	-1.0	-0.9	-1.8	-1.4	-1.4	-1.6
Net core lending growth	0.0	0.3	-0.3	0.1	0.0	-0.0	0.0	-0.0
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.0	0.5	-0.2	-0.1	0.9	-0.4	0.0	0.2
End of period	-0.7	-0.7	-1.5	-1.0	-0.9	-1.8	-1.4	-1.4
Other customer lending								
Beginning of period	7.1	6.3	6.3	5.9	5.8	6.9	6.1	4.3
Net core lending growth	-0.0	-0.2	0.2	0.2	0.3	-0.3	0.8	-0.7
Treasury	0.1	1.0	-0.1	0.3	-0.2	-0.7	0.0	0.0
Acquisitions / divestments / run-off ¹⁾	-0.1	-0.1	-0.1	-0.0	-0.1	-0.1	-0.1	0.0
FX impact and other ²⁾								2.5
End of period	7.2	7.1	6.3	6.3	5.9	5.8	6.9	6.1
Customer deposits								
Beginning of period	12.4	11.5	10.8	7.2	11.6	13.0	13.3	7.6
Net core deposits growth	-0.0	-0.1	0.2	0.0	0.0	-0.1	-0.4	0.4
Treasury	-6.5	1.1	0.5	3.6	-4.5	-1.4	0.1	5.2
Acquisitions / divestments / run-off	-0.0	-0.0	-0.0	-0.0	-0.0	0.0	-0.0	-0.0
FX impact and other ³⁾	-0.0	-0.0	-0.0	0.0	-0.0	0.2	0.0	0.1
End of period	5.9	12.4	11.5	10.8	7.2	11.6	13.0	13.3

¹⁾ Acquisitions / divestments / run-off in Other customer lending includes the Lease and France run-off portfolios.

²⁾ FX impact and other in 1Q2023 included the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Retail Other.

³⁾ In 3Q2023, Customer deposits included a transfer of €0.2 billion from Wholesale Banking Belgium Financial Markets to Wholesale Banking Belgium Treasury & Other, recorded on FX impact and other.

ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line ¹⁾								
In € billion	4Q2024	3Q2024	2Q2024	1Q2024	4Q2023	3Q2023	2Q2023	1Q2023
Residential mortgages								
Beginning of period								
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
End of period								
Other customer lending								
Beginning of period	0.3	0.3	0.2	0.3	0.3	0.3	0.2	0.2
Net core lending growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other	0.0	0.0	0.0	-0.0	0.0	0.0	0.0	0.0
End of period	0.3	0.3	0.3	0.2	0.3	0.3	0.3	0.2
Customer deposits								
Beginning of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net core deposits growth								
Treasury								
Acquisitions / divestments / run-off								
FX impact and other								
End of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

¹⁾ Corporate Line is not part of core lending and core deposits.

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 2024 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.

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