

ING GROUP STATISTICAL SUPPLEMENT



Fourth quarter 2013

INTRODUCTION

General comments

- The Group Statistical Supplement is published on a quarterly basis.
- In addition to the Group Statistical Supplement information that follows the Quarterly Report, trended information is included in the Historical Trend Data document on www.ing.com/investorrelations.
- Allocation keys are used to calculate segmental information; e.g. Life vs. Non-life, Retail vs. Commercial 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, discontinued operations and special items. In case of a divestment, historical results are revised by excluding both the transaction gain/loss and the operating results of the divested unit.
- As of 1 January 2013, ING applies the revised IAS 19 'Employee Benefits', which was already reflected in the previous Statistical Supplements. The most significant change relates to the accounting for defined benefit pension obligations and the corresponding plan assets. IAS 19 has been implemented retrospectively; as a result, comparative results for previous periods have been restated and are presented as if the new requirements were always applied.
- Going forward, 'operating result of the ongoing business' and 'result before tax' are the main performance indicators for ING Insurance instead of underlying result. As a consequence, the profit & loss, which was previously prepared on an underlying basis, of ING Insurance has been removed.
- Rounding could cause some small differences.
- All figures are unaudited.

Discontinued operations

- The net result of ING U.S. insurance and Investment management operations has been transferred to 'net result from discontinued operations'.

Supplemental data in terms of financial data, risk data and countries include:

- Breakdown shareholders' equity
- Maturity ladder outstanding long-term debt
- Capital base
- Funding mix ING Bank N.V.
- Overview of Investments for ING Group, ING Bank N.V. and ING Insurance
- Condensed income statement for product groups within Commercial banking
- Client Balances Roll forward for banking as well as for ING Insurance
- Additional detail is included for Retail Banking International
- Insurance Europe: key figures by country
- Netherlands Non-Life: gross premiums and operating result by line of business
- Investment Management: different breakdowns of Assets under Management and an Assets under Management roll-forward
- Full geographical breakdown of banking results

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ING GROUP 1.1 PROFIT AND LOSS

ING Group: Profit and loss															
in EUR million	Total Group ¹⁾			Banking			ING Insurance			Insurance ING U.S.			Insurance Other		
	4Q2013	4Q2012 ²⁾	3Q2013	4Q2013	4Q2012 ²⁾	3Q2013	4Q2013	4Q2012 ²⁾	3Q2013	4Q2013	4Q2012 ²⁾	3Q2013	4Q2013	4Q2012 ²⁾	3Q2013
Gross premium income	1,922	2,066	1,959				1,917	2,068	1,961				5	-2	-2
Interest result Banking operations	2,914	2,841	2,919	2,946	2,867	2,936									
Commission income	737	646	700	562	510	546	161	146	154				14	-10	
Total investment & other income	672	-362	809	307	-166	292	346	-208	531				17	21	3
Total underlying income	6,245	5,192	6,386	3,815	3,211	3,774	2,424	2,006	2,646				36	9	1
Underwriting expenditure	2,257	1,383	1,796				2,252	1,385	1,798				5	-2	-2
Staff expenses	1,479	1,491	1,487	1,194	1,209	1,194	285	282	293						
Other expenses	1,342	1,296	1,055	1,125	1,095	888	194	205	161				23	-4	6
Intangibles amortisation and impairments	32	35	39	32	35	39									
Operating expenses	2,853	2,824	2,580	2,351	2,340	2,120	479	488	454				23	-4	6
Interest expenses Insurance operations	106	121	112				132	157	147				4	-2	
Addition to loan loss provisions	560	589	552	560	589	552									
Other	3	3	2				3	3	2						
Total underlying expenditure	5,779	4,918	5,041	2,911	2,928	2,671	2,866	2,031	2,401				32	-7	4
Underlying result before tax	467	275	1,346	904	283	1,103	-441	-25	245				4	17	-2
Taxation	38	90	349	199	137	265	-160	-45	85				-1	-2	-1
Minority interests	23	21	19	19	20	18	7	3	3				-3	-2	-2
Underlying net result	405	163	978	686	126	820	-289	17	157				8	20	1
Net gains/losses on divestments	-38	1,612	-950		891		-3	721	-950				-35		
Net result from divested units		-50	1		-55			5	1						
Net result from discontinued operations Insurance/IM Asia	33	78	56				33	78	56						
Net result from discontinued operations Insurance ING U.S.	179	301	79							179	301	79			
Special items after tax	-40	-624	-63	-19	-348	-19	-21	-284	-44					8	
Net result	539	1,482	101	666	615	801	-280	538	-780	179	301	79	-27	28	1

1) Including intercompany eliminations.

2) The comparative figures of this period have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013.

ING GROUP 1.2 CONSOLIDATED BALANCE SHEET: ASSETS

ING Group: Assets										
in EUR million	ING Group		ING Bank N.V.		ING Insurance		Insurance ING U.S.		Holdings / Eliminations	
	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013
Cash and balances with central banks	13,316	21,783	11,920	20,951	7,155	5,431			-5,759	-4,599
Amounts due from banks	43,012	44,270	43,012	44,270						
Financial assets at fair value through P&L										
- trading assets	114,249	121,885	113,537	121,337	736	570			-24	-22
- investments for risk policyholders	39,589	24,476			39,589	24,476				
- non-trading derivatives	8,546	8,119	5,731	6,206	3,126	2,142			-311	-229
- other	2,790	2,601	2,308	2,523	482	78				
Investments										
- Available-for-sale investments	137,897	128,276	76,883	72,671	61,014	55,605				
of which equity securities	7,265	7,105	1,645	1,856	5,620	5,249				
of which debt securities	130,632	121,171	75,238	70,815	55,394	50,356				-1
- Held-to-maturity investments	3,098	3,748	3,098	3,748						
Loans and advances to customers										
- securities at amortised cost and IABF	22,172	26,367	15,692	20,021	6,479	6,346				
- customer lending	509,492	513,274	492,645	500,652	18,840	15,500			-1,992	-2,878
Reinsurance contracts	252	267			252	267				
Investments in associates	1,749	1,980	707	839	1,028	1,120			14	21
Real estate investments	1,142	1,173	108	112	764	791			270	270
Property and equipment	2,446	2,466	2,282	2,291	164	176				-1
Intangible assets	1,841	1,879	1,606	1,642	392	395			-157	-158
Deferred acquisition costs	1,353	706			1,353	706				
Assets held for sale	156,114	205,217			630	49,498	155,499	155,724	-15	-5
Other assets										
- deferred tax assets	1,380	1,132	1,305	1,035	51	75			24	22
- other	20,190	21,555	16,809	17,511	4,139	4,296			-758	-252
Total assets	1,080,624	1,131,175	787,644	815,808	146,194	167,473	155,499	155,724	-8,713	-7,830

ING GROUP 1.3 CONSOLIDATED BALANCE SHEET: TOTAL EQUITY AND LIABILITIES

ING Group: Total equity and liabilities										
in EUR million	ING Group		ING Bank N.V.		ING Insurance		Insurance ING U.S.		Holdings / Eliminations	
	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013
Shareholders' equity	45,941	49,554	32,805	35,073	14,291	14,973	9,706	9,669	-10,861	-10,161
Minority interests	5,402	3,946	955	921	68	65	185	182	4,194	2,778
Non-voting equity securities	1,500	2,250							1,500	2,250
Total equity	52,843	55,750	33,760	35,994	14,358	15,038	9,891	9,851	-5,166	-5,133
Subordinated loans	6,889	8,463	14,776	16,617	2,892	2,894			-10,779	-11,048
Debt securities in issue	127,727	137,405	122,299	131,697		270			5,428	5,438
Other borrowed funds	13,706	13,159			4,817	4,675			8,889	8,484
Insurance and investment contracts										
Life insurance provisions excluding provisions for risk of policyholders	67,481	59,925			67,481	59,925				
Provision for life insurance for risk of policyholders	38,087	22,950			38,087	22,950				
Provision for unearned premiums and unexpired risks	269	419			269	419				
Claims provision	3,315	3,307			3,315	3,307				
Investment contracts for risk of company	810	811			810	811				
Investment contracts for risk of policyholders	1,588	1,620			1,588	1,620				
Total Insurance and Investment contracts	111,551	89,031			111,551	89,031				
Amounts due to banks	27,257	32,038	27,257	32,038						
Customer deposits and other funds on deposits	474,320	478,041	474,783	478,692	5,769	4,962			-6,232	-5,613
Financial liabilities at fair value through profit and loss										
Trading liabilities	73,491	79,730	73,491	79,730						
Non-trading derivatives	11,156	11,552	9,676	11,099	1,843	719			-363	-266
Designated as at fair value through profit and loss	13,855	12,866	13,855	12,866						
Liabilities held for sale	146,142	191,160			466	45,200	145,608	145,873	68	87
Other liabilities										
Deferred tax liabilities	1,056	1,257	340	519	1,086	1,093			-370	-355
Other	20,632	20,723	17,407	16,556	3,411	3,590			-186	577
Total liabilities	1,027,781	1,075,424	753,883	779,815	131,835	152,435	145,608	145,873	-3,545	-2,699
Total equity and liabilities	1,080,624	1,131,175	787,644	815,808	146,194	167,473	155,499	155,724	-8,713	-7,830

ING GROUP 1.4 TOTAL EQUITY

ING Group: Total equity										
in EUR million	ING Group		ING Bank N.V.		ING Insurance		Insurance ING U.S.		Holdings / Eliminations	
	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013
Share capital	921	921	525	525	173	173	39	39	184	184
Share premium	16,038	16,035	16,542	16,542	11,432	10,539	17,600	17,600	-29,536	-28,646
Revaluation reserve equity securities	2,067	2,143	1,038	1,145	1,018	986	9	10	2	2
Revaluation reserve debt securities	4,227	5,297	833	771	2,805	3,674	618	883	-29	-31
Revaluation reserve crediting to life policyholders	-2,914	-3,284			-2,578	-2,812	-336	-472		
Revaluation reserve cashflow hedge	1,878	1,981	-776	-807	2,726	2,873	-5	-13	-67	-72
Other revaluation reserve	892	615	319	323	-21	307	5	4	588	-19
Remeasurement of the net defined benefit asset/liability	-3,766	-1,608	-2,671	-1,115	-1,043	-389	-52	-104		
Currency translation reserve	-2,530	-1,837	-989	-809	-252	-378			-1,289	-650
Treasury shares	-32	-25							-32	-25
Retained earnings and other reserves	29,160	29,316	17,984	18,498	30		-12,346	-11,058	23,492	21,876
Shareholders' equity	45,941	49,554	32,805	35,073	14,291	14,973	5,532 ¹⁾	6,889 ¹⁾	-6,687	-7,381
Minority interests	5,402	3,946	955	921	68	65	4,359	2,962	20	-1
Non-voting equity securities	1,500	2,250							1,500	2,250
Total equity	52,843	55,750	33,760	35,994	14,358	15,038	9,891	9,851	-5,167	-5,132
Key figures										
Shareholders' equity per share in EUR	11.97	12.92								
Shares outstanding in the market (in million)	3,837	3,836								

1) These figures represent ING's shareholding percentage in Insurance ING U.S. (31 December 2013: 56.7%, 30 September 2013: 71.25%)

ING GROUP 1.5 CASH FLOW STATEMENT

ING Group: Cash flow statement										
in EUR million	ING Group		ING Bank N.V.		ING Insurance		Insurance ING U.S.		Insurance Other / Holdings / Eliminations	
	4Q2013	4Q2012	4Q2013	4Q2012	4Q2013	4Q2012	4Q2013	4Q2012	4Q2013	4Q2012
Net cash flow from operating activities	-10,225	-1,597	-2,977	-2,334	-3,077	-4,005	-2,126	1,921	-2,045	2,821
Investments and advances:										
Associates	-3	-7	-2	-5	-1			-2		
Available-for-sale investments	-24,495	-33,486	-16,861	-15,031	-934	-3,118	-6,700	-15,337		
Held-to-maturity investments										
Real estate investments	-193	-4	3	-1	-196	-1		-2		
Property and equipment	-115	-153	-114	-134	4	-14	-5	-5		
Assets subject to operating leases	2		2							
Investments for risk of policyholders	-5,682	-19,600			3,224	-6,786	-8,906	-12,814		
Other investments	-90	-86	-73	-1,178	-3,335	-24	-10	-1	3,328	1,117
Disposals and redemptions:										
Group companies	1,126	3,780		2,448	1,126	1,332				
Associates	130	12	130	9				3		
Available-for-sale investments	23,566	30,973	11,533	14,963	3,977	2,394	8,056	13,616		
Held-to-maturity investments	648	340	648	340						
Real estate investments	225	45	-2	42	227	3				
Property and equipment	18	20	20	19	-2	1				
Assets subject to operating leases	4		4							
Investments for risk of policyholders	7,845	19,484			-2,704	6,643	10,549	12,841		
Loan portfolio	82	3,315	3,410	3,315					-3,328	
Other investments	-3	1	-3	1						
Net cash flow from investing activities	3,065	4,634	-1,305	4,788	1,386	430	2,984	-1,701		1,117
Proceeds from borrowed funds and debt securities	39,657	39,824	35,078	36,036	2,372	2,302	2,477	1,486	-270	
Repayments from borrowed funds and debt securities	-48,247	-56,083	-44,212	-50,581	-2,550	-3,896	-2,485	-1,625	1,000	19
Issuance of ordinary shares					1,000				-1,000	
Proceeds of IPO ING U.S.	1,224				437				787	
Repayment of non-voting equity securities	-750	-750							-750	-750
Repurchase premium	-375	-375							-375	-375
Purchase of treasury shares	-26	-13					-8	-13	-18	
Sale of treasury shares	275	12						1	275	11
Dividends paid/received			-1,125	-2,125	-107		-4		1,236	2,125
Net cash flow from financing activities	-8,242	-17,385	-10,259	-16,670	1,152	-1,594	-20	-151	885	1,030
Net cash flow	-15,402	-14,348	-14,541	-14,216	-539	-5,171	838	69	-1,160	4,970
Cash and cash equivalents at beginning of period	31,284	38,146	28,075	34,549	6,442	10,068	1,366	1,678	-4,599	-8,149
Effect of exchange rates on cash and equivalents	-68	349	-25	279	-34	29	-9	41		
Cash and cash equivalents at end of period	15,814	24,150	13,509	20,612	5,869	4,929	2,195	1,788	-5,759	-3,179
- of which Treasury bills and other eligible bills	574	518	574	518						
- of which Amounts due to/from banks	1,015	4,633	1,015	4,633						
- of which Cash and balances with central banks	13,316	17,657	11,920	15,447	7,155	3,601		1,788	-5,759	-3,179
- of which Cash and cash equivalents classified as Assets held for sale	909	1,342		14	-1,286	1,328	2,195			

ING GROUP 1.6 CAPITAL BASE

ING Group: Capital base								
In EUR million	ING Group		ING Bank N.V.		ING Verzekeringen NV		Insurance ING U.S.	
	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013
Shareholders' equity (parent)	45,941	49,554	32,805	35,073	14,291	14,973	5,532	6,889
Core Tier 1 securities	1,500	2,250						
Group hybrid capital	7,493	9,073	5,122	6,666	2,394	2,394		
Group leverage (core debt)	4,977	4,830						
Total capitalisation	59,911	65,706	37,928	41,738	16,685	17,367	5,532	6,889
Adjustments to equity:								
- revaluation reserve debt securities	-4,227	-5,297	-833	-771				
- revaluation reserve crediting to life policyholders	2,914	3,284						
- revaluation reserve cashflow hedge	-1,878	-1,981	776	807	-2,726	-2,812	5	-13
- goodwill (regulatory)	-1,160	-1,251	-1,057	-1,101	-264	-312		
- actuarial gains & losses on defined benefit pensions	2,671	1,115	2,671	1,115				
Revaluation reserves fixed income & other	-1,680	-4,131	1,557	49	-2,990	-3,124	5	-13
Revaluation reserves equity and real estate excluded from Tier 1			-1,236	-1,403				
Insurance hybrid capital								
Minority interests			1,065	1,030	67	65	4,359	2,967
Deductions Tier 1			-1,082	-1,054				
Tier 1 capital for Bank			38,232	40,361				
Tier 2 capital			8,263	7,465				
IGD adjustments					-2,687	-3,467		
Group leverage (core debt)	-4,977	-4,830						
Adjusted equity / BIS capital / IGD capital	53,255	56,746	46,495	47,826	11,074	10,841	9,896	9,843

ING GROUP 1.7 FUNDING

ING Group: Maturity ladder outstanding long-term debt - 31 December 2013

in EUR million	LT debt issued			Maturing									
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	> 2022
ING Bank senior debt ¹⁾	21,295	24,349	13,760	9,124	12,647	8,246	6,360	3,648	2,254	392	2,479	2,426	2,320
ING Bank covered bond	7,923	7,262	2,725	2,000	2,122	3,250	1,969	5,255	1,760	3,419	2,021	2,949	6,058
ING Bank RMBS	2,716	1,516	5,130	479	2,000	1,024	-	4,565					
ING Group senior debt ¹⁾	701	1,307	1,000		1,701	1,750	1,750	10					123
ING Bank state guaranteed				2,758	1,297								
ING Insurance senior debt ¹⁾				73									118
ING Group hybrid Tier-1													7,493
ING Bank lower Tier-2			4,045		726	1,026	587		612	1,000			6,178
ING Insurance subordinated debt													476
ING Group core Tier-1 securities													1,500

1) Figures shown for issued senior bonds are only included with the tenor >= 1 year

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

	31 Dec 2013	30 Sep 2013
Loan-to-deposit ratio	1.07	1.09
Loan-to-deposit ratio excl. securities at amortised cost and IABF	1.04	1.05
Funding mix:		
Customer deposits (retail)	46%	45%
Customer deposits (corporate)	23%	23%
Lending / repurchase agreement	5%	5%
Interbank	4%	5%
Public debt	20%	20%
Subordinated debt	2%	2%
Total¹⁾	100%	100%

1) Liabilities excluding trading liabilities, IFRS equity and assets held for sale

ING GROUP 1.8.1 INVESTMENTS: GROUP

ING Group: Total Investments - 31 December 2013

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	3.1	21.9	3.1	130.5	3.9	1.4	160.0	3.6
of which Government bonds		3.7		95.9	3.2	0.6	100.2	3.1
of which Covered bonds	3.1	4.5	2.6	8.9	0.1		19.1	0.1
of which Financial institutions		0.1	0.1	16.2	0.3	0.5	16.9	0.3
of which Corporate bonds		0.8		8.0	0.3	0.1	8.9	0.3
of which ABS		12.8	0.4	1.5		0.2	14.9	-0.2
Public Equity Exposure				3.9	2.0		3.9	2.0
Other Equity Exposure				3.5			3.5	
Total Investments	3.1	21.9	3.1	137.9	5.9	1.4	167.4	5.6

Total investments contains banking book and Insurance general account but excludes the trading book, investments indicated as assets held for sale and Investments for risk of policyholders. ABS in Loans and advances had EUR 0.2 billion negative revaluation reserve after tax - see table below.

ING Group: Total ABS - 31 December 2013

In EUR billion	Loans and advances		Investments HTM	Investments AFS		FV through P&L	Total	
	B/S value	Reval after tax	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
US agency RMBS				0.5		0.1	0.6	
US prime RMBS								
US Alt-A RMBS				0.1			0.1	
US Subprime RMBS								
Non-US RMBS	7.9	-0.1		0.4			8.3	-0.1
CMBS	0.4						0.4	
CDO/CLO	0.2					0.1	0.4	
Other ABS	4.3	-0.1	0.4	0.5			5.1	-0.1
Total	12.8	-0.2	0.4	1.5		0.2	14.9	-0.2

Total ABS contains Banking book and Insurance general account but excludes the trading book, assets held for sale and Investments for risk of policyholders.

ING GROUP 1.8.2 INVESTMENTS: ING BANK N.V.

ING Bank: Total Investments - 31 December 2013

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	3.1	15.4	3.1	75.2	1.0	1.4	98.2	0.8
of which Government bonds		3.7		52.6	0.8	0.6	56.9	0.7
of which Covered bonds	3.1	4.5	2.6	8.2	0.1		18.4	0.1
of which Financial institutions		0.1	0.1	11.9	0.1	0.5	12.6	0.1
of which Corporate bonds		0.8		1.6		0.1	2.5	
of which ABS		6.3	0.4	0.9		0.2	7.8	-0.1
Public Equity Exposure				1.7	1.0		1.7	1.0
Other Equity Exposure								
Total Investments	3.1	15.4	3.1	76.9	2.0	1.4	99.9	1.8

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

ABS in Loans and advances had EUR 0.1 billion negative revaluation reserve after tax - see table below.

ING Bank: Total ABS - 31 December 2013

In EUR billion	Loans and advances		Investments HTM	Investments AFS		FV through P&L	Total	
	B/S value	Reval after tax	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
US agency RMBS				0.3		0.1	0.4	
US prime RMBS								
US Alt-A RMBS				0.1			0.1	
US Subprime RMBS								
Non-US RMBS	4.5	-0.1		0.2			4.7	-0.1
CMBS	0.1						0.1	
CDO/CLO						0.1	0.1	
Other ABS	1.7		0.4	0.3			2.4	
Total	6.3	-0.1	0.4	0.9		0.2	7.8	-0.1

Total ABS contains Banking book but excludes the trading book and assets held for sale.

ING GROUP 1.8.3 INVESTMENTS: ING INSURANCE

ING Insurance: Total Investments - 31 December 2013

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		6.5		55.3	2.9		61.8	2.8
of which Government bonds				43.3	2.4		43.3	2.4
of which Covered bonds				0.7			0.7	
of which Financial institutions				4.3	0.2		4.3	0.2
of which Corporate bonds				6.4	0.3		6.4	0.3
of which ABS		6.5		0.6			7.1	-0.1
Public Equity Exposure				2.2	1.0		2.2	1.0
Other Equity Exposure				3.5			3.5	
Total Investments		6.5		61.0	3.9		67.5	3.8

Total investments contains Insurance general account but excludes the trading assets, investments indicated as assets held for sale and Investments for risk of policyholders.

ABS in Loans and advances had EUR 0.1 billion negative revaluation reserve after tax - see table below.

ING Insurance: Total ABS - 31 December 2013

In EUR billion	Loans and advances		Investments HTM	Investments AFS		FV through P&L	Total	
	B/S value	Reval after tax	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
US agency RMBS				0.2			0.2	
US prime RMBS								
US Alt-A RMBS								
US Subprime RMBS								
Non-US RMBS	3.4	-0.1		0.2			3.6	-0.1
CMBS	0.4						0.4	
CDO/CLO	0.2						0.2	
Other ABS	2.5			0.2			2.7	
Total	6.5	-0.1		0.6			7.1	-0.1

Total ABS contains Insurance general account but excludes Investments for risk of policyholders.

BANKING 2.1.1 PROFIT AND LOSS - 4Q2013

Banking: Profit and loss 4Q2013												
In EUR million	Total Banking	Retail Banking	Retail Netherlands	Retail Belgium	Retail Germany	Retail Rest of World	Commercial Banking	Industry Lending	General Lending & Transaction Services	Financial Markets	Bank Treasury Real Estate & Other	Corporate Line
Balance sheet related interest	2,946	2,180	907	467	361	446	700	352	218	62	68	66
Capital charge on book equity	0	-53	-0	-0	-21	-32	-122	-0	-	-0	-122	176
Interest benefit on economic capital	-0	78	24	12	17	25	60	20	18	13	9	-139
Interest result	2,946	2,205	930	479	357	439	638	372	236	75	-45	103
Funds transfer	162	144	80	28	2	34	18					-0
Securities business	109	71	17	23	24	6	39					-1
Insurance broking	35	34	0	26	0	8	2					-
Management fees	33	30	8	28	-	-6	2					-0
Brokerage and advisory fees	48	7	0	0	4	3	41					-
Other	176	33	10	-25	1	46	143					-0
Commission income	562	319	116	80	32	91	245	127	93	26	-1	-1
Rental income	8	-0	-	-	-1	0	8					-0
Other investment income	14	3	-	-0	0	3	11					-0
Investment income	22	3	-	-0	-1	3	20	4	0	4	12	-0
Realised gains/losses on bonds	10	5	-	0	0	4	6					-0
Realised gains/losses on equities	32	4	-	1	-	3	28					-
Change in fair value real estate investments	-0	-	-	-	-	-	-0					-
Realised gains and fair value changes on investments	42	8	-	1	0	7	34	21	0	-0	12	-0
Total investment income	64	11	-	1	-0	10	54	25	0	3	25	-0
Valuation results non-trading derivatives	-33	-31	-15	-1	-12	-4	66	7	0	-104	163	-68
Net trading income	131	47	12	21	0	13	152	-2	8	271	-124	-68
Other income	145	9	-0	6	1	2	-64	-20	-5	-12	-27	199
Total other income	242	24	-3	27	-11	11	154	-15	4	154	12	64
Total underlying income	3,815	2,559	1,043	587	378	551	1,090	509	332	258	-9	165
Staff and other expenses	2,319	1,587	631	386	179	391	554	123	189	198	44	178
Intangibles amortisation and impairments	32	2	0	-1	0	2	24	-0	-	-	25	6
Operating expenses	2,351	1,589	631	386	179	393	578	123	189	198	68	184
Gross result	1,464	971	412	202	199	158	512	386	144	60	-78	-19
Additions to loan loss provision	560	384	234	70	25	54	177	102	47	0	27	0
Underlying result before tax	904	587	178	131	174	104	335	284	97	60	-105	-19
Taxation	199	165	47	39	56	23	76	57	22	10	-14	-41
Minority interests	19	15	-	-0	0	15	5	1	0	1	2	-
Underlying net result	686	407	131	92	118	66	255	226	74	49	-94	23
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-	-	-
Special items after tax	-19	-19	-19	-	-	-	-	-	-	-	-	-0
Net result	666	388	112	92	118	66	255	226	74	49	-94	23
Key figures¹⁾												
Interest margin	1.45%											
Cost/income ratio	61.6%	62.1%	60.5%	65.7%	47.3%	71.3%	53.0%	24.1%	56.8%	76.8%	n.a.	111.2%
Return on equity based on IFRS-EU equity	8.1%											
Return on equity based on 10% core Tier 1 ²⁾	10.2%	11.5%	8.7%	16.8%	20.5%	7.9%	8.2%	17.8%	8.7%	7.8%	-23.8%	
Risk cost in bp of average RWA	81	105	155	129	43	52	56	80	55	0	71	
Risk-weighted assets (end of period)	282,503	152,134	64,354	23,338	23,756	40,685	127,165	50,356	34,374	26,114	16,321	3,204
Employees (FTEs, end of period)	63,805	53,277	11,113	9,152	3,756	29,257	10,526					2

1) Key figures based on underlying figures

2) Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

BANKING 2.1.2 PROFIT AND LOSS - 4Q2012

Banking: Profit and loss 4Q2012¹⁾

In EUR million	Total Banking	Retail Banking	Retail Netherlands	Retail Belgium	Retail Germany	Retail Rest of World	Commercial Banking	Industry Lending	General Lending & Transaction Services	Financial Markets	Bank Treasury Real Estate & Other	Corporate Line
Balance sheet related interest	2,869	1,971	808	426	291	445	888	371	249	131	137	9
Capital charge on book equity	2	-45	-1	-	-22	-23	-166	-0	-2	-1	-163	213
Interest benefit on economic capital	-3	71	21	10	15	24	66	22	19	13	12	-140
Interest result	2,867	1,996	828	437	285	447	789	393	266	144	-14	82
Funds transfer	152	137	76	28	-0	33	16					0
Securities business	79	65	16	25	16	7	14					-0
Insurance broking	40	39	1	28	0	9	1					-
Management fees	33	32	8	23	-	-	1					0
Brokerage and advisory fees	58	7	0	2	3	2	51					-0
Other	148	18	15	-30	1	33	122					7
Commission income	510	298	117	76	20	84	205	104	94	8	-1	7
Rental income	-1	2	-	-	0	2	-3					-0
Other investment income	10	-2	0	0	0	-2	13					-0
Investment income	9	0	0	0	0	-0	9	1	-0	3	5	-0
Realised gains/losses on bonds	10	5	-	0	-	5	-4					9
Realised gains/losses on equities	-1	-3	-	-3	-	0	4					-2
Change in fair value real estate investments	1	0	-	-	-	0	0					-
Realised gains and fair value changes on investments	9	3	-	-3	-	5	0	3	-	-3	0	6
Total investment income	18	3	0	-3	0	5	10	5	-0	-0	5	6
Valuation results non-trading derivatives	-167	-29	4	-5	-21	-8	-197	-4	-0	-243	51	59
Net trading income	40	44	-2	29	0	17	148	-1	11	181	-42	-152
Other income	-57	-59	2	-0	2	-63	45	-8	-4	5	52	-43
Total other income	-185	-44	4	24	-19	-53	-9	-13	6	-57	61	-137
Total underlying income	3,211	2,253	950	534	286	483	999	488	365	94	52	-42
Staff and other expenses	2,304	1,560	584	372	174	431	567	112	178	206	72	177
Intangibles amortisation and impairments	35	6	1	5	-	0	22	4	0	1	17	7
Operating expenses	2,340	1,567	584	377	174	431	589	116	178	206	89	184
Gross result	871	687	365	157	112	52	410	373	187	-112	-37	-226
Additions to loan loss provision	589	314	193	42	26	53	275	219	20	1	35	-0
Underlying result before tax	283	373	172	116	86	-1	135	154	166	-113	-72	-226
Taxation	137	129	41	30	35	23	48	10	27	-44	56	-41
Minority interests	20	17	-	-3	0	20	3	0	-0	2	1	-
Underlying net result	126	226	132	89	51	-45	84	143	140	-71	-129	-185
Net gains/losses on divestments	891	891	-	-	-	891	-	-	-	-	-	-
Net result from divested units	-55	-55	-	-	-	-55	-	-	-	-	-	-
Special items after tax	-348	-203	-187	-16	-	-	-129	-	-	-	-129	-16
Net result	615	860	-55	73	51	792	-45	143	140	-71	-258	-200
Key figures²⁾												
Interest margin	1.34%											
Cost/income ratio	72.9%	69.5%	61.5%	70.5%	60.9%	89.2%	58.9%	23.7%	48.9%	218.4%	172.3%	n.a.
Return on equity based on IFRS-EU equity	1.4%											
Return on equity based on 10% core Tier 1 ³⁾	2.1%	6.8%	10.5%	16.9%	9.1%	-2.0%	2.8%	13.3%	13.8%	-9.1%	-39.7%	
Risk cost in bp of average RWA	85	88	153	82	46	43	87	202	20	1	108	
Risk-weighted assets (end of period)	275,636	143,313	50,865	20,119	22,605	49,724	123,725	43,701	38,735	29,597	11,693	8,597
Employees (FTEs, end of period)	65,173	54,154	12,965	9,537	3,498	28,154	11,019					

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Key figures based on underlying figures

3) Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

BANKING 2.1.3 PROFIT AND LOSS - 3Q2013

Banking: Profit and loss 3Q2013												
In EUR million	Total Banking	Retail Banking	Retail Netherlands	Retail Belgium	Retail Germany	Retail Rest of World	Commercial Banking	Industry Lending	General Lending & Transaction Services	Financial Markets	Bank Treasury Real Estate & Other	Corporate Line
Balance sheet related interest	2,936	2,107	883	451	353	420	746	357	220	102	68	84
Capital charge on book equity	-	-53	-0	-0	-21	-32	-126	-0	-	-0	-125	178
Interest benefit on economic capital	-	73	23	11	16	24	60	21	18	13	9	-134
Interest result	2,936	2,127	905	462	348	412	681	377	238	114	-49	128
Funds transfer	157	139	78	27	1	34	17					-0
Securities business	101	74	17	31	20	6	29					-2
Insurance broking	33	31	0	24	-0	6	3					-
Management fees	32	29	9	26	-	-6	3					-
Brokerage and advisory fees	61	14	1	2	6	5	47					-0
Other	162	31	13	-29	1	47	132					-0
Commission income	546	318	118	80	27	92	230	111	95	20	4	-2
Rental income	6	1	-	-	0	1	6					-0
Other investment income	63	52	-0	0	0	52	11					0
Investment income	69	53	-0	0	0	53	16	10	0	0	6	0
Realised gains/losses on bonds	4	3	-	-0	-	3	1					-1
Realised gains/losses on equities	5	0	-	-0	-	0	5					-
Change in fair value real estate investments	-0	-0	-	-	-0	-	0					-
Realised gains and fair value changes on investments	9	3	-	-0	-0	4	6	5	-	0	1	-1
Total investment income	78	56	-0	-0	0	56	23	16	0	0	7	-1
Valuation results non-trading derivatives	-77	4	2	-0	-14	16	38	-6	0	-41	86	-119
Net trading income	312	53	10	29	0	15	239	-12	10	217	23	20
Other income	-22	18	6	3	-0	9	-49	10	-4	-9	-46	9
Total other income	213	75	18	31	-14	40	228	-8	6	168	63	-90
Total underlying income	3,774	2,576	1,041	573	361	601	1,162	495	340	303	25	36
Staff and other expenses	2,081	1,493	546	369	181	397	557	111	186	199	60	31
Intangibles amortisation and impairments	39	14	10	4	-	0	18	-	-	-	18	7
Operating expenses	2,120	1,507	556	373	181	397	575	111	186	199	78	38
Gross result	1,655	1,069	485	200	180	204	587	384	154	103	-53	-2
Additions to loan loss provision	552	324	210	32	15	67	227	181	13	0	33	-0
Underlying result before tax	1,103	745	274	168	165	137	360	203	141	103	-86	-2
Taxation	265	198	70	40	46	41	58	24	30	20	-16	9
Minority interests	18	12	-	-1	0	12	6	1	2	1	2	-
Underlying net result	820	535	204	130	118	83	296	177	110	82	-73	-11
Net gains/losses on divestments	-	-	-	-	-	-	-	-	-	-	-	-
Net result from divested units	-	-	-	-	-	-	-	-	-	-	-	-
Special items after tax	-19	-18	-18	-	-	-	-	-	-	-	-	-0
Net result	801	517	186	130	118	83	296	177	110	82	-73	-11
Key figures¹⁾												
Interest margin	1.44%											
Cost/income ratio	56.2%	58.5%	53.4%	65.1%	50.2%	66.0%	49.5%	22.5%	54.8%	65.9%	311.7%	105.2%
Return on equity based on IFRS-EU equity	9.4%											
Return on equity based on 10% core Tier 1 ²⁾	12.2%	15.5%	14.5%	25.1%	21.4%	9.1%	9.5%	13.4%	12.5%	13.3%	-20.3%	
Risk cost in bp of average RWA	80	92	149	62	27	64	71	135	14	1	96	
Risk-weighted assets (end of period)	271,211	140,654	56,360	20,359	22,366	41,569	125,344	51,986	34,263	24,638	14,458	5,213
Employees (FTEs, end of period)	64,152	53,593	11,425	9,207	3,734	29,227	10,559					

1) Key figures based on underlying figures

2) Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

BANKING 2.2 CLIENT BALANCES - 4Q2013

Banking: Client balances 4Q2013											
In EUR billion	Total Banking	Retail Banking	Retail Netherlands	Retail Belgium	Retail Germany	Retail Rest of World	Commercial Banking	Industry Lending	General Lending & Transaction Services	Financial Markets	Bank Treasury Real Estate & Other
Residential Mortgages											
Beginning of period Client Balances	277.0	277.0	136.9	30.6	61.4	48.1	-	-	-	-	-
Net production	0.7	0.7	-0.7	0.3	0.8	0.4	-	-	-	-	-
Acquisitions / divestments	-3.4	-3.4	-3.4	-	-	-	-	-	-	-	-
Market performance	-	-	-	-	-	-	-	-	-	-	-
FX impact and other	-1.6	-1.6	-	-	-	-1.6	-	-	-	-	-
End of period	272.7	272.7	132.7	30.9	62.1	46.9	-	-	-	-	-
Other Lending											
Beginning of period Client Balances	216.8	93.8	37.3	33.2	4.3	18.9	122.9	72.8	39.0	2.0	9.2
Net production	1.3	0.9	-1.1	0.7	0.1	1.1	0.4	0.2	0.8	0.2	-0.8
Acquisitions / divestments	-0.1	-	-	-	-	-	-0.1	-0.1	-	-	-
Market performance	-	-	-	-	-	-	-	-	-	-	-
FX impact and other	-1.2	-0.5	-	-	-	-0.5	-0.8	-0.6	-0.1	-0.0	-0.0
End of period	216.7	94.3	36.3	34.0	4.4	19.6	122.5	72.3	39.7	2.2	8.4
Funds Entrusted											
Beginning of period Client Balances	464.4	391.1	114.0	80.5	103.5	93.1	73.4	0.7	38.0	3.2	31.5
Net production	2.4	-0.2	-1.8	-2.2	2.4	1.3	2.6	0.0	-1.8	0.8	3.5
Acquisitions / divestments	-	-	-	-	-	-	-	-	-	-	-
Market performance	-	-	-	-	-	-	-	-	-	-	-
FX impact and other	-1.8	-1.5	-	-	-	-1.5	-0.3	-0.0	-0.0	-0.1	-0.2
End of period	465.0	389.4	112.1	78.3	105.9	93.0	75.6	0.7	36.2	3.9	34.8
Assets under Management/Mutual Funds											
Beginning of period Client Balances	57.3	57.1	17.2	25.4	6.6	7.9	0.2	-	-	-	0.2
Net production	1.0	1.0	-0.1	0.9	-0.0	0.3	-0.0	-	-	-	-0.0
Acquisitions / divestments	-	-	-	-	-	-	-	-	-	-	-
Market performance	1.7	1.7	0.6	0.7	0.2	0.3	-	-	-	-	-
FX impact and other	-0.0	0.0	-	-	-	0.0	-0.0	-	-	-	-0.0
End of period	60.0	59.9	17.7	26.9	6.8	8.5	0.2	-	-	-	0.2
Total											
Beginning of period Client Balances	1,015.5	819.0	305.4	169.7	175.8	168.1	196.5	73.4	77.0	5.1	40.9
Net production	5.5	2.5	-3.7	-0.2	3.3	3.2	3.0	0.3	-1.0	1.0	2.7
Acquisitions / divestments	-3.6	-3.4	-3.4	-	-	-	-0.1	-0.1	-	-	-
Market performance	1.7	1.7	0.6	0.7	0.2	0.3	-	-	-	-	-
FX impact and other	-4.6	-3.5	-	-	-	-3.5	-1.1	-0.6	-0.2	-0.1	-0.2
End of period	1,014.5	816.3	298.8	170.1	179.3	168.0	198.3	72.9	75.9	6.1	43.4

BANKING 2.3 ADDITIONAL INFORMATION RETAIL BANKING INTERNATIONAL

Retail Banking International: Underlying profit before tax

In EUR million	4Q2013	4Q2012	3Q2013
RB Germany before impairm. & cap.gains/losses	174	86	165
Impairments and capital gains/losses ¹⁾	0	0	0
Retail Banking Germany	174	86	165
RB Direct Rest of Europe before impairm. & cap.gains/losses	24	-37	28
Impairments and capital gains/losses ¹⁾	0	-76	0
Retail Banking Direct Rest of Europe	24	-114	28
RB Direct Outside Europe before impairm. & cap.gains/losses	48	73	48
Impairments and capital gains/losses ¹⁾	0	0	0
Retail Banking Direct Outside Europe	48	73	48
Total ING Direct countries	247	46	241
Retail Banking Central Europe	46	55	53
Retail Banking Asia ²⁾	7	12	48
Retail Banking International (excl. UK Legacy run-off results)	300	112	342
UK Legacy run-off results	-22	-28	-40
Retail Banking International	278	85	302

1) Impairments on debt securities (including reversal of impairments) and capital gains/losses from portfolio restructuring related to bank-wide coordinated debt securities transactions

2) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013.

Retail Banking International: Client balances

In EUR billion	Residential Mortgages		Other lending		Funds Entrusted		AuM/Mutual Funds	
	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013	31 Dec 2013	30 Sep 2013
Germany	62.1	61.4	4.4	4.3	105.9	103.5	6.8	6.6
France	0.0	0.0	0.0	0.0	10.8	11.4	2.8	2.8
Italy	7.9	7.9	0.0	0.0	15.0	15.0	0.6	0.5
Spain	9.5	9.4	0.7	0.7	22.5	21.6	2.9	2.5
Australia	24.3	25.6	0.0	0.0	20.1	21.2	0.1	0.1
Total ING Direct countries	103.8	104.3	5.2	5.0	174.4	172.7	13.2	12.6
Retail Banking Central Europe	4.9	4.8	15.2	14.7	21.0	20.2	1.7	1.6
Retail Banking Asia	0.4	0.4	3.6	3.5	3.6	3.8	0.4	0.4
Retail Banking International	109.1	109.5	24.0	23.3	198.9	196.6	15.3	14.5

BANKING 2.4.1 GEOGRAPHICAL SPLIT: ING BANK - 4Q2013

Banking: Geographical split ING Bank 4Q2013																			
In EUR million	Netherlands			Belgium			Germany			Rest of Europe			Outside Europe			Other ¹⁾			
	Total	Retail	Commercial	Total	Retail	Commercial	Total	Retail	Commercial	Total	Retail	Commercial	Total	Retail	Commercial	Total	Commercial	Corporate	
		Banking	Banking		Banking	Banking		Banking	Banking		Banking	Banking		Banking	Banking		Banking	Banking	Banking
Profit & Loss																			
Interest result	1,053	930	123	554	479	75	380	357	23	571	313	258	284	126	158	104	1	103	
Commission income	172	116	56	107	80	27	40	32	8	186	77	108	57	13	43	1	2	-1	
Investment income	2	-	2	18	1	17	-0	-0	-	18	3	15	8	7	1	18	18	-0	
Other income	48	-3	51	49	27	22	-9	-11	2	46	6	40	55	5	50	54	-10	64	
Total underlying income	1,276	1,043	232	728	587	141	411	378	33	821	400	421	403	151	253	175	10	165	
Staff and other expenses	806	631	175	485	386	99	196	179	17	467	316	151	181	75	106	184	6	178	
Intangibles amortisation and impairments	0	0	-	-2	-1	-1	0	0	-	5	2	4	-	-	-	28	22	6	
Operating expenses	807	631	175	483	386	98	196	179	17	472	318	154	181	75	106	212	28	184	
Gross result	469	412	57	245	202	43	216	199	17	349	82	267	223	76	147	-37	-18	-19	
Additions to loan loss provision	309	234	75	82	70	12	32	25	7	120	34	87	16	20	-4	0	-	0	
Underlying result before tax	160	178	-18	162	131	31	183	174	9	228	49	180	206	56	151	-37	-18	-19	
Retail Banking	178	178		131	131		174	174		49	49		56	56		-			
Commercial Banking	-18		-18	31		31	9		9	180		180	151		151	-18	-18		
Corporate Line																-19		-19	
Underlying result before tax	160	178	-18	162	131	31	183	174	9	228	49	180	206	56	151	-37	-18	-19	
Client balances (in EUR billion)																			
Residential Mortgages	132.7	132.7	-	30.9	30.9	-	62.1	62.1	-	22.2	22.2	-	24.7	24.7	-	-	-	-	
Other lending	71.5	36.3	35.2	44.5	34.0	10.5	9.3	4.4	4.9	59.7	16.0	43.7	31.7	3.6	28.1	0.1	0.1	0.0	
Funds entrusted	156.5	112.1	44.4	91.2	78.3	12.9	106.5	105.9	0.6	84.5	69.3	15.2	26.3	23.7	2.6	-	-	-	
AuM/Mutual funds	17.7	17.7	-	26.9	26.9	-	6.8	6.8	-	8.1	8.0	0.2	0.5	0.5	-	-	-	-	
Key figures²⁾																			
Cost/income ratio	63.2%	60.5%	75.4%	66.4%	65.7%	69.5%	47.6%	47.3%	50.2%	57.5%	79.5%	36.7%	44.8%	49.7%	41.9%	120.8%	277.8%	111.2%	
Return on equity based on 10.0% core Tier 1 ³⁾	5.1%	8.7%	-1.1%	13.8%	16.8%	8.7%	18.5%	20.5%	4.0%	9.0%	5.3%	11.2%	17.3%	13.8%	19.1%	4.0%	-41.1%	21.8%	
Risk³⁾																			
Risk costs in bp of average RWA	130	155	87	94	129	36	49	43	92	62	47	71	17	65	-6	0	-	0	
Risk-weighted assets (end of period)	98,919	64,354	34,564	36,873	23,338	13,534	26,939	23,756	3,183	78,826	28,798	50,028	36,118	11,886	24,232	4,828	1,624	3,204	

1) Region Other consists of Corporate Line and Real Estate Development/Investment Portfolio

2) Key figures based on underlying figures

3) Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

BANKING 2.4.2 GEOGRAPHICAL SPLIT: ING BANK - 4Q2012

Banking: Geographical split ING Bank 4Q2012 ¹⁾																		
In EUR million	Netherlands			Belgium			Germany			Rest of Europe			Outside Europe			Other ²⁾		
	Total	Retail	Commercial	Total	Retail	Commercial	Total	Retail	Commercial	Total	Retail	Commercial	Total	Retail	Commercial	Total	Commercial	Corporate
		Banking	Banking		Banking	Banking		Banking	Banking		Banking	Banking		Banking	Banking		Banking	Banking
Profit & Loss																		
Interest result	1,020	828	192	536	437	99	301	285	17	576	293	283	355	154	201	79	-3	82
Commission income	155	117	37	94	76	18	31	20	11	185	69	116	38	15	23	7	-0	7
Investment income	18	0	18	-18	-3	-15	0	0	-	5	-1	6	3	6	-3	10	4	6
Other income	-24	4	-28	31	24	7	-17	-19	2	-40	-56	16	15	3	12	-149	-12	-137
Total underlying income	1,169	950	219	642	534	108	316	286	30	726	305	421	411	178	233	-53	-11	-42
Staff and other expenses	746	584	162	461	372	90	187	174	13	520	338	182	204	93	112	186	9	177
Intangibles amortisation and impairments	1	1	-	5	5	-0	-	-	-	5	0	5	2	-	2	22	15	7
Operating expenses	746	584	162	467	377	90	187	174	13	525	339	187	207	93	114	208	24	184
Gross result	423	365	57	175	157	18	129	112	17	200	-33	234	205	85	119	-261	-35	-226
Additions to loan loss provision	294	193	101	42	42	0	27	26	1	228	53	175	-3	0	-3	-0	-	-0
Underlying result before tax	129	172	-44	133	116	18	102	86	16	-28	-86	58	208	85	123	-261	-35	-226
Retail Banking	172	172		116	116		86	86		-86	-86		85	85		-		
Commercial Banking	-44		-44	18		18	16		16	58		58	123		123	-35	-35	
Corporate Line																-226		-226
Underlying result before tax	129	172	-44	133	116	18	102	86	16	-28	-86	58	208	85	123	-261	-35	-226
Client balances (in EUR billion)																		
Residential Mortgages	143.6	143.6	-	30.6	30.6	-	59.9	59.9	-	28.3	28.3	-	30.1	30.1	-	-	-	-
Other lending	77.0	38.5	38.5	43.0	33.2	9.8	7.4	3.9	3.5	61.8	15.0	46.8	31.1	3.9	27.2	0.0	0.0	-
Funds entrusted	151.7	115.8	35.9	86.7	74.6	12.1	97.3	96.7	0.6	97.7	81.0	16.7	29.4	26.7	2.7	-	-	-
AuM/Mutual funds	16.0	16.0	-	27.3	27.3	-	6.1	6.1	-	6.6	6.4	0.2	0.4	0.4	-	-	-	-
Key figures³⁾																		
Cost/income ratio	63.8%	61.5%	73.9%	72.7%	70.5%	83.2%	59.2%	60.9%	42.9%	72.4%	111.0%	44.4%	50.2%	52.0%	48.8%	n.a.	n.a.	n.a.
Return on equity based on 10.0% core Tier 1 ⁴⁾	4.4%	10.5%	-5.3%	13.6%	16.9%	9.1%	9.6%	9.1%	13.4%	-3.6%	-10.2%	0.8%	13.4%	12.9%	13.7%	-74.6%	-30.8%	-85.7%
Risk³⁾																		
Risk costs in bp of average RWA	144	153	129	48	82	1	43	46	17	115	66	147	-2	1	-5	-0	-	-0
Risk-weighted assets (end of period)	80,827	50,865	29,961	34,691	20,119	14,573	25,279	22,605	2,674	80,243	32,279	47,964	43,877	17,445	26,432	10,719	2,121	8,597

1) The comparative figures of 2012 have been restated to reflect the new pension accounting requirements under IFRS which took effect on 1 January 2013

2) Region Other consists of Corporate Line and Real Estate Development/Investment Portfolio

3) Key figures based on underlying figures

4) Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

BANKING 2.4.3 GEOGRAPHICAL SPLIT: ING BANK - 3Q2013

Banking: Geographical Split ING Bank 3Q2013																		
In EUR million	Netherlands			Belgium			Germany			Rest of Europe			Outside Europe			Other ¹⁾		
	Total	Retail Banking	Commercial Banking	Total	Retail Banking	Commercial Banking	Total	Retail Banking	Commercial Banking	Total	Retail Banking	Commercial Banking	Total	Retail Banking	Commercial Banking	Total	Commercial Banking	Corporate Line
Profit & Loss																		
Interest result	949	905	44	631	462	169	371	348	23	538	282	256	325	130	194	124	-4	128
Commission income	176	118	58	106	80	25	35	27	8	180	79	100	51	13	38	-2	0	-2
Investment income	15	-0	15	-2	-0	-2	0	0	-	1	1	0	59	56	3	5	6	-1
Other income	113	18	95	-2	31	-33	-14	-14	1	139	37	102	56	3	53	-79	10	-90
Total underlying income	1,253	1,041	212	732	573	159	393	361	32	858	399	459	490	202	288	48	12	36
Staff and other expenses	723	546	177	465	369	96	194	181	13	478	317	161	184	80	104	38	6	31
Intangibles amortisation and impairments	10	10	-	4	4	1	-	-	-	0	0	-0	-	-	-	24	18	7
Operating expenses	733	556	177	469	373	96	194	181	13	478	317	161	184	80	104	62	24	38
Gross result	521	485	36	263	200	63	198	180	18	380	82	298	307	122	185	-14	-12	-2
Additions to loan loss provision	354	210	143	34	32	2	23	15	8	115	41	74	25	26	-1	-0	-	-0
Underlying result before tax	167	274	-108	229	168	61	175	165	10	265	41	224	281	96	185	-14	-12	-2
Retail Banking	274	274		168	168		165	165		41	41		96	96		-		
Commercial Banking	-108		-108	61		61	10		10	224		224	185		185	-12		-12
Corporate Line																-2		-2
Underlying result before tax	167	274	-108	229	168	61	175	165	10	265	41	224	281	96	185	-14	-12	-2
Client balances (in EUR billion)																		
Residential Mortgages	136.9	136.9	-	30.6	30.6	-	61.4	61.4	-	22.1	22.1	-	26.0	26.0	-	-	-	-
Other lending	74.5	37.3	37.2	43.4	33.2	10.2	8.7	4.3	4.4	59.0	15.4	43.6	31.1	3.5	27.6	0.0	0.0	-
Funds entrusted	156.7	114.0	42.8	93.2	80.5	12.7	103.9	103.5	0.4	83.0	68.2	14.9	27.5	25.0	2.6	-	-	-
AuM/Mutual funds	17.2	17.2	-	25.4	25.4	-	6.6	6.6	-	7.6	7.4	0.2	0.5	0.5	-	-	-	-
Key figures²⁾																		
Cost/income ratio	58.5%	53.4%	83.2%	64.0%	65.1%	60.4%	49.5%	50.2%	41.9%	55.7%	79.4%	35.1%	37.5%	39.5%	36.0%	129.7%	203.9%	105.2%
Return on equity based on 10.0% core Tier 1 ³⁾	5.7%	14.5%	-8.5%	20.5%	25.1%	13.3%	19.4%	21.4%	4.4%	10.0%	1.3%	15.1%	24.5%	25.6%	24.0%	-11.3%	-21.2%	-8.0%
Risk³⁾																		
Risk costs in bp of average RWA	155	149	164	41	62	7	37	27	105	59	57	60	26	78	-1	-0	-	-0
Risk-weighted assets (end of period)	90,887	56,360	34,528	32,988	20,359	12,628	25,444	22,366	3,079	76,518	28,518	48,000	38,457	13,051	25,406	6,917	1,704	5,213

1) Region Other consists of Corporate Line and Real Estate Development/Investment Portfolio

2) Key figures based on underlying figures

3) Underlying after-tax return divided by average equity based on 10.0% core Tier 1 ratio (annualised)

ING INSURANCE 3.1 CLIENT BALANCES: TOTAL

ING Insurance: Client balances 4Q2013								
In EUR billion	Total ING Insurance	Netherlands Life	Insurance Europe	Japan Life	Investment Management	Other (NN Bank)	Japan Closed Block VA	
Client Balances included on Balance Sheet								
Beginning of period	107.8	60.5	19.0	7.8	-	5.0	15.6	
Deposits	2.7	0.4	0.6	0.4	-	1.3	0.0	
Withdrawals / Benefits	-3.3	-1.3	-0.8	-0.1	-	-0.6	-0.6	
Net production	-0.6	-0.8	-0.2	0.3	-	0.8	-0.6	
Acquisition / Divestments / Transfers	-0.0	-	-	0.0	-	-	-0.0	
Market performance / Interest credited	1.8	0.6	0.2	0.0	-	-	1.0	
FX impact and other	-2.1	-	-0.0	-0.7	-	-	-1.3	
End of period	107.1	60.2	19.0	7.4	-	5.7	14.7	
Off Balance Sheet Institutional Asset Management¹⁾								
Beginning of period	78.6	-	-	-	78.6	-	-	
Deposits	2.4	-	-	-	2.4	-	-	
Withdrawals / Benefits	-3.0	-	-	-	-3.0	-	-	
Net production	-0.6	-	-	-	-0.6	-	-	
Acquisition / Divestments / Transfers	-0.0	-	-	-	-0.0	-	-	
Market performance / Interest credited	1.4	-	-	-	1.4	-	-	
FX impact and other	0.0	-	-	-	0.0	-	-	
End of period	79.5	-	-	-	79.5	-	-	
Off Balance Sheet Pension and Mutual Funds business²⁾								
Beginning of period	35.6	-	21.6	-	14.0	-	-	
Deposits	3.4	-	0.4	-	3.0	-	-	
Withdrawals / Benefits	-2.5	-	-0.1	-	-2.3	-	-	
Net production	0.9	-	0.3	-	0.7	-	-	
Acquisition / Divestments / Transfers	-0.0	-	-	-	-0.0	-	-	
Market performance / Interest credited	0.7	-	0.5	-	0.3	-	-	
FX impact and other	-0.1	-	0.2	-	-0.3	-	-	
End of period	37.1	-	22.5	-	14.6	-	-	
Total Client Balances								
Beginning of period	222.0	60.5	40.6	7.8	92.6	5.0	15.6	
Deposits	8.5	0.4	0.9	0.4	5.4	1.3	0.0	
Withdrawals / Benefits	-8.8	-1.3	-0.9	-0.1	-5.4	-0.6	-0.6	
Net production	-0.3	-0.8	0.1	0.3	0.1	0.8	-0.6	
Acquisition / Divestments / Transfers	-0.0	-	-	0.0	-0.0	-	-0.0	
Market performance / Interest credited	4.0	0.6	0.7	0.0	1.7	-	1.0	
FX impact and other	-2.1	-	0.1	-0.7	-0.3	-	-1.3	
End of period	223.6	60.2	41.5	7.4	94.1	5.7	14.7	

1) Off Balance Sheet Institutional Asset Management includes third party assets under management on behalf of institutional clients.

2) Off Balance Sheet Pension and Mutual Funds business includes third party assets under management on behalf of retail clients and defined contribution pension fund assets under management where the individual member is the end client.

ING INSURANCE 3.2 ADDITIONAL INFORMATION: INSURANCE EUROPE KEY FIGURES BY COUNTRY

Insurance Europe: Gross premium income by country

In EUR million	4Q2013	4Q2012	3Q2013
Belgium	123	134	113
Poland	120	93	137
Czech Republic	53	89	48
Hungary	61	62	58
Spain	145	120	95
Other	146	184	114
Insurance Europe	646	681	564

Insurance Europe: Operating result by country

In EUR million	4Q2013	4Q2012	3Q2013
Belgium	9	11	13
Poland	34	25	25
Czech Republic	5	10	6
Hungary	-0	0	4
Spain	3	9	5
Other	-2	14	4
Insurance Europe	48	69	57

Insurance Europe: New sales (APE) by country

In EUR million	4Q2013	4Q2012	3Q2013
Belgium	12	15	9
Poland	30	18	27
Czech Republic	7	19	7
Hungary	6	7	6
Spain	20	16	13
Other	65	84	46
Insurance Europe	140	159	108

ING INSURANCE 3.3 ADDITIONAL INFORMATION: NETHERLANDS NON-LIFE

Gross premium income by line of business

In EUR million	4Q2013	4Q2012	3Q2013
Fire	73	76	75
Marine & Aviation	4	4	4
Motor	72	69	72
Health	-	-	-
Income/Accident	61	79	105
Miscellaneous	30	29	30
Indirect business	2	0	-1
Total	240	256	285

Operating result by line of business

In EUR million	4Q2013	4Q2012	3Q2013
Fire	-19	12	-3
Marine & Aviation	1	2	1
Motor	-6	4	12
Health	-	-	-
Income/Accident	30	8	15
Miscellaneous	4	16	3
Indirect business	1	1	-0
Total	12	42	28

ING INSURANCE 3.4 ADDITIONAL INFORMATION: INVESTMENT MANAGEMENT

Assets under Management (AuM) and Assets under Administration (AuA)

In EUR billion	4Q2013	4Q2012	3Q2013
Proprietary (general account assets)	70	79	73
Retail	47	44	46
Institutional	57	62	57
Total Assets under Management	174	185	176
Assets under Administration	39	28	39

AuM by investor category and Investor class (4Q2013)

In EUR billion	Proprietary	Retail	Institutional	Total
Equity	2	21	11	34
Fixed income	67	26	44	137
Money Market	1	1	2	3
Total	70	47	57	174

AUM rollforward (4Q2013)

In EUR billion	Proprietary	Retail	Institutional	Total
Beginning of period	73	46	57	176
Net inflow	-2	0	0	-3
Acquisition/ Divestments	0	0	0	0
Market performance	0	1	1	2
FX impact and other	-1	-1	0	-1
End of period	70	47	57	174

INSURANCE OTHER 4.1 PROFIT AND LOSS

Insurance Other: Profit and loss			
In EUR million	4Q2013	4Q2012	3Q2013
Gross premium income	5	-2	-2
Commission income	14	-10	-0
Total investment and other income	17	21	3
Total underlying income	36	9	1
Reinsurance and retrocession premiums	5	-2	-2
Net benefits Life insurance for risk company and Non-Life claims incurred	0	0	-0
Changes in Life insurance provisions for risk company	0	0	0
Result sharing and rebates	-0	-0	-0
Change in deferred acquisition costs	-0	-0	-0
Other underwriting expenditure (incl. change in provision unearned premiums)	-0	-0	0
Underwriting expenditure	5	-2	-2
Operating expenses	23	-4	6
Interest expenses	4	-2	-0
Other	-0	-	0
Total underlying expenditure	32	-7	4
Underlying result before tax	4	17	-2
Taxation	-1	-2	-1
Minority interests	-3	-2	-2
Underlying net result	8	20	1
Net gains/losses on divestments	-35	-	-
Net results from divested units	-	-	-
Net result from discontinued operations	-0	-0	0
Special items after tax	0	8	-0
Net result	-27	28	1

INSURANCE ING OTHER 4.2 MARGIN ANALYSIS

Insurance Other: Margin analysis			
In EUR million	4Q2013	4Q2012	3Q2013
Margin analysis			
Operating result	4	17	-2
Gains/losses and impairments	0	-0	-0
Revaluations	0	0	-0
Market & other impacts	-0	-	0
Underlying result before tax	4	17	-2
Key figures			
Gross premium income	5	-2	-2
Administrative expenses (total)	23	-4	6

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 3Q2013 ING Group Interim Accounts. The Financial statements for 2013 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) the implementation of ING's restructuring plan to separate banking and insurance operations, (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) the frequency and severity of insured loss events, (7) changes affecting mortality and morbidity levels and trends, (8) changes affecting persistency levels, (9) changes affecting interest rate levels, (10) changes affecting currency

exchange rates, (11) changes in investor, customer and policyholder behaviour, (12) changes in general competitive factors, (13) changes in laws and regulations, (14) changes in the policies of governments and/or regulatory authorities, (15) conclusions with regard to purchase accounting assumptions and methodologies, (16) changes in ownership that could affect the future availability to us of net operating loss, net capital and built-in loss carry forwards, (17) changes in credit-ratings, (18) ING's ability to achieve projected operational synergies and (19) the other risks and uncertainties detailed in the Risk Factors section contained in the most recent Annual Report of ING Groep N.V.. Any forward-looking statements made by or on behalf of ING speak only as of the date they are made, and, ING assumes no obligation to publicly update or revise any forward-looking statements, whether as a result of new information or for any other reason. This document does not constitute an offer to sell, or a solicitation of an offer to buy, any securities.