

ING Historical Trend Data 3Q2019 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.
- 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), excluding the impact from divestments, special items and Insurance Other. In case of a divestment, historical results are revised by excluding both the transaction gain/loss and the operating results of the divested unit. Insurance Other comprises mainly the net result relating to warrants on the shares of Voya Financial and NN Group. ING sold its remaining part of warrants on the shares of Voya Financial in March 2018; the warrant agreement between NN Group and ING was terminated in November 2018.
- Small differences are possible due to rounding.
- All figures are unaudited.

Product segmentation Wholesale Banking

Product Group

- Lending
- Daily Banking & Trade Finance
- Financial Markets
- Treasury & Other

Sub products

Project and Asset-based Finance excluding Trade & Commodity Finance
Real Estate Finance Corporate Clients
General Lending

Transaction Services
Trade & Commodity Finance

Financial Markets Clients & Products

WB-part Treasury (Asset & Liability Management and Treasury)
General Lease and Real Estate run-off portfolios
General Leasing (non run-off)
Corporate Finance
Other

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ING 1.1 Profit or loss: Comparable quarters

Profit or loss												
In € million	ING Group			of which: Retail Banking			of which: Wholesale Banking			of which: Corporate Line		
	3Q2019	3Q2018	2Q2019	3Q2019	3Q2018	2Q2019	3Q2019	3Q2018	2Q2019	3Q2019	3Q2018	2Q2019
Profit or loss												
Net interest income	3,529	3,500	3,470	2,483	2,499	2,440	938	908	901	108	92	129
Net fee and commission income	747	720	711	454	415	438	294	308	276	0	-3	-3
Investment income	104	89	25	105	86	19	1	3	6	-1	0	0
Other income	246	337	459	143	188	276	127	194	128	-23	-46	54
Total underlying income	4,626	4,646	4,665	3,183	3,188	3,174	1,359	1,413	1,311	84	44	180
Expenses excl. regulatory costs	2,334	2,216	2,354	1,629	1,533	1,600	657	631	655	49	52	98
Regulatory costs ¹⁾	106	91	97	94	86	89	11	10	11	1	-5	-2
Underlying operating expenses	2,440	2,307	2,451	1,723	1,619	1,689	668	641	666	49	47	96
Gross result	2,187	2,339	2,214	1,460	1,569	1,485	692	772	644	35	-3	84
Addition to loan loss provisions	276	215	209	160	107	118	116	107	91	-0	0	0
Underlying result before tax	1,911	2,124	2,005	1,301	1,462	1,367	576	665	553	35	-3	84
Taxation	543	582	540	345	382	400	164	168	61	34	32	79
Non-controlling interests	23	28	26	22	24	22	1	4	5	-0	-0	-0
Underlying net result	1,344	1,515	1,438	933	1,056	946	410	494	487	1	-35	5
Special items after tax	-	-775	-	-	-	-	-	-	-	-	-775	-
Net result Banking	1,344	740	1,438	933	1,056	946	410	494	487	1	-810	5
Net result Insurance Other	-	36	-	-	-	-	-	-	-	-	-	-
Net result ING Group	1,344	776	1,438									
Key figures²⁾												
Interest margin	1.54%	1.52%	1.52%									
Cost/income ratio	52.7%	49.7%	52.5%	54.1%	50.8%	53.2%	49.1%	45.4%	50.8%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	10.5%	12.7%	11.4%									
Return on equity based on 13.5% CET1 ³⁾	12.7%	14.4%	13.8%	16.6%	19.5%	17.4%	8.4%	9.8%	9.9%	1.0%	-39.1%	4.6%
Risk costs in bps of average customer lending	18	14	14	15	10	11	25	24	20	n.a.	n.a.	n.a.
Risk costs in bps of average RWA	35	27	27	38	26	29	32	28	25	-1	1	1
Risk-weighted assets (end of period)	319,683	316,313	318,253	171,506	162,373	169,096	145,419	151,253	146,046	2,758	2,688	3,111
Employees (internal FTEs, end of period)	53,981	52,519	53,525	40,470	39,813	40,245	13,509	12,702	13,277	2	3	2
Four-quarter rolling average key figures												
Interest margin	1.54%	1.53%	1.54%									
Cost/income ratio	55.8%	55.5%	55.0%	56.8%	56.1%	55.9%	53.8%	50.5%	52.8%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	10.3%	10.7%	10.8%									
Return on equity based on 13.5% CET1 ³⁾	12.3%	12.4%	12.7%	15.6%	16.7%	16.3%	8.2%	9.1%	8.6%	33.6%	-61.1%	25.1%

¹⁾ Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and the (European) single resolution fund ('SRF').

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.2 Profit or loss: 3Q2019 Segment split

Profit or loss 3Q2019												
In € million	Total	Retail	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	Daily Banking & Lending		Financial Markets	Treasury & Other	Corporate Line
		Banking	Netherlands	Belgium	Germany	Other		Trade Finance				
Balance sheet related interest	3,529	2,578	900	508	399	770	1,012	646	195	125	47	-61
Capital charge on book equity	-	-73	2	-15	7	-68	-55	-0	1	-29	-26	128
Interest benefit on total capital	-	-22	-7	-5	-4	-6	-20	-12	-3	-2	-1	42
Net interest income	3,529	2,483	895	488	403	697	938	633	192	94	19	108
Net fee and commission income	747	454	178	96	74	106	294	121	126	46	1	0
Investment income	99	101	1	5	-0	95	-1	0	1	0	-2	-1
Realised gains and fair value changes on investments	5	3	-0	-2	4	2	2	-	-	1	1	-
Total investment income	104	105	1	2	4	97	1	0	1	1	-0	-1
Valuation result and net trading income	175	111	34	19	24	34	109	-12	19	95	7	-45
Other income	71	32	3	12	4	13	18	1	-2	-3	22	22
Total other income	246	143	37	31	28	47	127	-11	17	92	29	-23
Total underlying income	4,626	3,183	1,110	617	509	947	1,359	744	335	232	49	84
Expenses excl. regulatory costs	2,334	1,629	508	367	234	519	657	219	169	198	70	49
Regulatory costs ¹⁾	106	94	24	-2	15	56	11	-0	3	1	7	1
Underlying operating expenses	2,440	1,723	532	366	249	576	668	219	172	199	78	49
Gross result	2,187	1,460	578	252	260	371	692	525	163	33	-29	35
Addition to loan loss provisions	276	160	43	44	-7	80	116	129	-5	-0	-8	-0
Underlying result before tax	1,911	1,301	535	207	268	291	576	396	167	33	-21	35
Taxation	543	345	139	60	86	61	164	116	41	12	-5	34
Non-controlling interests	23	22	-0	0	1	21	1	-0	1	1	-1	-0
Underlying net result	1,344	933	396	147	181	209	410	280	125	20	-15	1
Special items after tax	-	-	-	-	-	-	-	-	-	-	-	-
Net result Banking	1,344	933	396	147	181	209	410	280	125	20	-15	1
Net result Insurance Other	-	-	-	-	-	-	-	-	-	-	-	-
Net result ING Group	1,344	-	-	-	-	-	-	-	-	-	-	-
Key figures²⁾												
Interest margin	1.54%											
Cost/income ratio	52.7%	54.1%	47.9%	59.2%	49.0%	60.8%	49.1%	29.5%	51.4%	85.7%	159.6%	n.a.
Return on equity based on IFRS-EU equity	10.5%											
Return on equity based on 13.5% CET1 ³⁾	12.7%	16.6%	22.0%	10.8%	20.3%	13.7%	8.4%	8.9%	15.4%	3.3%	-5.0%	1.0%
Risk costs in bps of average customer lending	18	15	11	20	-3	34	25	36	-5	-0	-58	n.a.
Risk costs in bps of average RWA	35	38	32	44	-11	64	32	55	-8	-0	-33	-1
Risk-weighted assets (end of period)	319,683	171,506	54,120	40,516	26,476	50,394	145,419	93,424	23,396	19,351	9,249	2,758
Employees (internal FTEs, end of period)	53,981	40,470	9,424	8,047	4,933	18,066	13,509					2
Four-quarter rolling average key figures												
Interest margin	1.54%											
Cost/income ratio	55.8%	56.8%	49.2%	65.2%	53.6%	62.5%	53.8%	30.9%	51.9%	112.2%	480.1%	n.a.
Return on equity based on IFRS-EU equity	10.3%											
Return on equity based on 13.5% CET1 ³⁾	12.3%	15.6%	24.1%	9.1%	19.3%	10.3%	8.2%	10.3%	14.0%	-2.9%	-5.2%	33.6%

¹⁾ Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and the (European) single resolution fund ('SRF').

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.3 Profit or loss: Quarterly overview

Profit or loss										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Interest income		7,330	7,186	7,189	7,312	6,978	6,854	6,621	21,705	20,453
Minus: interest expense		3,801	3,716	3,706	3,741	3,478	3,413	3,217	11,224	10,109
Net interest income		3,529	3,470	3,483	3,571	3,500	3,441	3,404	10,481	10,345
Net fee and commission income		747	711	675	704	720	717	661	2,133	2,098
Investment income		99	3	122	-121	92	9	2	224	103
Realised gains and fair value changes on investments		5	22	28	-11	-3	29	63	55	89
Total investment income		104	25	150	-132	89	38	65	279	192
Valuation result and net trading income		175	330	218	287	281	210	253	723	744
Other income		71	129	50	71	56	77	74	250	207
Total other income		246	459	268	358	337	287	327	973	951
Total underlying income		4,626	4,665	4,576	4,501	4,646	4,484	4,457	13,867	13,586
Staff expenses		1,462	1,437	1,374	1,351	1,346	1,384	1,340	4,273	4,069
Regulatory costs ¹⁾		106	97	515	266	91	98	493	718	682
Other expenses		872	917	898	952	870	865	853	2,687	2,588
Operating expenses		2,440	2,451	2,787	2,568	2,307	2,347	2,686	7,678	7,339
Gross result		2,187	2,214	1,789	1,933	2,339	2,137	1,771	6,190	6,247
Addition to loan loss provisions		276	209	207	242	215	115	85	692	415
Underlying result before tax		1,911	2,005	1,582	1,692	2,124	2,022	1,686	5,497	5,833
Taxation		543	540	443	425	582	557	464	1,526	1,603
Non-controlling interests		23	26	21	29	28	22	29	70	79
Underlying net result		1,344	1,438	1,119	1,238	1,515	1,443	1,192	3,901	4,151
Special items after tax		-	-	-	-	-775	-	-	-	-775
Net result Banking		1,344	1,438	1,119	1,238	740	1,443	1,192	3,901	3,376
Net result Insurance Other		-	-	-	35	36	-14	33	-	55
Net result ING Group		1,344	1,438	1,119	1,273	776	1,429	1,225	3,901	3,431
Key figures²⁾										
Interest margin		1.54%	1.52%	1.55%	1.56%	1.52%	1.51%	1.52%	1.54%	1.51%
Cost/income ratio		52.7%	52.5%	60.9%	57.1%	49.7%	52.3%	60.3%	55.4%	54.0%
Return on equity based on IFRS-EU equity		10.5%	11.4%	9.0%	10.2%	12.7%	12.0%	10.0%	10.3%	11.6%
Return on equity based on 13.5% CET1 ³⁾		12.7%	13.8%	10.8%	11.9%	14.4%	13.8%	11.6%	12.4%	13.3%
Risk costs in bps of average customer lending		18	14	14	16	14	8	6	15	9
Risk costs in bps of average RWA		35	27	26	31	27	15	11	29	18
Risk-weighted assets (end of period)		319,683	318,253	311,884	314,149	316,313	318,729	312,434	319,683	316,313
Employees (internal FTEs, end of period)		53,981	53,525	52,658	52,855	52,519	52,189	51,752	53,981	52,519
Four-quarter rolling average key figures										
interest margin		1.54%	1.54%	1.54%	1.53%	1.53%	1.54%	1.54%		
Cost/income ratio		55.8%	55.0%	55.0%	54.8%	55.5%	56.1%	55.7%		
Return on equity based on IFRS-EU equity		10.3%	10.8%	11.0%	11.2%	10.7%	10.4%	10.3%		
Return on equity based on 13.5% CET1 ³⁾		12.3%	12.7%	12.7%	12.9%	12.4%	12.1%	12.1%		

¹⁾ Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and the (European) single resolution fund ('SRF').

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Balance sheet related interest		2,578	2,543	2,520	2,493	2,498	2,459	2,444	7,640	7,401
Capital charge on book equity		-73	-84	-87	-1	-2	-2	-1	-244	-4
Interest benefit on total capital		-22	-20	-3	1	3	22	25	-45	50
Net interest income		2,483	2,440	2,429	2,493	2,499	2,479	2,468	7,352	7,446
Net fee and commission income		454	438	415	409	415	430	401	1,307	1,246
Investment income		101	1	0	1	85	3	-1	102	87
Realised gains and fair value changes on investments		3	18	23	-8	2	20	41	45	63
Total investment income		105	19	23	-7	86	23	40	147	150
Valuation result and net trading income		111	221	136	73	157	79	128	468	364
Other income		32	55	33	91	31	52	55	120	138
Total other income		143	276	169	165	188	131	183	588	502
Total underlying income		3,183	3,174	3,036	3,059	3,188	3,064	3,093	9,394	9,345
Expenses excl. regulatory costs		1,629	1,600	1,537	1,591	1,533	1,535	1,531	4,766	4,600
Regulatory costs		94	89	383	146	86	85	382	566	552
Underlying operating expenses		1,723	1,689	1,920	1,738	1,619	1,620	1,914	5,332	5,152
Gross result		1,460	1,485	1,116	1,322	1,569	1,444	1,179	4,062	4,193
Addition to loan loss provisions		160	118	136	193	107	52	96	414	254
Underlying result before tax		1,301	1,367	980	1,129	1,462	1,393	1,084	3,648	3,938
Taxation		345	400	262	307	382	377	283	1,007	1,041
Non-controlling interests		22	22	17	21	24	19	25	61	68
Underlying net result		933	946	701	801	1,056	997	776	2,580	2,829
Special items after tax		-	-	-	-	-	-	-	-	-
Net result		933	946	701	801	1,056	997	776	2,580	2,829
Key figures¹⁾										
Cost/income ratio		54.1%	53.2%	63.2%	56.8%	50.8%	52.9%	61.9%	56.8%	55.1%
Return on equity based on 13.5% CET1 ²⁾		16.6%	17.4%	13.2%	15.1%	19.5%	18.2%	14.6%	15.8%	17.5%
Risk costs in bps of average customer lending		15	11	13	18	10	5	9	13	8
Risk costs in bps of average RWA		38	29	34	48	26	13	24	33	21
Risk-weighted assets (end of period)		171,506	169,096	160,374	161,299	162,373	166,004	163,724	171,506	162,373
Employees (internal FTEs, end of period)		40,470	40,245	39,720	39,952	39,813	39,716	39,901	40,470	39,813
Four-quarter rolling average key figures										
Cost/income ratio		56.8%	55.9%	55.8%	55.5%	56.1%	56.3%	56.0%		
Return on equity based on 13.5% CET1 ²⁾		15.6%	16.3%	16.5%	16.9%	16.7%	16.6%	16.6%		

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.5 Profit or loss: Retail Banking Benelux

Profit or loss Retail Banking Benelux										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Balance sheet related interest		1,408	1,382	1,375	1,386	1,405	1,388	1,363	4,165	4,156
Capital charge on book equity		-13	-22	-23	2	2	1	2	-57	5
Interest benefit on total capital		-13	-11	-2	0	2	13	15	-26	29
Net interest income		1,383	1,349	1,350	1,389	1,408	1,402	1,379	4,082	4,189
Net fee and commission income		274	262	256	249	259	274	252	791	785
Investment income		6	-1	0	2	2	2	-1	5	3
Realised gains and fair value changes on investments		-3	11	8	-4	-7	10	45	16	48
Total investment income		3	10	8	-2	-5	12	45	21	51
Valuation result and net trading income		53	168	76	54	107	75	111	297	292
Other income		15	25	16	31	13	37	28	55	77
Total other income		67	193	92	85	119	112	138	352	370
Total underlying income		1,727	1,814	1,705	1,722	1,781	1,800	1,814	5,246	5,394
Expenses excl. regulatory costs		876	859	824	887	847	852	859	2,559	2,558
Regulatory costs		22	23	262	68	21	19	278	307	317
Underlying operating expenses		898	882	1,086	955	868	871	1,136	2,866	2,875
Gross result		829	932	619	767	913	928	678	2,380	2,519
Addition to loan loss provisions		87	38	52	85	25	-20	34	177	38
Underlying result before tax		742	894	567	682	888	949	644	2,203	2,481
Taxation		199	255	131	186	231	245	162	585	638
Non-controlling interests		-0	0	0	0	-0	0	6	0	6
Underlying net result		543	638	435	496	657	703	476	1,617	1,837
Special items after tax		-	-	-	-	-	-	-	-	-
Net result		543	638	435	496	657	703	476	1,617	1,837
Key figures¹⁾										
Cost/income ratio		52.0%	48.6%	63.7%	55.4%	48.7%	48.4%	62.6%	54.6%	53.3%
Return on equity based on 13.5% CET1 ²⁾		17.2%	21.0%	14.8%	16.8%	21.8%	23.2%	16.2%	17.7%	20.4%
Risk costs in bps of average customer lending		14	6	8	14	4	-3	6	9	2
Risk costs in bps of average RWA		37	17	24	39	11	-9	15	26	6
Risk-weighted assets (end of period)		94,636	93,013	87,072	87,131	87,933	90,599	89,088	94,636	87,933
Employees (internal FTEs, end of period)		17,471	17,381	17,225	17,056	16,993	17,005	17,265	17,471	16,993
Four-quarter rolling average key figures										
Cost/income ratio		54.8%	54.0%	53.9%	53.8%	53.8%	53.3%	53.2%		
Return on equity based on 13.5% CET1 ²⁾		17.5%	18.6%	19.2%	19.5%	19.6%	20.0%	19.9%		

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.6 Profit or loss: Retail Banking Netherlands

Profit or loss Retail Banking Netherlands										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Balance sheet related interest		900	876	873	922	938	942	922	2,649	2,803
Capital charge on book equity		2	-3	1	2	2	1	1	0	5
Interest benefit on total capital		-7	-6	-1	0	1	7	9	-14	17
Net interest income		895	866	874	924	941	951	932	2,635	2,824
Net fee and commission income		178	164	166	169	170	168	158	507	495
Investment income		1	0	-	0	1	0	-	2	1
Realised gains and fair value changes on investments		-0	6	1	-2	-7	10	23	7	26
Total investment income		1	6	1	-2	-6	10	23	9	27
Valuation result and net trading income		34	103	54	42	87	57	78	190	221
Other income		3	19	7	11	9	12	13	29	35
Total other income		37	122	61	54	96	69	91	219	256
Total underlying income		1,110	1,158	1,102	1,145	1,201	1,197	1,204	3,370	3,602
Expenses excl. regulatory costs		508	509	486	536	499	490	497	1,503	1,486
Regulatory costs		24	28	72	59	21	21	96	124	138
Underlying operating expenses		532	537	558	595	521	511	593	1,627	1,625
Gross result		578	621	544	550	681	686	611	1,742	1,977
Addition to loan loss provisions		43	22	11	45	-21	-52	-13	76	-86
Underlying result before tax		535	599	533	505	702	738	623	1,667	2,063
Taxation		139	157	130	123	167	186	150	426	503
Non-controlling interests		-0	0	0	0	-0	-	-	-	-0
Underlying net result		396	442	403	382	534	552	474	1,241	1,560
Special items after tax		-	-	-	-	-	-	-	-	-
Net result		396	442	403	382	534	552	474	1,241	1,560
Key figures¹⁾										
Cost/income ratio		47.9%	46.4%	50.6%	51.9%	43.3%	42.7%	49.3%	48.3%	45.1%
Return on equity based on 13.5% CET1 ²⁾		22.0%	26.3%	25.0%	23.1%	31.1%	31.2%	26.7%	24.4%	29.6%
Risk costs in bps of average customer lending		11	5	3	11	-5	-13	-3	6	-7
Risk costs in bps of average RWA		32	18	9	37	-16	-40	-10	20	-22
Risk-weighted assets (end of period)		54,120	52,308	47,386	48,041	49,787	52,123	52,898	54,120	49,787
Employees (internal FTEs, end of period)		9,424	9,289	9,137	9,030	8,913	8,789	8,925	9,424	8,913
Four-quarter rolling average key figures										
Cost/income ratio		49.2%	48.0%	47.0%	46.8%	46.9%	46.2%	47.2%		
Return on equity based on 13.5% CET1 ²⁾		24.1%	26.4%	27.7%	28.1%	28.0%	27.9%	26.8%		

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.7 Profit or loss: Retail Banking Belgium

Profit or loss Retail Banking Belgium ¹⁾										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Balance sheet related interest		508	506	501	465	466	446	440	1,516	1,353
Capital charge on book equity		-15	-18	-24	0	0	0	0	-58	0
Interest benefit on total capital		-5	-5	-1	0	1	5	6	-11	12
Net interest income		488	483	476	465	467	451	446	1,447	1,365
Net fee and commission income		96	98	90	81	89	106	95	285	290
Investment income		5	-2	0	2	0	2	-1	3	1
Realised gains and fair value changes on investments		-2	5	6	-2	-0	0	22	9	23
Total investment income		2	3	6	0	0	2	22	12	24
Valuation result and net trading income		19	66	22	12	20	18	33	107	71
Other income		12	6	8	20	3	25	14	26	43
Total other income		31	72	31	32	23	43	47	133	114
Total underlying income		617	656	603	577	580	603	610	1,876	1,792
Expenses excl. regulatory costs		367	350	338	351	348	362	362	1,056	1,072
Regulatory costs		-2	-5	190	9	-1	-2	181	183	179
Underlying operating expenses		366	345	528	360	347	360	543	1,239	1,250
Gross result		252	311	75	217	233	242	67	638	542
Addition to loan loss provisions		44	16	42	40	46	32	47	102	124
Underlying result before tax		207	295	33	177	187	211	21	536	418
Taxation		60	99	1	63	64	60	12	160	135
Non-controlling interests		0	0	0	0	0	0	6	0	6
Underlying net result		147	197	32	114	123	151	3	376	276
Special items after tax		-	-	-	-	-	-	-	-	-
Net result		147	197	32	114	123	151	3	376	276
Key figures²⁾										
Cost/income ratio		59.2%	52.6%	87.6%	62.4%	59.9%	59.8%	89.0%	66.0%	69.8%
Return on equity based on 13.5% CET1 ³⁾		10.8%	14.5%	2.4%	8.7%	9.5%	12.0%	0.7%	9.3%	7.5%
Risk costs in bps of average customer lending		20	7	19	19	21	15	23	15	20
Risk costs in bps of average RWA		44	16	42	42	48	34	52	34	45
Risk-weighted assets (end of period)		40,516	40,705	39,686	39,091	38,147	38,476	36,190	40,516	38,147
Employees (internal FTEs, end of period)		8,047	8,092	8,088	8,026	8,080	8,216	8,340	8,047	8,080
Four-quarter rolling average key figures										
Cost/income ratio		65.2%	65.4%	67.5%	68.0%	67.7%	67.6%	65.2%		
Return on equity based on 13.5% CET1 ³⁾		9.1%	8.8%	8.1%	7.8%	7.8%	8.2%	9.5%		

¹⁾ Including ING Luxembourg.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.8 Profit or loss: Retail Banking Challengers & Growth Markets

Profit or loss Retail Banking Challengers & Growth Markets										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Balance sheet related interest		1,170	1,161	1,145	1,107	1,093	1,071	1,081	3,476	3,245
Capital charge on book equity		-60	-62	-64	-4	-4	-3	-2	-187	-9
Interest benefit on total capital		-9	-8	-1	0	1	9	11	-19	21
Net interest income		1,100	1,091	1,079	1,104	1,091	1,077	1,090	3,270	3,257
Net fee and commission income		180	176	159	159	156	157	149	515	461
Investment income		95	2	-0	-0	83	2	-0	97	85
Realised gains and fair value changes on investments		6	7	15	-5	9	10	-5	29	14
Total investment income		101	10	15	-5	92	12	-5	126	99
Valuation result and net trading income		58	53	60	19	51	4	17	171	72
Other income		17	30	17	60	18	15	28	65	61
Total other income		75	83	78	79	69	19	45	236	133
Total underlying income		1,456	1,360	1,331	1,337	1,407	1,264	1,279	4,148	3,950
Expenses excl. regulatory costs		753	741	713	704	686	682	673	2,207	2,042
Regulatory costs		72	66	121	78	65	66	105	258	235
Underlying operating expenses		825	806	834	783	751	748	777	2,466	2,277
Gross result		631	554	497	554	656	516	501	1,682	1,673
Addition to loan loss provisions		73	80	84	107	82	72	62	236	216
Underlying result before tax		559	473	414	447	574	444	440	1,446	1,457
Taxation		147	145	131	120	150	132	121	422	403
Non-controlling interests		22	22	17	21	24	18	19	61	62
Underlying net result		390	307	266	305	399	294	300	962	992
Special items after tax		-	-	-	-	-	-	-	-	-
Net result		390	307	266	305	399	294	300	962	992
Key figures¹⁾										
Cost/income ratio		56.7%	59.3%	62.6%	58.5%	53.4%	59.2%	60.8%	59.4%	57.6%
Return on equity based on 13.5% CET1 ²⁾		16.0%	13.0%	11.4%	13.0%	16.7%	12.3%	12.7%	13.5%	13.9%
Risk costs in bps of average customer lending		16	18	19	25	19	17	15	18	17
Risk costs in bps of average RWA		38	43	45	58	44	38	33	42	38
Risk-weighted assets (end of period)		76,869	76,083	73,302	74,168	74,439	75,405	74,636	76,869	74,439
Employees (internal FTEs, end of period)		22,999	22,864	22,496	22,896	22,820	22,710	22,636	22,999	22,820
Four-quarter rolling average key figures										
Cost/income ratio		59.2%	58.4%	58.4%	57.9%	59.2%	60.7%	60.0%		
Return on equity based on 13.5% CET1 ²⁾		13.4%	13.6%	13.4%	13.7%	13.2%	12.6%	12.8%		

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.9 Profit or loss: Retail Banking Germany

Profit or loss Retail Banking Germany ¹⁾										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Balance sheet related interest		399	400	383	386	408	422	408	1,182	1,238
Capital charge on book equity		7	8	8	10	10	10	9	24	29
Interest benefit on total capital		-4	-3	-0	0	0	4	4	-7	8
Net interest income		403	405	391	396	418	435	422	1,199	1,275
Net fee and commission income		74	68	55	71	61	48	46	198	154
Investment income		-0	1	-0	-0	-0	0	-0	0	-0
Realised gains and fair value changes on investments		4	5	11	-3	-1	6	0	20	4
Total investment income		4	6	11	-3	-2	6	0	21	4
Valuation result and net trading income		24	25	37	23	44	-10	9	87	43
Other income		4	3	3	1	4	2	3	11	9
Total other income		28	28	41	24	47	-8	12	97	51
Total underlying income		509	507	498	487	525	481	479	1,514	1,485
Expenses excl. regulatory costs		234	267	243	227	240	230	224	745	694
Regulatory costs		15	16	52	17	19	19	51	84	89
Underlying operating expenses		249	283	296	244	259	249	275	828	783
Gross result		260	223	203	244	266	232	204	686	701
Addition to loan loss provisions		-7	-25	2	-45	5	3	9	-30	18
Underlying result before tax		268	248	201	289	260	228	195	716	684
Taxation		86	81	71	94	93	75	62	238	230
Non-controlling interests		1	1	1	1	1	1	0	2	2
Underlying net result		181	166	129	194	166	153	132	476	451
Special items after tax		-	-	-	-	-	-	-	-	-
Net result		181	166	129	194	166	153	132	476	451
Key figures²⁾										
Cost/income ratio		49.0%	55.9%	59.3%	50.0%	49.3%	51.8%	57.4%	54.7%	52.8%
Return on equity based on 13.5% CET1 ³⁾		20.3%	19.0%	15.1%	22.5%	19.1%	17.8%	15.7%	18.2%	17.5%
Risk costs in bps of average customer lending		-3	-12	1	-21	2	2	5	-5	3
Risk costs in bps of average RWA		-11	-38	3	-70	8	5	15	-16	9
Risk-weighted assets (end of period)		26,476	26,690	25,365	25,244	26,032	25,909	25,328	26,476	26,032
Employees (internal FTEs, end of period)		4,933	4,957	4,861	4,717	4,696	4,706	4,737	4,933	4,696
Four-quarter rolling average key figures										
Cost/income ratio		53.6%	53.6%	52.6%	52.1%	53.0%	53.9%	54.0%		
Return on equity based on 13.5% CET1 ³⁾		19.3%	18.9%	18.6%	18.8%	18.9%	19.1%	19.1%		

¹⁾ Including ING Austria.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.10 Profit or loss: Retail Banking Other Challengers & Growth Markets

Profit or loss Retail Banking Other Challengers & Growth Markets ¹⁾										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Balance sheet related interest		770	762	761	721	686	649	673	2,294	2,008
Capital charge on book equity		-68	-70	-72	-14	-13	-13	-11	-211	-38
Interest benefit on total capital		-6	-5	-1	0	1	5	6	-12	13
Net interest income		697	686	688	707	673	642	668	2,071	1,983
Net fee and commission income		106	108	104	89	95	109	103	318	307
Investment income		95	2	0	0	83	1	0	97	85
Realised gains and fair value changes on investments		2	2	4	-2	10	5	-5	8	10
Total investment income		97	4	4	-2	93	6	-5	105	95
Valuation result and net trading income		34	27	23	-4	7	14	8	85	29
Other income		13	27	14	59	15	13	25	54	52
Total other income		47	55	37	56	22	27	33	139	81
Total underlying income		947	853	833	850	883	783	799	2,633	2,466
Expenses excl. regulatory costs		519	474	470	478	446	453	448	1,463	1,347
Regulatory costs		56	49	69	61	46	47	54	174	147
Underlying operating expenses		576	523	538	539	493	499	502	1,637	1,494
Gross result		371	330	295	311	390	284	297	996	972
Addition to loan loss provisions		80	105	82	152	77	69	52	267	198
Underlying result before tax		291	225	213	158	313	215	245	729	774
Taxation		61	63	59	27	57	57	59	184	173
Non-controlling interests		21	21	17	21	23	18	19	59	60
Underlying net result		209	141	137	111	233	141	167	486	541
Special items after tax		-	-	-	-	-	-	-	-	-
Net result		209	141	137	111	233	141	167	486	541
Key figures²⁾										
Cost/income ratio		60.8%	61.3%	64.6%	63.4%	55.8%	63.7%	62.8%	62.2%	60.6%
Return on equity based on 13.5% CET1 ³⁾		13.7%	9.8%	9.4%	8.0%	15.5%	9.5%	11.2%	11.0%	12.1%
Risk costs in bps of average customer lending		34	45	35	68	35	32	24	38	30
Risk costs in bps of average RWA		64	86	67	125	63	56	42	73	54
Risk-weighted assets (end of period)		50,394	49,393	47,937	48,924	48,408	49,496	49,308	50,394	48,408
Employees (internal FTEs, end of period)		18,066	17,907	17,635	18,179	18,124	18,004	17,899	18,066	18,124
Four-quarter rolling average key figures										
Cost/income ratio		62.5%	61.2%	61.8%	61.3%	63.1%	64.8%	63.7%		
Return on equity based on 13.5% CET1 ³⁾		10.3%	10.7%	10.6%	11.1%	10.2%	9.2%	9.6%		

¹⁾ Includes: Australia, Czech Republic, France, Italy, Spain, UK Legacy and Other, Poland, Romania, Turkey, Asian stakes.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.11 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Balance sheet related interest		1,012	983	996	1,126	1,035	1,022	976	2,990	3,033
Capital charge on book equity		-55	-64	-62	-142	-129	-122	-129	-181	-380
Interest benefit on total capital		-20	-18	-3	1	3	21	24	-41	48
Net interest income		938	901	930	985	908	922	871	2,769	2,701
Net fee and commission income		294	276	262	295	308	287	261	832	856
Investment income		-1	2	3	-123	7	1	2	4	11
Realised gains and fair value changes on investments		2	4	5	-3	-4	8	22	10	26
Total investment income		1	6	8	-126	3	10	24	15	37
Valuation result and net trading income		109	129	99	227	166	159	164	336	489
Other income		18	-0	8	-15	28	17	15	25	60
Total other income		127	128	106	212	194	176	179	361	549
Total underlying income		1,359	1,311	1,307	1,367	1,413	1,394	1,335	3,977	4,143
Expenses excl. regulatory costs		657	655	640	651	631	647	593	1,951	1,871
Regulatory costs		11	11	132	119	10	9	111	154	131
Underlying operating expenses		668	666	771	770	641	656	704	2,105	2,001
Gross result		692	644	536	597	772	738	632	1,872	2,142
Addition to loan loss provisions		116	91	71	50	107	63	-10	278	160
Underlying result before tax		576	553	465	547	665	675	642	1,593	1,982
Taxation		164	61	148	124	168	185	156	374	509
Non-controlling interests		1	5	3	7	4	3	4	9	11
Underlying net result		410	487	313	416	494	487	481	1,210	1,462
Special items after tax		-	-	-	-	-	-	-	-	-
Net result		410	487	313	416	494	487	481	1,210	1,462
Key figures¹⁾										
Cost/income ratio		49.1%	50.8%	59.0%	56.3%	45.4%	47.1%	52.7%	52.9%	48.3%
Return on equity based on 13.5% CET1 ²⁾		8.4%	9.9%	6.3%	8.3%	9.8%	9.8%	9.9%	8.2%	9.8%
Risk costs in bps of average customer lending		25	20	16	11	24	15	-3	20	12
Risk costs in bps of average RWA		32	25	19	13	28	17	-3	25	14
Risk-weighted assets (end of period)		145,419	146,046	148,508	150,114	151,253	150,145	145,356	145,419	151,253
Employees (internal FTEs, end of period)		13,509	13,277	12,935	12,899	12,702	12,470	11,848	13,509	12,702
Value at Risk trading positions (average)		4.7	9.3	8.0	12.1	7.9	6.4	5.9		
Four-quarter rolling average key figures										
Cost/income ratio		53.8%	52.8%	51.8%	50.3%	50.5%	51.1%	50.1%		
Return on equity based on 13.5% CET1 ²⁾		8.2%	8.6%	8.5%	9.4%	9.1%	8.7%	8.9%		

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.12 Profit or loss: WB - Lending

Profit or loss Wholesale Banking - Lending										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Balance sheet related interest		646	640	641	668	644	600	548	1,927	1,793
Capital charge on book equity		-0	-0	-0	-0	-0	-0	-0	-1	-1
Interest benefit on total capital		-12	-12	-2	0	2	12	14	-26	28
Net interest income		633	628	639	668	646	612	562	1,900	1,820
Net fee and commission income		121	118	112	140	122	141	103	351	366
Investment income		0	0	-	1	-	0	0	0	0
Realised gains and fair value changes on investments		-	-	-	-0	-0	3	-3	-	0
Total investment income		0	0	-	1	-0	3	-3	0	0
Valuation result and net trading income		-12	-14	-9	111	-6	-33	-26	-35	-66
Other income		1	4	-0	-2	1	16	12	5	28
Total other income		-11	-10	-9	109	-6	-17	-15	-30	-37
Total underlying income		744	736	741	918	763	738	648	2,221	2,149
Expenses excl. regulatory costs		219	215	221	216	196	218	197	656	611
Regulatory costs		-0	1	48	49	0	-0	29	49	30
Underlying operating expenses		219	217	269	265	197	217	226	705	640
Gross result		525	519	472	653	566	521	422	1,516	1,509
Addition to loan loss provisions		129	71	57	46	83	51	-23	257	110
Underlying result before tax		396	448	416	607	483	470	445	1,260	1,399
Taxation		116	128	135	173	81	123	118	379	322
Non-controlling interests		-0	3	3	2	2	1	3	6	6
Underlying net result		280	317	278	432	400	345	324	875	1,070
Special items after tax		-	-	-	-	-	-	-	-	-
Net result		280	317	278	432	400	345	324	875	1,070
Key figures¹⁾										
Cost/income ratio		29.5%	29.4%	36.3%	28.9%	25.8%	29.5%	34.9%	31.7%	29.8%
Return on equity based on 13.5% CET1 ²⁾		8.9%	10.1%	8.7%	13.4%	12.5%	11.4%	11.2%	9.2%	11.7%
Risk costs in bps of average customer lending		36	20	16	13	25	16	-8	24	12
Risk costs in bps of average RWA		55	30	24	19	35	23	-11	36	16
Risk-weighted assets (end of period)		93,424	93,358	94,956	95,716	96,509	94,348	86,064	93,424	96,509
Four-quarter rolling average key figures										
Cost/income ratio		30.9%	30.0%	30.0%	29.5%	30.4%	30.5%	29.5%		
Return on equity based on 13.5% CET1 ²⁾		10.3%	11.2%	11.5%	12.2%	11.6%	11.4%	11.6%		

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.13 Profit or loss: WB - Daily Banking & Trade Finance

Profit or loss Wholesale Banking - Daily Banking & Trade Finance										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Balance sheet related interest		195	197	189	202	183	182	170	581	535
Capital charge on book equity		1	0	-0	-0	-0	-0	-0	0	-1
Interest benefit on total capital		-3	-3	-0	0	0	4	4	-7	8
Net interest income		192	194	188	202	183	185	174	574	542
Net fee and commission income		126	131	126	132	136	137	130	383	403
Investment income		1	0	0	0	0	0	0	1	1
Realised gains and fair value changes on investments		-	-	-	-	-	-	-	-	-
Total investment income		1	0	0	0	0	0	0	1	1
Valuation result and net trading income		19	15	12	17	14	15	9	46	39
Other income		-2	-1	-1	-1	-2	-1	-2	-4	-5
Total other income		17	14	12	16	12	14	7	42	33
Total underlying income		335	340	326	351	332	336	311	1,000	979
Expenses excl. regulatory costs		169	172	161	151	173	161	162	502	496
Regulatory costs		3	1	30	13	2	0	15	35	18
Underlying operating expenses		172	173	192	165	175	161	178	536	514
Gross result		163	167	134	186	157	175	133	464	466
Addition to loan loss provisions		-5	5	18	-4	23	6	-2	19	27
Underlying result before tax		167	162	116	190	134	169	135	445	439
Taxation		41	41	30	56	51	44	28	112	123
Non-controlling interests		1	1	1	4	0	2	2	3	4
Underlying net result		125	120	84	131	83	123	105	330	312
Special items after tax		-	-	-	-	-	-	-	-	-
Net result		125	120	84	131	83	123	105	330	312
Key figures¹⁾										
Cost/income ratio		51.4%	50.8%	58.8%	46.9%	52.7%	47.8%	57.1%	53.6%	52.5%
Return on equity based on 13.5% CET1 ²⁾		15.4%	14.6%	10.4%	15.7%	9.6%	14.4%	12.3%	13.5%	12.1%
Risk costs in bps of average customer lending		-5	5	18	-4	23	6	-2	19	27
Risk costs in bps of average RWA		-8	9	30	-6	35	9	-3	10	14
Risk-weighted assets (end of period)		23,396	25,315	23,575	25,251	25,677	25,973	25,540	23,396	25,677
Four-quarter rolling average key figures										
Cost/income ratio		51.9%	52.2%	51.5%	51.0%	52.8%	52.9%	53.9%		
Return on equity based on 13.5% CET1 ²⁾		14.0%	12.6%	12.5%	13.0%	12.3%	13.5%	12.4%		

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.14 Profit or loss: WB - Financial Markets

Profit or loss Wholesale Banking - Financial Markets										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Balance sheet related interest		125	111	122	114	32	76	102	358	209
Capital charge on book equity		-29	-30	-29	-3	-2	-2	-2	-88	-6
Interest benefit on total capital		-2	-3	-0	0	0	3	4	-5	8
Net interest income		94	79	92	112	30	77	104	265	211
Net fee and commission income		46	11	20	17	42	6	18	77	65
Investment income		0	-0	0	0	0	0	0	0	0
Realised gains and fair value changes on investments		1	1	-	0	-0	0	-0	1	-0
Total investment income		1	1	0	0	-0	0	-0	1	-0
Valuation result and net trading income		95	104	84	55	142	167	142	283	451
Other income		-3	-11	-0	-8	-0	-9	-6	-15	-15
Total other income		92	93	84	48	142	158	136	268	436
Total underlying income		232	183	196	176	213	241	258	611	712
Expenses excl. regulatory costs		198	200	196	205	211	211	209	594	631
Regulatory costs		1	2	35	47	1	-0	39	38	40
Underlying operating expenses		199	202	231	251	212	211	248	632	671
Gross result		33	-19	-35	-75	1	30	10	-21	41
Addition to loan loss provisions		-0	1	-2	2	-1	1	0	-1	0
Underlying result before tax		33	-20	-33	-78	2	30	10	-20	41
Taxation		12	-5	-8	-21	-0	10	-0	-1	10
Non-controlling interests		1	1	1	1	2	1	1	4	4
Underlying net result		20	-16	-26	-58	0	19	8	-23	27
Special items after tax		-	-	-	-	-	-	-	-	-
Net result		20	-16	-26	-58	0	19	8	-23	27
Key figures¹⁾										
Cost/income ratio		85.7%	110.4%	117.8%	142.8%	99.4%	87.4%	96.2%	103.4%	94.2%
Return on equity based on 13.5% CET1 ²⁾		3.3%	-2.2%	-3.6%	-8.6%	0.3%	2.6%	1.2%	-0.9%	1.4%
Risk costs in bps of average customer lending		-0	20	-54	70	-24	21	1	-9	0
Risk costs in bps of average RWA		-0	2	-4	5	-2	1	0	-1	0
Risk-weighted assets (end of period)		19,351	17,913	21,012	19,696	19,786	19,998	24,325	19,351	19,786
Four-quarter rolling average key figures										
Cost/income ratio		112.2%	116.7%	109.5%	103.8%	107.2%	104.7%	102.7%		
Return on equity based on 13.5% CET1 ²⁾		-2.9%	-3.5%	-2.2%	-0.9%	-0.6%	-0.6%	-0.3%		

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

Return on equity of ING's total Financial Markets activities, including Retail Banking										
	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Key figures¹⁾										
Return on equity based on 13.5% CET1 ²⁾		5.8%	1.3%	-1.1%	-4.6%	3.7%	5.5%	4.4%	1.9%	4.6%
Four-quarter rolling average key figures										
Return on equity based on 13.5% CET1 ²⁾		0.3%	-0.2%	1.0%	2.4%	3.2%	2.3%	2.0%		

ING 1.15 Profit or loss: WB - Treasury & Other

Profit or loss Wholesale Banking - Treasury & Other										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Balance sheet related interest		47	34	44	142	175	165	156	125	496
Capital charge on book equity		-26	-33	-33	-139	-126	-119	-127	-92	-372
Interest benefit on total capital		-1	-1	-0	0	0	1	2	-3	3
Net interest income		19	-0	11	3	49	48	31	30	128
Net fee and commission income		1	16	4	7	8	4	10	21	22
Investment income		-2	2	3	-124	7	1	2	3	10
Realised gains and fair value changes on investments		1	3	5	-3	-4	5	25	9	27
Total investment income		-0	5	8	-126	3	7	27	12	36
Valuation result and net trading income		7	24	11	43	16	9	39	42	65
Other income		22	8	9	-4	29	11	11	39	52
Total other income		29	32	21	39	46	21	51	82	117
Total underlying income		49	52	44	-77	105	79	118	144	303
Expenses excl. regulatory costs		70	68	61	79	50	58	24	200	133
Regulatory costs		7	7	18	10	7	9	28	32	44
Underlying operating expenses		78	75	79	90	57	67	52	232	176
Gross result		-29	-23	-36	-167	48	11	66	-88	126
Addition to loan loss provisions		-8	14	-2	6	3	6	15	4	23
Underlying result before tax		-21	-37	-34	-173	45	6	52	-92	103
Taxation		-5	-103	-8	-83	36	7	11	-116	54
Non-controlling interests		-1	-1	-2	-0	-1	-0	-2	-3	-3
Underlying net result		-15	66	-23	-89	10	-1	43	28	52
Special items after tax		-	-	-	-	-	-	-	-	-
Net result		-15	66	-23	-89	10	-1	43	28	52
Key figures¹⁾										
Cost/income ratio		159.6%	144.7%	181.1%	n.a.	54.2%	85.5%	43.9%	160.8%	58.3%
Return on equity based on 13.5% CET1 ²⁾		-5.0%	21.1%	-8.1%	-28.3%	2.8%	-0.4%	12.7%	2.6%	5.0%
Risk costs in bps of average customer lending		-58	102	-14	30	13	28	64	10	35
Risk costs in bps of average RWA		-33	60	-9	25	12	24	61	6	32
Risk-weighted assets (end of period)		9,249	9,461	8,965	9,450	9,281	9,827	9,426	9,249	9,281
Four-quarter rolling average key figures										
Cost/income ratio		480.1%	243.1%	194.6%	118.1%	61.7%	72.0%	59.5%		
Return on equity based on 13.5% CET1 ²⁾		-5.2%	-3.2%	-8.4%	-3.1%	-0.6%	-4.8%	-0.6%		

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.16 Profit or loss: Corporate Line

Profit or loss Corporate Line										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Balance sheet related interest		-61	-56	-32	-49	-33	-41	-16	-149	-89
Capital charge on book equity		128	147	150	144	131	123	130	425	384
Interest benefit on total capital		42	38	6	-2	-6	-43	-49	85	-98
Net interest income		108	129	123	93	92	40	64	361	197
Net fee and commission income		0	-3	-2	0	-3	0	-1	-6	-4
Investment income		-1	0	119	0	0	4	1	118	6
Realised gains and fair value changes on investments		-	0	-0	0	-0	-0	0	-0	-0
Total investment income		-1	0	119	1	0	4	1	118	5
Valuation result and net trading income		-45	-19	-18	-14	-43	-27	-39	-82	-109
Other income		22	74	10	-6	-3	8	4	105	9
Total other income		-23	54	-8	-19	-46	-19	-35	23	-100
Total underlying income		84	180	233	75	44	26	29	497	98
Expenses excl. regulatory costs		49	98	96	61	52	67	68	243	187
Regulatory costs		1	-2	-0	-0	-5	4	-0	-2	-1
Underlying operating expenses		49	96	96	61	47	71	68	241	186
Gross result		35	84	137	14	-3	-45	-40	256	-88
Addition to loan loss provisions		-0	0	-0	-1	0	-0	0	-0	-0
Underlying result before tax		35	84	137	15	-3	-45	-40	256	-87
Taxation		34	79	32	-6	32	-5	25	145	53
Non-controlling interests		-0	-0	-0	-0	-0	-0	-0	-0	-0
Underlying net result		1	5	105	21	-35	-40	-65	110	-140
Special items after tax		-	-	-	-	-775	-	-	-	-775
Net result		1	5	105	21	-810	-40	-65	110	-915
Key figures¹⁾										
Risk-weighted assets (end of period)		2,758	3,111	3,002	2,737	2,688	2,579	3,355	2,758	2,688
Employees (internal FTEs, end of period)		2	2	2	3	3	3	3	2	3

¹⁾ Key figures based on underlying figures.

ING 1.17 Geographical split: 3Q2019

Geographical split 3Q2019

In € million	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Wholesale Banking Rest of World		Other ¹⁾		
	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
Profit or loss																				
Net interest income	1,057	895	163	556	488	68	538	403	135	449	347	102	399	350	49	423	423	106	-2	108
Net fee and commission income	258	178	81	132	96	36	85	74	11	70	43	27	75	62	13	127	127	-0	-0	0
Investment income	2	1	1	1	2	-1	5	4	1	0	1	-0	97	96	0	1	1	-1	0	-1
Other income	20	37	-17	64	31	33	36	28	8	3	-1	4	72	48	24	73	73	-21	2	-23
Total underlying income	1,337	1,110	227	753	617	136	664	509	154	523	390	133	642	556	85	624	624	84	-0	84
Expenses excl. regulatory costs	692	508	183	437	367	70	269	234	35	326	280	45	271	239	32	292	292	48	-1	49
Regulatory costs	26	24	2	-2	-2	-0	15	15	0	22	22	0	41	35	6	3	3	1	-	1
Underlying operating expenses	717	532	185	436	366	70	284	249	35	348	302	45	312	273	39	295	295	48	-1	49
Gross result	619	578	42	317	252	66	380	260	120	176	88	88	330	283	47	329	329	35	1	35
Addition to loan loss provisions	19	43	-24	62	44	18	2	-7	10	35	33	2	72	47	25	86	86	-0	-	-0
Underlying result before tax	601	535	66	255	207	48	377	268	110	141	55	86	258	236	22	243	243	35	1	35
Retail Banking	535	535		207	207		268	268		55	55		236	236				1		
Wholesale Banking	66		66	48		48	110		110	86		86	22		22	243	243		1	
Corporate Line																		35		35
Underlying result before tax	601	535	66	255	207	48	377	268	110	141	55	86	258	236	22	243	243	35	1	35
Customer lending/deposits (in € billion)																				
Residential mortgages	113.2	112.6	0.6	39.4	39.3	0.1	75.8	75.6	0.1	56.9	56.9	0.0	11.2	11.2	0.1	0.0	0.0	0.0	0.0	0.0
Other customer lending	77.2	49.3	27.9	66.5	50.9	15.6	46.1	11.0	35.2	33.1	10.0	23.1	27.1	18.4	8.7	70.4	70.4	0.4	0.0	0.4
Customer deposits	176.4	151.2	25.2	110.5	90.0	20.5	138.1	137.2	0.9	94.9	93.2	1.7	41.4	36.7	4.7	12.9	12.9	0.0	0.0	0.0
Key figures²⁾																				
Cost/income ratio	53.7%	47.9%	81.6%	57.9%	59.2%	51.7%	42.8%	49.0%	22.5%	66.4%	77.4%	34.1%	48.6%	49.2%	45.1%	47.2%	47.2%	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ³⁾	16.2%	22.0%	4.9%	9.7%	10.8%	6.7%	16.9%	20.3%	12.0%	7.9%	4.9%	11.2%	15.8%	18.7%	5.6%	8.5%	8.5%	7.2%	158.5%	1.0%
Risk costs in bps of average customer lending	4	11	-34	23	20	45	1	-3	11	16	20	3	75	64	114	49	49	-4	n.a.	-4
Risk costs in bps of average RWA	9	32	-36	46	44	53	2	-11	21	39	73	4	71	59	110	57	57	-1	-	-1
Risk-weighted assets (end of period)	81,602	54,120	27,482	53,894	40,516	13,378	44,335	26,476	17,859	35,544	18,776	16,768	40,700	31,618	9,082	60,740	60,740	2,868	110	2,758
Employees (internal FTEs, end of period)	15,601	9,424	6,177	9,279	8,047	1,232	5,307	4,933	374	5,375	4,741	634	14,585	13,325	1,260	3,828	3,828	6	4	2
Four-quarter rolling average key figures																				
Cost/income ratio	55.2%	49.2%	85.8%	61.5%	65.2%	47.9%	46.7%	53.6%	24.3%	67.2%	73.4%	45.6%	52.7%	53.7%	45.5%	53.6%	53.6%	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ³⁾	16.6%	24.1%	1.7%	9.6%	9.1%	11.0%	16.8%	19.3%	13.3%	6.4%	7.6%	5.2%	11.5%	11.8%	10.9%	9.3%	9.3%	30.5%	-27.0%	25.1%

¹⁾ Region Other consists of Corporate Line and Real Estate run-off portfolio.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.18 Geographical split: Comparable quarters

Geographical split comparable quarters

In € million	Total Banking		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World		Other	
	3Q2019	3Q2018	3Q2019	3Q2018	3Q2019	3Q2018	3Q2019	3Q2018	3Q2019	3Q2018	3Q2019	3Q2018	3Q2019	3Q2018	3Q2019	3Q2018
Profit or loss																
Net interest income	3,529	3,500	1,057	1,103	556	546	538	546	449	424	399	420	423	368	106	92
Net fee and commission income	747	720	258	250	132	147	85	74	70	59	75	73	127	120	-0	-3
Investment income	104	89	2	-4	1	2	5	-2	0	10	97	83	1	-0	-1	0
Other income	246	337	20	130	64	28	36	61	3	3	72	51	73	105	-21	-41
Total underlying income	4,626	4,646	1,337	1,480	753	722	664	678	523	496	642	627	624	594	84	48
Expenses excl. regulatory costs	2,334	2,216	692	661	437	419	269	273	326	282	271	242	292	285	48	53
Regulatory costs	106	91	26	24	-2	-1	15	19	22	18	41	33	3	3	1	-5
Underlying operating expenses	2,440	2,307	717	685	436	418	284	292	348	300	312	275	295	288	48	48
Gross result	2,187	2,339	619	795	317	304	380	386	176	196	330	352	329	306	35	0
Addition to loan loss provisions	276	215	19	-19	62	62	2	1	35	32	72	79	86	59	-0	0
Underlying result before tax	1,911	2,124	601	813	255	242	377	386	141	163	258	273	243	246	35	0
Retail Banking	1,301	1,462	535	702	207	187	268	260	55	78	236	235	-	-	-	-
Wholesale Banking	576	665	66	112	48	55	110	125	86	85	22	38	243	246	1	3
Corporate Line	35	-3	-	-	-	-	-	-	-	-	-	-	-	-	35	-3
Underlying result before tax	1,911	2,124	601	813	255	242	377	386	141	163	258	273	243	246	35	0
Taxation	543	582	160	197	77	79	123	132	46	61	41	37	69	45	28	31
Non-controlling interests	23	28	-0	0	0	0	1	1	-	-	23	27	-	-	-0	-0
Underlying net result	1,344	1,515	441	616	178	164	254	253	95	102	194	209	174	201	8	-30
Special items after tax	-	-775	-	-	-	-	-	-	-	-	-	-	-	-	-	-775
Net result Banking	1,344	740	441	616	178	164	254	253	95	102	194	209	174	201	8	-805
Customer lending/deposits (in € billion)																
Residential mortgages	296.5	284.9	113.2	111.9	39.4	38.0	75.8	72.7	56.9	52.6	11.2	9.6	0.0	0.0	0.0	0.0
Other customer lending	320.9	318.8	77.2	83.0	66.5	64.0	46.1	44.4	33.1	32.4	27.1	27.0	70.4	67.5	0.4	0.4
Customer deposits	574.2	552.0	176.4	173.2	110.5	104.1	138.1	133.6	94.9	91.2	41.4	36.6	12.9	13.3	0.0	0.1
Key figures³⁾																
Cost/income ratio	52.7%	49.7%	53.7%	46.3%	57.9%	57.9%	42.8%	43.0%	66.4%	60.5%	48.6%	43.9%	47.2%	48.5%	57.8%	99.8%
Return on equity based on 13.5% CET1 ²⁾	12.7%	14.4%	16.2%	24.1%	9.7%	9.2%	16.9%	17.2%	7.9%	9.4%	15.8%	16.0%	8.5%	9.0%	7.2%	-31.9%
Risk costs in bps of average customer lending	18	14	4	-4	23	24	1	0	16	15	75	86	49	35	-4	3
Risk costs in bps of average RWA	35	27	9	-10	46	47	2	1	39	40	71	72	57	36	-1	1
Risk-weighted assets (end of period)	319,683	316,313	81,602	73,942	53,894	52,595	44,335	44,188	35,544	32,534	40,700	43,486	60,740	66,684	2,868	2,885
Employees (internal FTEs, end of period)	53,981	52,519	15,601	14,423	9,279	9,448	5,307	5,034	5,375	5,173	14,585	14,868	3,828	3,564	6	8
Four-quarter rolling average key figures																
Cost/income ratio	55.8%	55.5%	55.2%	50.0%	61.5%	66.5%	46.7%	46.4%	67.2%	62.2%	52.7%	52.9%	53.6%	53.1%	n.a.	n.a.
Return on equity based on 13.5% CET1 ²⁾	12.3%	12.4%	16.6%	22.1%	9.6%	7.6%	16.8%	16.3%	6.4%	9.0%	11.5%	10.9%	9.3%	8.1%	30.5%	-55.0%

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.19 Geographical split: Netherlands

Geographical split Netherlands										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Profit or loss										
Net interest income		1,057	1,026	1,035	998	1,103	1,144	1,129	3,118	3,376
Net fee and commission income		258	243	244	259	250	238	232	745	721
Investment income		2	9	3	-2	-4	17	35	14	48
Other income		20	78	0	168	130	87	77	98	295
Total underlying income		1,337	1,356	1,282	1,423	1,480	1,486	1,474	3,974	4,441
Expenses excl. regulatory costs		692	686	640	707	661	649	659	2,018	1,969
Regulatory costs		26	30	116	83	24	20	126	172	170
Underlying operating expenses		717	716	756	790	685	669	784	2,189	2,139
Gross result		619	640	526	633	795	817	690	1,785	2,302
Addition to loan loss provisions		19	55	23	64	-19	-84	-27	97	-129
Underlying result before tax		601	585	503	569	813	901	717	1,689	2,431
Retail Banking		535	599	533	505	702	738	623	1,667	2,063
Wholesale Banking		66	-14	-31	64	112	163	93	22	368
Corporate Line									-	-
Underlying result before tax		601	585	503	569	813	901	717	1,689	2,431
Customer lending/deposits (in € billion)										
Residential mortgages		113.2	113.0	112.7	112.1	111.9	111.7	111.8	113.2	111.9
Other customer lending		77.2	76.2	76.1	72.7	83.0	74.0	75.2	77.2	83.0
Customer deposits		176.4	176.3	170.8	172.8	173.2	175.0	173.8	176.4	173.2
Key figures¹⁾										
Cost/income ratio		53.7%	52.8%	59.0%	55.5%	46.3%	45.0%	53.2%	55.1%	48.2%
Return on equity based on 13.5% CET1 ²⁾		16.2%	17.3%	15.6%	17.1%	24.1%	26.0%	20.8%	16.4%	23.6%
Risk costs in bps of average customer lending		4	12	5	13	-4	-18	-6	7	-9
Risk costs in bps of average RWA		9	29	13	35	-10	-44	-14	17	-22
Risk-weighted assets (end of period)		81,602	79,115	71,353	72,481	73,942	77,750	76,342	81,602	73,942
Employees (internal FTEs, end of period)		15,601	15,272	14,834	14,786	14,423	14,153	13,745	15,601	14,423
Four-quarter rolling average key figures										
Cost/income ratio		55.2%	53.2%	51.1%	50.0%	50.0%	49.5%	50.1%		
Return on equity based on 13.5% CET1 ²⁾		16.6%	18.6%	20.8%	22.1%	22.1%	22.0%	20.8%		

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.20 Geographical split: Belgium

Geographical split Belgium ¹⁾										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Profit or loss										
Net interest income		556	561	551	544	546	535	513	1,668	1,594
Net fee and commission income		132	141	129	120	147	133	120	402	400
Investment income		1	6	10	-2	2	1	33	16	35
Other income		64	103	59	152	28	85	82	225	194
Total underlying income		753	810	748	814	722	754	747	2,311	2,223
Expenses excl. regulatory costs		437	414	409	425	419	439	406	1,260	1,264
Regulatory costs		-2	-4	207	35	-1	1	206	200	207
Underlying operating expenses		436	409	615	460	418	441	612	1,460	1,471
Gross result		317	401	133	354	304	313	134	851	751
Addition to loan loss provisions		62	22	77	24	62	33	34	161	129
Underlying result before tax		255	379	56	330	242	280	100	690	622
Retail Banking		207	295	33	177	187	211	21	536	418
Wholesale Banking		48	84	22	153	55	69	79	154	204
Corporate Line									-	-
Underlying result before tax		255	379	56	330	242	280	100	690	622
Customer lending/deposits (in € billion)										
Residential mortgages		39.4	38.8	38.5	37.9	38.0	37.2	36.6	39.4	38.0
Other customer lending		66.5	68.0	67.8	65.7	64.0	66.3	62.3	66.5	64.0
Customer deposits		110.5	105.1	104.0	101.3	104.1	102.0	100.4	110.5	104.1
Key figures²⁾										
Cost/income ratio		57.9%	50.5%	82.2%	56.5%	57.9%	58.5%	82.0%	63.2%	66.2%
Return on equity based on 13.5% CET1 ³⁾		9.7%	14.2%	2.3%	12.3%	9.2%	11.6%	4.2%	8.8%	8.3%
Risk costs in bps of average customer lending		23	8	29	9	24	13	14	20	17
Risk costs in bps of average RWA		46	16	57	18	47	25	27	40	33
Risk-weighted assets (end of period)		53,894	54,193	54,225	53,753	52,595	53,438	51,000	53,894	52,595
Employees (internal FTEs, end of period)		9,279	9,309	9,324	9,368	9,448	9,593	9,717	9,279	9,448
Four-quarter rolling average key figures										
Cost/income ratio		61.5%	61.5%	63.7%	63.6%	66.5%	67.9%	67.2%		
Return on equity based on 13.5% CET1 ³⁾		9.6%	9.5%	8.8%	9.3%	7.6%	6.9%	7.1%		

¹⁾ Including ING Luxembourg.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.21 Geographical split: Germany

Geographical split Germany ¹⁾										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Profit or loss										
Net interest income		538	535	525	537	546	567	550	1,599	1,663
Net fee and commission income		85	77	65	82	74	61	57	226	191
Investment income		5	7	13	-4	-2	7	0	25	5
Other income		36	36	53	31	61	-9	16	124	67
Total underlying income		664	654	656	646	678	625	623	1,974	1,926
Expenses excl. regulatory costs		269	305	277	263	273	264	257	851	794
Regulatory costs		15	16	56	21	19	19	54	87	92
Underlying operating expenses		284	321	333	285	292	283	311	938	886
Gross result		380	333	323	361	386	342	312	1,036	1,040
Addition to loan loss provisions		2	-14	-18	-46	1	41	10	-30	52
Underlying result before tax		377	347	341	407	386	300	302	1,066	988
Retail Banking		268	248	201	289	260	228	195	716	684
Wholesale Banking		110	99	141	119	125	72	108	350	305
Corporate Line									-	-
Underlying result before tax		377	347	341	407	386	300	302	1,066	988
Customer lending/deposits (in € billion)										
Residential mortgages		75.8	74.7	73.9	73.5	72.7	71.6	70.4	75.8	72.7
Other customer lending		46.1	46.9	45.5	44.7	44.4	44.7	42.3	46.1	44.4
Customer deposits		138.1	138.0	138.2	138.8	133.6	137.5	133.6	138.1	133.6
Key figures²⁾										
Cost/income ratio		42.8%	49.1%	50.7%	44.1%	43.0%	45.3%	49.9%	47.5%	46.0%
Return on equity based on 13.5% CET1 ³⁾		16.9%	15.9%	15.2%	19.2%	17.2%	14.2%	14.6%	16.0%	15.3%
Risk costs in bps of average customer lending		1	-5	-6	-16	0	14	4	-3	6
Risk costs in bps of average RWA		2	-13	-17	-42	1	39	10	-9	17
Risk-weighted assets (end of period)		44,335	44,917	42,622	43,463	44,188	43,338	40,984	44,335	44,188
Employees (internal FTEs, end of period)		5,307	5,331	5,226	5,062	5,034	5,048	5,076	5,307	5,034
Four-quarter rolling average key figures										
Cost/income ratio		46.7%	46.7%	45.8%	45.5%	46.4%	47.3%	47.2%		
Return on equity based on 13.5% CET1 ³⁾		16.8%	16.9%	16.5%	16.3%	16.3%	16.2%	17.0%		

¹⁾ Including ING Austria.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.22 Geographical split: Other Challengers

Geographical split Other Challengers ¹⁾										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Profit or loss										
Net interest income		449	444	441	461	424	410	437	1,334	1,271
Net fee and commission income		70	73	68	67	59	65	63	212	187
Investment income		0	-1	1	-126	10	3	-13	-0	0
Other income		3	12	-6	6	3	-3	28	9	28
Total underlying income		523	527	505	408	496	476	516	1,555	1,487
Expenses excl. regulatory costs		326	297	296	298	282	276	266	918	824
Regulatory costs		22	20	26	35	18	18	23	67	60
Underlying operating expenses		348	317	321	333	300	294	289	986	884
Gross result		176	211	183	75	196	181	226	570	603
Addition to loan loss provisions		35	48	44	64	32	30	37	127	99
Underlying result before tax		141	163	139	11	163	152	189	443	504
Retail Banking		55	91	72	51	78	68	89	218	235
Wholesale Banking		86	71	67	-40	85	84	100	225	269
Corporate Line									-	-
Underlying result before tax		141	163	139	11	163	152	189	443	504
Customer lending/deposits (in € billion)										
Residential mortgages		56.9	55.5	56.2	54.0	52.6	51.9	50.4	56.9	52.6
Other customer lending		33.1	32.6	31.4	31.1	32.4	31.1	29.9	33.1	32.4
Customer deposits		94.9	96.0	95.6	92.6	91.2	91.3	89.5	94.9	91.2
Key figures²⁾										
Cost/income ratio		66.4%	60.1%	63.7%	81.6%	60.5%	61.9%	56.1%	63.4%	59.4%
Return on equity based on 13.5% CET1 ³⁾		7.9%	9.5%	7.5%	0.3%	9.4%	9.5%	12.4%	8.3%	10.4%
Risk costs in bps of average customer lending		16	22	20	30	15	15	18	19	16
Risk costs in bps of average RWA		39	54	50	77	40	38	48	48	42
Risk-weighted assets (end of period)		35,544	35,561	34,855	34,512	32,534	31,799	31,380	35,544	32,534
Employees (internal FTEs, end of period)		5,375	5,219	5,058	5,220	5,173	5,028	4,824	5,375	5,173
Four-quarter rolling average key figures										
Cost/income ratio		67.2%	65.7%	66.3%	64.2%	62.2%	64.6%	63.5%		
Return on equity based on 13.5% CET1 ³⁾		6.4%	6.7%	6.6%	7.8%	9.0%	7.8%	7.7%		

¹⁾ Including Australia, Czech Republic, France, Italy, Spain and Portugal, UK Legacy and Other.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.23 Geographical split: Growth Markets

Geographical split Growth Markets ¹⁾										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Profit or loss										
Net interest income		399	390	408	434	420	391	394	1,197	1,205
Net fee and commission income		75	78	74	61	73	85	79	227	236
Investment income		97	4	4	1	83	4	10	105	97
Other income		72	75	76	77	51	58	48	223	158
Total underlying income		642	548	562	573	627	538	531	1,752	1,696
Expenses excl. regulatory costs		271	256	252	259	242	255	261	780	757
Regulatory costs		41	36	63	45	33	34	47	141	114
Underlying operating expenses		312	293	315	304	275	289	307	920	871
Gross result		330	255	247	269	352	249	224	832	825
Addition to loan loss provisions		72	70	60	111	79	54	31	202	163
Underlying result before tax		258	185	187	158	273	195	193	630	662
Retail Banking		236	134	141	108	235	148	156	511	539
Wholesale Banking		22	51	46	50	38	47	38	119	123
Corporate Line		-	-	-	-	-	-	-	-	-
Underlying result before tax		258	185	187	158	273	195	193	630	662
Customer lending/deposits (in € billion)										
Residential mortgages		11.2	10.9	10.4	10.1	9.6	9.3	9.2	11.2	9.6
Other customer lending		27.1	27.2	27.1	27.3	27.0	27.2	26.8	27.1	27.0
Customer deposits		41.4	40.8	39.3	38.9	36.6	36.8	36.5	41.4	36.6
Key figures²⁾										
Cost/income ratio		48.6%	53.5%	56.1%	53.0%	43.9%	53.7%	57.8%	52.5%	51.3%
Return on equity based on 13.5% CET1 ³⁾		15.8%	10.4%	10.5%	9.4%	16.0%	10.0%	10.8%	12.2%	12.3%
Risk costs in bps of average customer lending		75	74	64	120	86	60	34	71	60
Risk costs in bps of average RWA		71	70	58	104	72	50	28	66	50
Risk-weighted assets (end of period)		40,700	40,885	39,766	42,271	43,486	44,156	43,400	40,700	43,486
Employees (internal FTEs, end of period)		14,585	14,588	14,474	14,854	14,868	14,875	14,962	14,585	14,868
Four-quarter rolling average key figures										
Cost/income ratio		52.7%	51.4%	51.4%	51.8%	52.9%	53.9%	53.5%		
Return on equity based on 13.5% CET1 ³⁾		11.5%	11.6%	11.5%	11.6%	10.9%	10.7%	10.7%		

¹⁾ Including Poland, Romania, Turkey, Asian stakes.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

Geographical split Growth Markets - Asian stakes										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Underlying result before tax		93	7	9	53	94	11	12	109	117
Risk-weighted assets (end of period) ⁴⁾		6,622	6,928	7,373	9,631	10,316	11,347	11,053	6,622	10,316

Market value ⁴⁾ - Asian stakes	
In € million	30 Sep 2019
TMB (25.0% held at ING Bank NV + 4.9% held at ING Group) ⁴⁾	617
Bank of Beijing (13.0%)	1,895
Total valuation	2,512

⁴⁾ Value of ING's stake, Bloomberg end of quarter data and FX rates; 4.9% of TMB P&L and RWA are included in Geographical split Other (Corporate Line) and not in Growth Markets.

ING 1.24 Geographical split: Wholesale Banking Rest of World

Geographical split Wholesale Banking Rest of World										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Profit or loss										
Net interest income		423	387	401	506	368	355	319	1,211	1,042
Net fee and commission income		127	103	99	115	120	135	111	329	367
Investment income		1	1	0	1	-0	2	-1	1	0
Other income		73	99	90	-58	105	88	109	262	302
Total underlying income		624	590	590	564	594	580	537	1,804	1,711
Expenses excl. regulatory costs		292	297	302	281	285	293	275	890	854
Regulatory costs		3	1	48	46	3	1	37	52	41
Underlying operating expenses		295	298	350	327	288	294	312	943	895
Gross result		329	292	240	236	306	285	225	861	816
Addition to loan loss provisions		86	29	21	26	59	41	-0	136	100
Underlying result before tax		243	263	219	211	246	244	226	726	716
Retail Banking									-	-
Wholesale Banking		243	263	219	211	246	244	226	726	716
Corporate Line									-	-
Underlying result before tax		243	263	219	211	246	244	226	726	716
Customer lending/deposits (in € billion)										
Residential mortgages		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending		70.4	70.8	70.4	67.1	67.5	66.9	63.1	70.4	67.5
Customer deposits		12.9	15.0	13.4	11.2	13.3	14.0	13.3	12.9	13.3
Key figures¹⁾										
Cost/income ratio		47.2%	50.5%	59.3%	58.1%	48.5%	50.8%	58.0%	52.3%	52.3%
Return on equity based on 13.5% CET1 ²⁾		8.5%	13.1%	7.1%	8.4%	9.0%	8.0%	8.6%	9.6%	8.5%
Risk costs in bps of average customer lending		49	16	12	15	35	25	-0	26	21
Risk costs in bps of average RWA		57	18	13	16	36	25	-0	29	20
Risk-weighted assets (end of period)		60,740	60,341	65,910	64,740	66,684	65,459	65,753	60,740	66,684
Employees (internal FTEs, end of period)		3,828	3,799	3,735	3,558	3,564	3,485	3,421	3,828	3,564
Four-quarter rolling average key figures										
Cost/income ratio		53.6%	54.1%	54.1%	53.7%	53.1%	51.6%	49.7%		
Return on equity based on 13.5% CET1 ²⁾		9.3%	9.4%	8.1%	8.5%	8.1%	8.5%	8.7%		

¹⁾ Key figures based on underlying figures.

²⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.25 Geographical split: Other

Geographical split Other ¹⁾										
In € million	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018	9M2019	9M2018
Profit or loss										
Net interest income		106	126	121	92	92	39	62	353	193
Net fee and commission income		-0	-3	-3	0	-3	0	-1	-7	-4
Investment income		-1	0	120	1	0	5	1	119	6
Other income		-21	56	-5	-18	-41	-18	-34	31	-93
Total underlying income		84	179	233	75	48	26	29	497	102
Expenses excl. regulatory costs		48	99	97	70	53	72	70	244	195
Regulatory costs		1	-2	-0	-0	-5	4	-0	-2	-1
Underlying operating expenses		48	97	97	70	48	76	70	242	194
Gross result		35	83	137	5	0	-50	-42	255	-91
Addition to loan loss provisions		-0	0	-0	-1	0	-0	0	-0	-0
Underlying result before tax		35	83	137	6	0	-50	-42	255	-91
Retail Banking									-	-
Wholesale Banking		1	-1	-0	-9	3	-5	-2	-1	-4
Corporate Line		35	84	137	15	-3	-45	-40	256	-87
Underlying result before tax		35	83	137	6	0	-50	-42	255	-91
Customer lending/deposits (in € billion)										
Residential mortgages		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending		0.4	0.4	0.4	0.4	0.4	0.4	0.3	0.4	0.4
Customer deposits		0.0	0.0	0.0	0.0	0.1	0.0	-0.2	0.0	0.1
Key figures²⁾										
Cost/income ratio		n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ³⁾		7.2%	-2.9%	106.6%	12.1%	-31.9%	-40.3%	-59.5%	36.3%	-44.5%
Risk costs in bps of average customer lending		-4	7	-5	-55	3	-12	3	-1	-2
Risk costs in bps of average RWA		-1	1	-1	-12	1	-3	1	-0	-0
Risk-weighted assets (end of period)		2,868	3,241	3,154	2,929	2,885	2,788	3,576	2,868	2,885
Employees (internal FTEs, end of period)		6	6	6	7	8	8	8	6	8
Four-quarter rolling average key figures										
Cost/income ratio		n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ³⁾		30.5%	21.7%	11.8%	-31.1%	-55.0%	-65.7%	-57.6%		

¹⁾ Region Other consists of Corporate Line and Real Estate run-off portfolio.

²⁾ Key figures based on underlying figures.

³⁾ Underlying after-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 2.1 Consolidated Balance Sheet: Assets - Comparable quarters

ING Group: Assets						
In € million	ING Group		ING Bank N.V.		Holding/Eliminations	
	30 Sep 2019	30 Jun 2019	30 Sep 2019	30 Jun 2019	30 Sep 2019	30 Jun 2019
Cash and balances with central banks	54,936	52,171	54,936	52,171		
Loans and advances to banks	36,205	34,584	36,203	34,582	1	1
Financial assets at fair value through profit or loss						
- trading assets	57,641	54,212	57,646	54,220	-5	-8
- non-trading derivatives	2,534	2,397	2,563	2,409	-29	-12
- designated as at fair value through profit or loss	3,058	2,944	3,058	2,944		
- mandatorily at fair value through profit or loss	58,751	59,376	58,751	59,376		
Financial assets at fair value OCI						
- equity securities FV OCI	2,191	2,551	2,191	2,551		
- debt securities FV OCI	30,944	26,776	30,944	26,776		
- loans and advances FV OCI	1,841	1,967	1,841	1,967		
Securities at amortised cost	45,371	45,970	45,371	45,970		
Loans and advances to customers						
- customer lending	617,346	615,245	617,489	615,381	-143	-135
- provision for loan losses	-4,559	-4,481	-4,559	-4,481		
Investments in associates and joint ventures	1,441	1,317	1,259	1,147	182	170
Property and equipment	3,100	2,825	3,100	2,825		
Intangible assets	1,939	1,917	1,939	1,917		
Current tax assets	244	392	244	385	0	7
Deferred tax assets	750	711	750	711		
Other assets	8,657	11,363	8,651	11,357	5	7
Assets held for sale		1,154		1,154		
Total assets	922,391	913,390	922,379	913,360	12	29

ING 2.2 Consolidated Balance Sheet: Assets - Quarterly overview

ING Group: Assets								
In € million	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018
Cash and balances with central banks		54,936	52,171	45,631	49,987	40,290	38,276	32,879
Loans and advances to banks		36,205	34,584	33,877	30,422	31,035	31,627	29,441
Financial assets at fair value through profit or loss								
- trading assets		57,641	54,212	54,697	50,152	59,825	63,817	62,358
- non-trading derivatives		2,534	2,397	2,543	2,664	2,671	2,743	2,584
- designated as at fair value through profit or loss		3,058	2,944	2,757	2,887	2,858	2,775	2,529
- mandatorily at fair value through profit or loss		58,751	59,376	60,855	64,783	70,214	82,168	86,287
Financial assets at fair value OCI								
- equity securities FV OCI		2,191	2,551	2,697	3,228	3,425	3,667	3,731
- debt securities FV OCI		30,944	26,776	28,512	25,616	25,164	24,968	25,074
- loans and advances FV OCI		1,841	1,967	2,160	2,379	2,623	2,865	3,117
Securities at amortised cost		45,371	45,970	47,227	47,276	47,789	48,966	48,821
Loans and advances to customers								
- customer lending		617,346	615,245	610,308	596,687	603,708	592,392	578,167
- provision for loan losses		-4,559	-4,481	-4,546	-4,491	-4,907	-4,977	-5,051
Investments in associates and joint ventures		1,441	1,317	1,266	1,203	1,105	1,082	1,088
Property and equipment		3,100	2,825	2,920	1,659	1,772	1,775	1,786
Intangible assets		1,939	1,917	1,859	1,839	1,751	1,785	1,742
Current tax assets		244	392	193	202	228	401	351
Deferred tax assets		750	711	793	841	980	984	1,090
Other assets		8,657	11,363	9,967	8,433	11,054	10,667	11,026
Assets held for sale			1,154	1,218	1,262			
Total assets		922,391	913,390	904,935	887,030	901,585	905,984	887,020

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

ING Group: Total liabilities and equity						
In € million	ING Group		ING Bank N.V.		Holding/Eliminations	
	30 Sep 2019	30 Jun 2019	30 Sep 2019	30 Jun 2019	30 Sep 2019	30 Jun 2019
Deposits from banks	38,173	38,095	38,173	38,095		
Customer deposits	574,246	571,124	605,883	600,893	-31,636	-29,769
Financial liabilities at fair value through profit or loss						
- trading liabilities	32,315	33,575	32,315	33,575		
- non-trading derivatives	3,112	2,381	3,114	2,387	-2	-6
- designated as at fair value through profit or loss	65,543	63,492	65,543	63,489	-0	3
Current tax liability	613	487	608	487	5	
Deferred tax liabilities	853	705	853	705		
Provisions	851	853	851	852	0	0
Other liabilities	16,345	16,084	16,294	16,031	52	53
Debt securities in issue	119,921	118,929	94,412	95,340	25,508	23,589
Subordinated loans	16,007	14,205	15,936	14,137	72	68
Total liabilities	867,981	859,930	873,982	865,991	-6,002	-6,062
Shareholders' equity	53,512	52,598	47,498	46,508	6,013	6,091
Non-controlling interests	899	862	899	862		
Total equity	54,410	53,460	48,397	47,369	6,013	6,091
Total liabilities and equity	922,391	913,390	922,379	913,360	12	29

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

ING Group: Total liabilities and equity								
In € million	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018
Deposits from banks		38,173	38,095	37,647	37,330	39,481	38,776	40,661
Customer deposits		574,246	571,124	561,440	555,812	552,010	556,681	546,755
Financial liabilities at fair value through profit or loss								
- trading liabilities		32,315	33,575	34,288	31,215	44,710	42,711	40,446
- non-trading derivatives		3,112	2,381	2,733	2,299	2,525	3,041	2,274
- designated as at fair value through profit or loss		65,543	63,492	61,531	59,179	61,867	65,122	63,162
Current tax liability		613	487	710	822	559	725	670
Deferred tax liabilities		853	705	695	640	763	829	704
Provisions		851	853	912	1,011	1,175	1,286	1,447
Other liabilities		16,345	16,084	15,661	13,510	15,316	13,772	14,506
Debt securities in issue		119,921	118,929	120,626	119,751	117,158	116,099	107,824
Subordinated loans		16,007	14,205	15,069	13,724	16,284	16,225	17,672
Total liabilities		867,981	859,930	851,312	835,295	851,848	855,267	836,121
Shareholders' equity (in parent)		53,512	52,598	52,788	50,932	48,997	49,984	50,164
Non-controlling interests		899	862	835	803	740	734	735
Total equity		54,410	53,460	53,623	51,735	49,737	50,717	50,900
Total liabilities and equity		922,391	913,390	904,935	887,030	901,585	905,984	887,020

ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank N.V.		Holdings/Eliminations	
	30 Sep 2019	30 Jun 2019	30 Sep 2019	30 Jun 2019	30 Sep 2019	30 Jun 2019
Share capital	39	39	525	525	-487	-487
Share premium	17,077	17,077	16,542	16,542	536	535
Revaluation reserve equity securities	1,470	1,791	1,470	1,791	-0	-0
Revaluation reserve debt instruments	315	332	317	334	-2	-2
Revaluation reserve cashflow hedge	1,759	1,434	1,759	1,434	0	
Other revaluation reserve	249	233	245	231	4	2
Remeasurement of the net defined benefit asset/liability	-420	-418	-420	-418		
Currency translation reserve	-1,815	-2,165	-1,858	-2,200	43	35
Treasury shares	-5	-8			-5	-8
Liability credit reserve	-88	-82	-88	-82		
Retained earnings and other reserves	31,029	31,807	25,042	25,760	5,987	6,047
Net result year to date	3,901	2,556	3,963	2,589	-62	-32
Shareholders' equity	53,512	52,598	47,498	46,508	6,013	6,091
Non-controlling interests	899	862	899	862		
Total equity	54,410	53,460	48,397	47,369	6,013	6,091
Key figures						
Shareholders' equity per share in €	13.74	13.50				
Shares outstanding in the market (in million)	3,896	3,896				

ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
In € million	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018
Share capital		39	39	39	39	39	39	39
Share premium		17,077	17,077	17,076	17,050	17,049	17,049	17,049
Revaluation reserve equity securities		1,470	1,791	1,937	1,914	1,994	2,263	2,375
Revaluation reserve debt instruments		315	332	336	363	434	481	513
Revaluation reserve cashflow hedge		1,759	1,434	1,058	604	250	422	222
Other revaluation reserve		249	233	227	204	196	201	201
Remeasurement of the net defined benefit asset/liability		-420	-418	-427	-394	-411	-394	-394
Currency translation reserve		-1,815	-2,165	-2,016	-2,043	-2,295	-1,941	-1,928
Treasury shares		-5	-8	-8	-11	-11	-20	-13
Liability credit reserve		-88	-82	-70	8	-111	-116	-144
Retained earnings and other reserves		31,029	31,807	33,517	28,494	28,432	29,346	31,019
Net result year to date		3,901	2,556	1,119	4,703	3,431	2,654	1,225
Shareholders' equity		53,512	52,598	52,788	50,932	48,997	49,984	50,164
Non-controlling interests		899	862	835	803	740	734	735
Total equity		54,410	53,460	53,623	51,735	49,737	50,717	50,900
Key figures								
Shareholders' equity per share in €		13.74	13.50	13.56	13.09	12.59	12.85	12.91

ING 2.7 Capital position

Capital position				
In € million	ING Group		ING Bank	
	30 Sep 2019	30 Jun 2019	30 Sep 2019	30 Jun 2019
Shareholders' equity (parent)	53,512	52,598	47,498	46,508
- Interim profit not included in CET1 capital ¹⁾	-1,711	-1,764	-882	-882
- Minority interests, counting as CET1 capital	182	179	330	323
- Goodwill and intangibles deductible from CET1	-2,200	-2,167	-2,164	-2,132
- Shortfall on expected loan loss provision	-499	-461	-499	-455
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	-1,759	-1,434	-1,759	-1,434
- Treasury shares (ING Group)			-5	-8
- Prudent Valuation adjustment	-5	-10	-5	-9
- Own credit risk	88	82	88	82
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-538	-493	-538	-493
- Deferred tax assets	-124	-136	-124	-136
- Own credit risk adjustments to derivatives (DVA)	-20	-16	-20	-16
- Irrevocable Payment Commitment (IPC)	-262	-214	-262	-214
Regulatory adjustments	-6,848	-6,433	-5,840	-5,373
Available common equity Tier 1 capital	46,663	46,165	41,658	41,135
Subordinated loans qualifying as Tier 1 capital ^{2), 3)}	7,085	5,540	6,923	5,376
Regulatory adjustments additional Tier 1	45	50	67	64
Available Tier 1 capital	53,793	51,755	48,648	46,575
Supplementary capital - Tier 2 bonds ⁴⁾	8,127	8,092	8,127	8,092
Regulatory adjustments Tier 2	-1,203	-1,158	50	47
Available BIS capital	60,716	58,689	56,825	54,714
Risk-weighted assets	319,683	318,253	319,116	317,716
Common equity Tier 1 ratio	14.6%	14.5%	13.1%	12.9%
Tier 1 ratio	16.8%	16.3%	15.2%	14.7%
Total capital ratio	19.0%	18.4%	17.8%	17.2%

¹⁾ Interim profit not included in CET1 capital ING Group as per 30 September 2019 (€1,711 million) includes €882 million for 3Q2019 (YTD 3Q2019: €2,646 million).

An amount of €935 million was paid out as interim dividend in August 2019.

²⁾ ING Group: Including €5,468 million which is CRR/CRD IV-compliant (2Q2019: €3,932 million), and €1,617 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (2Q2019: €1,608 million).

³⁾ ING Bank: Including €5,929 million which is CRR/CRD IV-compliant (2Q2019: €4,382 million), and €994 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (2Q2019: €994 million).

⁴⁾ Including €7,970 million which is CRR/CRD IV-compliant (2Q2019: €7,932 million), and €156 million to be replaced (by Group instruments) as capital recognition is subject to CRR/CRD IV grandfathering rules (2Q2019: €160 million).

ING 2.8 Funding

ING Group: Maturity ladder outstanding long-term debt 30 September 2019

In € million	Long-term debt issued			Maturing ¹⁾											
	2017	2018	2019	Remaining 2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	>2029
ING Bank senior debt ²⁾	1,337	6,569	4,364	4,932	8,450	9,656	4,795	516	180	359	620	423	444	366	2,081
ING Bank covered bond		6,381	4,167	50	3,572	3,901	3,576	3,180	1,249	1,893	2,232	1,523	2,301	2,789	4,166
ING Bank RMBS	791			74	583	562									465
ING Group senior debt ²⁾	6,214	11,491	6,313	134	84		4,032	4,734	1,667	1,994	3,260	1,370	3,795	1,414	2,104
ING Bank Tier 2	-983			21	33			1,937			1,537	151	56	69	54
ING Group Tier 2	3,115	1,741		142	37							85	2,180	1,840	995

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

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

Note: In 2017 ING exercised the option to exchange € 1.0 billion of ING Bank Tier 2 securities into similar securities issued by ING Group.

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

	30 Sep 2019	30 Jun 2019
Loan-to-deposit ratio	1.07	1.07
Key figures		
Customer deposits (retail)	50%	50%
Customer deposits (corporate)	21%	20%
Lending / repurchase agreement	7%	7%
Interbank	5%	5%
CD/CP	4%	5%
Long-term senior debt	11%	11%
Subordinated debt	2%	2%
Total ¹⁾	100%	100%

¹⁾ Liabilities excluding trading securities and IFRS equity.

ING 2.9 Investments: Group

ING Group: Total Investments - 30 September 2019

In € billion	Securities at amortised cost	Financial assets at fair value through other comprehensive income (FV OCI)		Fair value through profit or loss	Total	
	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total debt securities	45.4	31.0	0.2	3.1	79.4	0.2
of which Government bonds	24.4	21.3	0.2	0.4	46.1	0.2
of which Sub-sovereign, Supranationals and Agencies	10.6	6.4	0.0	0.5	17.5	0.0
of which Covered bonds	6.9	1.7	0.0	0.0	8.6	0.0
of which Financial institutions	2.1	0.4	0.0	1.4	3.9	0.0
of which Corporate bonds	0.2	0.4	0.0	0.0	0.5	0.0
of which asset-backed securities	1.2	0.8	-0.0	0.7	2.7	-0.0
Total equity securities		2.2	1.5		2.2	1.5
Total Investments	45.4	33.1	1.7	3.1	81.6	1.7

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

ING 3.1 Customer lending/deposits: 3Q2019 Segment split

Customer lending/deposits												
In € billion	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	Lending	Daily Banking & Trade Finance	Financial Markets	Treasury & Other	Corporate Line
			Netherlands	Belgium	Germany	Other						
Residential mortgages												
Beginning of period	293.0	292.1	112.4	38.7	74.6	66.4	0.8	0.0	0.0	0.0	0.8	0.0
Net production	3.2	3.2	-0.0	0.5	0.9	1.7	0.0				0.0	
Treasury												
Acquisitions / divestments												
FX impact and other	0.3	0.2	0.2	0.0	0.1	-0.0	0.1				0.1	
End of period	296.5	295.5	112.6	39.3	75.6	68.1	0.9	0.0	0.0	0.0	0.9	0.0
Other customer lending												
Beginning of period	322.3	140.0	48.6	52.2	11.0	28.1	181.9	142.3	33.2	1.7	4.6	0.4
Net production	-4.4	0.2	0.3	-0.7	0.3	0.4	-4.6	-1.4	-3.1	0.1	-0.1	
Treasury	-0.5	-0.5	0.4	-0.5	-0.3	-0.0	-0.0				-0.0	
Acquisitions / divestments												
FX impact and other	3.5	-0.1				-0.1	3.6	2.6	1.0			0.0
End of period	320.9	139.6	49.3	50.9	11.0	28.4	180.9	143.6	31.1	1.8	4.5	0.4
Customer deposits												
Beginning of period	571.1	507.6	151.0	89.3	137.3	130.0	63.5	0.5	50.5	7.4	5.2	0.0
Net production	4.4	1.7	1.0	0.7	-0.2	0.2	2.8	-0.1	4.6	-1.7	0.0	0.0
Treasury	-1.1	-0.7	-0.8	0.0	0.1	0.0	-0.5				-0.5	
Acquisitions / divestments												
FX impact and other	-0.2	-0.3				-0.3	0.2	0.0	0.1	0.1	-0.0	0.0
End of period	574.2	508.3	151.2	90.0	137.2	129.9	66.0	0.4	55.1	5.8	4.7	0.0

ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		293.0	291.6	287.7	284.9	281.7	278.3	278.6
Net production		3.2	1.7	2.6	3.1	4.0	3.2	1.5
Treasury								
Acquisitions / divestments								-0.2
FX impact and other		0.3	-0.4	1.3	-0.3	-0.8	0.2	-1.6
End of period		296.5	293.0	291.6	287.7	284.9	281.7	278.3
Other customer lending								
Beginning of period		322.3	318.7	309.0	318.8	310.7	299.9	292.1
Net production		-4.4	5.3	5.9	-0.4	2.4	10.6	10.4
Treasury		-0.5	-0.2	2.2	-9.7	6.7	-2.8	0.1
Acquisitions / divestments					-1.7			
FX impact and other		3.5	-1.5	1.7	1.9	-1.0	3.1	-2.7
End of period		320.9	322.3	318.7	309.0	318.8	310.7	299.9
Customer deposits								
Beginning of period		571.1	561.4	555.8	552.0	556.7	546.8	539.9
Net production		4.4	11.7	4.8	7.7	3.4	5.8	2.4
Treasury		-1.1	-1.4	0.3	-4.2	-6.9	4.9	6.4
Acquisitions / divestments								
FX impact and other		-0.2	-0.6	0.5	0.4	-1.2	-0.8	-1.9
End of period		574.2	571.1	561.4	555.8	552.0	556.7	546.8

ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		292.1	290.8	286.8	284.1	280.8	277.4	277.7
Net production		3.2	1.7	2.6	3.1	4.0	3.2	1.5
Treasury								
Acquisitions / divestments								-0.2
FX impact and other		0.2	-0.4	1.4	-0.4	-0.7	0.2	-1.5
End of period		295.5	292.1	290.8	286.8	284.1	280.8	277.4
Other customer lending								
Beginning of period		140.0	137.2	132.9	137.6	135.0	133.6	130.5
Net production		0.2	3.1	2.0	0.8	-0.2	4.5	3.5
Treasury		-0.5	-0.2	2.5	-6.5	4.1	-2.1	0.3
Acquisitions / divestments								
FX impact and other		-0.1	-0.1	-0.2	1.1	-1.3	-0.9	-0.7
End of period		139.6	140.0	137.2	132.9	137.6	135.0	133.6
Customer deposits								
Beginning of period		507.6	500.5	492.7	485.8	490.2	479.3	474.9
Net production		1.7	8.5	5.6	9.2	1.2	7.8	1.8
Treasury		-0.7	-1.0	1.9	-2.6	-4.5	4.1	4.2
Acquisitions / divestments								
FX impact and other		-0.3	-0.5	0.3	0.3	-1.1	-1.0	-1.6
End of period		508.3	507.6	500.5	492.7	485.8	490.2	479.3

ING 3.4 Customer lending/deposits: Retail Banking Netherlands

Customer lending/deposits Retail Banking Netherlands								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		112.4	112.1	111.4	111.3	110.9	111.1	111.8
Net production		-0.0	0.2	0.2	-0.0	0.4	-0.2	-0.6
Treasury								
Acquisitions / divestments								
FX impact and other		0.2	0.1	0.5	0.1	-0.1	0.0	-0.1
End of period		112.6	112.4	112.1	111.4	111.3	110.9	111.1
Other customer lending								
Beginning of period		48.6	47.9	46.0	52.0	46.5	47.5	47.0
Net production		0.3	0.3	0.9	-0.3	0.1	0.1	0.7
Treasury		0.4	0.4	1.0	-5.7	5.3	-1.1	-0.3
Acquisitions / divestments								
FX impact and other								
End of period		49.3	48.6	47.9	46.0	52.0	46.5	47.5
Customer deposits								
Beginning of period		151.0	147.4	143.8	145.4	147.4	142.7	139.3
Net production		1.0	4.8	1.4	0.3	-0.3	4.2	-0.8
Treasury		-0.8	-1.1	2.2	-1.9	-1.7	0.5	4.1
Acquisitions / divestments								
FX impact and other								
End of period		151.2	151.0	147.4	143.8	145.4	147.4	142.7

ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium ¹⁾								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		38.7	38.4	37.9	37.9	37.2	36.5	36.2
Net production		0.5	0.2	0.4	0.3	0.7	0.7	0.5
Treasury								
Acquisitions / divestments								-0.2
FX impact and other		0.0	0.1	0.1	-0.4	-0.0	-0.0	0.0
End of period		39.3	38.7	38.4	37.9	37.9	37.2	36.5
Other customer lending								
Beginning of period		52.2	51.4	49.5	48.0	49.9	46.9	45.2
Net production		-0.7	1.5	0.6	1.2	-1.6	2.7	1.7
Treasury		-0.5	-0.7	1.4	-0.1	-0.3	0.4	-0.1
Acquisitions / divestments								
FX impact and other					0.4			
End of period		50.9	52.2	51.4	49.5	48.0	49.9	46.9
Customer deposits								
Beginning of period		89.3	87.5	85.5	85.6	85.2	83.7	82.5
Net production		0.7	1.8	2.0	-0.1	0.5	1.4	1.2
Treasury		0.0	-0.0	0.0	0.0	-0.0	0.1	-0.0
Acquisitions / divestments								
FX impact and other								
End of period		90.0	89.3	87.5	85.5	85.6	85.2	83.7

¹⁾ Including ING Luxembourg.

ING 3.6 Customer lending/deposits: Retail Banking Germany

Customer lending/deposits Retail Banking Germany ¹⁾								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		74.6	73.8	73.5	72.7	71.6	70.3	70.0
Net production		0.9	0.8	0.2	0.7	1.2	1.2	0.4
Treasury								
Acquisitions / divestments								
FX impact and other		0.1	0.1	0.1	0.1	-0.1	0.1	-0.1
End of period		75.6	74.6	73.8	73.5	72.7	71.6	70.3
Other customer lending								
Beginning of period		11.0	10.7	10.5	11.2	12.0	13.0	12.1
Net production		0.3	0.3	0.0	-0.0	0.3	0.3	0.3
Treasury		-0.3	0.1	0.1	-0.7	-1.0	-1.3	0.6
Acquisitions / divestments								
FX impact and other								
End of period		11.0	11.0	10.7	10.5	11.2	12.0	13.0
Customer deposits								
Beginning of period		137.3	136.9	138.0	132.7	135.9	132.5	132.7
Net production		-0.2	0.3	-0.9	6.0	-0.5	-0.2	-0.2
Treasury		0.1	0.1	-0.2	-0.6	-2.7	3.6	-0.0
Acquisitions / divestments								
FX impact and other								
End of period		137.2	137.3	136.9	138.0	132.7	135.9	132.5

¹⁾ Including ING Austria.

ING 3.7 Customer lending/deposits: RB Other Challengers & Growth Markets

Customer lending/deposits Retail Banking Other Challengers & Growth Markets ¹⁾								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		66.4	66.5	64.1	62.2	61.1	59.5	59.7
Net production		1.7	0.6	1.8	2.1	1.6	1.5	1.2
Treasury								
Acquisitions / divestments								
FX impact and other		-0.0	-0.7	0.7	-0.3	-0.5	0.1	-1.4
End of period		68.1	66.4	66.5	64.1	62.2	61.1	59.5
Other customer lending								
Beginning of period		28.1	27.2	27.0	26.4	26.6	26.3	26.1
Net production		0.4	1.0	0.4	-0.1	1.1	1.4	0.8
Treasury		-0.0	-0.0	-0.0	-0.0	0.0	-0.1	0.1
Acquisitions / divestments								
FX impact and other		-0.1	-0.1	-0.2	0.7	-1.3	-0.9	-0.7
End of period		28.4	28.1	27.2	27.0	26.4	26.6	26.3
Customer deposits								
Beginning of period		130.0	128.8	125.4	122.2	121.8	120.5	120.4
Net production		0.2	1.7	3.1	3.1	1.6	2.3	1.6
Treasury		0.0	0.1	-0.1	-0.1	-0.1	0.0	0.1
Acquisitions / divestments								
FX impact and other		-0.3	-0.5	0.3	0.3	-1.1	-1.0	-1.6
End of period		129.9	130.0	128.8	125.4	122.2	121.8	120.5

¹⁾ Includes: Australia, Czech Republic, France, Italy, Spain, UK Legacy and Other, Poland, Romania, Turkey, Asian stakes.

ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		0.8	0.8	0.9	0.8	0.8	0.8	0.9
Net production		0.0		0.0	0.0	0.0	-0.0	0.1
Treasury								
Acquisitions / divestments								
FX impact and other		0.1	0.1	-0.2	0.1	-0.1	0.0	-0.1
End of period		0.9	0.8	0.8	0.9	0.8	0.8	0.8
Other customer lending								
Beginning of period		181.9	181.2	175.7	180.9	175.3	166.0	161.3
Net production		-4.6	2.2	3.9	-1.2	2.6	6.1	6.9
Treasury		-0.0	-0.0	-0.3	-3.1	2.6	-0.7	-0.1
Acquisitions / divestments					-1.7			
FX impact and other		3.6	-1.5	1.9	0.8	0.3	4.0	-2.0
End of period		180.9	181.9	181.2	175.7	180.9	175.3	166.0
Customer deposits								
Beginning of period		63.5	60.9	63.1	66.2	66.5	67.7	65.1
Net production		2.8	3.1	-0.9	-1.6	2.2	-2.0	0.6
Treasury		-0.5	-0.4	-1.6	-1.6	-2.4	0.8	2.1
Acquisitions / divestments								
FX impact and other		0.2	-0.1	0.2	0.1	-0.1	-0.1	-0.2
End of period		66.0	63.5	60.9	63.1	66.2	66.5	67.7

ING 3.9 Customer lending/deposits: WB - Lending

Customer lending/deposits Wholesale Banking - Lending								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period		142.3	142.5	138.6	136.3	130.4	122.4	119.4
Net production		-1.4	1.0	2.5	1.7	5.7	5.3	4.4
Treasury								
Acquisitions / divestments								
FX impact and other		2.6	-1.2	1.5	0.6	0.2	2.8	-1.5
End of period		143.6	142.3	142.5	138.6	136.3	130.4	122.4
Customer deposits								
Beginning of period		0.5	0.4	0.6	0.4	0.5	0.6	0.6
Net production		-0.1	0.1	-0.2	0.1	-0.1	-0.1	-0.0
Treasury								
Acquisitions / divestments								
FX impact and other		0.0	-0.0	0.0	0.0	-0.0	0.0	0.0
End of period		0.4	0.5	0.4	0.6	0.4	0.5	0.6

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

Customer lending/deposits Wholesale Banking - Daily Banking & Trade Finance								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period		33.2	32.8	30.9	33.9	36.5	33.8	32.7
Net production		-3.1	0.7	1.5	-3.3	-2.8	1.6	1.7
Treasury								
Acquisitions / divestments								
FX impact and other		1.0	-0.3	0.4	0.2	0.1	1.2	-0.6
End of period		31.1	33.2	32.8	30.9	33.9	36.5	33.8
Customer deposits								
Beginning of period		50.5	49.7	51.4	52.3	50.7	52.3	51.6
Net production		4.6	0.8	-1.8	-1.0	1.6	-1.5	0.8
Treasury								
Acquisitions / divestments								
FX impact and other		0.1	-0.0	0.1	0.1	-0.0	-0.1	-0.1
End of period		55.1	50.5	49.7	51.4	52.3	50.7	52.3

ING 3.11 Customer lending/deposits: WB - Financial Markets

Customer lending/deposits Wholesale Banking - Financial Markets								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period		1.7	1.2	1.5	1.4	1.3	1.8	0.9
Net production		0.1	0.5	-0.3	0.1	0.0	-0.5	0.9
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period		1.8	1.7	1.2	1.5	1.4	1.3	1.8
Customer deposits								
Beginning of period		7.4	5.4	4.3	5.0	4.3	4.7	5.0
Net production		-1.7	2.0	1.0	-0.8	0.7	-0.4	-0.2
Treasury								
Acquisitions / divestments								
FX impact and other		0.1	-0.0	0.1	0.0	-0.0	0.1	-0.1
End of period		5.8	7.4	5.4	4.3	5.0	4.3	4.7

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

Customer lending/deposits Wholesale Banking - Treasury & Other								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		0.8	0.8	0.9	0.8	0.8	0.8	0.9
Net production		0.0		0.0	0.0	0.0	-0.0	0.1
Treasury								
Acquisitions / divestments								
FX impact and other		0.1	0.1	-0.2	0.1	-0.1	0.0	-0.1
End of period		0.9	0.8	0.8	0.9	0.8	0.8	0.8
Other customer lending								
Beginning of period		4.6	4.6	4.7	9.3	7.1	8.1	8.4
Net production		-0.1	-0.0	0.2	0.2	-0.4	-0.2	-0.2
Treasury		-0.0	-0.0	-0.3	-3.1	2.6	-0.7	-0.1
Acquisitions / divestments					-1.7			
FX impact and other					0.0	-0.0	-0.0	-0.0
End of period		4.5	4.6	4.6	4.7	9.3	7.1	8.1
Customer deposits								
Beginning of period		5.2	5.4	6.9	8.4	10.9	10.1	8.0
Net production		0.0	0.2	0.1	0.0	-0.0	0.0	-0.0
Treasury		-0.5	-0.4	-1.6	-1.6	-2.4	0.8	2.1
Acquisitions / divestments								
FX impact and other		-0.0	-0.0	-0.0	-0.0	-0.0	-0.0	-0.0
End of period		4.7	5.2	5.4	6.9	8.4	10.9	10.1

ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period								
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period								
Other customer lending								
Beginning of period		0.4	0.4	0.4	0.4	0.4	0.3	0.3
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other		0.0	0.0	0.0	0.0	0.0	0.0	-0.0
End of period		0.4	0.4	0.4	0.4	0.4	0.4	0.3
Customer deposits								
Beginning of period		0.0	0.0	0.0	0.1	0.0	-0.2	-0.2
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other		0.0	-0.0	-0.0	-0.0	0.0	0.3	-0.1
End of period		0.0	0.0	0.0	0.0	0.1	0.0	-0.2

ING 3.14 Customer lending/deposits: 3Q2019 Geographical split

Customer lending/deposits Geographical split								
In € billion	Total	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World	Other
Residential mortgages								
Beginning of period	293.0	113.0	38.8	74.7	55.5	10.9	0.0	0.0
Net production	3.2	-0.0	0.5	0.9	1.2	0.5	0.0	
Treasury								
Acquisitions / divestments								
FX impact and other	0.3	0.2	0.1	0.1	0.2	-0.2		
End of period	296.5	113.2	39.4	75.8	56.9	11.2	0.0	0.0
Other customer lending								
Beginning of period	322.3	76.2	68.0	46.9	32.6	27.2	70.8	0.4
Net production	-4.4	-0.1	-1.1	0.1	0.3	-0.0	-3.7	-0.0
Treasury	-0.5	0.5	-0.6	-0.4	-0.0	-0.0	0.0	
Acquisitions / divestments								
FX impact and other	3.5	0.5	0.2	-0.4	0.1	-0.1	3.2	0.0
End of period	320.9	77.2	66.5	46.1	33.1	27.1	70.4	0.4
Customer deposits								
Beginning of period	571.1	176.3	105.1	138.0	96.0	40.8	15.0	0.0
Net production	4.4	1.3	5.4	-0.1	-1.1	1.1	-2.1	0.0
Treasury	-1.1	-1.1	0.0	0.2	-0.1	0.1	-0.3	
Acquisitions / divestments								
FX impact and other	-0.2				0.1	-0.5	0.3	0.0
End of period	574.2	176.4	110.5	138.1	94.9	41.4	12.9	0.0

ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		113.0	112.7	112.1	111.9	111.7	111.8	112.6
Net production		-0.0	0.2	0.2	-0.0	0.4	-0.2	-0.6
Treasury								
Acquisitions / divestments								
FX impact and other		0.2	0.2	0.4	0.2	-0.2	0.0	-0.1
End of period		113.2	113.0	112.7	112.1	111.9	111.7	111.8
Other customer lending								
Beginning of period		76.2	76.1	72.7	83.0	74.0	75.2	74.2
Net production		-0.1	-0.2	2.7	-1.7	0.7	-0.1	3.1
Treasury		0.5	0.5	0.4	-8.8	8.3	-1.7	-0.7
Acquisitions / divestments								
FX impact and other		0.5	-0.2	0.3	0.1	0.1	0.5	-1.4
End of period		77.2	76.2	76.1	72.7	83.0	74.0	75.2
Customer deposits								
Beginning of period		176.3	170.8	172.8	173.2	175.0	173.8	167.4
Net production		1.3	6.9	-2.3	2.5	0.9	0.7	0.2
Treasury		-1.1	-1.5	0.3	-2.9	-2.6	0.5	6.1
Acquisitions / divestments								
FX impact and other								0.0
End of period		176.4	176.3	170.8	172.8	173.2	175.0	173.8

ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium ¹⁾								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		38.8	38.5	37.9	38.0	37.2	36.6	36.2
Net production		0.5	0.2	0.4	0.3	0.7	0.7	0.5
Treasury								
Acquisitions / divestments								-0.2
FX impact and other		0.1	0.1	0.1	-0.3	-0.0	0.0	0.0
End of period		39.4	38.8	38.5	37.9	38.0	37.2	36.6
Other customer lending								
Beginning of period		68.0	67.8	65.7	64.0	66.3	62.3	61.5
Net production		-1.1	1.1	0.4	1.4	-2.0	3.3	1.4
Treasury		-0.6	-0.8	1.6	-0.1	-0.4	0.5	-0.1
Acquisitions / divestments								
FX impact and other		0.2	-0.1	0.1	0.4	0.1	0.2	-0.5
End of period		66.5	68.0	67.8	65.7	64.0	66.3	62.3
Customer deposits								
Beginning of period		105.1	104.0	101.3	104.1	102.0	100.4	98.8
Net production		5.4	1.1	2.7	-2.7	2.1	1.6	1.6
Treasury		0.0	-0.0	-0.0	0.0	-0.1	0.1	-0.1
Acquisitions / divestments								
FX impact and other								
End of period		110.5	105.1	104.0	101.3	104.1	102.0	100.4

¹⁾ Including ING Luxembourg.

ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany ¹⁾								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		74.7	73.9	73.5	72.7	71.6	70.4	70.0
Net production		0.9	0.8	0.2	0.7	1.2	1.2	0.4
Treasury								
Acquisitions / divestments								
FX impact and other		0.1	0.1	0.2	0.1	-0.1	0.1	-0.1
End of period		75.8	74.7	73.9	73.5	72.7	71.6	70.4
Other customer lending								
Beginning of period		46.9	45.5	44.7	44.4	44.7	42.3	38.5
Net production		0.1	1.1	0.6	0.8	1.1	2.0	1.0
Treasury		-0.4	0.1	0.2	-0.9	-1.2	-1.5	0.8
Acquisitions / divestments								
FX impact and other		-0.4	0.2	-0.0	0.3	-0.2	2.0	1.9
End of period		46.1	46.9	45.5	44.7	44.4	44.7	42.3
Customer deposits								
Beginning of period		138.0	138.2	138.8	133.6	137.5	133.6	133.7
Net production		-0.1	-0.2	-0.4	6.1	-0.8	-0.3	-0.1
Treasury		0.2	0.1	-0.3	-0.8	-3.1	4.2	-0.0
Acquisitions / divestments								
FX impact and other								
End of period		138.1	138.0	138.2	138.8	133.6	137.5	133.6

¹⁾ Including ING Austria.

ING 3.18 Customer lending/deposits: Geographical Other Challengers

Customer lending/deposits Geographical Other Challengers ¹⁾								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		55.5	56.2	54.0	52.6	51.9	50.4	50.8
Net production		1.2	0.1	1.4	1.7	1.2	1.1	0.8
Treasury								
Acquisitions / divestments								
FX impact and other		0.2	-0.8	0.7	-0.3	-0.5	0.4	-1.2
End of period		56.9	55.5	56.2	54.0	52.6	51.9	50.4
Other customer lending								
Beginning of period		32.6	31.4	31.1	32.4	31.1	29.9	29.5
Net production		0.3	1.4	0.1	0.5	1.4	1.3	0.3
Treasury		-0.0	0.0	0.0	-0.0		-0.2	0.0
Acquisitions / divestments					-1.7			
FX impact and other		0.1	-0.2	0.2	-0.0	-0.1	0.2	0.0
End of period		33.1	32.6	31.4	31.1	32.4	31.1	29.9
Customer deposits								
Beginning of period		96.0	95.6	92.6	91.2	91.3	89.5	90.5
Net production		-1.1	1.0	2.2	1.7	0.3	1.6	0.0
Treasury		-0.1	0.1	0.1	0.1	-0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other		0.1	-0.7	0.7	-0.3	-0.4	0.3	-1.1
End of period		94.9	96.0	95.6	92.6	91.2	91.3	89.5

¹⁾ Includes Australia, Czech Republic, France, Italy, Spain and Portugal, UK Legacy and Other.

ING 3.19 Customer lending/deposits: Geographical Growth Markets

Customer lending/deposits Geographical Growth Markets ¹⁾								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		10.9	10.4	10.1	9.6	9.3	9.2	8.9
Net production		0.5	0.5	0.4	0.4	0.4	0.4	0.3
Treasury								
Acquisitions / divestments								
FX impact and other		-0.2	0.1	-0.1	0.0	-0.0	-0.3	-0.1
End of period		11.2	10.9	10.4	10.1	9.6	9.3	9.2
Other customer lending								
Beginning of period		27.2	27.1	27.3	27.0	27.2	26.8	27.5
Net production		-0.0	0.2	0.1	-0.5	1.1	1.4	0.6
Treasury		-0.0	-0.0	-0.0	-0.0	0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other		-0.1	-0.0	-0.3	0.8	-1.4	-1.0	-1.4
End of period		27.1	27.2	27.1	27.3	27.0	27.2	26.8
Customer deposits								
Beginning of period		40.8	39.3	38.9	36.6	36.8	36.5	36.6
Net production		1.1	1.1	1.0	1.9	0.8	1.6	0.4
Treasury		0.1	0.1	-0.2	-0.2	-0.1	0.0	0.1
Acquisitions / divestments								
FX impact and other		-0.5	0.2	-0.4	0.6	-0.8	-1.4	-0.6
End of period		41.4	40.8	39.3	38.9	36.6	36.8	36.5

¹⁾ 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 € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period		70.8	70.4	67.1	67.5	66.9	63.1	60.6
Net production		-3.7	1.7	1.9	-1.0	0.1	2.6	4.0
Treasury		0.0	-0.0	-0.0	0.1	-0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other		3.2	-1.2	1.5	0.4	0.6	1.2	-1.4
End of period		70.4	70.8	70.4	67.1	67.5	66.9	63.1
Customer deposits								
Beginning of period		15.0	13.4	11.2	13.3	14.0	13.3	13.0
Net production		-2.1	1.8	1.6	-1.7	0.2	0.5	0.2
Treasury		-0.3	-0.2	0.4	-0.4	-1.0	0.1	0.2
Acquisitions / divestments								
FX impact and other		0.3	-0.1	0.3	0.0	0.0	0.1	-0.1
End of period		12.9	15.0	13.4	11.2	13.3	14.0	13.3

ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other ¹⁾								
In € billion	4Q2019	3Q2019	2Q2019	1Q2019	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages								
Beginning of period								
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period								
Other customer lending								
Beginning of period		0.4	0.4	0.4	0.4	0.4	0.3	0.3
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other		0.0	0.0	0.0	0.0	0.0	0.0	-0.0
End of period		0.4	0.4	0.4	0.4	0.4	0.4	0.3
Customer deposits								
Beginning of period		0.0	0.0	0.0	0.1	0.0	-0.2	-0.2
Net production			-0.0					
Treasury								
Acquisitions / divestments								
FX impact and other		0.0	-0.0	-0.0	-0.0	0.0	0.3	-0.1
End of period		0.0	0.0	0.0	0.0	0.1	0.0	-0.2

¹⁾ Region Other consists of Corporate Line and Real Estate run-off portfolio.

Important legal information

Projects may be subject to regulatory approvals.

ING Group's annual accounts are prepared in accordance with International Financial Reporting Standards as adopted by the European Union ('IFRS-EU'). In preparing the financial information in this document, except as described otherwise, the same accounting principles are applied as in the 2018 ING Group consolidated annual accounts. All figures in this document are unaudited. Small differences are possible in the tables due to rounding.

Certain of the statements contained herein are not historical facts, including, without limitation, certain statements made of future expectations and other forward-looking statements that are based on management's current views and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in such statements.

Actual results, performance or events may differ materially from those in such statements due to a number of factors, including, 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) potential consequences of the United Kingdom leaving the European Union or a break-up of the euro, (4) changes in the fiscal position and the future economic performance of the US including potential consequences of a downgrade of the sovereign credit rating of the US government, (5) potential consequences of a European sovereign debt crises, (6) changes in the availability of, and costs associated with, sources of liquidity such as interbank funding, (7) changes in conditions in the credit and capital markets generally, including changes in borrower and counterparty creditworthiness, (8) changes affecting interest rate levels, (9) inflation and deflation in our principal markets, (10) changes affecting currency exchange rates, (11) changes in investor and customer behaviour, (12) changes in general competitive factors, (13) changes in or discontinuation of 'benchmark' indices, (14) changes in laws and regulations and the interpretation and application thereof, (15) changes in compliance obligations including, but not limited to, those posed by the implementation of DAC6, (16) geopolitical risks, political instabilities and policies and actions of governmental and regulatory authorities, (17) changes in standards and interpretations under International Financial Reporting Standards (IFRS) and the application thereof, (18) conclusions with regard to purchase accounting assumptions and methodologies, and other changes in accounting assumptions and methodologies including changes in valuation of issued securities and credit market exposure, (19) changes in ownership that could affect the future availability to us of net operating loss, net capital and built-in loss carry forwards, (20) changes in credit ratings, (21) the outcome of current and future legal and regulatory proceedings, (22) operational risks, such as system disruptions or failures, breaches of security, cyber-attacks, human error, changes in operational practices or inadequate controls including in respect of third parties with which we do business, (23) risks and challenges related to cybercrime including the effects of cyber-attacks and changes in legislation and regulation related to cybersecurity and data privacy, (24) the inability to protect our intellectual property and infringement claims by third parties, (25) the inability to retain key personnel, (26) business, operational, regulatory, reputation and other risks in connection with climate change, (27) ING's ability to achieve its strategy, including projected operational synergies and cost-saving programmes and (28) the other risks and uncertainties detailed in the 2018 annual report of ING Groep N.V. (including the Risk Factors contained therein) and ING's more recent disclosures, including press releases, which are available on www.ING.com. (29) This document may contain inactive textual addresses to internet websites operated by us and third parties. Reference to such websites is made for information purposes only, and information found at such websites is not incorporated by reference into this document. ING does not make any representation or warranty with respect to the accuracy or completeness of, or take any responsibility for, any information found at any websites operated by third parties. ING specifically disclaims any liability with respect to any information found at websites operated by third parties. ING cannot guarantee that websites operated by third parties remain available following the publication of this document, or that any information found at such websites will not change following the filing of this document. Many of those factors are beyond ING's control.

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