

# ING Historical Trend Data 4Q2015 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.
- As of January 20, 2016, Commercial Banking is rebranded to Wholesale Banking.
- 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.
- ING Group has aligned the scope of 'underlying' figures as of the third quarter of 2014, in order to better reflect the performance of its core banking businesses. As a consequence, the result from discontinued insurance operations, the remaining insurance businesses (recorded under Insurance Other) and the intercompany eliminations between ING Bank and NN Group are excluded from ING Group's underlying figures.
- NN Group was deconsolidated and is accounted for as an associate held for sale as of the third quarter of 2015.
- 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, Real Estate & Other	WB-part Bank Treasury (Asset & Liability Management and Treasury) Real Estate run-off portfolio General Lease run-off portfolio Other

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## 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		
	4Q2015	4Q2014	3Q2015	4Q2015	4Q2014	3Q2015	4Q2015	4Q2014	3Q2015	4Q2015	4Q2014	3Q2015
<b>Profit and loss</b>												
Interest result Banking operations	3,172	3,208	3,140	2,279	2,329	2,324	915	923	858	-22	-45	-42
Commission income	607	556	524	356	313	310	252	244	217	-0	-1	-3
Investment income	-1	25	-7	5	10	53	-8	16	-60	1	-0	0
Other income	265	-34	345	154	49	136	145	-31	214	-34	-52	-6
<b>Total underlying income</b>	<b>4,043</b>	<b>3,756</b>	<b>4,002</b>	<b>2,793</b>	<b>2,701</b>	<b>2,823</b>	<b>1,304</b>	<b>1,153</b>	<b>1,229</b>	<b>-55</b>	<b>-98</b>	<b>-50</b>
Expenses excl. regulatory costs	2,259	2,390	2,141	1,544	1,795	1,482	656	639	585	60	-44	74
Regulatory costs	279	182	105	144	88	85	101	66	20	35	27	-
<b>Operating expenses</b>	<b>2,539</b>	<b>2,572</b>	<b>2,247</b>	<b>1,687</b>	<b>1,884</b>	<b>1,567</b>	<b>757</b>	<b>705</b>	<b>605</b>	<b>95</b>	<b>-17</b>	<b>74</b>
<b>Gross result</b>	<b>1,504</b>	<b>1,183</b>	<b>1,756</b>	<b>1,106</b>	<b>817</b>	<b>1,256</b>	<b>547</b>	<b>447</b>	<b>624</b>	<b>-150</b>	<b>-81</b>	<b>-124</b>
Addition to loan loss provisions	302	400	261	204	247	164	97	152	97	0	-	0
<b>Underlying result before tax Banking</b>	<b>1,202</b>	<b>783</b>	<b>1,495</b>	<b>902</b>	<b>569</b>	<b>1,092</b>	<b>450</b>	<b>295</b>	<b>527</b>	<b>-150</b>	<b>-81</b>	<b>-124</b>
Taxation	367	215	379	281	155	260	143	90	122	-57	-29	-3
Minority interests	12	20	23	8	15	18	4	5	6	-	-	-
<b>Underlying net result Banking</b>	<b>822</b>	<b>548</b>	<b>1,092</b>	<b>612</b>	<b>399</b>	<b>814</b>	<b>303</b>	<b>200</b>	<b>400</b>	<b>-93</b>	<b>-51</b>	<b>-122</b>
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-	-	-
Special items after tax	-16	-18	-15	-16	-18	-15	-	-	-	-	-	-
<b>Net result Banking</b>	<b>807</b>	<b>530</b>	<b>1,078</b>	<b>597</b>	<b>381</b>	<b>799</b>	<b>303</b>	<b>200</b>	<b>400</b>	<b>-93</b>	<b>-51</b>	<b>-122</b>
Net result Insurance Other	12	14	-90									
Net result ic elimination between ING Bank and NN Group		-12										
Net result from discontinued operations NN Group	-	226	76									
Net result from discontinued operations Voya Financial		418										
<b>Net result ING Group</b>	<b>819</b>	<b>1,176</b>	<b>1,064</b>	<b>597</b>	<b>381</b>	<b>799</b>	<b>303</b>	<b>200</b>	<b>400</b>	<b>-93</b>	<b>-51</b>	<b>-122</b>
<b>Key figures<sup>1)</sup></b>												
Interest margin	1.47%	1.53%	1.46%									
Cost/income ratio	62.8%	68.5%	56.1%	60.4%	69.8%	55.5%	58.0%	61.2%	49.2%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	8.2%	5.9%	11.2%									
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>	10.6%	7.7%	14.4%	15.3%	10.7%	20.6%	8.2%	6.0%	11.2%	-131.4%	-52.7%	-144.0%
Risk costs in bps of average RWA	38	54	34	50	64	41	26	45	27	0	-	1
Risk-weighted assets (end of period)	318,202	296,319	310,273	163,067	155,199	160,872	152,439	137,244	146,436	2,696	3,876	2,965
Employees (FTEs, end of period)	52,368	52,898	52,560	41,177	42,121	41,395	11,189	10,775	11,163	2	2	2

<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 1.2 Profit and loss: 4Q2015 Segment split

### Profit and loss 4Q2015

In EUR million	Total	Retail		Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	General Lending		Bank Treasury		Corporate Line Banking
		Banking		Netherlands	Belgium	Germany	Other		Industry Lending	& Transaction Services	Financial Markets	Real Estate & Other	
Balance sheet related interest	3,172	2,242	891	461	419	471	1,024	472	243	114	195	-94	
Capital charge on book equity	-	-14	1	0	-1	-13	-159	0	-1	-0	-158	172	
Interest benefit on total capital	-	50	19	10	8	12	50	20	15	12	4	-101	
Interest result	3,172	2,279	910	471	427	470	915	491	257	126	40	-22	
Commission income	607	356	135	94	62	65	252	119	93	41	-2	-0	
Investment income	3	3	0	2	-0	0	-1	1	0	4	-6	1	
Realised gains and fair value changes on investments	-4	2	1	-1	3	0	-7	1	-0	-1	-6	-0	
Total investment income	-1	5	1	1	2	0	-8	1	-0	3	-12	1	
Valuation results non-trading derivatives	-27	-16	8	4	2	-30	48	2	-1	25	23	-59	
Net trading income	240	128	15	37	11	65	87	-1	12	84	-8	24	
Other income	52	42	14	-1	2	26	9	4	2	-22	26	1	
Total other income	265	154	36	41	16	61	145	5	13	87	40	-34	
<b>Total underlying income</b>	<b>4,043</b>	<b>2,793</b>	<b>1,082</b>	<b>608</b>	<b>507</b>	<b>596</b>	<b>1,304</b>	<b>617</b>	<b>363</b>	<b>257</b>	<b>67</b>	<b>-55</b>	
Expenses excl. regulatory costs	2,259	1,544	622	348	196	378	656	151	201	227	76	60	
Regulatory costs	279	144	100	-12	9	46	101	25	15	58	3	35	
<b>Operating expenses</b>	<b>2,539</b>	<b>1,687</b>	<b>722</b>	<b>336</b>	<b>205</b>	<b>424</b>	<b>757</b>	<b>176</b>	<b>216</b>	<b>286</b>	<b>78</b>	<b>95</b>	
<b>Gross result</b>	<b>1,504</b>	<b>1,106</b>	<b>360</b>	<b>273</b>	<b>302</b>	<b>172</b>	<b>547</b>	<b>441</b>	<b>147</b>	<b>-29</b>	<b>-12</b>	<b>-150</b>	
Addition to loan loss provisions	302	204	59	65	13	67	97	62	24	4	7	0	
<b>Underlying result before tax Banking</b>	<b>1,202</b>	<b>902</b>	<b>301</b>	<b>207</b>	<b>288</b>	<b>105</b>	<b>450</b>	<b>379</b>	<b>123</b>	<b>-33</b>	<b>-19</b>	<b>-150</b>	
Taxation	367	281	92	77	89	24	143	112	35	6	-10	-57	
Minority interests	12	8	-	1	0	7	4	2	1	2	-1	-	
<b>Underlying net result Banking</b>	<b>822</b>	<b>612</b>	<b>208</b>	<b>130</b>	<b>199</b>	<b>75</b>	<b>303</b>	<b>265</b>	<b>86</b>	<b>-40</b>	<b>-9</b>	<b>-93</b>	
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-	-	-	
Net result from divested units	-	-	-	-	-	-	-	-	-	-	-	-	
Special items after tax	-16	-16	-16	-	-	-	-	-	-	-	-	-	
<b>Net result Banking</b>	<b>807</b>	<b>597</b>	<b>193</b>	<b>130</b>	<b>199</b>	<b>75</b>	<b>303</b>	<b>265</b>	<b>86</b>	<b>-40</b>	<b>-9</b>	<b>-93</b>	
Net result Insurance Other	12												
Net result ic elimination between ING Bank and NN Group													
Net result from discontinued operations NN Group	-												
Net result from discontinued operations Voya Financial													
<b>Net result ING Group</b>	<b>819</b>												
<b>Key figures<sup>1)</sup></b>													
Interest margin	1.47%												
Cost/income ratio	62.8%	60.4%	66.7%	55.2%	40.5%	71.2%	58.0%	28.6%	59.6%	111.1%	117.3%	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>2)</sup>	10.6%	15.3%	14.3%	16.9%	32.0%	6.8%	8.2%	18.0%	8.1%	-4.2%	-3.5%	-131.4%	
Risk costs in bps of average RWA	38	50	41	85	21	56	26	41	22	5	28	0	
Risk-weighted assets (end of period)	318,202	163,067	57,690	31,799	24,911	48,667	152,439	63,212	44,344	34,630	10,253	2,696	
Employees (FTEs, end of period)	52,368	41,177	9,928	8,823	4,262	18,164	11,189					2	

<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 1.3 Profit and loss: Quarterly overview

Profit and loss										
In EUR million	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
Interest income	11,162	11,376	11,549	12,271	12,203	12,021	11,892	12,822	46,357	48,938
Minus: interest expense	7,990	8,235	8,446	9,096	8,996	8,865	8,907	9,795	33,768	36,562
Interest result	3,172	3,140	3,103	3,175	3,208	3,156	2,985	3,027	12,590	12,376
Commission income	607	524	584	606	556	579	595	560	2,320	2,290
Investment income	3	57	8	1	7	24	9	-0	69	40
Realised gains and fair value changes on investments	-4	-64	17	112	18	13	29	105	60	165
Total investment income	-1	-7	25	113	25	37	38	105	129	206
Valuation results non-trading derivatives	-27	-87	190	72	-201	-149	-132	90	148	-393
Net trading income	240	355	298	281	116	245	276	-14	1,174	623
Other income	52	77	-29	90	51	75	18	49	191	194
Total other income	265	345	460	442	-34	171	163	125	1,513	424
<b>Total underlying income</b>	<b>4,043</b>	<b>4,002</b>	<b>4,171</b>	<b>4,335</b>	<b>3,756</b>	<b>3,942</b>	<b>3,781</b>	<b>3,818</b>	<b>16,552</b>	<b>15,296</b>
Staff expenses	1,197	1,203	1,266	1,256	1,204	1,194	1,207	1,240	4,922	4,844
Regulatory costs	279	105	61	174	182	47	43	136	620	408
Other expenses	1,062	939	891	812	1,186	893	849	798	3,704	3,727
<b>Operating expenses</b>	<b>2,539</b>	<b>2,247</b>	<b>2,218</b>	<b>2,242</b>	<b>2,572</b>	<b>2,134</b>	<b>2,098</b>	<b>2,174</b>	<b>9,246</b>	<b>8,979</b>
<b>Gross result</b>	<b>1,504</b>	<b>1,756</b>	<b>1,953</b>	<b>2,093</b>	<b>1,183</b>	<b>1,808</b>	<b>1,683</b>	<b>1,644</b>	<b>7,306</b>	<b>6,317</b>
Addition to loan loss provisions	302	261	353	432	400	322	405	468	1,347	1,594
<b>Underlying result before tax Banking</b>	<b>1,202</b>	<b>1,495</b>	<b>1,601</b>	<b>1,661</b>	<b>783</b>	<b>1,486</b>	<b>1,278</b>	<b>1,176</b>	<b>5,959</b>	<b>4,724</b>
Taxation	367	379	462	459	215	349	338	318	1,668	1,221
Minority interests	12	23	21	16	20	14	17	28	72	79
<b>Underlying net result Banking</b>	<b>822</b>	<b>1,092</b>	<b>1,118</b>	<b>1,187</b>	<b>548</b>	<b>1,123</b>	<b>923</b>	<b>830</b>	<b>4,219</b>	<b>3,424</b>
Net gains/losses on investments	-	-	367	-	-	-	-	202	367	202
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-16	-15	-13	-14	-18	-117	-117	-768	-58	-1,021
<b>Net result Banking</b>	<b>807</b>	<b>1,078</b>	<b>1,471</b>	<b>1,173</b>	<b>530</b>	<b>1,006</b>	<b>806</b>	<b>264</b>	<b>4,528</b>	<b>2,606</b>
Net result Insurance Other	12	-90	28	7	14	43	-6	56	-42	107
Net result ic elimination between ING Bank and NN Group	-	-	-11	-10	-12	-3	-19	-21	-20	-55
Net result from discontinued operations NN Group <sup>1)</sup>	-	76	-1,131	276	226	-159	264	-266	-779	65
Net result from discontinued operations Voya Financial	-	-	-	323	418	41	22	-1,952	323	-1,471
<b>Net result ING Group</b>	<b>819</b>	<b>1,064</b>	<b>358</b>	<b>1,769</b>	<b>1,176</b>	<b>928</b>	<b>1,067</b>	<b>-1,917</b>	<b>4,010</b>	<b>1,251</b>
<b>Key figures<sup>2)</sup></b>										
Interest margin	1.47%	1.46%	1.43%	1.47%	1.53%	1.53%	1.46%	1.50%	1.46%	1.51%
Cost/income ratio	62.8%	56.1%	53.2%	51.7%	68.5%	54.1%	55.5%	56.9%	55.9%	58.7%
Return on equity based on IFRS-EU equity ING Bank	8.2%	11.2%	11.4%	12.2%	5.9%	12.7%	11.1%	10.2%	10.8%	9.9%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>	10.6%	14.4%	14.8%	16.0%	7.7%	15.5%	12.9%	12.0%	13.9%	12.0%
Risk costs in bps of average RWA	38	34	46	58	54	44	55	65	44	55
Risk-weighted assets (end of period)	318,202	310,273	309,831	303,581	296,319	294,903	293,399	290,792	318,202	296,319
Employees (FTEs, end of period)	52,368	52,560	52,729	53,032	52,898	52,854	52,736	63,477	52,368	52,898

<sup>1)</sup> As announced on 11 January 2016, ING implemented an accounting change related to the pre-IPO anchor investments in NN Group made in 2014. This accounting change is reflected in ING Group's 2015 full-year reporting and comparative figures. As a consequence, the previously reported 2Q2015 net result from discontinued operations NN Group was adjusted by EUR -1,001 million from EUR -130 million to EUR -1,131 million. The 2Q2015 net result of ING Group was adjusted from EUR 1,359 million to EUR 358 million.

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
Balance sheet related interest	2,242	2,284	2,230	2,262	2,290	2,259	2,175	2,172	9,018	8,895
Capital charge on book equity	-14	-15	-18	-22	-34	-35	-36	-30	-68	-134
Interest benefit on total capital	50	56	57	64	74	80	82	85	227	321
<b>Interest result</b>	<b>2,279</b>	<b>2,324</b>	<b>2,269</b>	<b>2,305</b>	<b>2,329</b>	<b>2,305</b>	<b>2,222</b>	<b>2,226</b>	<b>9,177</b>	<b>9,082</b>
Commission income	356	310	345	350	313	331	326	342	1,360	1,312
Investment income	3	45	4	1	1	20	-11	9	53	19
Realised gains and fair value changes on investments	2	7	28	62	8	6	19	66	100	100
<b>Total investment income</b>	<b>5</b>	<b>53</b>	<b>32</b>	<b>63</b>	<b>10</b>	<b>26</b>	<b>9</b>	<b>76</b>	<b>153</b>	<b>120</b>
Valuation results non-trading derivatives	-16	-28	11	125	-50	-34	51	-17	92	-49
Net trading income	128	95	64	33	55	111	44	88	321	297
Other income	42	69	-33	47	44	45	22	27	125	137
<b>Total other income</b>	<b>154</b>	<b>136</b>	<b>43</b>	<b>205</b>	<b>49</b>	<b>122</b>	<b>117</b>	<b>98</b>	<b>538</b>	<b>385</b>
<b>Total underlying income</b>	<b>2,793</b>	<b>2,823</b>	<b>2,688</b>	<b>2,922</b>	<b>2,701</b>	<b>2,783</b>	<b>2,674</b>	<b>2,741</b>	<b>11,228</b>	<b>10,898</b>
Expenses excl. regulatory costs	1,544	1,482	1,486	1,476	1,795	1,464	1,431	1,482	5,987	6,171
Regulatory costs	144	85	64	150	88	43	39	114	443	285
<b>Operating expenses</b>	<b>1,687</b>	<b>1,567</b>	<b>1,549</b>	<b>1,626</b>	<b>1,884</b>	<b>1,507</b>	<b>1,470</b>	<b>1,596</b>	<b>6,430</b>	<b>6,456</b>
<b>Gross result</b>	<b>1,106</b>	<b>1,256</b>	<b>1,139</b>	<b>1,297</b>	<b>817</b>	<b>1,276</b>	<b>1,204</b>	<b>1,146</b>	<b>4,798</b>	<b>4,442</b>
Addition to loan loss provisions	204	164	242	259	247	287	263	296	870	1,093
<b>Underlying result before tax</b>	<b>902</b>	<b>1,092</b>	<b>897</b>	<b>1,037</b>	<b>569</b>	<b>989</b>	<b>941</b>	<b>850</b>	<b>3,928</b>	<b>3,349</b>
Taxation	281	260	288	287	155	261	226	227	1,117	868
Minority interests	8	18	19	11	15	7	10	22	56	54
<b>Underlying net result</b>	<b>612</b>	<b>814</b>	<b>589</b>	<b>739</b>	<b>399</b>	<b>721</b>	<b>705</b>	<b>601</b>	<b>2,755</b>	<b>2,427</b>
Net gains/losses on divestments	-	-	367	-	-	-	-	202	367	202
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-16	-15	-13	-14	-18	-16	-15	-13	-58	-63
<b>Net result</b>	<b>597</b>	<b>799</b>	<b>943</b>	<b>725</b>	<b>381</b>	<b>705</b>	<b>690</b>	<b>791</b>	<b>3,064</b>	<b>2,566</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	60.4%	55.5%	57.6%	55.6%	69.8%	54.2%	55.0%	58.2%	57.3%	59.2%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>	15.3%	20.6%	15.3%	19.2%	10.7%	18.8%	18.5%	16.3%	17.6%	16.1%
Risk costs in bps of average RWA	50	41	61	66	64	74	68	77	54	71
Risk-weighted assets (end of period)	163,067	160,872	161,650	157,764	155,199	154,206	155,762	152,540	163,067	155,199
Employees (FTEs, end of period)	41,177	41,395	41,759	42,063	42,121	42,007	42,023	52,718	41,177	42,121

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
Balance sheet related interest	1,352	1,379	1,353	1,417	1,426	1,410	1,390	1,365	5,500	5,591
Capital charge on book equity	1	0	0	-0	-0	-0	-1	-1	1	-2
Interest benefit on total capital	30	33	34	39	43	47	49	49	135	188
<b>Interest result</b>	<b>1,382</b>	<b>1,413</b>	<b>1,387</b>	<b>1,455</b>	<b>1,469</b>	<b>1,456</b>	<b>1,438</b>	<b>1,412</b>	<b>5,636</b>	<b>5,777</b>
Commission income	229	218	233	231	212	209	207	212	912	840
Investment income	2	3	2	1	-0	-4	-11	9	8	-6
Realised gains and fair value changes on investments	-0	7	2	4	8	6	17	65	12	96
<b>Total investment income</b>	<b>2</b>	<b>10</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>2</b>	<b>6</b>	<b>74</b>	<b>20</b>	<b>90</b>
Valuation results non-trading derivatives	12	6	12	81	-1	-26	76	21	112	70
Net trading income	52	40	53	34	19	86	1	34	179	141
Other income	13	42	10	25	4	11	1	13	89	29
<b>Total other income</b>	<b>77</b>	<b>88</b>	<b>75</b>	<b>140</b>	<b>22</b>	<b>72</b>	<b>78</b>	<b>69</b>	<b>380</b>	<b>241</b>
<b>Total underlying income</b>	<b>1,691</b>	<b>1,729</b>	<b>1,698</b>	<b>1,831</b>	<b>1,711</b>	<b>1,740</b>	<b>1,729</b>	<b>1,767</b>	<b>6,949</b>	<b>6,947</b>
Expenses excl. regulatory costs	969	936	920	925	1,256	926	922	930	3,750	4,034
Regulatory costs	89	37	37	94	53	14	13	88	256	168
<b>Operating expenses</b>	<b>1,058</b>	<b>973</b>	<b>956</b>	<b>1,019</b>	<b>1,309</b>	<b>940</b>	<b>935</b>	<b>1,018</b>	<b>4,007</b>	<b>4,202</b>
<b>Gross result</b>	<b>633</b>	<b>756</b>	<b>742</b>	<b>812</b>	<b>402</b>	<b>800</b>	<b>794</b>	<b>749</b>	<b>2,942</b>	<b>2,745</b>
Addition to loan loss provisions	124	98	180	200	182	224	227	223	603	857
<b>Underlying result before tax</b>	<b>508</b>	<b>658</b>	<b>562</b>	<b>611</b>	<b>220</b>	<b>575</b>	<b>567</b>	<b>526</b>	<b>2,339</b>	<b>1,888</b>
Taxation	169	140	173	164	50	158	155	136	646	500
Minority interests	1	2	2	1	5	-2	-1	-1	6	1
<b>Underlying net result</b>	<b>338</b>	<b>516</b>	<b>386</b>	<b>446</b>	<b>164</b>	<b>419</b>	<b>412</b>	<b>391</b>	<b>1,687</b>	<b>1,387</b>
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-16	-15	-13	-14	-18	-16	-15	-13	-58	-63
<b>Net result</b>	<b>323</b>	<b>501</b>	<b>373</b>	<b>432</b>	<b>145</b>	<b>403</b>	<b>397</b>	<b>378</b>	<b>1,629</b>	<b>1,324</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	62.6%	56.3%	56.3%	55.7%	76.5%	54.0%	54.1%	57.6%	57.7%	60.5%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>	15.2%	23.4%	17.6%	20.2%	7.7%	19.0%	18.5%	17.6%	19.1%	15.7%
Risk costs in bps of average RWA	56	44	81	91	83	102	102	100	68	97
Risk-weighted assets (end of period)	89,489	88,512	88,603	88,280	88,735	86,133	89,639	87,959	89,489	88,735
Employees (FTEs, end of period)	18,751	18,839	19,284	19,424	19,709	19,659	20,074	20,193	18,751	19,709

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
Balance sheet related interest	891	904	879	917	935	920	896	894	3,591	3,645
Capital charge on book equity	1	0	0	-0	-0	-0	-1	-1	1	-2
Interest benefit on total capital	19	22	23	27	31	34	36	35	92	135
<b>Interest result</b>	<b>910</b>	<b>927</b>	<b>902</b>	<b>944</b>	<b>966</b>	<b>954</b>	<b>930</b>	<b>928</b>	<b>3,683</b>	<b>3,778</b>
Commission income	135	133	126	121	118	120	113	112	515	464
Investment income	0	0	0	-	-	-4	1	-6	0	-9
Realised gains and fair value changes on investments	1	-0	-0	2	1	3	0	13	3	18
<b>Total investment income</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>-1</b>	<b>1</b>	<b>7</b>	<b>4</b>	<b>9</b>
Valuation results non-trading derivatives	8	8	6	81	7	9	41	9	103	66
Net trading income	15	9	12	-3	-8	1	12	10	33	15
Other income	14	12	31	8	2	9	-17	4	66	-3
<b>Total other income</b>	<b>36</b>	<b>30</b>	<b>49</b>	<b>86</b>	<b>1</b>	<b>19</b>	<b>36</b>	<b>23</b>	<b>202</b>	<b>78</b>
<b>Total underlying income</b>	<b>1,082</b>	<b>1,090</b>	<b>1,078</b>	<b>1,153</b>	<b>1,086</b>	<b>1,092</b>	<b>1,081</b>	<b>1,071</b>	<b>4,403</b>	<b>4,330</b>
Expenses excl. regulatory costs	622	592	580	581	906	577	578	581	2,374	2,643
Regulatory costs	100	-	-	-	35	-	-	-	100	35
<b>Operating expenses</b>	<b>722</b>	<b>592</b>	<b>580</b>	<b>581</b>	<b>941</b>	<b>577</b>	<b>578</b>	<b>581</b>	<b>2,475</b>	<b>2,678</b>
<b>Gross result</b>	<b>360</b>	<b>498</b>	<b>498</b>	<b>572</b>	<b>144</b>	<b>515</b>	<b>503</b>	<b>490</b>	<b>1,928</b>	<b>1,652</b>
Addition to loan loss provisions	59	82	140	153	165	180	178	192	433	714
<b>Underlying result before tax</b>	<b>301</b>	<b>416</b>	<b>358</b>	<b>420</b>	<b>-20</b>	<b>335</b>	<b>325</b>	<b>298</b>	<b>1,495</b>	<b>938</b>
Taxation	92	102	92	105	3	84	82	75	391	243
Minority interests	-	-	-	-	-	-	-	-	-	-
<b>Underlying net result</b>	<b>208</b>	<b>315</b>	<b>266</b>	<b>315</b>	<b>-23</b>	<b>251</b>	<b>243</b>	<b>224</b>	<b>1,104</b>	<b>694</b>
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax	-16	-15	-13	-14	-18	-16	-15	-13	-58	-63
<b>Net result</b>	<b>193</b>	<b>300</b>	<b>253</b>	<b>301</b>	<b>-42</b>	<b>235</b>	<b>228</b>	<b>211</b>	<b>1,046</b>	<b>631</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	66.7%	54.3%	53.8%	50.4%	86.7%	52.9%	53.5%	54.2%	56.2%	61.8%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>	14.3%	21.1%	17.5%	20.6%	-1.5%	16.0%	15.2%	13.9%	18.4%	11.0%
Risk costs in bps of average RWA	41	55	92	100	108	115	111	119	72	113
Risk-weighted assets (end of period)	57,690	58,552	60,683	61,076	61,201	61,224	64,233	63,901	57,690	61,201
Employees (FTEs, end of period)	9,928	9,952	10,423	10,504	10,675	10,613	10,994	11,043	9,928	10,675

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
Balance sheet related interest	461	475	474	500	491	489	495	471	1,910	1,946
Capital charge on book equity	0	0	0	-0	-	-	0	-0	0	-
Interest benefit on total capital	10	11	10	12	12	14	13	13	44	52
<b>Interest result</b>	<b>471</b>	<b>486</b>	<b>485</b>	<b>512</b>	<b>504</b>	<b>503</b>	<b>508</b>	<b>484</b>	<b>1,953</b>	<b>1,998</b>
Commission income	94	86	107	110	94	89	93	100	397	376
Investment income	2	3	1	1	-0	0	-12	15	7	2
Realised gains and fair value changes on investments	-1	7	2	1	7	3	17	52	9	78
<b>Total investment income</b>	<b>1</b>	<b>10</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>67</b>	<b>17</b>	<b>81</b>
Valuation results non-trading derivatives	4	-2	6	0	-8	-35	35	13	9	5
Net trading income	37	31	41	37	27	85	-11	24	146	126
Other income	-1	29	-21	16	2	3	18	9	24	32
<b>Total other income</b>	<b>41</b>	<b>58</b>	<b>26</b>	<b>53</b>	<b>21</b>	<b>53</b>	<b>42</b>	<b>46</b>	<b>179</b>	<b>163</b>
<b>Total underlying income</b>	<b>608</b>	<b>639</b>	<b>621</b>	<b>678</b>	<b>625</b>	<b>648</b>	<b>648</b>	<b>696</b>	<b>2,546</b>	<b>2,617</b>
Expenses excl. regulatory costs	348	344	340	344	350	349	344	349	1,376	1,391
Regulatory costs	-12	37	37	94	18	14	13	88	156	133
<b>Operating expenses</b>	<b>336</b>	<b>381</b>	<b>377</b>	<b>438</b>	<b>368</b>	<b>363</b>	<b>357</b>	<b>437</b>	<b>1,532</b>	<b>1,524</b>
<b>Gross result</b>	<b>273</b>	<b>258</b>	<b>244</b>	<b>239</b>	<b>257</b>	<b>285</b>	<b>291</b>	<b>259</b>	<b>1,014</b>	<b>1,093</b>
Addition to loan loss provisions	65	16	40	48	18	44	49	31	169	142
<b>Underlying result before tax</b>	<b>207</b>	<b>242</b>	<b>204</b>	<b>192</b>	<b>240</b>	<b>241</b>	<b>242</b>	<b>228</b>	<b>845</b>	<b>951</b>
Taxation	77	39	81	59	47	74	74	61	255	256
Minority interests	1	2	2	1	5	-2	-1	-1	6	1
<b>Underlying net result</b>	<b>130</b>	<b>201</b>	<b>120</b>	<b>131</b>	<b>187</b>	<b>169</b>	<b>169</b>	<b>168</b>	<b>583</b>	<b>693</b>
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax									-	-
<b>Net result</b>	<b>130</b>	<b>201</b>	<b>120</b>	<b>131</b>	<b>187</b>	<b>169</b>	<b>169</b>	<b>168</b>	<b>583</b>	<b>693</b>
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	55.2%	59.7%	60.7%	64.7%	58.8%	56.0%	55.1%	62.8%	60.2%	58.2%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>	16.9%	28.1%	17.8%	19.4%	29.4%	26.5%	27.2%	27.5%	20.5%	27.7%
Risk costs in bps of average RWA	85	22	58	70	27	70	79	52	59	57
Risk-weighted assets (end of period)	31,799	29,959	27,920	27,204	27,534	24,908	25,407	24,058	31,799	27,534
Employees (FTEs, end of period)	8,823	8,887	8,861	8,920	9,034	9,045	9,080	9,150	8,823	9,034

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
Balance sheet related interest	890	905	877	846	863	850	784	807	3,518	3,304
Capital charge on book equity	-14	-15	-18	-22	-34	-34	-35	-29	-69	-132
Interest benefit on total capital	21	23	23	25	30	33	34	36	91	133
<b>Interest result</b>	<b>897</b>	<b>912</b>	<b>882</b>	<b>849</b>	<b>860</b>	<b>848</b>	<b>783</b>	<b>814</b>	<b>3,540</b>	<b>3,305</b>
Commission income	127	91	112	119	101	121	120	130	448	472
Investment income	0	42	2	0	1	24	1	1	45	26
Realised gains and fair value changes on investments	3	0	27	58	1	0	2	1	87	4
<b>Total investment income</b>	<b>3</b>	<b>43</b>	<b>29</b>	<b>58</b>	<b>2</b>	<b>24</b>	<b>3</b>	<b>2</b>	<b>132</b>	<b>30</b>
Valuation results non-trading derivatives	-28	-34	-1	44	-49	-8	-25	-38	-20	-120
Net trading income	77	55	11	-1	36	24	43	53	142	157
Other income	29	28	-43	22	40	34	21	13	36	108
<b>Total other income</b>	<b>77</b>	<b>49</b>	<b>-33</b>	<b>65</b>	<b>27</b>	<b>50</b>	<b>39</b>	<b>29</b>	<b>158</b>	<b>145</b>
<b>Total underlying income</b>	<b>1,103</b>	<b>1,094</b>	<b>990</b>	<b>1,092</b>	<b>990</b>	<b>1,043</b>	<b>945</b>	<b>974</b>	<b>4,279</b>	<b>3,952</b>
Expenses excl. regulatory costs	574	546	566	550	539	537	509	552	2,237	2,137
Regulatory costs	55	48	27	56	36	30	26	26	186	117
<b>Operating expenses</b>	<b>629</b>	<b>594</b>	<b>593</b>	<b>607</b>	<b>575</b>	<b>567</b>	<b>535</b>	<b>578</b>	<b>2,423</b>	<b>2,254</b>
<b>Gross result</b>	<b>473</b>	<b>500</b>	<b>397</b>	<b>485</b>	<b>415</b>	<b>476</b>	<b>410</b>	<b>396</b>	<b>1,856</b>	<b>1,697</b>
Addition to loan loss provisions	80	66	62	59	65	63	37	73	267	237
<b>Underlying result before tax</b>	<b>394</b>	<b>434</b>	<b>335</b>	<b>426</b>	<b>350</b>	<b>414</b>	<b>374</b>	<b>324</b>	<b>1,589</b>	<b>1,461</b>
Taxation	112	120	115	123	105	102	70	91	471	369
Minority interests	7	16	17	10	10	10	11	23	50	52
<b>Underlying net result</b>	<b>274</b>	<b>298</b>	<b>203</b>	<b>293</b>	<b>236</b>	<b>302</b>	<b>293</b>	<b>210</b>	<b>1,068</b>	<b>1,040</b>
Net gains/losses on divestments	-	-	367	-	-	-	-	202	367	202
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>274</b>	<b>298</b>	<b>570</b>	<b>293</b>	<b>236</b>	<b>302</b>	<b>293</b>	<b>412</b>	<b>1,435</b>	<b>1,242</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	57.1%	54.3%	59.9%	55.6%	58.1%	54.4%	56.6%	59.3%	56.6%	57.0%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>	15.4%	17.3%	12.4%	17.8%	14.6%	18.5%	18.6%	14.5%	15.7%	16.6%
Risk costs in bps of average RWA	44	36	35	35	39	37	22	45	37	36
Risk-weighted assets (end of period)	73,578	72,360	73,047	69,485	66,463	68,073	66,123	64,581	73,578	66,463
Employees (FTEs, end of period)	22,426	22,556	22,475	22,639	22,412	22,348	21,949	32,525	22,426	22,412

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
Balance sheet related interest	419	414	404	371	388	406	364	360	1,609	1,518
Capital charge on book equity	-1	-2	-3	-6	-16	-17	-18	-22	-12	-72
Interest benefit on total capital	8	9	9	11	13	14	14	13	38	54
<b>Interest result</b>	<b>427</b>	<b>421</b>	<b>410</b>	<b>376</b>	<b>385</b>	<b>404</b>	<b>359</b>	<b>352</b>	<b>1,634</b>	<b>1,500</b>
Commission income	62	31	36	45	44	36	31	31	172	143
Investment income	-0	0	1	-0	0	0	1	-1	0	0
Realised gains and fair value changes on investments	3	-	24	39	-	-	1	0	65	1
<b>Total investment income</b>	<b>2</b>	<b>0</b>	<b>25</b>	<b>39</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>-1</b>	<b>66</b>	<b>1</b>
Valuation results non-trading derivatives	2	22	-3	9	-15	-10	4	-9	30	-30
Net trading income	11	-12	-3	2	-4	-0	-0	-0	-1	-4
Other income	2	2	2	2	0	2	2	2	9	6
<b>Total other income</b>	<b>16</b>	<b>12</b>	<b>-3</b>	<b>14</b>	<b>-19</b>	<b>-8</b>	<b>6</b>	<b>-7</b>	<b>38</b>	<b>-28</b>
<b>Total underlying income</b>	<b>507</b>	<b>464</b>	<b>467</b>	<b>473</b>	<b>411</b>	<b>432</b>	<b>398</b>	<b>375</b>	<b>1,910</b>	<b>1,615</b>
Expenses excl. regulatory costs	196	187	180	180	178	183	169	168	744	699
Regulatory costs	9	39	20	30	19	19	19	18	98	74
<b>Operating expenses</b>	<b>205</b>	<b>226</b>	<b>200</b>	<b>210</b>	<b>197</b>	<b>202</b>	<b>188</b>	<b>186</b>	<b>842</b>	<b>773</b>
<b>Gross result</b>	<b>302</b>	<b>237</b>	<b>267</b>	<b>263</b>	<b>214</b>	<b>230</b>	<b>210</b>	<b>188</b>	<b>1,069</b>	<b>843</b>
Addition to loan loss provisions	13	17	14	12	16	19	10	27	57	72
<b>Underlying result before tax</b>	<b>288</b>	<b>220</b>	<b>253</b>	<b>250</b>	<b>198</b>	<b>212</b>	<b>200</b>	<b>161</b>	<b>1,012</b>	<b>771</b>
Taxation	89	70	90	80	57	62	61	49	328	230
Minority interests	0	1	0	0	0	0	0	0	2	1
<b>Underlying net result</b>	<b>199</b>	<b>150</b>	<b>162</b>	<b>170</b>	<b>141</b>	<b>149</b>	<b>138</b>	<b>112</b>	<b>681</b>	<b>540</b>
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax									-	-
<b>Net result</b>	<b>199</b>	<b>150</b>	<b>162</b>	<b>170</b>	<b>141</b>	<b>149</b>	<b>138</b>	<b>112</b>	<b>681</b>	<b>540</b>
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	40.5%	48.8%	42.8%	44.4%	47.9%	46.7%	47.3%	49.8%	44.1%	47.8%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>	32.0%	24.3%	26.8%	28.1%	22.5%	23.4%	22.3%	18.6%	27.8%	21.8%
Risk costs in bps of average RWA	21	28	23	20	26	29	17	44	23	29
Risk-weighted assets (end of period)	24,911	25,134	24,467	24,037	24,446	25,854	25,137	24,438	24,911	24,446
Employees (FTEs, end of period)	4,262	4,205	4,101	4,060	3,917	3,903	3,855	3,807	4,262	3,917

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
Balance sheet related interest	471	491	473	475	475	443	421	447	1,909	1,786
Capital charge on book equity	-13	-13	-14	-16	-18	-18	-17	-7	-57	-60
Interest benefit on total capital	12	13	14	15	17	19	20	23	54	79
<b>Interest result</b>	<b>470</b>	<b>491</b>	<b>472</b>	<b>474</b>	<b>475</b>	<b>445</b>	<b>424</b>	<b>462</b>	<b>1,906</b>	<b>1,806</b>
Commission income	65	61	76	74	57	85	89	98	276	329
Investment income	0	42	2	0	1	23	-1	2	45	26
Realised gains and fair value changes on investments	0	0	3	19	1	0	1	1	22	3
<b>Total investment income</b>	<b>0</b>	<b>42</b>	<b>4</b>	<b>20</b>	<b>2</b>	<b>23</b>	<b>1</b>	<b>3</b>	<b>67</b>	<b>29</b>
Valuation results non-trading derivatives	-30	-56	2	35	-34	2	-28	-29	-50	-90
Net trading income	65	67	14	-4	40	24	43	53	142	161
Other income	26	26	-45	20	40	31	19	12	27	101
<b>Total other income</b>	<b>61</b>	<b>36</b>	<b>-29</b>	<b>52</b>	<b>46</b>	<b>58</b>	<b>33</b>	<b>36</b>	<b>120</b>	<b>173</b>
<b>Total underlying income</b>	<b>596</b>	<b>630</b>	<b>524</b>	<b>619</b>	<b>579</b>	<b>611</b>	<b>547</b>	<b>599</b>	<b>2,369</b>	<b>2,336</b>
Expenses excl. regulatory costs	378	359	386	370	362	354	339	384	1,494	1,439
Regulatory costs	46	9	7	26	17	11	7	8	88	43
<b>Operating expenses</b>	<b>424</b>	<b>368</b>	<b>393</b>	<b>397</b>	<b>378</b>	<b>365</b>	<b>346</b>	<b>391</b>	<b>1,582</b>	<b>1,481</b>
<b>Gross result</b>	<b>172</b>	<b>263</b>	<b>131</b>	<b>222</b>	<b>201</b>	<b>246</b>	<b>200</b>	<b>208</b>	<b>787</b>	<b>855</b>
Addition to loan loss provisions	67	49	48	47	49	44	26	46	210	165
<b>Underlying result before tax</b>	<b>105</b>	<b>214</b>	<b>83</b>	<b>176</b>	<b>152</b>	<b>202</b>	<b>174</b>	<b>162</b>	<b>577</b>	<b>690</b>
Taxation	24	50	25	43	48	40	9	42	142	139
Minority interests	7	15	17	9	9	9	10	22	48	51
<b>Underlying net result</b>	<b>75</b>	<b>148</b>	<b>41</b>	<b>123</b>	<b>94</b>	<b>153</b>	<b>155</b>	<b>98</b>	<b>387</b>	<b>500</b>
Net gains/losses on divestments			367					202	367	202
Net result from divested units									-	-
Special items after tax									-	-
<b>Net result</b>	<b>75</b>	<b>148</b>	<b>408</b>	<b>123</b>	<b>94</b>	<b>153</b>	<b>155</b>	<b>301</b>	<b>754</b>	<b>702</b>
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	71.2%	58.4%	75.1%	64.1%	65.4%	59.8%	63.4%	65.3%	66.8%	63.4%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>	6.8%	13.6%	4.9%	12.1%	9.8%	15.6%	16.3%	12.1%	9.3%	13.4%
Risk costs in bps of average RWA	56	41	41	43	46	42	26	46	45	40
Risk-weighted assets (end of period)	48,667	47,226	48,581	45,448	42,018	42,218	40,985	40,144	48,667	42,018
Employees (FTEs, end of period)	18,164	18,351	18,374	18,579	18,495	18,446	18,095	28,717	18,164	18,495

<sup>1)</sup> Includes: Australia, 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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
Balance sheet related interest	1,024	960	998	1,002	1,008	1,001	950	916	3,984	3,875
Capital charge on book equity	-159	-157	-163	-159	-153	-152	-163	-159	-638	-628
Interest benefit on total capital	50	55	54	61	68	72	75	72	221	287
<b>Interest result</b>	<b>915</b>	<b>858</b>	<b>889</b>	<b>904</b>	<b>923</b>	<b>921</b>	<b>861</b>	<b>829</b>	<b>3,567</b>	<b>3,534</b>
Commission income	252	217	239	256	244	248	269	219	964	980
Investment income	-1	12	4	-0	-0	4	19	-9	15	13
Realised gains and fair value changes on investments	-7	-72	-12	50	16	6	9	34	-40	66
<b>Total investment income</b>	<b>-8</b>	<b>-60</b>	<b>-8</b>	<b>50</b>	<b>16</b>	<b>10</b>	<b>28</b>	<b>24</b>	<b>-25</b>	<b>78</b>
Valuation results non-trading derivatives	48	126	1	27	-61	56	-111	144	202	28
Net trading income	87	84	421	259	5	69	247	-74	852	247
Other income	9	4	18	19	26	-26	0	25	51	25
<b>Total other income</b>	<b>145</b>	<b>214</b>	<b>440</b>	<b>305</b>	<b>-31</b>	<b>99</b>	<b>137</b>	<b>95</b>	<b>1,104</b>	<b>300</b>
<b>Total underlying income</b>	<b>1,304</b>	<b>1,229</b>	<b>1,560</b>	<b>1,515</b>	<b>1,153</b>	<b>1,278</b>	<b>1,295</b>	<b>1,168</b>	<b>5,609</b>	<b>4,893</b>
Expenses excl. regulatory costs	656	585	609	579	639	554	567	551	2,429	2,311
Regulatory costs	101	20	-3	24	66	4	4	22	142	96
<b>Operating expenses</b>	<b>757</b>	<b>605</b>	<b>606</b>	<b>603</b>	<b>705</b>	<b>558</b>	<b>571</b>	<b>573</b>	<b>2,571</b>	<b>2,407</b>
<b>Gross result</b>	<b>547</b>	<b>624</b>	<b>954</b>	<b>912</b>	<b>447</b>	<b>720</b>	<b>724</b>	<b>595</b>	<b>3,038</b>	<b>2,487</b>
Addition to loan loss provisions	97	97	111	173	152	35	141	172	478	500
<b>Underlying result before tax</b>	<b>450</b>	<b>527</b>	<b>844</b>	<b>739</b>	<b>295</b>	<b>686</b>	<b>582</b>	<b>423</b>	<b>2,560</b>	<b>1,986</b>
Taxation	143	122	217	195	90	135	178	67	676	470
Minority interests	4	6	1	5	5	7	7	6	16	26
<b>Underlying net result</b>	<b>303</b>	<b>400</b>	<b>626</b>	<b>539</b>	<b>200</b>	<b>544</b>	<b>397</b>	<b>350</b>	<b>1,868</b>	<b>1,491</b>
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-
Special items after tax	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>303</b>	<b>400</b>	<b>626</b>	<b>539</b>	<b>200</b>	<b>544</b>	<b>397</b>	<b>350</b>	<b>1,868</b>	<b>1,491</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	58.0%	49.2%	38.8%	39.8%	61.2%	43.6%	44.1%	49.0%	45.8%	49.2%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>	8.2%	11.2%	17.5%	15.5%	6.0%	16.3%	12.1%	10.9%	13.0%	11.3%
Risk costs in bps of average RWA	26	27	31	49	45	10	42	53	33	37
Risk-weighted assets (end of period)	152,439	146,436	144,393	142,867	137,244	136,763	133,553	134,438	152,439	137,244
Employees (FTEs, end of period)	11,189	11,163	10,968	10,967	10,775	10,845	10,711	10,757	11,189	10,775
Value at Risk trading positions (avg.)	13.9	11.5	10.2	10.8	9.4	8.7	9.3	9.0		

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
Balance sheet related interest	472	467	478	444	408	376	384	353	1,860	1,521
Capital charge on book equity	0	0	-0	-0	-0	-0	-0	-0	0	-1
Interest benefit on total capital	20	21	21	23	25	26	27	27	85	105
<b>Interest result</b>	<b>491</b>	<b>488</b>	<b>499</b>	<b>467</b>	<b>433</b>	<b>402</b>	<b>411</b>	<b>380</b>	<b>1,945</b>	<b>1,625</b>
Commission income	119	112	134	133	135	142	137	98	499	513
Investment income	1	11	3	0	-2	3	2	3	15	6
Realised gains and fair value changes on investments	1	-78	-23	10	-4	2	8	2	-91	7
<b>Total investment income</b>	<b>1</b>	<b>-67</b>	<b>-20</b>	<b>10</b>	<b>-7</b>	<b>4</b>	<b>11</b>	<b>5</b>	<b>-76</b>	<b>13</b>
Valuation results non-trading derivatives	2	-20	-7	-1	13	15	-10	-19	-26	-1
Net trading income	-1	4	6	-4	-24	22	-3	-10	6	-16
Other income	4	-0	2	4	7	-21	5	16	9	8
<b>Total other income</b>	<b>5</b>	<b>-16</b>	<b>1</b>	<b>-1</b>	<b>-5</b>	<b>17</b>	<b>-8</b>	<b>-13</b>	<b>-12</b>	<b>-9</b>
<b>Total underlying income</b>	<b>617</b>	<b>517</b>	<b>613</b>	<b>610</b>	<b>557</b>	<b>565</b>	<b>551</b>	<b>470</b>	<b>2,356</b>	<b>2,143</b>
Expenses excl. regulatory costs	151	145	150	137	139	125	134	120	584	518
Regulatory costs	25	3	0	5	14	0	1	3	33	18
<b>Operating expenses</b>	<b>176</b>	<b>148</b>	<b>151</b>	<b>142</b>	<b>153</b>	<b>125</b>	<b>134</b>	<b>123</b>	<b>617</b>	<b>536</b>
<b>Gross result</b>	<b>441</b>	<b>369</b>	<b>462</b>	<b>468</b>	<b>403</b>	<b>440</b>	<b>417</b>	<b>346</b>	<b>1,740</b>	<b>1,607</b>
Addition to loan loss provisions	62	40	65	109	122	49	63	53	275	288
<b>Underlying result before tax</b>	<b>379</b>	<b>329</b>	<b>398</b>	<b>359</b>	<b>282</b>	<b>391</b>	<b>354</b>	<b>293</b>	<b>1,464</b>	<b>1,319</b>
Taxation	112	76	114	88	55	87	93	60	390	295
Minority interests	2	1	1	1	1	1	1	1	6	4
<b>Underlying net result</b>	<b>265</b>	<b>252</b>	<b>282</b>	<b>269</b>	<b>226</b>	<b>303</b>	<b>259</b>	<b>231</b>	<b>1,069</b>	<b>1,020</b>
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax									-	-
<b>Net result</b>	<b>265</b>	<b>252</b>	<b>282</b>	<b>269</b>	<b>226</b>	<b>303</b>	<b>259</b>	<b>231</b>	<b>1,069</b>	<b>1,020</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	28.6%	28.7%	24.6%	23.2%	27.5%	22.1%	24.4%	26.3%	26.2%	25.0%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>	18.0%	18.1%	20.3%	20.3%	18.0%	24.7%	21.6%	19.0%	19.1%	20.8%
Risk costs in bps of average RWA	41	28	46	82	96	40	52	44	49	58
Risk-weighted assets (end of period)	63,212	55,557	56,222	55,552	51,181	49,901	48,736	47,707	63,212	51,181

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
Balance sheet related interest	243	236	242	242	231	235	239	216	963	922
Capital charge on book equity	-1	-1	-1	-1	-1	-1	-2	-1	-4	-5
Interest benefit on total capital	15	16	15	17	19	20	20	20	63	79
<b>Interest result</b>	<b>257</b>	<b>251</b>	<b>256</b>	<b>259</b>	<b>249</b>	<b>254</b>	<b>257</b>	<b>235</b>	<b>1,023</b>	<b>995</b>
Commission income	93	83	90	86	88	89	96	88	353	361
Investment income	0	0	0	0	0	0	-0	1	0	1
Realised gains and fair value changes on investments	-0	-	-	-	0	-	0	-	-0	0
<b>Total investment income</b>	<b>-0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>-0</b>	<b>1</b>
Valuation results non-trading derivatives	-1	-0	-4	1	2	2	3	-0	-5	7
Net trading income	12	9	15	8	9	9	7	5	44	30
Other income	2	3	1	3	9	-0	1	7	9	17
<b>Total other income</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>12</b>	<b>21</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>48</b>	<b>54</b>
<b>Total underlying income</b>	<b>363</b>	<b>345</b>	<b>359</b>	<b>356</b>	<b>358</b>	<b>354</b>	<b>364</b>	<b>336</b>	<b>1,424</b>	<b>1,412</b>
Expenses excl. regulatory costs	201	189	191	191	189	185	185	186	773	744
Regulatory costs	15	13	1	5	12	1	1	5	34	20
<b>Operating expenses</b>	<b>216</b>	<b>203</b>	<b>193</b>	<b>196</b>	<b>201</b>	<b>186</b>	<b>187</b>	<b>191</b>	<b>808</b>	<b>765</b>
<b>Gross result</b>	<b>147</b>	<b>143</b>	<b>166</b>	<b>160</b>	<b>157</b>	<b>168</b>	<b>178</b>	<b>145</b>	<b>616</b>	<b>648</b>
Addition to loan loss provisions	24	39	34	51	8	-28	57	101	149	139
<b>Underlying result before tax</b>	<b>123</b>	<b>104</b>	<b>132</b>	<b>109</b>	<b>149</b>	<b>196</b>	<b>121</b>	<b>43</b>	<b>467</b>	<b>509</b>
Taxation	35	21	41	28	31	47	33	7	125	118
Minority interests	1	3	-2	2	1	2	2	1	4	6
<b>Underlying net result</b>	<b>86</b>	<b>80</b>	<b>93</b>	<b>79</b>	<b>117</b>	<b>146</b>	<b>85</b>	<b>35</b>	<b>338</b>	<b>384</b>
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax									-	-
<b>Net result</b>	<b>86</b>	<b>80</b>	<b>93</b>	<b>79</b>	<b>117</b>	<b>146</b>	<b>85</b>	<b>35</b>	<b>338</b>	<b>384</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	59.6%	58.7%	53.7%	55.0%	56.1%	52.6%	51.2%	56.9%	56.7%	54.1%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>	8.1%	8.0%	9.0%	8.2%	12.3%	15.9%	9.7%	4.1%	8.3%	10.6%
Risk costs in bps of average RWA	22	37	34	52	9	-30	64	114	36	38
Risk-weighted assets (end of period)	44,344	42,342	41,304	39,780	38,934	38,016	36,835	35,239	44,344	38,934

<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 Commercial Banking - Financial Markets										
In EUR million	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
Balance sheet related interest	114	56	85	121	181	209	123	156	376	669
Capital charge on book equity	-0	-0	-0	-0	-0	-0	-0	-0	-1	-1
Interest benefit on total capital	12	14	14	17	18	19	21	18	57	76
<b>Interest result</b>	<b>126</b>	<b>70</b>	<b>99</b>	<b>137</b>	<b>199</b>	<b>228</b>	<b>143</b>	<b>174</b>	<b>432</b>	<b>745</b>
Commission income	41	19	15	38	20	15	34	32	113	100
Investment income	4	0	1	0	2	0	1	0	5	3
Realised gains and fair value changes on investments	-1	4	1	-1	4	0	-2	-3	4	-1
<b>Total investment income</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>-1</b>	<b>6</b>	<b>0</b>	<b>-1</b>	<b>-3</b>	<b>9</b>	<b>2</b>
Valuation results non-trading derivatives	25	146	42	-14	-104	19	-49	58	199	-76
Net trading income	84	60	369	242	72	25	167	15	756	278
Other income	-22	-9	-15	-13	-9	-18	-10	-5	-59	-41
<b>Total other income</b>	<b>87</b>	<b>197</b>	<b>397</b>	<b>215</b>	<b>-41</b>	<b>26</b>	<b>108</b>	<b>68</b>	<b>895</b>	<b>161</b>
<b>Total underlying income</b>	<b>257</b>	<b>290</b>	<b>513</b>	<b>389</b>	<b>184</b>	<b>269</b>	<b>285</b>	<b>271</b>	<b>1,450</b>	<b>1,008</b>
Expenses excl. regulatory costs	227	224	226	212	218	206	198	204	890	826
Regulatory costs	58	1	1	12	35	2	1	12	73	50
<b>Operating expenses</b>	<b>286</b>	<b>226</b>	<b>227</b>	<b>224</b>	<b>253</b>	<b>208</b>	<b>199</b>	<b>216</b>	<b>962</b>	<b>876</b>
<b>Gross result</b>	<b>-29</b>	<b>65</b>	<b>285</b>	<b>165</b>	<b>-69</b>	<b>61</b>	<b>86</b>	<b>54</b>	<b>487</b>	<b>132</b>
Addition to loan loss provisions	4	0	0	-0	-1	-0	-1	1	4	-1
<b>Underlying result before tax</b>	<b>-33</b>	<b>65</b>	<b>285</b>	<b>166</b>	<b>-68</b>	<b>61</b>	<b>86</b>	<b>54</b>	<b>483</b>	<b>133</b>
Taxation	6	-12	60	27	-6	10	17	16	80	36
Minority interests	2	1	1	1	1	1	1	1	5	5
<b>Underlying net result</b>	<b>-40</b>	<b>76</b>	<b>225</b>	<b>138</b>	<b>-63</b>	<b>50</b>	<b>69</b>	<b>37</b>	<b>398</b>	<b>92</b>
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax									-	-
<b>Net result</b>	<b>-40</b>	<b>76</b>	<b>225</b>	<b>138</b>	<b>-63</b>	<b>50</b>	<b>69</b>	<b>37</b>	<b>398</b>	<b>92</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	111.1%	77.7%	44.3%	57.5%	137.4%	77.3%	69.9%	80.0%	66.4%	86.9%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>	-4.2%	8.3%	24.5%	15.1%	-6.8%	5.7%	7.6%	4.8%	11.0%	2.7%
Risk costs in bps of average RWA	5	0	0	-0	-1	-0	-1	1	1	-0
Risk-weighted assets (end of period)	34,630	37,770	36,910	36,795	36,833	36,324	35,391	37,938	34,630	36,833

<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, Real Estate & Other

Profit and loss Commercial Banking - Bank Treasury, Real Estate & Other										
In EUR million	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
Balance sheet related interest	195	202	193	195	188	181	204	191	785	764
Capital charge on book equity	-158	-156	-162	-158	-152	-151	-161	-158	-634	-622
Interest benefit on total capital	4	4	4	4	6	7	7	7	16	27
<b>Interest result</b>	<b>40</b>	<b>49</b>	<b>35</b>	<b>42</b>	<b>42</b>	<b>37</b>	<b>50</b>	<b>40</b>	<b>167</b>	<b>169</b>
Commission income	-2	2	0	-2	1	2	1	2	-1	5
Investment income	-6	1	-0	-0	-0	1	16	-14	-5	3
Realised gains and fair value changes on investments	-6	2	11	41	16	5	3	35	47	59
<b>Total investment income</b>	<b>-12</b>	<b>2</b>	<b>11</b>	<b>41</b>	<b>16</b>	<b>6</b>	<b>18</b>	<b>21</b>	<b>41</b>	<b>62</b>
Valuation results non-trading derivatives	23	0	-30	41	28	20	-56	105	34	98
Net trading income	-8	11	31	13	-52	13	76	-83	46	-45
Other income	26	11	29	25	18	12	4	6	92	41
<b>Total other income</b>	<b>40</b>	<b>22</b>	<b>30</b>	<b>79</b>	<b>-5</b>	<b>46</b>	<b>25</b>	<b>28</b>	<b>172</b>	<b>94</b>
<b>Total underlying income</b>	<b>67</b>	<b>76</b>	<b>76</b>	<b>160</b>	<b>54</b>	<b>90</b>	<b>95</b>	<b>92</b>	<b>379</b>	<b>330</b>
Expenses excl. regulatory costs	76	26	41	39	93	38	51	41	182	223
Regulatory costs	3	3	-6	2	5	1	1	1	2	7
<b>Operating expenses</b>	<b>78</b>	<b>29</b>	<b>35</b>	<b>42</b>	<b>98</b>	<b>39</b>	<b>51</b>	<b>42</b>	<b>184</b>	<b>230</b>
<b>Gross result</b>	<b>-12</b>	<b>48</b>	<b>41</b>	<b>118</b>	<b>-45</b>	<b>51</b>	<b>44</b>	<b>50</b>	<b>195</b>	<b>100</b>
Addition to loan loss provisions	7	18	11	12	23	13	22	17	49	75
<b>Underlying result before tax</b>	<b>-19</b>	<b>29</b>	<b>29</b>	<b>106</b>	<b>-68</b>	<b>38</b>	<b>22</b>	<b>33</b>	<b>146</b>	<b>25</b>
Taxation	-10	37	2	52	10	-9	35	-16	82	20
Minority interests	-1	1	1	1	2	3	3	3	2	10
<b>Underlying net result</b>	<b>-9</b>	<b>-9</b>	<b>26</b>	<b>54</b>	<b>-80</b>	<b>44</b>	<b>-16</b>	<b>46</b>	<b>62</b>	<b>-6</b>
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax									-	-
<b>Net result</b>	<b>-9</b>	<b>-9</b>	<b>26</b>	<b>54</b>	<b>-80</b>	<b>44</b>	<b>-16</b>	<b>46</b>	<b>62</b>	<b>-6</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	117.3%	37.8%	46.4%	26.0%	182.8%	43.1%	54.1%	45.7%	48.5%	69.7%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>	-3.5%	-3.1%	10.4%	20.7%	-27.3%	14.9%	-4.0%	14.3%	6.1%	0.4%
Risk costs in bps of average RWA	28	71	44	46	81	43	66	49	47	59
Risk-weighted assets (end of period)	10,253	10,766	9,957	10,740	10,297	12,522	12,592	13,553	10,253	10,297

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
Balance sheet related interest	-94	-104	-125	-90	-90	-105	-139	-60	-412	-395
Capital charge on book equity	172	173	181	181	187	187	199	189	707	762
Interest benefit on total capital	-101	-111	-111	-126	-142	-152	-157	-157	-448	-608
<b>Interest result</b>	<b>-22</b>	<b>-42</b>	<b>-55</b>	<b>-35</b>	<b>-45</b>	<b>-70</b>	<b>-97</b>	<b>-28</b>	<b>-153</b>	<b>-240</b>
Commission income	-0	-3	-0	-0	-1	-0	-0	-0	-4	-2
Investment income	1	0	0	0	6	1	1	0	2	8
Realised gains and fair value changes on investments	-0	0	0	-	-6	-	0	5	0	-1
<b>Total investment income</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-0</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>8</b>
Valuation results non-trading derivatives	-59	-185	178	-80	-90	-171	-73	-38	-146	-371
Net trading income	24	176	-187	-11	56	65	-15	-28	2	78
Other income	1	4	-14	24	-18	56	-3	-3	15	32
<b>Total other income</b>	<b>-34</b>	<b>-6</b>	<b>-22</b>	<b>-68</b>	<b>-52</b>	<b>-50</b>	<b>-91</b>	<b>-68</b>	<b>-129</b>	<b>-261</b>
<b>Total underlying income</b>	<b>-55</b>	<b>-50</b>	<b>-77</b>	<b>-102</b>	<b>-98</b>	<b>-119</b>	<b>-187</b>	<b>-92</b>	<b>-285</b>	<b>-496</b>
Expenses excl. regulatory costs	60	74	63	13	-44	70	58	6	210	88
Regulatory costs	35	-	0	0	27	0	-0	-0	35	27
<b>Operating expenses</b>	<b>95</b>	<b>74</b>	<b>63</b>	<b>13</b>	<b>-17</b>	<b>70</b>	<b>58</b>	<b>6</b>	<b>245</b>	<b>116</b>
<b>Gross result</b>	<b>-150</b>	<b>-124</b>	<b>-140</b>	<b>-115</b>	<b>-81</b>	<b>-188</b>	<b>-245</b>	<b>-97</b>	<b>-529</b>	<b>-611</b>
Addition to loan loss provisions	0	0	-	-	-	-	-	-	0	-
<b>Underlying result before tax</b>	<b>-150</b>	<b>-124</b>	<b>-140</b>	<b>-115</b>	<b>-81</b>	<b>-188</b>	<b>-245</b>	<b>-97</b>	<b>-530</b>	<b>-611</b>
Taxation	-57	-3	-42	-24	-29	-47	-65	24	-125	-117
Minority interests	-	-	-	-	-	-	-	-	-	-
<b>Underlying net result</b>	<b>-93</b>	<b>-122</b>	<b>-98</b>	<b>-92</b>	<b>-51</b>	<b>-142</b>	<b>-180</b>	<b>-121</b>	<b>-404</b>	<b>-494</b>
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax					-	-101	-101	-755	-	-957
<b>Net result</b>	<b>-93</b>	<b>-122</b>	<b>-98</b>	<b>-92</b>	<b>-51</b>	<b>-243</b>	<b>-281</b>	<b>-876</b>	<b>-404</b>	<b>-1,451</b>
<b>Key figures<sup>1)</sup></b>										
Risk-weighted assets (end of period)	2,696	2,965	3,788	2,949	3,876	3,935	4,084	3,814	2,696	3,876
Employees (FTEs, end of period)	2	2	2	2	2	2	2	2	2	2

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

# ING 1.17 Geographical split Banking: 4Q2015

## Geographical split 4Q2015

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	1,151	910	240	563	471	92	489	427	62	305	232	73	289	238	52	397	397	-22	-0	-22
Commission income	198	135	64	124	94	29	73	62	11	38	11	27	69	54	15	106	106	-0	0	-0
Investment income	2	1	1	1	1	-1	3	2	0	-0	-0	0	0	0	-0	-3	-3	-3	-5	1
Other income	10	36	-26	49	41	8	18	16	3	26	10	16	77	51	25	95	95	-10	24	-34
<b>Total underlying income</b>	<b>1,361</b>	<b>1,082</b>	<b>279</b>	<b>736</b>	<b>608</b>	<b>128</b>	<b>583</b>	<b>507</b>	<b>76</b>	<b>369</b>	<b>253</b>	<b>116</b>	<b>435</b>	<b>343</b>	<b>92</b>	<b>594</b>	<b>594</b>	<b>-36</b>	<b>19</b>	<b>-55</b>
Expenses excl. regulatory costs	837	622	215	437	348	90	217	196	20	203	170	33	243	208	35	258	258	64	4	60
Regulatory costs	130	100	29	1	-12	13	14	9	5	12	7	5	48	39	9	41	41	35	-0	35
<b>Operating expenses</b>	<b>967</b>	<b>722</b>	<b>245</b>	<b>438</b>	<b>336</b>	<b>103</b>	<b>230</b>	<b>205</b>	<b>25</b>	<b>214</b>	<b>177</b>	<b>38</b>	<b>291</b>	<b>248</b>	<b>44</b>	<b>299</b>	<b>299</b>	<b>99</b>	<b>4</b>	<b>95</b>
<b>Gross result</b>	<b>394</b>	<b>360</b>	<b>34</b>	<b>298</b>	<b>273</b>	<b>25</b>	<b>353</b>	<b>302</b>	<b>51</b>	<b>154</b>	<b>76</b>	<b>78</b>	<b>144</b>	<b>96</b>	<b>48</b>	<b>295</b>	<b>295</b>	<b>-135</b>	<b>15</b>	<b>-150</b>
Addition to loan loss provisions	107	59	48	64	65	-1	7	13	-6	30	15	15	56	52	4	37	37	0	-	0
<b>Underlying result before tax Banking</b>	<b>287</b>	<b>301</b>	<b>-14</b>	<b>234</b>	<b>207</b>	<b>26</b>	<b>345</b>	<b>288</b>	<b>57</b>	<b>125</b>	<b>61</b>	<b>63</b>	<b>87</b>	<b>44</b>	<b>43</b>	<b>259</b>	<b>259</b>	<b>-135</b>	<b>15</b>	<b>-150</b>
Retail Banking	301	301		207	207		288	288		61	61		44	44						
Wholesale Banking	-14		-14	26		26	57		57	63		63	43		43	259	259	15	15	
Corporate Line																		-150		-150
<b>Underlying result before tax Banking</b>	<b>287</b>	<b>301</b>	<b>-14</b>	<b>234</b>	<b>207</b>	<b>26</b>	<b>345</b>	<b>288</b>	<b>57</b>	<b>125</b>	<b>61</b>	<b>63</b>	<b>87</b>	<b>44</b>	<b>43</b>	<b>259</b>	<b>259</b>	<b>-135</b>	<b>15</b>	<b>-150</b>
<b>Customer lending/deposits (in EUR billion)</b>																				
Residential mortgages	127.8	126.7	1.1	34.1	34.0	0.1	66.1	66.1	0.1	44.0	44.0	0.0	6.9	6.9	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	72.7	37.4	35.4	52.3	38.3	14.0	24.2	10.4	13.8	22.1	3.9	18.2	25.5	17.7	7.8	56.9	56.9	0.0	0.0	0.0
Customer deposits	159.9	131.4	28.5	94.5	79.7	14.8	120.9	120.2	0.7	76.9	75.9	1.0	31.7	27.8	3.9	16.9	16.9	7.9	-0.0	7.9
<b>Key figures<sup>2)</sup></b>																				
Cost/income ratio	71.0%	66.7%	87.6%	59.5%	55.2%	80.2%	39.5%	40.5%	32.8%	58.2%	69.9%	32.6%	67.0%	72.1%	47.8%	50.3%	50.3%	n.a.	20.4%	n.a.
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>	8.3%	14.3%	n.a.	11.9%	16.9%	n.a.	30.0%	32.0%	n.a.	13.9%	13.0%	n.a.	6.5%	4.6%	n.a.	9.6%	n.a.	-77.0%	n.a.	-131.4%
Risk costs in bps of average RWA	45	41	n.a.	53	85	n.a.	9	21	n.a.	45	47	n.a.	51	58	n.a.	23	n.a.	n.a.	n.a.	0
Risk-weighted assets (end of period)	94,934	57,690	37,244	50,071	31,799	18,272	32,856	24,911	7,945	26,783	12,116	14,667	45,594	36,551	9,044	64,780	64,780	3,184	488	2,696
Employees (FTEs, end of period)	13,365	9,928	3,437	10,573	8,823	1,750	4,519	4,262	258	3,731	3,280	451	16,209	14,885	1,324	3,956	3,956	15	13	2

<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	
	4Q2015	4Q2014	4Q2015	4Q2014	4Q2015	4Q2014	4Q2015	4Q2014	4Q2015	4Q2014	4Q2015	4Q2014	4Q2015	4Q2014	4Q2015	4Q2014
<b>Profit and loss</b>																
Interest result	3,172	3,208	1,151	1,168	563	647	489	417	305	311	289	271	397	438	-22	-44
Commission income	607	556	198	187	124	107	73	54	38	24	69	74	106	113	-0	-1
Investment income	-1	25	2	-7	1	22	3	0	-0	1	0	3	-3	7	-3	-0
Other income	265	-34	10	64	49	-25	18	-17	26	26	77	46	95	-68	-10	-61
<b>Total underlying income</b>	<b>4,043</b>	<b>3,756</b>	<b>1,361</b>	<b>1,411</b>	<b>736</b>	<b>751</b>	<b>583</b>	<b>453</b>	<b>369</b>	<b>362</b>	<b>435</b>	<b>394</b>	<b>594</b>	<b>490</b>	<b>-36</b>	<b>-107</b>
Expenses excl. regulatory costs	2,259	2,390	837	1,129	437	438	217	197	203	181	243	247	258	227	64	-28
Regulatory costs	279	182	130	49	1	35	14	22	12	8	48	13	41	28	35	27
<b>Operating expenses</b>	<b>2,539</b>	<b>2,572</b>	<b>967</b>	<b>1,178</b>	<b>438</b>	<b>473</b>	<b>230</b>	<b>219</b>	<b>214</b>	<b>189</b>	<b>291</b>	<b>260</b>	<b>299</b>	<b>254</b>	<b>99</b>	<b>-1</b>
<b>Gross result</b>	<b>1,504</b>	<b>1,183</b>	<b>394</b>	<b>233</b>	<b>298</b>	<b>278</b>	<b>353</b>	<b>234</b>	<b>154</b>	<b>173</b>	<b>144</b>	<b>135</b>	<b>295</b>	<b>236</b>	<b>-135</b>	<b>-106</b>
Addition to loan loss provisions	302	400	107	224	64	16	7	8	30	50	56	46	37	57	0	-
<b>Underlying result before tax Banking</b>	<b>1,202</b>	<b>783</b>	<b>287</b>	<b>10</b>	<b>234</b>	<b>263</b>	<b>345</b>	<b>226</b>	<b>125</b>	<b>123</b>	<b>87</b>	<b>89</b>	<b>259</b>	<b>179</b>	<b>-135</b>	<b>-106</b>
Retail Banking	902	569	301	-20	207	240	288	198	61	89	44	62	-	-	-	-
Wholesale Banking	450	295	-14	30	26	23	57	28	63	34	43	26	259	179	15	-25
Corporate Line	-150	-81	-	-	-	-	-	-	-	-	-	-	-	-	-150	-81
<b>Underlying result before tax Banking</b>	<b>1,202</b>	<b>783</b>	<b>287</b>	<b>10</b>	<b>234</b>	<b>263</b>	<b>345</b>	<b>226</b>	<b>125</b>	<b>123</b>	<b>87</b>	<b>89</b>	<b>259</b>	<b>179</b>	<b>-135</b>	<b>-106</b>
Taxation	367	215	87	7	89	60	109	68	32	64	15	18	106	36	-70	-38
Minority interests	12	20	-	-	1	5	0	0	-	-	11	14	-	-	-	-
<b>Underlying net result Banking</b>	<b>822</b>	<b>548</b>	<b>200</b>	<b>3</b>	<b>145</b>	<b>198</b>	<b>236</b>	<b>157</b>	<b>93</b>	<b>59</b>	<b>61</b>	<b>57</b>	<b>152</b>	<b>143</b>	<b>-65</b>	<b>-68</b>
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Special items after tax	-16	-18	-16	-18	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net result Banking</b>	<b>807</b>	<b>530</b>	<b>185</b>	<b>-16</b>	<b>145</b>	<b>198</b>	<b>236</b>	<b>157</b>	<b>93</b>	<b>59</b>	<b>61</b>	<b>57</b>	<b>152</b>	<b>143</b>	<b>-65</b>	<b>-68</b>
<b>Customer lending/deposits (in EUR billion)</b>																
Residential mortgages	279.0	280.6	127.8	133.6	34.1	33.0	66.1	65.1	44.0	43.3	6.9	5.7	0.0	0.0	0.0	0.0
Other customer lending	253.7	232.9	72.7	71.8	52.3	49.5	24.2	18.7	22.1	18.3	25.5	21.6	56.9	52.7	0.0	0.3
Customer deposits	508.7	489.3	159.9	159.0	94.5	90.3	120.9	114.9	76.9	73.9	31.7	27.5	16.9	19.9	7.9	3.7
<b>Key figures<sup>1)</sup></b>																
Cost/income ratio	62.8%	68.5%	71.0%	83.5%	59.5%	62.9%	39.5%	48.3%	58.2%	52.2%	67.0%	65.9%	50.3%	51.9%	n.a.	n.a.
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>	10.6%	7.7%	8.3%	0.1%	11.9%	19.3%	30.0%	21.8%	13.9%	9.3%	6.5%	7.9%	9.6%	9.9%	-77.0%	-53.9%
Risk costs in bps of average RWA	38	54	45	89	53	15	9	11	45	79	51	51	23	39	0	-
Risk-weighted assets (end of period)	318,202	296,319	94,934	99,383	50,071	43,901	32,856	28,617	26,783	24,644	45,594	36,576	64,780	58,180	3,184	5,019
Employees (FTEs, end of period)	52,368	52,898	13,365	14,005	10,573	10,721	4,519	4,138	3,731	3,578	16,209	16,677	3,956	3,737	15	42

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
<b>Profit and loss</b>										
Interest result	1,151	1,162	1,168	1,197	1,168	1,202	1,171	1,157	4,677	4,699
Commission income	198	186	187	183	187	194	179	171	754	730
Investment income	2	-59	-22	2	-7	3	5	17	-77	17
Other income	10	50	71	133	64	33	26	24	264	147
<b>Total underlying income</b>	<b>1,361</b>	<b>1,339</b>	<b>1,404</b>	<b>1,514</b>	<b>1,411</b>	<b>1,432</b>	<b>1,381</b>	<b>1,368</b>	<b>5,619</b>	<b>5,593</b>
Expenses excl. regulatory costs	837	756	755	742	1,129	728	748	750	3,091	3,354
Regulatory costs	130	-	-	-	49	-0	-	-	130	49
<b>Operating expenses</b>	<b>967</b>	<b>756</b>	<b>755</b>	<b>742</b>	<b>1,178</b>	<b>728</b>	<b>748</b>	<b>750</b>	<b>3,220</b>	<b>3,403</b>
<b>Gross result</b>	<b>394</b>	<b>583</b>	<b>649</b>	<b>772</b>	<b>233</b>	<b>704</b>	<b>633</b>	<b>619</b>	<b>2,399</b>	<b>2,189</b>
Addition to loan loss provisions	107	81	204	262	224	167	286	270	654	947
<b>Underlying result before tax</b>	<b>287</b>	<b>502</b>	<b>446</b>	<b>510</b>	<b>10</b>	<b>537</b>	<b>347</b>	<b>348</b>	<b>1,744</b>	<b>1,243</b>
Retail Banking	301	416	358	420	-20	335	325	298	1,495	938
Wholesale Banking	-14	85	88	90	30	203	23	50	249	305
Corporate Line									-	-
<b>Underlying result before tax</b>	<b>287</b>	<b>502</b>	<b>446</b>	<b>510</b>	<b>10</b>	<b>537</b>	<b>347</b>	<b>348</b>	<b>1,744</b>	<b>1,243</b>
<b>Customer lending/deposits (in EUR billion)</b>										
Residential mortgages	127.8	129.6	131.3	132.7	133.6	135.0	135.8	136.2	127.8	133.6
Other customer lending	72.7	74.1	75.1	78.7	71.8	76.6	74.1	76.0	72.7	71.8
Customer deposits	159.9	163.2	165.3	157.9	159.0	166.4	164.4	165.3	159.9	159.0
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	71.0%	56.5%	53.8%	49.0%	83.5%	50.8%	54.1%	54.8%	57.3%	60.9%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>	8.3%	14.7%	13.4%	15.6%	0.1%	15.9%	10.1%	10.6%	13.0%	9.2%
Risk costs in bps of average RWA	45	33	83	106	89	65	112	108	67	93
Risk-weighted assets (end of period)	94,934	97,147	98,457	98,619	99,383	100,864	103,087	101,922	94,934	99,383
Employees (FTEs, end of period)	13,365	13,394	13,757	13,903	14,005	14,057	14,367	14,436	13,365	14,005

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
<b>Profit and loss</b>										
Interest result	563	563	555	605	647	607	597	596	2,287	2,447
Commission income	124	100	135	139	107	109	120	128	497	464
Investment income	1	10	2	5	22	5	28	75	18	130
Other income	49	92	192	82	-25	76	62	45	416	157
<b>Total underlying income</b>	<b>736</b>	<b>765</b>	<b>884</b>	<b>832</b>	<b>751</b>	<b>796</b>	<b>807</b>	<b>844</b>	<b>3,217</b>	<b>3,198</b>
Expenses excl. regulatory costs	437	438	429	440	438	451	433	445	1,745	1,767
Regulatory costs	1	52	37	109	35	14	13	104	199	165
<b>Operating expenses</b>	<b>438</b>	<b>490</b>	<b>466</b>	<b>549</b>	<b>473</b>	<b>465</b>	<b>446</b>	<b>548</b>	<b>1,943</b>	<b>1,931</b>
<b>Gross result</b>	<b>298</b>	<b>274</b>	<b>418</b>	<b>283</b>	<b>278</b>	<b>331</b>	<b>361</b>	<b>296</b>	<b>1,274</b>	<b>1,267</b>
Addition to loan loss provisions	64	20	31	51	16	46	51	34	166	146
<b>Underlying result before tax</b>	<b>234</b>	<b>255</b>	<b>387</b>	<b>232</b>	<b>263</b>	<b>286</b>	<b>310</b>	<b>262</b>	<b>1,108</b>	<b>1,120</b>
Retail Banking	207	242	204	192	240	241	242	228	845	951
Wholesale Banking	26	13	183	41	23	45	68	34	263	170
Corporate Line									-	-
<b>Underlying result before tax</b>	<b>234</b>	<b>255</b>	<b>387</b>	<b>232</b>	<b>263</b>	<b>286</b>	<b>310</b>	<b>262</b>	<b>1,108</b>	<b>1,120</b>
<b>Customer lending/deposits (in EUR billion)</b>										
Residential mortgages	34.1	33.7	33.8	33.6	33.0	32.3	31.9	31.3	34.1	33.0
Other customer lending	52.3	52.0	53.0	51.0	49.5	47.0	47.0	45.7	52.3	49.5
Customer deposits	94.5	95.5	96.6	93.7	90.3	92.9	90.0	89.2	94.5	90.3
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	59.5%	64.1%	52.7%	66.0%	62.9%	58.4%	55.3%	64.9%	60.4%	60.4%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>	11.9%	20.1%	23.2%	14.1%	19.3%	21.2%	21.8%	22.1%	17.2%	21.0%
Risk costs in bps of average RWA	53	17	28	46	15	45	51	36	36	37
Risk-weighted assets (end of period)	50,071	47,662	45,066	44,459	43,901	40,347	40,217	39,259	50,071	43,901
Employees (FTEs, end of period)	10,573	10,642	10,637	10,693	10,721	10,734	10,781	10,869	10,573	10,721

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
<b>Profit and loss</b>										
Interest result	489	463	448	412	417	434	388	376	1,812	1,616
Commission income	73	43	43	55	54	44	38	35	215	171
Investment income	3	0	26	41	0	0	2	-1	70	1
Other income	18	16	-2	18	-17	-6	9	-4	50	-18
<b>Total underlying income</b>	<b>583</b>	<b>521</b>	<b>516</b>	<b>526</b>	<b>453</b>	<b>473</b>	<b>438</b>	<b>406</b>	<b>2,146</b>	<b>1,770</b>
Expenses excl. regulatory costs	217	205	197	194	197	197	185	180	813	758
Regulatory costs	14	40	20	31	22	19	19	19	103	78
<b>Operating expenses</b>	<b>230</b>	<b>245</b>	<b>217</b>	<b>225</b>	<b>219</b>	<b>215</b>	<b>203</b>	<b>199</b>	<b>917</b>	<b>837</b>
<b>Gross result</b>	<b>353</b>	<b>276</b>	<b>299</b>	<b>301</b>	<b>234</b>	<b>258</b>	<b>235</b>	<b>207</b>	<b>1,229</b>	<b>934</b>
Addition to loan loss provisions	7	42	14	12	8	21	9	29	77	67
<b>Underlying result before tax</b>	<b>345</b>	<b>234</b>	<b>285</b>	<b>288</b>	<b>226</b>	<b>237</b>	<b>226</b>	<b>178</b>	<b>1,152</b>	<b>866</b>
Retail Banking	288	220	253	250	198	212	200	161	1,012	771
Wholesale Banking	57	14	32	38	28	25	26	17	141	96
Corporate Line									-	-
<b>Underlying result before tax</b>	<b>345</b>	<b>234</b>	<b>285</b>	<b>288</b>	<b>226</b>	<b>237</b>	<b>226</b>	<b>178</b>	<b>1,152</b>	<b>866</b>
<b>Customer lending/deposits (in EUR billion)</b>										
Residential mortgages	66.1	65.3	64.5	64.3	65.1	65.5	65.1	64.5	66.1	65.1
Other customer lending	24.2	22.8	27.2	24.5	18.7	16.9	17.2	15.9	24.2	18.7
Customer deposits	120.9	119.2	119.4	118.5	114.9	113.6	112.5	110.3	120.9	114.9
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	39.5%	47.0%	42.0%	42.8%	48.3%	45.5%	46.5%	49.0%	42.7%	47.3%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>	30.0%	20.5%	25.4%	27.5%	21.8%	22.9%	21.3%	18.7%	25.9%	21.2%
Risk costs in bps of average RWA	9	57	20	17	11	29	13	43	26	24
Risk-weighted assets (end of period)	32,856	30,147	29,620	28,486	28,617	29,295	28,469	27,658	32,856	28,617
Employees (FTEs, end of period)	4,519	4,442	4,326	4,278	4,138	4,115	4,064	4,013	4,519	4,138

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
<b>Profit and loss</b>										
Interest result	305	312	308	295	311	285	289	274	1,219	1,158
Commission income	38	31	40	40	24	42	42	39	149	147
Investment income	-0	0	4	10	1	0	-1	1	14	2
Other income	26	10	-56	11	26	6	10	1	-9	42
<b>Total underlying income</b>	<b>369</b>	<b>352</b>	<b>296</b>	<b>356</b>	<b>362</b>	<b>332</b>	<b>340</b>	<b>314</b>	<b>1,373</b>	<b>1,349</b>
Expenses excl. regulatory costs	203	197	198	189	181	177	175	177	787	710
Regulatory costs	12	3	2	2	8	5	0	0	18	13
<b>Operating expenses</b>	<b>214</b>	<b>199</b>	<b>200</b>	<b>191</b>	<b>189</b>	<b>182</b>	<b>175</b>	<b>177</b>	<b>805</b>	<b>723</b>
<b>Gross result</b>	<b>154</b>	<b>153</b>	<b>96</b>	<b>165</b>	<b>173</b>	<b>150</b>	<b>165</b>	<b>138</b>	<b>568</b>	<b>626</b>
Addition to loan loss provisions	30	20	6	42	50	28	52	55	98	185
<b>Underlying result before tax</b>	<b>125</b>	<b>133</b>	<b>89</b>	<b>122</b>	<b>123</b>	<b>122</b>	<b>113</b>	<b>83</b>	<b>469</b>	<b>441</b>
Retail Banking	61	74	4	100	89	81	70	63	239	304
Wholesale Banking	63	59	85	22	34	41	42	19	230	136
Corporate Line									-	-
<b>Underlying result before tax</b>	<b>125</b>	<b>133</b>	<b>89</b>	<b>122</b>	<b>123</b>	<b>122</b>	<b>113</b>	<b>83</b>	<b>469</b>	<b>441</b>
<b>Customer lending/deposits (in EUR billion)</b>										
Residential mortgages	44.0	41.5	42.8	43.9	43.3	44.4	43.8	42.7	44.0	43.3
Other customer lending	22.1	20.3	19.4	18.6	18.3	18.1	18.6	18.1	22.1	18.3
Customer deposits	76.9	73.8	74.9	75.5	73.9	73.7	73.4	71.6	76.9	73.9
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	58.2%	56.5%	67.7%	53.7%	52.2%	54.9%	51.4%	56.2%	58.6%	53.6%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>	13.9%	12.9%	6.7%	13.6%	9.3%	13.1%	15.5%	8.7%	11.8%	11.7%
Risk costs in bps of average RWA	45	31	10	68	79	42	77	81	38	70
Risk-weighted assets (end of period)	26,783	26,429	25,409	25,259	24,644	26,233	26,847	27,269	26,783	24,644
Employees (FTEs, end of period)	3,731	3,750	3,746	3,635	3,578	3,578	3,525	3,509	3,731	3,578

<sup>1)</sup> Including Australia, 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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
<b>Profit and loss</b>										
Interest result	289	292	287	279	271	265	246	290	1,147	1,072
Commission income	69	63	65	70	74	81	87	91	267	333
Investment income	0	43	0	13	3	24	2	2	57	30
Other income	77	54	75	67	46	72	57	61	273	236
<b>Total underlying income</b>	<b>435</b>	<b>452</b>	<b>427</b>	<b>429</b>	<b>394</b>	<b>442</b>	<b>392</b>	<b>443</b>	<b>1,743</b>	<b>1,671</b>
Expenses excl. regulatory costs	243	228	255	247	247	238	228	268	973	982
Regulatory costs	48	7	6	26	13	7	8	8	88	36
<b>Operating expenses</b>	<b>291</b>	<b>234</b>	<b>262</b>	<b>273</b>	<b>260</b>	<b>245</b>	<b>237</b>	<b>276</b>	<b>1,061</b>	<b>1,018</b>
<b>Gross result</b>	<b>144</b>	<b>218</b>	<b>166</b>	<b>156</b>	<b>135</b>	<b>196</b>	<b>155</b>	<b>167</b>	<b>683</b>	<b>653</b>
Addition to loan loss provisions	56	28	56	36	46	33	10	36	176	125
<b>Underlying result before tax</b>	<b>87</b>	<b>190</b>	<b>109</b>	<b>120</b>	<b>89</b>	<b>163</b>	<b>145</b>	<b>131</b>	<b>506</b>	<b>528</b>
Retail Banking	44	140	79	75	62	121	104	99	338	386
Wholesale Banking	43	50	31	44	26	43	41	32	169	142
Corporate Line									-	-
<b>Underlying result before tax</b>	<b>87</b>	<b>190</b>	<b>109</b>	<b>120</b>	<b>89</b>	<b>163</b>	<b>145</b>	<b>131</b>	<b>506</b>	<b>528</b>
<b>Customer lending/deposits (in EUR billion)</b>										
Residential mortgages	6.9	6.6	6.5	6.3	5.7	5.4	5.2	4.9	6.9	5.7
Other customer lending	25.5	25.1	25.1	24.0	21.6	21.8	20.5	19.6	25.5	21.6
Customer deposits	31.7	29.9	29.3	29.2	27.5	26.6	25.7	24.2	31.7	27.5
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	67.0%	51.8%	61.3%	63.7%	65.9%	55.6%	60.4%	62.3%	60.8%	60.9%
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>	6.5%	14.8%	8.6%	10.2%	7.9%	15.9%	14.3%	12.3%	10.0%	12.5%
Risk costs in bps of average RWA	51	25	52	37	51	38	12	43	41	36
Risk-weighted assets (end of period)	45,594	43,349	45,294	40,778	36,576	35,872	33,757	32,877	45,594	36,576
Employees (FTEs, end of period)	16,209	16,376	16,406	16,714	16,677	16,618	16,295	26,935	16,209	16,677

<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	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
<b>Profit and loss</b>										
Interest result	397	391	392	421	438	431	393	363	1,600	1,625
Commission income	106	105	114	119	113	109	129	97	442	447
Investment income	-3	-2	11	11	7	4	7	3	17	22
Other income	95	114	191	184	-68	30	77	62	583	101
<b>Total underlying income</b>	<b>594</b>	<b>608</b>	<b>707</b>	<b>734</b>	<b>490</b>	<b>575</b>	<b>606</b>	<b>524</b>	<b>2,643</b>	<b>2,194</b>
Expenses excl. regulatory costs	258	241	256	236	227	215	219	206	990	866
Regulatory costs	41	4	-4	7	28	3	3	6	47	39
<b>Operating expenses</b>	<b>299</b>	<b>245</b>	<b>252</b>	<b>242</b>	<b>254</b>	<b>218</b>	<b>221</b>	<b>212</b>	<b>1,038</b>	<b>905</b>
<b>Gross result</b>	<b>295</b>	<b>363</b>	<b>455</b>	<b>492</b>	<b>236</b>	<b>357</b>	<b>384</b>	<b>312</b>	<b>1,605</b>	<b>1,289</b>
Addition to loan loss provisions	37	70	41	28	57	28	-4	43	175	123
<b>Underlying result before tax</b>	<b>259</b>	<b>293</b>	<b>414</b>	<b>464</b>	<b>179</b>	<b>329</b>	<b>389</b>	<b>269</b>	<b>1,430</b>	<b>1,166</b>
Retail Banking									-	-
Wholesale Banking	259	293	414	464	179	329	389	269	1,430	1,166
Corporate Line									-	-
<b>Underlying result before tax</b>	<b>259</b>	<b>293</b>	<b>414</b>	<b>464</b>	<b>179</b>	<b>329</b>	<b>389</b>	<b>269</b>	<b>1,430</b>	<b>1,166</b>
<b>Customer lending/deposits (in EUR billion)</b>										
Residential mortgages	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	56.9	58.0	60.0	59.3	52.7	51.8	48.8	46.1	56.9	52.7
Customer deposits	16.9	21.1	22.0	22.7	19.9	21.5	21.3	23.1	16.9	19.9
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	50.3%	40.3%	35.6%	33.0%	51.9%	37.9%	36.5%	40.4%	39.3%	41.2%
Return on equity based on 10.0% common equity Tier 1 <sup>2)</sup>	9.6%	15.0%	20.7%	23.4%	9.9%	18.9%	19.7%	15.0%	17.1%	15.9%
Risk costs in bps of average RWA	23	45	26	19	39	20	-3	31	28	22
Risk-weighted assets (end of period)	64,780	61,997	61,467	62,059	58,180	57,179	55,499	56,216	64,780	58,180
Employees (FTEs, end of period)	3,956	3,936	3,828	3,774	3,737	3,708	3,658	3,662	3,956	3,737

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014	FY2015	FY2014
<b>Profit and loss</b>										
Interest result	-22	-41	-55	-34	-44	-69	-98	-28	-153	-241
Commission income	-0	-3	-0	-0	-1	0	0	-0	-4	-1
Investment income	-3	0	3	30	-0	1	-5	8	30	4
Other income	-10	10	-11	-52	-61	-39	-79	-62	-63	-241
<b>Total underlying income</b>	<b>-36</b>	<b>-35</b>	<b>-63</b>	<b>-56</b>	<b>-107</b>	<b>-107</b>	<b>-182</b>	<b>-83</b>	<b>-189</b>	<b>-479</b>
Expenses excl. regulatory costs	64	77	67	19	-28	81	69	12	227	134
Regulatory costs	35	0	0	0	27	0	-0	-0	35	27
<b>Operating expenses</b>	<b>99</b>	<b>77</b>	<b>67</b>	<b>19</b>	<b>-1</b>	<b>81</b>	<b>69</b>	<b>12</b>	<b>262</b>	<b>161</b>
<b>Gross result</b>	<b>-135</b>	<b>-111</b>	<b>-130</b>	<b>-75</b>	<b>-106</b>	<b>-188</b>	<b>-251</b>	<b>-95</b>	<b>-451</b>	<b>-641</b>
Addition to loan loss provisions	0	0	-	-	-	-	-	-	0	-
<b>Underlying result before tax</b>	<b>-135</b>	<b>-112</b>	<b>-130</b>	<b>-75</b>	<b>-106</b>	<b>-188</b>	<b>-251</b>	<b>-95</b>	<b>-451</b>	<b>-641</b>
Retail Banking									-	-
Wholesale Banking	15	13	10	40	-25	0	-6	2	78	-29
Corporate Line	-150	-124	-140	-115	-81	-188	-245	-97	-530	-611
<b>Underlying result before tax</b>	<b>-135</b>	<b>-112</b>	<b>-130</b>	<b>-75</b>	<b>-106</b>	<b>-188</b>	<b>-251</b>	<b>-95</b>	<b>-451</b>	<b>-641</b>
<b>Customer lending/deposits (in EUR billion)</b>										
Residential mortgages	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	0.0	0.0	0.0	0.3	0.3	0.2	0.2	0.3	0.0	0.3
Customer deposits	7.9	6.7	6.7	5.0	3.7	3.8	1.1	-0.0	7.9	3.7
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 10.0% common equity Tier 1 <sup>3)</sup>	-77.0%	-108.6%	-84.9%	-62.9%	-53.9%	-105.1%	-132.9%	-88.5%	-83.1%	-96.0%
Risk costs in bps of average RWA	0	1	-	-	-	-	-	-	0	-
Risk-weighted assets (end of period)	3,184	3,542	4,518	3,922	5,019	5,112	5,523	5,592	3,184	5,019
Employees (FTEs, end of period)	15	21	29	35	42	44	47	53	15	42

<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 Dec 2015	30 Sep 2015	31 Dec 2015	30 Sep 2015	31 Dec 2015	30 Sep 2015
Cash and balances with central banks	21,458	31,730	21,458	31,730		
Amounts due from banks	29,988	37,971	29,966	37,940	22	30
<b>Financial assets at fair value through P&amp;L</b>						
- trading assets	131,467	137,090	131,485	137,090	-18	
- non-trading derivatives	3,347	3,507	3,216	3,603	131	-95
- other	3,234	2,719	3,234	2,719		
<b>Investments</b>						
- Available-for-sale investments	87,000	86,724	87,000	86,724		
of which equity securities	4,433	3,656	4,433	3,656		
of which debt securities	82,567	83,068	82,567	83,068		
- Held-to-maturity investments	7,826	7,929	7,826	7,929		
<b>Loans and advances to customers</b>						
- customer lending excl. provision for loan losses	533,490	529,764	532,689	529,008	800	756
- securities at amortised cost	9,625	9,573	9,625	9,573		
- provision for loan losses	-5,772	-5,862	-5,772	-5,862		
Investments in associates	962	953	842	841	120	112
Real estate investments	77	79	77	79		
Property and equipment	2,027	2,007	2,027	2,007		
Intangible assets	1,567	1,546	1,567	1,546		
Assets held for sale	2,153	2,153	-		2,153	2,153
<b>Other assets</b>						
- deferred tax assets	814	924	814	924		
- other	12,506	13,232	12,473	12,133	33	1,099
<b>Total assets</b>	<b>841,769</b>	<b>862,039</b>	<b>838,528</b>	<b>857,984</b>	<b>3,241</b>	<b>4,055</b>

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

ING Group: Assets								
In EUR million	31 Dec 2015	30 Sep 2015	30 Jun 2015	31 Mar 2015	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014
Cash and balances with central banks	21,458	31,730	21,511	15,342	12,233	13,272	15,010	21,253
Amounts due from banks	29,988	37,971	39,711	44,170	37,119	41,876	43,185	49,481
<b>Financial assets at fair value through P&amp;L</b>								
- trading assets	131,467	137,090	140,429	153,434	136,959	133,402	126,738	118,688
- investments for risk policyholders							38,822	37,683
- non-trading derivatives	3,347	3,507	3,493	4,609	4,384	3,834	7,773	6,637
- other	3,234	2,719	2,750	3,142	2,756	4,425	4,160	3,366
<b>Investments</b>								
- Available-for-sale investments	87,000	86,724	85,896	90,026	95,401	92,639	158,968	143,738
of which equity securities	4,433	3,656	4,511	2,968	2,718	2,086	7,855	7,649
of which debt securities	82,567	83,068	81,385	87,058	92,683	90,553	151,113	136,089
- Held-to-maturity investments	7,826	7,929	6,534	5,365	2,239	2,170	2,497	2,676
<b>Loans and advances to customers</b>								
- customer lending excl. provision for loan losses	533,490	529,764	539,466	536,443	512,888	514,261	528,534	519,769
- securities at amortised cost	9,625	9,573	9,680	10,271	10,579	11,996	17,278	18,611
- provision for loan losses	-5,772	-5,862	-5,973	-6,077	-5,989	-6,039	-6,294	-6,239
Reinsurance contracts							270	275
Investments in associates	962	953	1,004	1,063	953	1,592	3,074	2,813
Real estate investments	77	79	79	79	80	78	1,137	1,055
Property and equipment	2,027	2,007	2,021	2,088	2,100	2,111	2,275	2,368
Intangible assets	1,567	1,546	1,613	1,651	1,655	1,655	1,835	1,816
Deferred acquisition costs							1,441	1,411
Assets held for sale	2,153	2,153	3,205	177,014	165,532	159,480	3,036	3,074
<b>Other assets</b>								
- deferred tax assets	814	924	1,256	1,191	1,145	1,350	1,559	1,709
- other	12,506	13,232	12,245	13,572	12,821	12,885	19,219	18,264
<b>Total assets</b>	<b>841,769</b>	<b>862,039</b>	<b>864,920</b>	<b>1,053,383</b>	<b>992,856</b>	<b>990,987</b>	<b>970,517</b>	<b>948,448</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 Dec 2015	30 Sep 2015	31 Dec 2015	30 Sep 2015	31 Dec 2015	30 Sep 2015
Shareholders' equity	47,832	46,022	40,857	39,029	6,976	6,993
Minority interests	638	619	638	619		
<b>Total equity</b>	<b>48,470</b>	<b>46,641</b>	<b>41,495</b>	<b>39,648</b>	<b>6,976</b>	<b>6,993</b>
Subordinated loans	7,265	7,421	15,920	16,195	-8,654	-8,774
Debt securities in issue	121,289	125,472	117,556	121,763	3,733	3,709
Other borrowed funds	9,146	9,274	-		9,146	9,274
Amounts due to banks	33,813	42,047	33,808	42,052	5	-5
Customer deposits and other funds on deposits	500,777	502,440	508,741	509,391	-7,965	-6,952
<b>Financial liabilities at fair value through P&amp;L</b>						
- trading liabilities	88,807	95,903	88,807	95,903		
- non-trading derivatives	4,257	4,623	4,364	4,952	-107	-330
- designated as at fair value through P&L	12,616	12,168	12,616	12,168		
Liabilities held for sale						
<b>Other liabilities</b>						
- deferred tax liabilities	643	579	645	586	-2	-8
- other	14,687	15,471	14,577	15,323	110	149
<b>Total liabilities</b>	<b>793,299</b>	<b>815,398</b>	<b>797,033</b>	<b>818,335</b>	<b>-3,734</b>	<b>-2,937</b>
<b>Total equity and liabilities</b>	<b>841,769</b>	<b>862,039</b>	<b>838,528</b>	<b>857,984</b>	<b>3,241</b>	<b>4,055</b>

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

ING Group: Total equity and liabilities <sup>1)</sup>								
In EUR million	31 Dec 2015	30 Sep 2015	30 Jun 2015	31 Mar 2015	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014
Shareholders' equity (in parent)	47,832	46,022	46,767	54,658	51,344	48,082	48,461	45,380
Minority interests	638	619	576	12,469	8,072	7,307	616	625
Non-voting equity securities						683	683	683
<b>Total equity</b>	<b>48,470</b>	<b>46,641</b>	<b>47,343</b>	<b>67,127</b>	<b>59,416</b>	<b>56,072</b>	<b>49,760</b>	<b>46,688</b>
Subordinated loans	7,265	7,421	7,434	7,423	6,861	6,678	6,748	6,959
Debt securities in issue	121,289	125,472	130,145	132,876	126,352	133,615	135,420	131,662
Other borrowed funds	9,146	9,274	10,041	11,290	11,297	12,485	16,623	14,765
<b>Insurance and investment contracts</b>								
Life insurance provisions excluding provisions for risk of policyholders							72,569	71,345
Provision for life insurance for risk of policyholders							37,243	36,192
Provision for unearned premiums and unexpired risks							506	614
Claims provision							3,286	3,298
Investment contracts for risk of company							806	808
Investment contracts for risk of policyholders							1,626	1,580
<b>Total Insurance and investment contracts</b>							<b>116,036</b>	<b>113,836</b>
Amounts due to banks	33,813	42,047	39,425	36,833	29,999	30,412	32,401	29,882
Customer deposits and other funds on deposits	500,777	502,440	506,194	494,954	483,871	492,277	489,254	482,648
<b>Financial liabilities at fair value through P&amp;L</b>								
Trading liabilities	88,807	95,903	88,673	111,360	97,091	84,786	79,530	78,554
Non-trading derivatives	4,257	4,623	4,710	5,791	6,040	5,824	7,918	7,971
Designated as at fair value through P&L	12,616	12,168	13,028	13,996	13,551	14,156	14,074	14,193
Liabilities held for sale				151,952	142,132	138,889	4	18
<b>Other liabilities</b>								
Deferred tax liabilities	643	579	725	956	860	827	1,968	1,675
Other	14,687	15,471	17,202	18,825	15,386	14,966	20,781	19,597
<b>Total liabilities</b>	<b>793,299</b>	<b>815,398</b>	<b>817,577</b>	<b>986,256</b>	<b>933,440</b>	<b>934,915</b>	<b>920,757</b>	<b>901,760</b>
<b>Total equity and liabilities</b>	<b>841,769</b>	<b>862,039</b>	<b>864,920</b>	<b>1,053,383</b>	<b>992,856</b>	<b>990,987</b>	<b>970,517</b>	<b>948,448</b>

<sup>1)</sup> As announced on 11 January 2016, ING implemented an accounting change related to the pre-IPO anchor investments in NN Group made in 2014. This accounting change is reflected in ING Group's 2015 full-year reporting and comparative figures. As a consequence, the previously reported shareholders' equity increased by EUR 916 million, EUR 920 million and EUR 1,155 million as per the end of September 2014, December 2014 and March 2015, respectively. As per the end of September 2014, December 2014 and March 2015 'Other liabilities' decreased by the same amount.

## ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In EUR million	ING Group		ING Bank N.V.		Holdings/Eliminations	
	31 Dec 2015	30 Sep 2015	31 Dec 2015	30 Sep 2015	31 Dec 2015	30 Sep 2015
Share capital	928	928	525	525	403	403
Share premium	16,054	16,054	16,542	16,542	-487	-488
Revaluation reserve equity securities	2,633	1,931	2,633	1,931		
Revaluation reserve debt securities	1,263	1,353	1,263	1,353		
Revaluation reserve cashflow hedge	666	630	675	643	-9	-14
Other revaluation reserve	326	289	326	289		
Remeasurement of the net defined benefit asset/liability	-306	-316	-306	-316		
Currency translation reserve	-538	-832	-540	-834	2	2
Treasury shares	-18	-19			-18	-19
Retained earnings and other reserves	26,824	26,004	19,738	18,896	7,086	7,109
<b>Shareholders' equity</b>	<b>47,832</b>	<b>46,022</b>	<b>40,857</b>	<b>39,029</b>	<b>6,976</b>	<b>6,993</b>
Minority interests	638	619	638	619		
<b>Total equity</b>	<b>48,470</b>	<b>46,641</b>	<b>41,494</b>	<b>39,649</b>	<b>6,976</b>	<b>6,993</b>
<b>Key figures</b>						
Shareholders' equity per share in EUR	12.36	11.90				
Shares outstanding in the market (in million)	3,869	3,869				

## ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity <sup>1)</sup>								
	31 Dec 2015	30 Sep 2015	30 Jun 2015	31 Mar 2015	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014
In EUR million								
Share capital	928	928	928	926	925	925	925	923
Share premium	16,054	16,054	16,053	16,051	16,047	16,044	16,044	16,043
Revaluation reserve equity securities	2,633	1,931	2,709	3,061	2,847	2,097	2,198	2,145
Revaluation reserve debt securities	1,263	1,353	1,405	8,753	7,755	6,233	6,739	5,126
Revaluation reserve crediting to life policyholders				-3,835	-3,765	-3,092	-3,857	-3,198
Revaluation reserve cashflow hedge	666	630	217	3,844	3,877	3,102	3,475	2,607
Other revaluation reserve	326	289	291	303	306	314	336	344
Remeasurement of the net defined benefit asset/liability	-306	-316	-355	-539	-504	-542	-574	-652
Currency translation reserve	-538	-832	-337	9	-741	-660	-1,443	-1,642
Treasury shares	-18	-19	-30	-37	-46	-14	-71	-64
Retained earnings and other reserves	26,824	26,004	25,886	26,122	24,644	23,676	24,689	23,748
<b>Shareholders' equity</b>	<b>47,832</b>	<b>46,022</b>	<b>46,767</b>	<b>54,658</b>	<b>51,344</b>	<b>48,082</b>	<b>48,461</b>	<b>45,380</b>
Minority interests	638	619	576	12,469	8,072	7,307	616	625
Non-voting equity securities						683	683	683
<b>Total equity</b>	<b>48,470</b>	<b>46,641</b>	<b>47,343</b>	<b>67,127</b>	<b>59,416</b>	<b>56,072</b>	<b>49,760</b>	<b>46,688</b>
<b>Key figures</b>								
Shareholders' equity per share in EUR	12.36	11.90	12.09	14.16	13.32	12.47	12.59	11.82

<sup>1)</sup> As announced on 11 January 2016, ING implemented an accounting change related to the pre-IPO anchor investments in NN Group made in 2014. This accounting change is reflected in ING Group's 2015 full-year reporting and comparative figures. As a consequence, the previously reported shareholders' equity increased by EUR 916 million, EUR 920 million and EUR 1,155 million as per the end of September 2014, December 2014 and March 2015, respectively.

## 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 Dec 2015	30 Sep 2015	31 Dec 2015	30 Sep 2015
Shareholders' equity (parent)	47,832	46,022	40,857	39,029
Group hybrid capital	6,574	6,729	7,248	7,403
<b>Total capitalisation</b>	<b>54,406</b>	<b>52,749</b>	<b>48,105</b>	<b>46,433</b>
Adjustments to equity:				
Revaluation reserve debt securities	-758	-812	-758	-812
Revaluation reserve cashflow hedge	-666	-629	-675	-643
Goodwill & intangibles	-1,594	-1,573	-1,567	-1,547
Revaluation reserve equity	-1,580	-1,159	-1,580	-1,159
Revaluation reserves real estate	-196	-173	-196	-173
Prudential filters	-2,712	-3,051	-120	-122
Minority interests	305	300	305	300
Deductions Tier 1	-794	-822	-794	-822
<b>Available Tier 1 capital</b>	<b>46,412</b>	<b>44,830</b>	<b>42,721</b>	<b>41,455</b>
Tier 2 capital	7,913	8,278	8,331	8,581
<b>BIS capital</b>	<b>54,325</b>	<b>53,108</b>	<b>51,052</b>	<b>50,036</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 December 2015

In EUR million	Long-term debt issued			Maturing											
	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	>2026
ING Bank senior debt <sup>1)</sup>	13,760	11,440	17,232	15,020	9,688	7,575	7,237	5,506	3,557	2,909	252	114		338	2,224
ING Bank covered bond	2,725	98	1,002	3,427	2,043	5,723	1,904	3,697	3,818	3,654	1,761	788	606	631	3,655
ING Bank RMBS	5,130	843	1,195	1,666	946	484	3,381	50	720						
ING Group senior debt <sup>1)</sup>	1,000			1,750	1,750										123
ING Group mandatory exchangeable subordinated notes <sup>2)</sup>		1,125													
ING Bank lower Tier-2	4,045	1,509			111		88				7,240			1,575	159

<sup>1)</sup> Figures shown for issued senior bonds are only included with the tenors  $\geq$  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 Dec 2015	30 Sep 2015
Loan-to-deposit ratio	1.05	1.05
Loan-to-deposit ratio excl. Securities at amortised cost	1.04	1.03
<b>Key figures</b>		
Customer deposits (retail)	48%	47%
Customer deposits (corporate)	22%	22%
Lending / repurchase agreement	5%	6%
Interbank	5%	5%
Public debt	18%	19%
Subordinated debt	2%	1%
<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 December 2015

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	1.9	9.6	7.8	82.6	1.3	1.1	103.0	1.3
of which Government bonds		0.9	5.5	46.1	0.8	0.3	52.8	0.8
of which Sub-sovereign, Supranationals and Agencies		0.3	1.6	20.3	0.4		22.3	0.4
of which Covered bonds	1.8	2.1	0.3	12.0	0.1		16.2	0.1
of which Financial institutions	0.1	0.4		1.9	-0.0	0.6	2.9	-0.0
of which Corporate bonds		1.0		1.2	-0.0	0.0	2.2	-0.0
of which asset-backed securities		4.9	0.4	1.1	-0.1	0.2	6.6	-0.1
Public Equity Exposure				4.4	2.6	0.0	4.4	2.6
<b>Total Investments</b>	<b>1.9</b>	<b>9.6</b>	<b>7.8</b>	<b>87.0</b>	<b>3.9</b>	<b>1.1</b>	<b>107.4</b>	<b>3.9</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: 4Q2015 Segment split

Customer lending/deposits ING Bank												
In EUR billion	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	General Lending & Transaction Services		Financial Markets	Bank Treasury Real Estate & Other	Corporate Line Banking
			Netherlands	Belgium	Germany	Other		Industry Lending				
<b>Residential mortgages</b>												
<b>Beginning of period</b>	276.7	275.3	128.4	33.7	65.2	48.0	1.4	0.0	-0.0	0.0	1.4	0.0
Net production	1.8	1.8	-1.0	0.3	1.0	1.5	0.0		0.0		0.0	
Bank Treasury Acquisitions / divestments	-0.5	-0.5	-0.5									
FX impact and other	1.0	1.1	-0.2	0.0	-0.1	1.4	-0.1		-0.0		-0.1	
<b>End 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>
<b>Other customer lending</b>												
<b>Beginning of period</b>	252.3	111.0	38.7	39.1	12.5	20.7	141.3	93.8	37.5	2.6	7.4	0.0
Net production	1.5	-1.8	-1.2	-0.9	0.2	0.1	3.3	3.9	0.4	-0.6	-0.4	
Bank Treasury Acquisitions / divestments	-2.4	-2.2	-0.1	0.1	-2.3	0.1	-0.2				-0.2	
FX impact and other	2.4	0.6				0.6	1.7	1.5	0.3	0.0	-0.0	
<b>End 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>99.2</b>	<b>38.1</b>	<b>2.0</b>	<b>6.8</b>	<b>0.0</b>
<b>Customer deposits</b>												
<b>Beginning of period</b>	509.4	430.7	133.8	79.7	118.7	98.6	71.9	1.8	47.2	6.3	16.5	6.7
Net production	3.4	5.0	0.1	0.1	1.3	3.5	-2.7	-0.4	-0.8	-1.5	-0.0	1.1
Bank Treasury Acquisitions / divestments	-5.7	-2.4	-2.5	0.0	0.2	-0.1	-3.3				-3.3	
FX impact and other	1.6	1.6				1.6	-0.1	0.0	-0.0	-0.1	0.0	
<b>End of period</b>	<b>508.7</b>	<b>435.0</b>	<b>131.4</b>	<b>79.7</b>	<b>120.2</b>	<b>103.7</b>	<b>65.8</b>	<b>1.5</b>	<b>46.4</b>	<b>4.7</b>	<b>13.2</b>	<b>7.9</b>

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

Customer lending/deposits ING Bank								
In EUR billion	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>276.7</b>	<b>278.8</b>	<b>280.8</b>	<b>280.6</b>	<b>282.6</b>	<b>281.7</b>	<b>279.6</b>	<b>278.8</b>
Net production	1.8	1.0	1.1	-0.1	-0.2	1.0	1.6	0.7
Bank Treasury								
Acquisitions / divestments	-0.5	-0.6	-1.2	-1.0	-1.2	-0.3	-0.4	-0.8
FX impact and other	1.0	-2.6	-1.9	1.3	-0.6	0.1	0.9	0.9
<b>End of period</b>	<b>279.0</b>	<b>276.7</b>	<b>278.8</b>	<b>280.8</b>	<b>280.6</b>	<b>282.6</b>	<b>281.7</b>	<b>279.6</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>252.3</b>	<b>259.8</b>	<b>256.3</b>	<b>232.9</b>	<b>232.3</b>	<b>226.3</b>	<b>221.7</b>	<b>220.0</b>
Net production	1.5	-0.3	6.9	6.3	0.1	-2.0	2.9	4.5
Bank Treasury	-2.4	-5.3	-0.5	9.8	-0.9	4.2	0.7	0.7
Acquisitions / divestments								-3.6
FX impact and other	2.4	-1.9	-2.9	7.4	1.4	3.9	1.0	0.1
<b>End of period</b>	<b>253.7</b>	<b>252.3</b>	<b>259.8</b>	<b>256.3</b>	<b>232.9</b>	<b>232.3</b>	<b>226.3</b>	<b>221.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>509.4</b>	<b>514.2</b>	<b>502.4</b>	<b>489.3</b>	<b>498.6</b>	<b>488.4</b>	<b>483.7</b>	<b>474.8</b>
Net production	3.4	-1.3	9.3	13.6	2.7	8.4	5.3	10.9
Bank Treasury	-5.7	-0.0	4.1	-4.0	-10.7	1.1	-2.0	1.2
Acquisitions / divestments								-3.6
FX impact and other	1.6	-3.5	-1.7	3.5	-1.3	0.6	1.4	0.5
<b>End of period</b>	<b>508.7</b>	<b>509.4</b>	<b>514.2</b>	<b>502.4</b>	<b>489.3</b>	<b>498.6</b>	<b>488.4</b>	<b>483.7</b>

## ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In EUR billion	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>275.3</b>	<b>277.4</b>	<b>279.1</b>	<b>278.9</b>	<b>280.9</b>	<b>280.1</b>	<b>278.0</b>	<b>277.2</b>
Net production	1.8	1.0	1.1	-0.1	-0.2	1.0	1.6	0.7
Bank Treasury								
Acquisitions / divestments	-0.5	-0.6	-1.2	-1.0	-1.2	-0.3	-0.4	-0.8
FX impact and other	1.1	-2.5	-1.6	1.3	-0.6	0.1	0.8	0.9
<b>End of period</b>	<b>277.7</b>	<b>275.3</b>	<b>277.4</b>	<b>279.1</b>	<b>278.9</b>	<b>280.9</b>	<b>280.1</b>	<b>278.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>111.0</b>	<b>116.9</b>	<b>115.8</b>	<b>105.7</b>	<b>105.6</b>	<b>102.9</b>	<b>101.6</b>	<b>103.3</b>
Net production	-1.8	0.4	2.8	1.7	0.7	0.1	0.4	1.1
Bank Treasury	-2.2	-5.1	0.0	7.9	-0.5	2.5	0.7	0.7
Acquisitions / divestments								-3.6
FX impact and other	0.6	-1.3	-1.7	0.5	-0.1	0.1	0.3	0.1
<b>End of period</b>	<b>107.6</b>	<b>111.0</b>	<b>116.9</b>	<b>115.8</b>	<b>105.7</b>	<b>105.6</b>	<b>102.9</b>	<b>101.6</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>430.7</b>	<b>433.1</b>	<b>425.1</b>	<b>417.3</b>	<b>422.0</b>	<b>419.3</b>	<b>411.9</b>	<b>407.3</b>
Net production	5.0	0.3	6.7	8.9	2.4	1.2	6.5	7.1
Bank Treasury	-2.4	0.2	2.8	-3.0	-6.1	1.4	0.0	0.3
Acquisitions / divestments								-3.6
FX impact and other	1.6	-2.8	-1.5	1.9	-0.9	0.1	0.8	0.7
<b>End of period</b>	<b>435.0</b>	<b>430.7</b>	<b>433.1</b>	<b>425.1</b>	<b>417.3</b>	<b>422.0</b>	<b>419.3</b>	<b>411.9</b>

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

Customer lending/deposits Retail Banking Netherlands								
In EUR billion	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>128.4</b>	<b>130.0</b>	<b>131.2</b>	<b>132.1</b>	<b>133.5</b>	<b>134.3</b>	<b>134.7</b>	<b>135.3</b>
Net production	-1.0	-0.9	-0.5	-0.6	-1.2	-0.5	-0.1	-0.3
Bank Treasury								
Acquisitions / divestments	-0.5	-0.6	-0.3	-0.2	-0.2	-0.3	-0.4	-0.3
FX impact and other	-0.2	-0.1	-0.4	-0.1	-0.0	0.0	0.0	0.0
<b>End of period</b>	<b>126.7</b>	<b>128.4</b>	<b>130.0</b>	<b>131.2</b>	<b>132.1</b>	<b>133.5</b>	<b>134.3</b>	<b>134.7</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>38.7</b>	<b>38.9</b>	<b>41.6</b>	<b>38.7</b>	<b>40.9</b>	<b>37.4</b>	<b>38.6</b>	<b>38.7</b>
Net production	-1.2	-0.5	-0.3	-0.1	-1.3	-0.1	-1.2	-0.2
Bank Treasury	-0.1	0.3	-1.4	2.9	-0.9	3.6	0.0	0.1
Acquisitions / divestments								
FX impact and other			-0.9					
<b>End of period</b>	<b>37.4</b>	<b>38.7</b>	<b>38.9</b>	<b>41.6</b>	<b>38.7</b>	<b>40.9</b>	<b>37.4</b>	<b>38.6</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>133.8</b>	<b>135.0</b>	<b>129.1</b>	<b>129.4</b>	<b>136.2</b>	<b>136.7</b>	<b>135.7</b>	<b>134.5</b>
Net production	0.1	-1.2	3.2	1.4	-1.4	-0.7	1.4	1.3
Bank Treasury	-2.5	0.0	2.7	-1.8	-5.3	0.1	-0.3	-0.1
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>131.4</b>	<b>133.8</b>	<b>135.0</b>	<b>129.1</b>	<b>129.4</b>	<b>136.2</b>	<b>136.7</b>	<b>135.7</b>

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

### Customer lending/deposits Retail Banking Belgium<sup>1)</sup>

In EUR billion	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>33.7</b>	<b>33.8</b>	<b>33.5</b>	<b>32.9</b>	<b>32.2</b>	<b>31.9</b>	<b>31.3</b>	<b>30.9</b>
Net production	0.3	-0.1	0.4	0.5	0.7	0.3	0.5	0.3
Bank Treasury								
Acquisitions / divestments								
FX impact and other	0.0	0.0	-0.1	0.1	0.0	0.0	0.1	0.1
<b>End of period</b>	<b>34.0</b>	<b>33.7</b>	<b>33.8</b>	<b>33.5</b>	<b>32.9</b>	<b>32.2</b>	<b>31.9</b>	<b>31.3</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>39.1</b>	<b>40.0</b>	<b>38.5</b>	<b>37.5</b>	<b>35.8</b>	<b>36.4</b>	<b>35.3</b>	<b>34.1</b>
Net production	-0.9	-0.6	1.5	0.6	1.7	-0.7	1.0	1.3
Bank Treasury	0.1	-0.3	0.1	0.3	0.1	0.1	0.0	-0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>38.3</b>	<b>39.1</b>	<b>40.0</b>	<b>38.5</b>	<b>37.5</b>	<b>35.8</b>	<b>36.4</b>	<b>35.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>79.7</b>	<b>79.5</b>	<b>77.9</b>	<b>76.7</b>	<b>77.2</b>	<b>75.9</b>	<b>74.7</b>	<b>72.7</b>
Net production	0.1	0.0	1.6	1.3	-0.5	1.3	1.2	2.0
Bank Treasury	0.0	0.1		-0.1	0.0	0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>79.7</b>	<b>79.7</b>	<b>79.5</b>	<b>77.9</b>	<b>76.7</b>	<b>77.2</b>	<b>75.9</b>	<b>74.7</b>

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

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

### Customer lending/deposits Retail Banking Germany<sup>1)</sup>

In EUR billion	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>65.2</b>	<b>64.4</b>	<b>64.2</b>	<b>65.0</b>	<b>65.4</b>	<b>65.0</b>	<b>64.4</b>	<b>64.0</b>
Net production	1.0	0.8	0.4	-0.6	-0.5	0.5	0.7	0.4
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.1	-0.1	-0.2	-0.1	0.1	-0.1	-0.1	-0.1
<b>End of period</b>	<b>66.1</b>	<b>65.2</b>	<b>64.4</b>	<b>64.2</b>	<b>65.0</b>	<b>65.4</b>	<b>65.0</b>	<b>64.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>12.5</b>	<b>17.3</b>	<b>15.6</b>	<b>10.9</b>	<b>10.3</b>	<b>11.3</b>	<b>10.5</b>	<b>10.0</b>
Net production	0.2	0.3	0.2	0.2	0.1	0.2	0.1	-0.7
Bank Treasury	-2.3	-5.2	1.5	4.5	0.5	-1.2	0.6	1.2
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>10.4</b>	<b>12.5</b>	<b>17.3</b>	<b>15.6</b>	<b>10.9</b>	<b>10.3</b>	<b>11.3</b>	<b>10.5</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>118.7</b>	<b>118.9</b>	<b>118.0</b>	<b>114.3</b>	<b>113.1</b>	<b>112.1</b>	<b>109.8</b>	<b>106.2</b>
Net production	1.3	-0.2	0.9	4.4	2.0	-0.3	2.2	3.3
Bank Treasury	0.2	-0.0	-0.0	-0.8	-0.7	1.3	0.1	0.3
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>120.2</b>	<b>118.7</b>	<b>118.9</b>	<b>118.0</b>	<b>114.3</b>	<b>113.1</b>	<b>112.1</b>	<b>109.8</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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>48.0</b>	<b>49.2</b>	<b>50.1</b>	<b>49.0</b>	<b>49.8</b>	<b>48.9</b>	<b>47.6</b>	<b>46.9</b>
Net production	1.5	1.2	0.9	0.6	0.9	0.7	0.6	0.3
Bank Treasury								
Acquisitions / divestments			-0.8	-0.8	-0.9			-0.4
FX impact and other	1.4	-2.3	-0.9	1.4	-0.8	0.2	0.8	0.8
<b>End of period</b>	<b>50.9</b>	<b>48.0</b>	<b>49.2</b>	<b>50.1</b>	<b>49.0</b>	<b>49.8</b>	<b>48.9</b>	<b>47.6</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>20.7</b>	<b>20.7</b>	<b>20.3</b>	<b>18.7</b>	<b>18.7</b>	<b>17.9</b>	<b>17.1</b>	<b>20.5</b>
Net production	0.1	1.2	1.4	1.0	0.3	0.7	0.5	0.7
Bank Treasury	0.1	0.1	-0.1	0.2	-0.2	0.0	0.0	-0.6
Acquisitions / divestments								-3.6
FX impact and other	0.6	-1.3	-0.8	0.5	-0.1	0.1	0.3	0.1
<b>End of period</b>	<b>21.6</b>	<b>20.7</b>	<b>20.7</b>	<b>20.3</b>	<b>18.7</b>	<b>18.7</b>	<b>17.9</b>	<b>17.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>98.6</b>	<b>99.6</b>	<b>100.1</b>	<b>96.8</b>	<b>95.6</b>	<b>94.6</b>	<b>91.7</b>	<b>93.9</b>
Net production	3.5	1.7	1.0	1.8	2.3	0.9	1.8	0.6
Bank Treasury	-0.1	0.1	0.0	-0.4	-0.1	0.0	0.2	0.2
Acquisitions / divestments								-3.6
FX impact and other	1.6	-2.8	-1.5	1.9	-0.9	0.1	0.8	0.7
<b>End of period</b>	<b>103.7</b>	<b>98.6</b>	<b>99.6</b>	<b>100.1</b>	<b>96.8</b>	<b>95.6</b>	<b>94.6</b>	<b>91.7</b>

## ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In EUR billion	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>1.4</b>	<b>1.4</b>	<b>1.6</b>	<b>1.7</b>	<b>1.7</b>	<b>1.6</b>	<b>1.6</b>	<b>1.6</b>
Net production	0.0				0.0	0.0	-0.0	0.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.1	-0.0	-0.2	-0.0	0.0	0.0	0.0	0.0
<b>End of period</b>	<b>1.3</b>	<b>1.4</b>	<b>1.4</b>	<b>1.6</b>	<b>1.7</b>	<b>1.7</b>	<b>1.6</b>	<b>1.6</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>141.3</b>	<b>142.9</b>	<b>140.2</b>	<b>126.9</b>	<b>126.5</b>	<b>123.1</b>	<b>119.8</b>	<b>115.7</b>
Net production	3.3	-0.7	4.4	4.6	-0.7	-2.1	2.6	4.1
Bank Treasury	-0.2	-0.3	-0.6	1.9	-0.4	1.7	-0.0	-0.0
Acquisitions / divestments								
FX impact and other	1.7	-0.6	-1.2	6.9	1.5	3.8	0.7	-0.0
<b>End of period</b>	<b>146.1</b>	<b>141.3</b>	<b>142.9</b>	<b>140.2</b>	<b>126.9</b>	<b>126.5</b>	<b>123.1</b>	<b>119.8</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>71.9</b>	<b>74.4</b>	<b>72.3</b>	<b>68.2</b>	<b>72.8</b>	<b>68.0</b>	<b>71.9</b>	<b>67.5</b>
Net production	-2.7	-1.6	1.0	3.4	0.4	4.5	-2.4	3.7
Bank Treasury	-3.3	-0.2	1.3	-1.0	-4.6	-0.2	-2.0	0.9
Acquisitions / divestments								
FX impact and other	-0.1	-0.7	-0.2	1.7	-0.4	0.5	0.5	-0.2
<b>End of period</b>	<b>65.8</b>	<b>71.9</b>	<b>74.4</b>	<b>72.3</b>	<b>68.2</b>	<b>72.8</b>	<b>68.0</b>	<b>71.9</b>

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

Customer lending/deposits Wholesale Banking - Industry Lending								
In EUR billion	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	0.0	0.0	0.0	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	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>	93.8	93.5	90.1	82.5	80.0	76.6	73.3	72.1
Net production	3.9	0.8	4.3	1.9	1.2	0.3	2.9	1.2
Bank Treasury								
Acquisitions / divestments								
FX impact and other	1.5	-0.4	-0.9	5.7	1.3	3.1	0.5	-0.0
<b>End of period</b>	99.2	93.8	93.5	90.1	82.5	80.0	76.6	73.3
<b>Customer deposits</b>								
<b>Beginning of period</b>	1.8	2.1	1.9	2.0	1.6	1.4	1.2	0.8
Net production	-0.4	-0.2	0.3	-0.2	0.4	0.2	0.2	0.4
Bank Treasury								
Acquisitions / divestments								
FX impact and other	0.0	-0.1	-0.0	0.1	0.0	0.1	0.0	-0.0
<b>End of period</b>	1.5	1.8	2.1	1.9	2.0	1.6	1.4	1.2

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

Customer lending/deposits Wholesale Banking - General Lending & Transaction Services								
In EUR billion	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	-0.0	-0.0	0.0	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	-0.0	-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>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>37.5</b>	<b>37.2</b>	<b>35.9</b>	<b>33.5</b>	<b>34.0</b>	<b>32.1</b>	<b>32.7</b>	<b>31.2</b>
Net production	0.4	0.4	1.6	1.3	-0.7	1.3	-0.6	1.4
Bank Treasury								
Acquisitions / divestments								
FX impact and other	0.3	-0.1	-0.3	1.1	0.2	0.5	0.1	-0.0
<b>End of period</b>	<b>38.1</b>	<b>37.5</b>	<b>37.2</b>	<b>35.9</b>	<b>33.5</b>	<b>34.0</b>	<b>32.1</b>	<b>32.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>47.2</b>	<b>48.2</b>	<b>46.4</b>	<b>44.3</b>	<b>44.7</b>	<b>39.5</b>	<b>41.7</b>	<b>39.7</b>
Net production	-0.8	-0.7	1.8	1.5	-0.2	5.1	-2.3	2.1
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.0	-0.3	-0.0	0.6	-0.2	0.0	0.1	-0.1
<b>End of period</b>	<b>46.4</b>	<b>47.2</b>	<b>48.2</b>	<b>46.4</b>	<b>44.3</b>	<b>44.7</b>	<b>39.5</b>	<b>41.7</b>

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

Customer lending/deposits Wholesale Banking - Financial Markets								
In EUR billion	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	0.0	0.0	0.0	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	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>	2.6	4.1	5.3	3.7	4.5	7.7	6.5	4.5
Net production	-0.6	-1.5	-1.1	1.4	-0.8	-3.3	1.2	1.9
Bank Treasury								
Acquisitions / divestments								
FX impact and other	0.0	-0.0	-0.1	0.2	-0.0	0.1	0.1	-0.0
<b>End of period</b>	2.0	2.6	4.1	5.3	3.7	4.5	7.7	6.5
<b>Customer deposits</b>								
<b>Beginning of period</b>	6.3	6.8	8.3	5.9	5.9	6.6	6.6	5.6
Net production	-1.5	-0.1	-1.4	1.9	0.2	-0.8	-0.2	1.1
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.1	-0.3	-0.1	0.5	-0.2	0.2	0.1	-0.1
<b>End of period</b>	4.7	6.3	6.8	8.3	5.9	5.9	6.6	6.6

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

Customer lending/deposits Wholesale Banking - Bank Treasury, Real Estate & Other								
In EUR billion	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>1.4</b>	<b>1.4</b>	<b>1.6</b>	<b>1.7</b>	<b>1.7</b>	<b>1.6</b>	<b>1.6</b>	<b>1.6</b>
Net production	0.0							
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.1	-0.0	-0.2	-0.0	0.0	0.0	0.0	0.0
<b>End of period</b>	<b>1.3</b>	<b>1.4</b>	<b>1.4</b>	<b>1.6</b>	<b>1.7</b>	<b>1.7</b>	<b>1.6</b>	<b>1.6</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>7.4</b>	<b>8.0</b>	<b>9.0</b>	<b>7.2</b>	<b>8.0</b>	<b>6.6</b>	<b>7.4</b>	<b>7.9</b>
Net production	-0.4	-0.4	-0.4	-0.1	-0.4	-0.4	-0.9	-0.4
Bank Treasury	-0.2	-0.3	-0.6	1.9	-0.4	1.7	-0.0	-0.0
Acquisitions / divestments								
FX impact and other	-0.0	-0.0	-0.0	-0.0	0.0	0.1	0.1	0.0
<b>End of period</b>	<b>6.8</b>	<b>7.4</b>	<b>8.0</b>	<b>9.0</b>	<b>7.2</b>	<b>8.0</b>	<b>6.6</b>	<b>7.4</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>16.5</b>	<b>17.3</b>	<b>15.6</b>	<b>16.0</b>	<b>20.6</b>	<b>20.6</b>	<b>22.4</b>	<b>21.4</b>
Net production	-0.0	-0.6	0.3	0.2	-0.0	0.1	-0.1	0.1
Bank Treasury	-3.3	-0.2	1.3	-1.0	-4.6	-0.2	-2.0	0.9
Acquisitions / divestments								
FX impact and other	0.0	0.0	0.0	0.4	-0.0	0.2	0.3	0.0
<b>End of period</b>	<b>13.2</b>	<b>16.5</b>	<b>17.3</b>	<b>15.6</b>	<b>16.0</b>	<b>20.6</b>	<b>20.6</b>	<b>22.4</b>

## ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line								
In EUR billion	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<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	0.3	0.3	0.2	0.2	0.2	1.0
Net production			-0.3	-0.0	0.0	-0.0	-0.0	-0.8
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	0.0	0.0	0.0	0.3	0.3	0.2	0.2	0.2
<b>Customer deposits</b>								
<b>Beginning of period</b>	6.7	6.7	5.0	3.7	3.8	1.1	-0.0	-0.0
Net production	1.1	0.0	1.7	1.3	-0.0	2.7	1.1	0.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	7.9	6.7	6.7	5.0	3.7	3.8	1.1	-0.0

## ING 3.14 Customer lending/deposits: 4Q2015 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>276.7</b>	<b>129.6</b>	<b>33.7</b>	<b>65.3</b>	<b>41.5</b>	<b>6.6</b>	<b>0.0</b>	<b>0.0</b>
Net production	1.8	-1.0	0.3	1.0	1.2	0.3	-0.0	
Bank Treasury								
Acquisitions / divestments	-0.5	-0.5						
FX impact and other	1.0	-0.3	-0.0	-0.1	1.3	0.0		
<b>End 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>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>252.3</b>	<b>74.1</b>	<b>52.0</b>	<b>22.8</b>	<b>20.3</b>	<b>25.1</b>	<b>58.0</b>	<b>0.0</b>
Net production	1.5	-1.4	0.0	1.5	1.7	-0.2	-0.1	-0.0
Bank Treasury	-2.4	-0.2	0.1	-2.4	-0.0	0.1	-0.0	
Acquisitions / divestments								
FX impact and other	2.4	0.3	0.1	2.3	0.2	0.5	-1.0	
<b>End of period</b>	<b>253.7</b>	<b>72.7</b>	<b>52.3</b>	<b>24.2</b>	<b>22.1</b>	<b>25.5</b>	<b>56.9</b>	<b>0.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>509.4</b>	<b>163.2</b>	<b>95.5</b>	<b>119.2</b>	<b>73.8</b>	<b>29.9</b>	<b>21.1</b>	<b>6.7</b>
Net production	3.4	0.7	-1.0	1.4	1.9	1.6	-2.2	1.1
Bank Treasury	-5.7	-3.9	0.0	0.2	-0.1	0.1	-1.9	
Acquisitions / divestments								
FX impact and other	1.6	0.0	-	-	1.4	0.2	-0.0	
<b>End of period</b>	<b>508.7</b>	<b>159.9</b>	<b>94.5</b>	<b>120.9</b>	<b>76.9</b>	<b>31.7</b>	<b>16.9</b>	<b>7.9</b>

## ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In EUR billion	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>129.6</b>	<b>131.3</b>	<b>132.7</b>	<b>133.6</b>	<b>135.0</b>	<b>135.8</b>	<b>136.2</b>	<b>136.8</b>
Net production	-1.0	-0.9	-0.5	-0.6	-1.2	-0.5	-0.1	-0.3
Bank Treasury								
Acquisitions / divestments	-0.5	-0.6	-0.3	-0.2	-0.2	-0.3	-0.4	-0.3
FX impact and other	-0.3	-0.1	-0.6	-0.1	-0.0	0.0	0.1	0.1
<b>End of period</b>	<b>127.8</b>	<b>129.6</b>	<b>131.3</b>	<b>132.7</b>	<b>133.6</b>	<b>135.0</b>	<b>135.8</b>	<b>136.2</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>74.1</b>	<b>75.1</b>	<b>78.7</b>	<b>71.8</b>	<b>76.6</b>	<b>74.1</b>	<b>76.0</b>	<b>75.6</b>
Net production	-1.4	-1.4	-1.1	1.5	-3.8	-3.3	-2.1	0.3
Bank Treasury	-0.2	0.5	-2.1	4.3	-1.3	5.2	0.0	0.1
Acquisitions / divestments								
FX impact and other	0.3	-0.0	-0.4	1.1	0.3	0.6	0.1	-0.0
<b>End of period</b>	<b>72.7</b>	<b>74.1</b>	<b>75.1</b>	<b>78.7</b>	<b>71.8</b>	<b>76.6</b>	<b>74.1</b>	<b>76.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>163.2</b>	<b>165.3</b>	<b>157.9</b>	<b>159.0</b>	<b>166.4</b>	<b>164.4</b>	<b>165.3</b>	<b>163.2</b>
Net production	0.7	-2.3	3.4	1.4	0.4	2.0	-0.4	2.3
Bank Treasury	-3.9	0.2	4.0	-2.6	-7.8	0.1	-0.5	-0.2
Acquisitions / divestments								
FX impact and other	0.0	0.0	-0.0					
<b>End of period</b>	<b>159.9</b>	<b>163.2</b>	<b>165.3</b>	<b>157.9</b>	<b>159.0</b>	<b>166.4</b>	<b>164.4</b>	<b>165.3</b>

## ING 3.16 Customer lending/deposits: Geographical Belgium

### Customer lending/deposits Geographical Belgium<sup>1)</sup>

In EUR billion	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>33.7</b>	<b>33.8</b>	<b>33.6</b>	<b>33.0</b>	<b>32.3</b>	<b>31.9</b>	<b>31.3</b>	<b>30.9</b>
Net production	0.3	-0.1	0.4	0.5	0.7	0.3	0.5	0.3
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.0	0.0	-0.1	0.1	0.1	0.1	0.1	0.1
<b>End of period</b>	<b>34.1</b>	<b>33.7</b>	<b>33.8</b>	<b>33.6</b>	<b>33.0</b>	<b>32.3</b>	<b>31.9</b>	<b>31.3</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>52.0</b>	<b>53.0</b>	<b>51.0</b>	<b>49.5</b>	<b>47.0</b>	<b>47.0</b>	<b>45.7</b>	<b>44.3</b>
Net production	0.0	-0.4	2.0	0.7	2.3	-0.4	1.2	1.5
Bank Treasury	0.1	-0.4	0.1	0.5	0.1	0.2	0.0	-0.0
Acquisitions / divestments								
FX impact and other	0.1	-0.0	-0.1	0.3	0.1	0.2	0.0	-0.0
<b>End of period</b>	<b>52.3</b>	<b>52.0</b>	<b>53.0</b>	<b>51.0</b>	<b>49.5</b>	<b>47.0</b>	<b>47.0</b>	<b>45.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>95.5</b>	<b>96.6</b>	<b>93.7</b>	<b>90.3</b>	<b>92.9</b>	<b>90.0</b>	<b>89.2</b>	<b>85.4</b>
Net production	-1.0	-1.2	2.9	3.5	-2.7	2.9	0.8	3.8
Bank Treasury	0.0	0.2		-0.1	0.0	0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>94.5</b>	<b>95.5</b>	<b>96.6</b>	<b>93.7</b>	<b>90.3</b>	<b>92.9</b>	<b>90.0</b>	<b>89.2</b>

<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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>65.3</b>	<b>64.5</b>	<b>64.3</b>	<b>65.1</b>	<b>65.5</b>	<b>65.1</b>	<b>64.5</b>	<b>64.1</b>
Net production	1.0	0.8	0.4	-0.6	-0.5	0.5	0.7	0.4
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.1	-0.1	-0.2	-0.1	0.1	-0.1	-0.1	-0.0
<b>End of period</b>	<b>66.1</b>	<b>65.3</b>	<b>64.5</b>	<b>64.3</b>	<b>65.1</b>	<b>65.5</b>	<b>65.1</b>	<b>64.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>22.8</b>	<b>27.2</b>	<b>24.5</b>	<b>18.7</b>	<b>16.9</b>	<b>17.2</b>	<b>15.9</b>	<b>15.0</b>
Net production	1.5	1.1	1.2	0.6	1.3	0.9	0.6	-0.4
Bank Treasury	-2.4	-5.5	1.6	4.8	0.5	-1.3	0.7	1.3
Acquisitions / divestments								
FX impact and other	2.3	-0.0	-0.1	0.3	0.0	0.1	0.0	-0.0
<b>End of period</b>	<b>24.2</b>	<b>22.8</b>	<b>27.2</b>	<b>24.5</b>	<b>18.7</b>	<b>16.9</b>	<b>17.2</b>	<b>15.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>119.2</b>	<b>119.4</b>	<b>118.5</b>	<b>114.9</b>	<b>113.6</b>	<b>112.5</b>	<b>110.3</b>	<b>106.8</b>
Net production	1.4	-0.2	0.9	4.4	2.1	-0.3	2.2	3.2
Bank Treasury	0.2	-0.0	-0.0	-0.8	-0.8	1.3	0.1	0.3
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>120.9</b>	<b>119.2</b>	<b>119.4</b>	<b>118.5</b>	<b>114.9</b>	<b>113.6</b>	<b>112.5</b>	<b>110.3</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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>41.5</b>	<b>42.8</b>	<b>43.9</b>	<b>43.3</b>	<b>44.4</b>	<b>43.8</b>	<b>42.7</b>	<b>41.7</b>
Net production	1.2	0.9	0.5	0.2	0.5	0.5	0.4	0.2
Bank Treasury								
Acquisitions / divestments			-0.8	-0.8	-0.9			
FX impact and other	1.3	-2.2	-0.7	1.2	-0.7	0.2	0.7	0.8
<b>End of period</b>	<b>44.0</b>	<b>41.5</b>	<b>42.8</b>	<b>43.9</b>	<b>43.3</b>	<b>44.4</b>	<b>43.8</b>	<b>42.7</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>20.3</b>	<b>19.4</b>	<b>18.6</b>	<b>18.3</b>	<b>18.1</b>	<b>18.6</b>	<b>18.1</b>	<b>18.4</b>
Net production	1.7	0.9	1.0	-0.0	0.2	-0.7	0.4	0.1
Bank Treasury	-0.0	0.1	-0.0	0.0	-0.0	-0.0	0.0	-0.5
Acquisitions / divestments								
FX impact and other	0.2	-0.2	-0.1	0.2	0.0	0.2	0.1	0.1
<b>End of period</b>	<b>22.1</b>	<b>20.3</b>	<b>19.4</b>	<b>18.6</b>	<b>18.3</b>	<b>18.1</b>	<b>18.6</b>	<b>18.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>73.8</b>	<b>74.9</b>	<b>75.5</b>	<b>73.9</b>	<b>73.7</b>	<b>73.4</b>	<b>71.6</b>	<b>70.1</b>
Net production	1.9	0.7	0.0	1.0	0.8	0.2	1.2	0.7
Bank Treasury	-0.1	0.0	0.0	-0.5	-0.0	0.0	0.0	0.2
Acquisitions / divestments								
FX impact and other	1.4	-1.9	-0.7	1.1	-0.6	0.1	0.6	0.6
<b>End of period</b>	<b>76.9</b>	<b>73.8</b>	<b>74.9</b>	<b>75.5</b>	<b>73.9</b>	<b>73.7</b>	<b>73.4</b>	<b>71.6</b>

<sup>1)</sup> Includes Australia, 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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>6.6</b>	<b>6.5</b>	<b>6.3</b>	<b>5.7</b>	<b>5.4</b>	<b>5.2</b>	<b>4.9</b>	<b>5.2</b>
Net production	0.3	0.3	0.4	0.4	0.4	0.3	0.2	0.1
Bank Treasury								
Acquisitions / divestments								-0.4
FX impact and other	0.0	-0.2	-0.2	0.2	-0.1	-0.0	0.0	-0.0
<b>End of period</b>	<b>6.9</b>	<b>6.6</b>	<b>6.5</b>	<b>6.3</b>	<b>5.7</b>	<b>5.4</b>	<b>5.2</b>	<b>4.9</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>25.1</b>	<b>25.1</b>	<b>24.0</b>	<b>21.6</b>	<b>21.8</b>	<b>20.5</b>	<b>19.6</b>	<b>22.6</b>
Net production	-0.2	1.2	2.0	1.7	0.1	1.1	0.7	0.7
Bank Treasury	0.1	0.0	-0.1	0.2	-0.2	0.0	0.0	-0.2
Acquisitions / divestments								-3.6
FX impact and other	0.5	-1.2	-0.8	0.5	-0.0	0.2	0.2	0.0
<b>End of period</b>	<b>25.5</b>	<b>25.1</b>	<b>25.1</b>	<b>24.0</b>	<b>21.6</b>	<b>21.8</b>	<b>20.5</b>	<b>19.6</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>29.9</b>	<b>29.3</b>	<b>29.2</b>	<b>27.5</b>	<b>26.6</b>	<b>25.7</b>	<b>24.2</b>	<b>28.3</b>
Net production	1.6	1.4	1.1	0.7	1.4	1.0	0.9	-0.5
Bank Treasury	0.1	0.1	-0.0	0.1	-0.1	-0.1	0.3	-0.0
Acquisitions / divestments								-3.6
FX impact and other	0.2	-0.9	-0.9	0.9	-0.4	-0.0	0.2	-0.0
<b>End of period</b>	<b>31.7</b>	<b>29.9</b>	<b>29.3</b>	<b>29.2</b>	<b>27.5</b>	<b>26.6</b>	<b>25.7</b>	<b>24.2</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	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>0.0</b>							
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other		-0.0	0.0	-0.0	-0.0	-0.0	-0.0	-0.0
<b>End of period</b>	<b>0.0</b>							
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>58.0</b>	<b>60.0</b>	<b>59.3</b>	<b>52.7</b>	<b>51.8</b>	<b>48.8</b>	<b>46.1</b>	<b>43.1</b>
Net production	-0.1	-1.6	2.2	1.7	-0.1	0.4	2.1	3.0
Bank Treasury	-0.0	-0.0	-0.0	-0.0	-0.0	-0.0	-0.1	0.1
Acquisitions / divestments								
FX impact and other	-1.0	-0.4	-1.4	4.9	1.0	2.6	0.5	-0.0
<b>End of period</b>	<b>56.9</b>	<b>58.0</b>	<b>60.0</b>	<b>59.3</b>	<b>52.7</b>	<b>51.8</b>	<b>48.8</b>	<b>46.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>21.1</b>	<b>22.0</b>	<b>22.7</b>	<b>19.9</b>	<b>21.5</b>	<b>21.3</b>	<b>23.1</b>	<b>21.0</b>
Net production	-2.2	0.2	-0.6	1.3	0.8	0.0	-0.4	1.4
Bank Treasury	-1.9	-0.5	0.0	-0.1	-2.0	-0.3	-2.0	0.9
Acquisitions / divestments								
FX impact and other	-0.0	-0.6	-0.1	1.5	-0.3	0.5	0.5	-0.2
<b>End of period</b>	<b>16.9</b>	<b>21.1</b>	<b>22.0</b>	<b>22.7</b>	<b>19.9</b>	<b>21.5</b>	<b>21.3</b>	<b>23.1</b>

## ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other <sup>1)</sup>								
In EUR billion	4Q2015	3Q2015	2Q2015	1Q2015	4Q2014	3Q2014	2Q2014	1Q2014
<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	0.3	0.3	0.2	0.2	0.3	1.0
Net production	-0.0	-0.0	-0.3	-0.0	0.1	-0.0	-0.0	-0.8
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	0.0	0.0	0.0	0.3	0.3	0.2	0.2	0.3
<b>Customer deposits</b>								
<b>Beginning of period</b>	6.7	6.7	5.0	3.7	3.8	1.1	-0.0	-0.0
Net production	1.1	0.0	1.7	1.3	-0.0	2.7	1.1	-0.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	7.9	6.7	6.7	5.0	3.7	3.8	1.1	-0.0

<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, the same accounting principles are applied as in the 2014 ING Group Annual Accounts.

The Financial statements for 2015 are in progress and may be subject to adjustments from subsequent events.

All figures in this document are unaudited. Small differences are possible in the tables due to rounding.

Certain of the statements contained in this Report 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) ING's implementation of the restructuring plan as agreed with the European Commission, (5) changes in the availability of, and costs associated with, sources of liquidity such as interbank funding, as well as conditions in the credit markets generally, including changes in borrower and counterparty creditworthiness, (6) changes affecting interest rate levels, (7) changes affecting currency exchange rates, (8) changes in investor and customer behaviour, (9) changes in general competitive factors, (10) changes in laws and regulations, (11) changes in the policies of governments and/or regulatory authorities, (12) conclusions with regard to purchase accounting assumptions and methodologies, (13) changes in ownership that could affect the future availability to us of net operating loss, net capital and built-in loss carry forwards, (14) changes in credit-ratings, (15) ING's ability to achieve projected operational synergies and (16) the other risks and uncertainties detailed in the Risk Factors section contained in the most recent Annual Report of ING Groep N.V..

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