ING profile
1Q2022

Global Centre of Expertise Communications & Brand Experience
May 2022
ING’s purpose is to empower people to stay a step ahead in life and in business. This purpose guides us in everything we do. It represents our conviction in people’s potential. We don’t judge, coach or tell people how to live their lives. However big or small, modest or grand, we help people and businesses to realise their own vision for a better future.

We know people don’t need banks, they need banking. Our promise to customers is to make banking frictionless, removing barriers to progress and giving people confidence in their ability to make decisions and to move forward. It frees them from the constraints that stand between them and their passions and encourages them to do more of the things that give their lives meaning.
ING is a global bank with a strong European base. Our more than 57,000 employees serve around 38 million customers, corporate clients and financial institutions in over 40 countries. Our purpose is to empower people to stay a step ahead in life and in business.

Our products include savings, payments, investments, loans and mortgages in most of our retail markets. For our Wholesale Banking clients we provide specialised lending, tailored corporate finance, debt and equity market solutions, sustainable finance solutions, payments & cash management and trade and treasury services.

Customer experience is what differentiates us and we’re continuously innovating to improve it. We also partner with others to bring disruptive ideas to the market faster.
Clear and easy
Banking doesn’t have to be difficult and time consuming. It’s all about clear products, plain language, fair prices and simple processes that save both time and money.

Anytime, anywhere
Banking should be possible anytime and anywhere, irrespective of where and how people access our products and services.

Empower
The best financial decisions are informed decisions. Customers want relevant, up-to-date information at their fingertips. They need to understand the available choices, and their implications, both today and for the future.

Keep getting better
Life and business are about moving forward. We will keep looking for ways to improve. With new ideas, new solutions and new approaches to make things easier for our customers. That way, we can all stay a step ahead.

What we promise our customers
We want to help create a healthy planet with prosperous people. A planet not threatened by the climate crisis. People with basic human rights, decent work, good labour conditions and, ultimately, good financial health.

At the very least, we must ensure that our own operations are in line with the low-carbon economy of the future. That our employees are treated well and that neither we nor our suppliers infringe on human rights.

But as a bank with hundreds of billions of euros flowing through our books, we have a huge opportunity – and responsibility – to make an impact for the better. We must bring aspects of fighting climate change and protecting human rights into our dialogue with clients and financing decisions.

Being sustainable is in all the choices we make—as a lender, as an investor and through the services we offer our customers.

We believe we can make the most impact and address the biggest challenges in two areas: climate action and financial health.
Where you’ll find us

We serve customers in more than 40 countries

**Market Leaders:**
The Netherlands, Belgium, Luxembourg
- Leading retail and wholesale banks
- Cross-border customer interaction platform with mobile-first customer experience and cost efficiency

**Challengers Markets:**
Australia, France, Germany, Italy, Spain
- Wholesale banks and digital retail banks with ‘direct bank’ roots
- Expanding their product offering and delivering a mobile-first, differentiating customer experience

**Growth Markets:**
Poland, Romania, Turkey, the Philippines, and our stakes in Asia
- Retail and wholesale banks in economies with high growth potential
- Developing differentiating customer experience, based on mobile-first approach

**Wholesale Banking only:**
international network and global franchises
- Extensive international client base across all regions
- Sector-focused client business in lending, capital structuring and advisory, transaction services, sustainable finance solutions and financial markets

ING is undergoing a transition to close our Wholesale Banking offices in Brazil and Kazakhstan as announced on 5 November 2020. ING has exited the Austrian and Czech retail banking markets as of the end of 2021. We announced in December 2021 that we will leave the retail banking market in France after a strategic review of our retail banking operations there.
“Although the first quarter of 2022 was marked by the terrible invasion of Ukraine, we’re determined to continue meeting – and exceeding – customer expectations while playing a leading role in protecting people and the planet.

Steven van Rijswijk – CEO of ING

Results
Income was strong, boosted by resilient net interest income and continued fee growth.

Income (in € mln)

<table>
<thead>
<tr>
<th></th>
<th>1Q2021</th>
<th>4Q2021</th>
<th>1Q2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income</td>
<td>€4,702</td>
<td>€4,624</td>
<td>€4,600</td>
</tr>
</tbody>
</table>

8.0% RoE ▲
14.9% CET1 ratio ▼
+9% fee income YoY ▲

Net result (in € mln)

<table>
<thead>
<tr>
<th></th>
<th>1Q2021</th>
<th>4Q2021</th>
<th>1Q2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net result</td>
<td>€1,005</td>
<td>€945</td>
<td>€429</td>
</tr>
</tbody>
</table>

Customers
We empower people to stay a step ahead in life and in business.

Net lending & deposit growth (QoQ)

<table>
<thead>
<tr>
<th></th>
<th>Net deposit growth</th>
<th>Net lending growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change</td>
<td>€-0.7 bln</td>
<td>€0.4 bln</td>
</tr>
</tbody>
</table>

NPS score #1 in six out of 11 Retail markets (excl. France)

Mobile payments (mobile card transactions, in mln)

<table>
<thead>
<tr>
<th></th>
<th>1Q2021</th>
<th>2Q2021</th>
<th>3Q2021</th>
<th>4Q2021</th>
<th>1Q2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>195</td>
<td>210</td>
<td>246</td>
<td>257</td>
<td>269</td>
<td></td>
</tr>
</tbody>
</table>

Society
Sustainability is at the heart of what we do.

We’re aiming to grow new financing of renewables by 50% by year-end 2025 and will no longer finance new oil & gas exploration projects

We launched a green mortgage product for Retail customers in the Netherlands, which we aim to roll out in other markets in the coming years
Our leadership

Management Board Banking

Chief executive officer
Steven van Rijswijk

Chief financial officer
Tanate Phutrakul

Chief risk officer
Ljiljana Čortan

Head of Market Leaders
Pinar Abay

Head of Wholesale Banking
Andrew Bester

Head of Challengers & Growth Markets; head of Retail Banking
Aris Bogdaneris

Chief technology officer
Ron van Kemenade

Chief operations officer
Marnix van Stiphout
Follow us to stay a step ahead

ing.com
ingwb.com
@ING_News
Facebook.com/ING
LinkedIn.com/company/ING
YouTube.com/ING
SlideShare.net/ING
Flickr.com/INGGroup
Medium.com/ing-blog