

# Snapshot

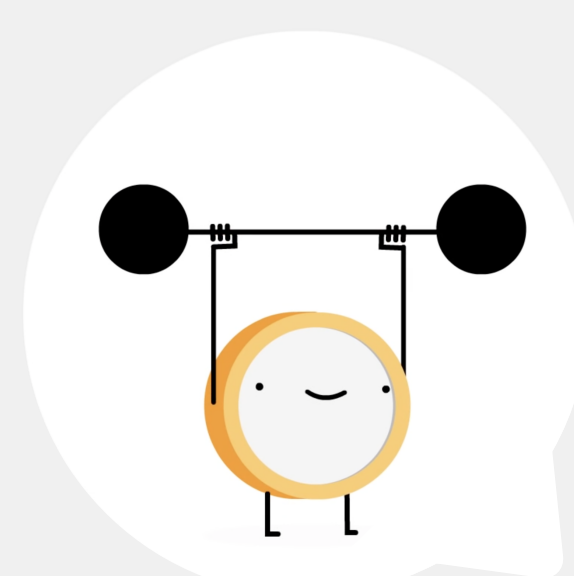
Let's take a moment and look back at the quarter.

2Q2016



## #empowerment

We launched **new services** that empower people to stay a step ahead...



Digital adviser **My Money Coach** helps Spanish customers manage their personal finances.

A new partnership in Belgium will offer customers a combined **loyalty and mobile payments** service.



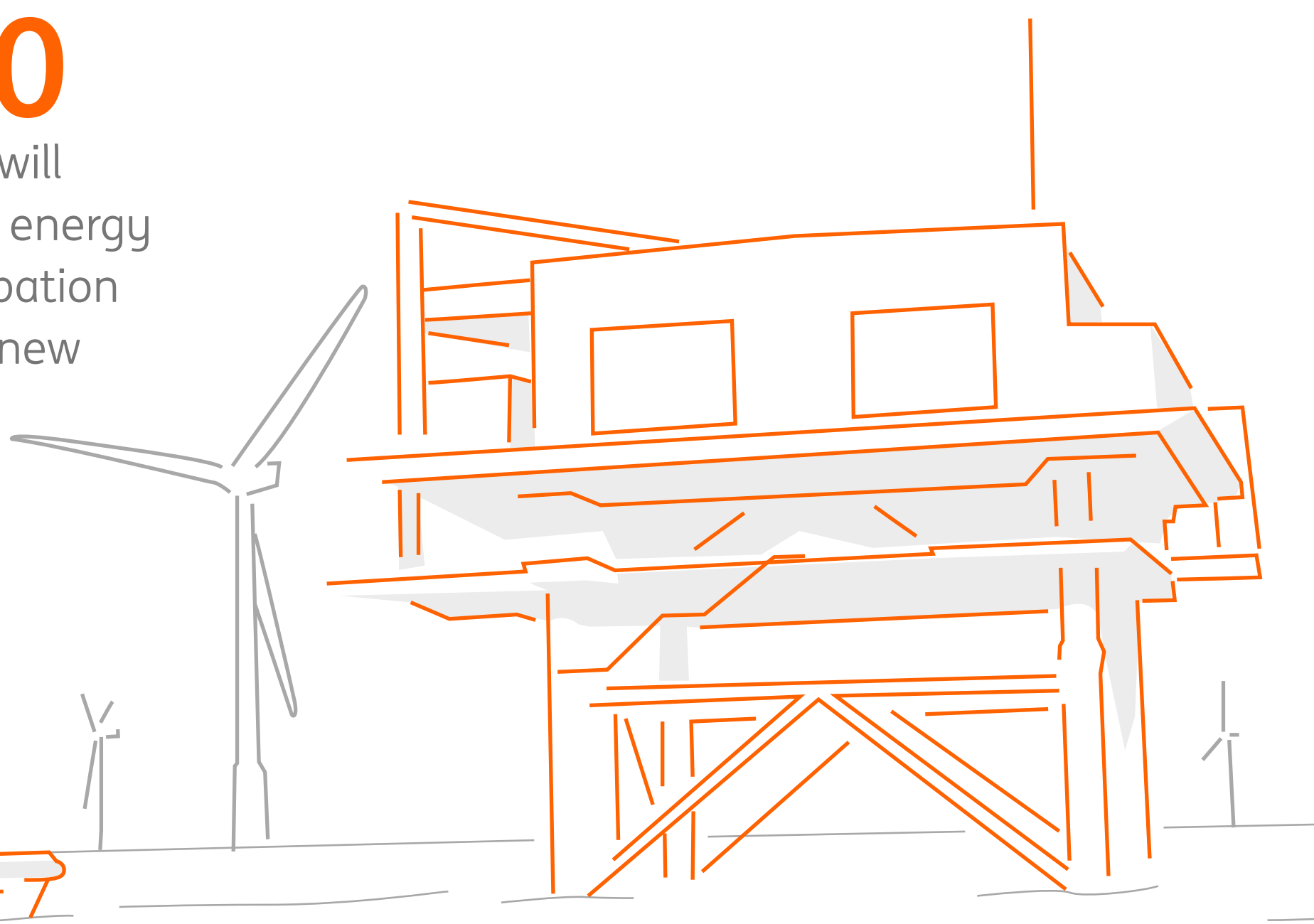
**Kijk Vooruit** (*Look Ahead*) offers Dutch people a view of future transactions.

## #sustainability

...and helped clients and societies become more **sustainable**.

### 450,000

Scottish households will have access to clean energy thanks to our participation in the financing of a new **offshore windfarm**.



All proceeds of our first **green bond** have been allocated to the (re)financing of sustainable projects.

A total of **656 kilotonnes** carbon equivalent avoided annually!

### +16.7%

This year we financed more sustainable transitions.

We're now a step closer to our 2020 target of EUR 35 billion **sustainable transitions financed**.

### 79%

realised

## #customers

More people **joined** and use our services...

In the first half year, we welcomed **650,000** new **retail customers**, and another **350,000** now consider ING as their **primary bank**.

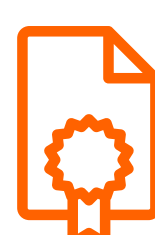
We **lent out** more and people trusted us with more **money to safeguard**.

### +5.7

EUR bn  
net customer deposits

### +14.8

EUR bn  
core lending



In seven countries customers rank ING **number 1** compared to other banks. (Net Promoter Score)

## #financialresults

...which helped in achieving a strong financial result...

Underlying net result of EUR **1,417** million

The results of the European Banking Authority stress test show that we are strong and **well capitalised**.

...and we won a few **trophies** along the way.



- **Best digital bank** of Western Europe (Euromoney)
- **ING's green bond** awarded Bond of the Year (Environmental Finance)