

ING GROUP HISTORICAL TREND DATA



Second quarter 2013

INTRODUCTION

General comments

- The Historical Trend Data document is published on a quarterly basis.
- Allocation keys are used to calculate segmental information; e.g. Life vs. Non-life, Retail vs. Commercial banking and product information. These allocation keys might be refined over time.
- ING analyses its results on an underlying basis. Underlying results are derived from results based on IFRS as adopted by the European Union (IFRS-EU), i.e. IFRS-EU result, excluding the impact of divestments, discontinued operations and special items. In case of a divestment, historical results are revised by excluding both the transaction gain/loss and the operating results of the divested unit.
- As of 1 January 2013, ING applies the revised IAS 19 'Employee Benefits', which was already reflected in the 1Q2013 Historical Trend Data. The most significant change relates to the accounting for defined benefit pension obligations and the corresponding plan assets. IAS 19 has been implemented retrospectively; as a result, comparative results for previous periods have been restated and are presented as if the new requirements were always applied.
- For insurance we include a life margin analysis tying to an operating result before tax which eliminated most market volatility from the underlying result before tax.
- Rounding could cause some small differences.
- All figures are unaudited.

Discontinued operations

- The net result of the Asia insurance and Investment management operations has been transferred to 'net result from discontinued operations'.

Historical trend data include:

- Breakdown shareholders' equity
- Income statement for each segment
- Condensed income statement for product groups within Commercial Banking
- Income statement for corporate lines
- Client Balances Roll forward
- Additional detail is included for Retail Banking International
- Additional detail is included for Insurance US (excluding Closed Block VA) and US Closed Block VA.
- Investment Management: different breakdowns of Assets under Management and an Assets under Management roll-forward
- Full geographical breakdown of banking results

Product segmentation Commercial Banking

Product Group

• Industry Lending

• General Lending & Transaction Services

• Financial Markets

• Bank Treasury, Real Estate & Other

Sub products

- Structured Finance
- Real Estate Finance

- Corporate & Financial Institutions Lending
- Payment & Cash Management
- General Lease and Commercial Finance
- Trade Finance Services

- Financial Markets Clients & Products
- Strategic Trading
- Corporate Finance & Equity Markets

- Bank Treasury (Asset & Liability Management and Treasury)
- Real Estate Development
- REIM Investment Portfolio
- General Lease run-off portfolio
- Other

TABLE OF CONTENTS

1	ING Group	4	2.4.2 Geographical split: Netherlands	33	4	Insurance ING U.S.	57	
1.1	Profit and loss	4	2.4.3 Geographical split: Belgium	34	4.1.1	Profit and loss Insurance ING U.S.: Total	57	
1.2	Consolidated Balance sheet: Assets	5	2.4.4 Geographical split: Germany	35	4.1.2	Profit and loss Insurance ING U.S.: Insurance US	58	
1.3	Consolidated Balance sheet: Total equity and liabilities	6	2.4.5 Geographical split: Rest of Europe	36	4.1.3	Profit and loss Insurance ING U.S.: Investment Management	59	
1.4	Total equity	7	2.4.6 Geographical split: Outside Europe	37	4.1.4	Profit and loss Insurance ING U.S.: US Closed Block VA	60	
1.5	Cash flow statement	8	2.4.7 Geographical split: Other	38	4.1.5	Profit and loss Insurance ING U.S.: Corporate Line	61	
2	Banking	9	3	Insurance EurAsia	39	4.2.1	Margin analysis Insurance ING U.S.: Total	62
2.1.1	Profit and loss: ING Bank	9	3.1.1	Profit and loss Insurance EurAsia: Total	39	4.2.2	Margin analysis Insurance ING U.S.: Insurance US	63
2.1.2	Profit and loss: Retail Banking	10	3.1.2	Profit and loss Insurance EurAsia: Benelux	40	4.2.3	Margin analysis Insurance ING U.S.: Investment Management	64
2.1.3	Profit and loss: Retail Banking Benelux	11	3.1.3	Profit and loss Insurance EurAsia: CRE	41	4.2.4	Margin analysis Insurance ING U.S.: US Closed Block VA	65
2.1.4	Profit and loss: Retail Banking Netherlands	12	3.1.4	Profit and loss Insurance EurAsia: Asia	42	4.2.5	Margin analysis Insurance ING U.S.: Corporate Line	66
2.1.5	Profit and loss: Retail Banking Belgium	13	3.1.5	Profit and loss Insurance EurAsia: Investment Management	43	4.3.1	Client Balances Insurance ING U.S.: Total	67
2.1.6	Profit and loss: Retail Banking International	14	3.1.6	Profit and loss Insurance EurAsia: Corporate Line	44	4.3.2	Client Balances Insurance ING U.S.: Insurance US	68
2.1.7	Profit and loss: Retail Banking Germany	15	3.2.1	Margin analysis Insurance EurAsia: Total	45	4.3.3	Client Balances Insurance ING U.S.: Investment Management	69
2.1.8	Profit and loss: Retail Banking Rest of World	16	3.2.2	Margin analysis Insurance EurAsia: Benelux	46	4.3.4	Client Balances Insurance ING U.S.: US Closed Block VA	70
2.1.9	Profit and loss: Commercial Banking	17	3.2.3	Margin analysis Insurance EurAsia: CRE	47	4.4	Additional information Insurance ING U.S.: Total	71
2.1.10	Profit and loss: Commercial Banking - Industry Lending	18	3.2.4	Margin analysis Insurance EurAsia: Investment Management	48	4.5	Additional information Insurance ING U.S.: Investment Management	77
2.1.11	Profit and loss: Commercial Banking - General Lending & Transaction Services	19	3.2.5	Margin analysis Insurance EurAsia: Corporate Line	49	4.6	Additional information Insurance ING U.S.: US Closed Block VA	78
2.1.12	Profit and loss: Commercial Banking - Financial Markets	20	3.3.1	Client Balances Insurance EurAsia: Life Insurance & Investment Management	50	5	Insurance Other	79
2.1.13	Profit and loss: Commercial Banking - Bank Treasury, Real Estate & Other	21	3.3.2	Client Balances Insurance EurAsia: Benelux Life	51	5.1.1	Profit and loss Insurance Other: Corporate Line	79
2.1.14	Profit and loss: Corporate Line Banking	22	3.3.3	Client Balances Insurance EurAsia: CRE Life	52	5.2.1	Margin analysis Insurance Other: Corporate Line	80
2.2.1	Client Balances: ING Bank	23	3.3.4	Client Balances Insurance EurAsia: Investment Management	53			
2.2.2	Client Balances: Retail Banking	24	3.4	Additional information Insurance EurAsia: Key figures by country	54			
2.2.3	Client Balances: Retail Banking Netherlands	25	3.5	Additional information Insurance EurAsia: Benelux Non-life	55			
2.2.4	Client Balances: Retail Banking Belgium	26	3.6	Additional information Insurance EurAsia: Investment Management	56			
2.2.5	Client Balances: Retail Banking Germany	27						
2.2.6	Client Balances: Retail Banking Rest of World	28						
2.2.7	Client Balances: Commercial Banking	29						
2.3	Additional information Retail Banking International	30						
2.4.1	Geographical split: ING Bank	32						

ING GROUP 1.1 PROFIT AND LOSS

ING Group: Profit and loss										
in EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	6M2013	6M2012 ¹⁾
Gross premium income			4,479	5,785	4,661	4,682	4,811	6,123	10,264	10,934
Interest result Banking operations			2,978	2,892	2,841	2,946	2,831	2,960	5,870	5,791
Commission income			963	920	880	883	928	886	1,882	1,814
Total investment & other income			1,076	976	1,269	1,123	2,766	262	2,052	3,029
Total underlying income			9,495	10,572	9,652	9,635	11,338	10,232	20,067	21,568
Underwriting expenditure			4,645	5,829	5,258	4,885	6,586	5,845	10,474	12,431
Staff expenses			1,707	1,739	1,680	1,698	1,643	1,680	3,446	3,325
Other expenses			1,140	1,166	1,436	1,186	1,112	1,179	2,305	2,291
Intangibles amortisation and impairments			26	39	35	51	56	69	65	125
Operating expenses			2,874	2,944	3,151	2,935	2,811	2,929	5,817	5,741
Interest expenses Insurance operations			70	69	74	86	88	78	139	166
Addition to loan loss provisions			616	561	589	554	540	439	1,176	978
Other			4	4	5	3	8	4	7	12
Total underlying expenditure			8,207	9,407	9,077	8,463	10,032	9,295	17,614	19,328
Underlying result before tax			1,288	1,167	575	1,172	1,305	936	2,453	2,240
Taxation			369	342	75	316	179	314	711	493
Minority interests			-23	24	17	34	18	43	1	60
Underlying net result			942	800	483	822	1,109	579	1,742	1,687
Net gains/losses on divestments			-16	940	1,613	-200	-188	489	924	301
Net result from divested units				-38	-50	-55	8	12	-38	21
Net result from discontinued operations ²⁾			-98	155	78	198	111	163	58	274
Special items after tax			-41	-53	-643	-109	252	-515	-94	-262
Net result			788	1,804	1,481	658	1,293	728	2,592	2,020

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

2) The results of Insurance/IM Asia have been transferred to "net result from discontinued operations".

ING GROUP 1.2 CONSOLIDATED BALANCE SHEET: ASSETS

ING Group: Assets								
in EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012 ¹⁾	30 Sep 2012 ¹⁾	30 Jun 2012 ¹⁾	31 Mar 2012 ¹⁾
Cash and balances with central banks			18,699	12,816	17,657	28,367	16,204	46,587
Amounts due from banks			43,034	47,262	39,053	44,788	47,395	50,441
Financial assets at fair value through P&L								
- trading assets			125,562	135,434	114,895	129,561	123,915	119,600
- investments for risk policyholders			99,566	103,060	98,765	100,768	99,402	121,593
- non-trading derivatives			9,183	12,582	13,951	15,804	15,811	16,010
- other			4,765	6,000	4,760	5,299	5,456	5,660
Investments								
- Available-for-sale investments			188,741	192,398	193,584	192,448	198,057	211,569
of which equity securities			7,117	7,162	7,707	7,638	10,538	11,517
of which debt securities			181,624	185,236	185,877	184,810	187,519	200,052
- Held-to-maturity investments			3,936	4,108	6,545	6,887	7,261	7,579
Loans and advances to customers								
- securities at amortised cost and IABF			26,819	27,691	28,169	31,142	34,676	36,371
- customer lending			529,447	538,774	535,235	541,731	575,528	569,661
Reinsurance contracts			5,129	5,266	5,290	5,461	5,679	5,632
Investments in associates			2,101	2,284	2,203	2,235	2,255	2,330
Real estate investments			1,219	1,224	1,288	1,339	1,342	1,443
Property and equipment			2,627	2,689	2,674	2,689	2,746	2,840
Intangible assets			2,748	2,691	2,639	2,707	2,929	3,550
Deferred acquisition costs			5,212	4,810	4,549	4,634	4,670	10,054
Assets held for sale			48,981	56,012	68,472	103,714	63,844	
Other assets								
- deferred tax assets			1,920	1,837	2,245	2,705	2,837	2,801
- other			23,909	23,783	24,218	23,663	25,357	26,327
Total assets			1,143,598	1,180,720	1,166,191	1,245,942	1,235,365	1,240,050

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

ING GROUP 1.3 CONSOLIDATED BALANCE SHEET: TOTAL EQUITY AND LIABILITIES

ING Group: Total equity and liabilities								
in EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012 ¹⁾	30 Sep 2012 ¹⁾	30 Jun 2012 ¹⁾	31 Mar 2012 ¹⁾
Shareholders' equity (in parent)			49,881	54,438	51,777	50,600	48,511	45,880
Minority interests			3,885	1,133	1,081	1,020	927	831
Non-voting equity securities			2,250	2,250	2,250	3,000	3,000	3,000
Total equity			56,016	57,821	55,108	54,620	52,438	49,711
Preference shares								
Subordinated loans			8,645	8,883	8,786	8,938	9,089	8,687
Debt securities in issue			139,904	146,535	143,436	159,961	157,926	163,968
Other borrowed funds			12,227	13,815	16,723	18,060	19,560	17,726
Insurance and investment contracts								
Life insurance provisions excluding provisions for risk of policyholders			120,939	124,144	122,989	123,950	124,947	150,193
Provision for life insurance for risk of policyholders			91,891	94,907	90,803	93,513	92,292	114,693
Provision for unearned premiums and unexpired risks			532	630	268	425	542	678
Claims provision			3,308	3,326	3,263	3,256	3,265	3,243
Investment contracts for risk of company			4,470	4,767	4,561	5,237	5,973	5,828
Investment contracts for risk of policyholders			7,793	8,254	8,066	7,366	7,233	6,920
Total Insurance and investment contracts			228,934	236,028	229,950	233,747	234,252	281,554
Amounts due to banks			35,156	37,425	38,704	51,367	58,873	69,317
Customer deposits and other funds on deposits			470,955	470,645	455,003	444,955	472,916	474,533
Financial liabilities at fair value through profit and loss								
Trading liabilities			90,757	97,102	83,652	100,459	100,651	104,823
Non-trading derivatives			14,207	17,644	18,752	21,867	21,921	21,729
Designated as at fair value through profit and loss			12,716	13,100	13,399	13,965	13,769	13,638
Liabilities held for sale			44,934	50,476	69,899	106,477	61,555	0
Other liabilities								
Deferred tax liabilities			1,824	2,637	2,813	3,154	2,394	3,136
Other			27,323	28,610	29,966	28,372	30,020	31,228
Total liabilities			1,087,582	1,122,899	1,111,083	1,191,321	1,182,927	1,190,338
Total equity and liabilities			1,143,598	1,180,720	1,166,191	1,245,941	1,235,365	1,240,050

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

ING GROUP 1.4 TOTAL EQUITY

ING Group: Total equity								
in EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012 ¹⁾	30 Sep 2012 ¹⁾	30 Jun 2012 ¹⁾	31 Mar 2012 ¹⁾
Share capital			921	919	919	919	919	919
Share premium			16,034	16,034	16,034	16,034	16,034	16,034
Revaluation reserve equity securities			2,055	2,260	2,337	2,249	2,648	2,826
Revaluation reserve debt securities			5,579	9,639	10,516	9,571	6,311	4,856
Revaluation reserve crediting to life policyholders			-3,507	-5,214	-5,673	-5,465	-4,460	-3,723
Revaluation reserve cashflow hedge			2,124	2,557	2,689	2,465	2,375	2,062
Other revaluation reserve			814	254	607	609	612	606
Remeasurement of the net defined benefit asset/liability			-1,716	-1,756	-2,861	-2,872	-2,549	-2,159
Currency translation reserve			-1,298	-546	-841	-111	128	-807
Treasury shares			-19	-267	-410	-411	-429	-547
Retained earnings and other reserves			28,893	30,558	28,460	27,612	26,922	25,813
Shareholders' equity			49,881	54,438	51,777	50,600	48,511	45,880
Minority interests			3,885	1,133	1,081	1,020	927	831
Non-voting equity securities			2,250	2,250	2,250	3,000	3,000	3,000
Total equity			56,016	57,821	55,108	54,620	52,438	49,711
Key figures								
Shareholders' equity per share in EUR			13.00	14.28	13.62	13.32	12.76	12.10

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

ING GROUP 1.5 CASH FLOW STATEMENT

ING Group: Cash flow statement								
in EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Net cash flow from operating activities			6,954	-4,703	-1,597	7,942	-13,161	-2,441
Investments and advances:								
Associates			-8	-9	-7	-9	-3	-7
Available-for-sale investments			-48,959	-44,735	-33,486	-36,729	-39,640	-33,826
Held-to-maturity investments						16	-16	
Real estate investments			-1	-3	-4	-2	-2	-52
Property and equipment			-91	-71	-153	-117	-85	-68
Assets subject to operating leases			-91					
Investments for risk of policyholders			-17,028	-17,783	-19,600	-18,495	-13,409	-16,482
Other investments			-88	-59	-86	-86	-106	-91
Disposals and redemptions:								
Group companies			-208	-5,556	3,780			-10,316
Associates			193	8	12	31	5	44
Available-for-sale investments			43,687	45,516	30,973	39,336	34,294	32,815
Held-to-maturity investments			170	2,434	340	370	315	1,283
Real estate investments				1	45		7	238
Property and equipment			10	24	20	35	12	4
Assets subject to operating leases								
Investments for risk of policyholders			18,901	21,538	19,484	20,330	14,184	18,203
Loan portfolio			794	174	3,315	1,879	1,848	226
Other investments			7	2	1	2	4	2
Net cash flow from investing activities			-2,712	1,481	4,634	6,561	-2,592	-8,027
Proceeds from borrowed funds and debt securities			31,780	45,528	39,824	41,661	109,025	141,976
Repayments from borrowed funds and debt securities			-33,850	-45,192	-56,083	-40,584	-118,088	-118,420
Issuance of ordinary shares								
Proceeds of IPO ING U.S.			1,061					
Repayment of non-voting equity securities					-750			
Repurchase premium					-375			
Purchase of treasury shares			-2	-3	-13		-1	-3
Sale of treasury shares			101	55	12	13	69	66
Dividends paid/received								
Net cash flow from financing activities			-910	388	-17,385	1,090	-8,995	23,619
Net cash flow			3,332	-2,834	-14,346	15,593	-24,747	13,151
Cash and cash equivalents at beginning of period			21,204	24,150	38,146	22,498	47,675	34,280
Effect of exchange rates on cash and equivalents			676	-112	349	53	-430	245
Cash and cash equivalents at end of period			25,212	21,204	24,150	38,146	22,498	47,675
- of which Treasury bills and other eligible bills			661	1,222	518	4,318	3,651	2,762
- of which Amounts due to/from banks			4,643	5,668	4,633	4,051	925	-1,674
- of which Cash and balances with central banks			18,699	12,816	17,657	28,367	16,204	46,587
- of which Cash and cash equivalents classified as Assets held for sale			1,209	1,498	1,342	1,410	1,718	

BANKING 2.1.1 PROFIT AND LOSS: ING BANK

Banking: Profit and loss ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Interest income			13,980	14,273	14,721	14,942	15,169	15,297	28,253	30,466
Minus: interest expense			10,974	11,357	11,854	11,970	12,313	12,328	22,332	24,641
Interest result			3,006	2,916	2,867	2,972	2,856	2,969	5,922	5,825
Funds transfer			152	147	152	158	157	152	299	310
Securities business			104	104	79	99	120	109	208	229
Insurance broking			39	37	40	39	43	40	75	83
Management fees			29	32	33	30	30	30	62	60
Brokerage and advisory fees			78	65	58	68	69	59	143	128
Other			181	169	148	139	157	163	350	320
Commission income			582	554	510	532	577	553	1,136	1,130
Rental income			7	2	-1	5	4	8	8	12
Other investment income			19	12	10	29	27	6	31	33
Investment income			26	14	9	34	31	14	39	45
Realised gains/losses on bonds			19	96	10	26	20	108	115	129
Realised gains/losses on equities			7	14	-1	342	3	-0	21	3
Change in fair value real estate investments			1	-	1	-8	-3	-1	1	-4
Realised gains and fair value changes on investments			27	110	9	359	21	107	137	128
Total investment income			52	124	18	393	52	121	176	173
Valuation results non-trading derivatives			417	-100	-167	-395	38	-456	318	-418
Net trading income			-245	344	40	426	167	485	99	653
Other income			40	26	-57	-137	-96	45	66	-51
Total other income			212	270	-185	-106	109	74	483	183
Total underlying income			3,853	3,863	3,211	3,791	3,594	3,718	7,716	7,311
Staff expenses			1,236	1,239	1,209	1,208	1,213	1,228	2,475	2,441
Other expenses			828	855	1,095	868	775	830	1,683	1,605
Intangibles amortisation and impairments			26	39	35	51	56	69	65	125
Operating expenses			2,090	2,133	2,340	2,127	2,044	2,128	4,224	4,171
Gross result			1,762	1,730	871	1,664	1,550	1,590	3,492	3,140
Additions to loan loss provision			616	561	589	554	540	439	1,176	978
Underlying result before tax			1,147	1,169	283	1,110	1,011	1,151	2,316	2,162
Taxation			283	331	137	264	257	356	614	613
Minority interests			23	30	20	24	20	27	53	46
Underlying net result			840	809	126	822	734	768	1,649	1,502
Net gains/losses on divestments			-	-6	891	-16	-	489	-6	489
Net result from divested units			-	-37	-55	-55	11	12	-37	23
Special items after tax			-22	-23	-348	-46	202	-404	-44	-202
Net result			819	744	615	706	948	865	1,563	1,813
Key figures²⁾										
Interest margin			1.42%	1.38%	1.34%	1.35%	1.27%	1.33%	1.40%	1.30%
Cost/income ratio			54.3%	55.2%	72.9%	56.1%	56.9%	57.2%	54.7%	57.1%
Return on equity based on IFRS-EU equity			9.5%	9.0%	1.4%	9.2%	8.4%	8.9%	9.3%	8.7%
Return on equity based on 10.0% core Tier 1 ³⁾			12.4%	12.1%	2.1%	11.8%	10.3%	10.9%	12.3%	10.6%
Risk costs in bp of average RWA			89	81	85	77	73	60	85	67
Risk-weighted assets (end of period)			277,632	278,225	275,636	279,337	295,568	291,986	277,632	295,568
Staff (FTEs end of period)			64,298	64,359	65,173	66,099	66,179	66,583	64,298	66,179

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

2) Key figures based on underlying figures

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

BANKING 2.1.2 PROFIT AND LOSS: RETAIL BANKING

Banking: Profit and loss Retail Banking ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Balance sheet related interest			2,094	2,000	1,971	2,010	1,966	1,959	4,094	3,926
Capital charge on book equity			-44	-43	-45	-53	-61	-61	-87	-122
Interest benefit on economic capital			71	72	71	71	74	79	143	153
Interest result			2,121	2,028	1,996	2,028	1,980	1,978	4,149	3,957
Funds transfer			135	130	137	137	141	140	265	280
Securities business			83	90	65	54	70	83	173	153
Insurance broking			37	35	39	36	41	38	72	78
Management fees			29	31	32	31	29	31	60	60
Brokerage and advisory fees			9	8	7	8	3	8	17	11
Other			38	23	18	38	33	29	61	61
Commission income			330	318	298	304	316	328	648	644
Rental income			1	1	2	0	1	1	1	2
Other investment income			2	7	-2	22	12	-1	8	10
Investment income			2	7	0	22	13	-0	10	12
Realised gains/losses on bonds			0	30	5	0	-8	-3	30	-11
Realised gains/losses on equities			0	11	-3	4	-1	0	11	-0
Change in fair value real estate investments			-	-	0	-	-	-	-	-
Realised gains and fair value changes on investments			0	41	3	4	-9	-2	42	-11
Total investment income			3	49	3	26	4	-3	51	1
Valuation results non-trading derivatives			-18	10	-29	-2	36	-14	-8	21
Net trading income			63	57	44	61	14	77	120	91
Other income			53	12	-59	-164	-143	12	66	-131
Total other income			99	80	-44	-105	-93	74	178	-19
Total underlying income			2,552	2,475	2,253	2,253	2,207	2,378	5,027	4,584
Staff and other expenses			1,508	1,518	1,560	1,464	1,438	1,479	3,027	2,917
Intangibles amortisation and impairments			9	6	6	6	4	3	16	7
Operating expenses			1,518	1,525	1,567	1,470	1,442	1,483	3,042	2,924
Gross result			1,035	950	687	783	765	895	1,985	1,660
Additions to loan loss provision			370	343	314	319	261	272	713	534
Underlying result before tax			664	607	373	464	504	623	1,271	1,126
Taxation			200	152	129	152	138	187	352	325
Minority interests			15	22	17	19	14	17	36	32
Underlying net result			450	433	226	294	351	418	883	770
Net gains/losses on divestments			-	-6	891	-16	-	489	-6	489
Net result from divested units			-	-37	-55	-55	11	12	-37	23
Special items after tax			-49	-21	-203	-45	-29	-30	-70	-58
Net result			401	369	860	178	334	890	771	1,224
Key figures²⁾										
Cost/income ratio			59.5%	61.6%	69.5%	65.3%	65.3%	62.4%	60.5%	63.8%
Return on equity based on 10.0% core Tier 1 ³⁾			13.2%	12.8%	6.8%	8.7%	10.2%	12.4%	13.0%	11.3%
Risk cost in bp of average RWA			105	97	88	89	73	78	101	75
Risk-weighted assets (end of period)			141,770	140,214	143,313	141,401	145,122	141,367	141,770	145,122
Staff (FTEs end of period)			53,738	53,605	54,154	54,850	54,895	55,398	53,738	54,895

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

2) Key figures based on underlying figures

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

BANKING 2.1.3 PROFIT AND LOSS: RETAIL BANKING BENELUX

Banking: Profit and loss Retail Banking Benelux ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Balance sheet related interest			1,301	1,250	1,234	1,260	1,245	1,237	2,551	2,482
Capital charge on book equity			-0	-0	-1	-1	-1	-2	-1	-3
Interest benefit on economic capital			32	31	31	31	32	35	63	66
Interest result			1,333	1,281	1,265	1,290	1,276	1,269	2,614	2,545
Funds transfer			104	100	104	104	112	111	203	222
Securities business			56	62	41	31	48	52	118	100
Insurance broking			29	26	29	28	34	30	55	63
Management fees			33	31	32	31	29	31	64	60
Brokerage and advisory fees			1	1	2	1	1	1	2	2
Other			-14	-13	-15	1	-9	-9	-27	-18
Commission income			208	207	194	196	215	215	415	430
Rental income			-	-	-	-	-	-	-	-
Other investment income			1	0	0	-1	3	-1	1	2
Investment income			1	0	0	-1	3	-1	1	2
Realised gains/losses on bonds			-0	10	0	0	0	-0	10	-0
Realised gains/losses on equities			0	-0	-3	3	-1	0	0	-1
Change in fair value real estate investments			-	-	-	-	-	-	-	-
Realised gains and fair value changes on investments			-0	10	-3	3	-1	-0	10	-1
Total investment income			0	10	-3	2	2	-1	11	1
Valuation results non-trading derivatives			-9	-2	-1	2	-2	14	-11	12
Net trading income			47	57	27	34	12	37	104	48
Other income			14	9	2	17	16	14	23	30
Total other income			52	64	28	53	25	64	116	90
Total underlying income			1,593	1,562	1,484	1,541	1,518	1,548	3,155	3,066
Staff and other expenses			924	920	955	900	877	922	1,844	1,799
Intangibles amortisation and impairments			9	6	6	6	4	3	16	7
Operating expenses			933	927	961	906	881	925	1,860	1,806
Gross result			660	636	523	635	637	622	1,296	1,259
Additions to loan loss provision			259	254	235	235	189	175	513	364
Underlying result before tax			401	382	288	400	448	448	783	896
Taxation			111	110	71	105	112	124	221	235
Minority interests			-2	-1	-3	1	0	2	-2	2
Underlying net result			292	273	221	294	336	322	564	658
Net gains/losses on divestments			-	-	-	-	-	-	-	-
Net result from divested units			-	-	-	-	-	-	-	-
Special items after tax			-49	-21	-203	-45	-29	-30	-70	-58
Net result			243	251	18	249	307	293	495	600
Key figures²⁾										
Cost/income ratio			58.6%	59.3%	64.8%	58.8%	58.0%	59.8%	58.9%	58.9%
Return on equity based on 10.0% core Tier 1 ³⁾			15.4%	15.1%	12.3%	16.7%	19.1%	18.6%	15.2%	18.9%
Risk cost in bp of average RWA			137	141	133	133	107	101	139	104
Risk-weighted assets (end of period)			77,269	73,414	70,984	70,170	70,982	69,579	77,269	70,982
Staff (FTEs end of period)			21,366	21,809	22,502	23,267	23,585	23,824	21,366	23,585

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

2) Key figures based on underlying figures

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

BANKING 2.1.4 PROFIT AND LOSS: RETAIL BANKING NETHERLANDS

Banking: Profit and loss Retail Banking Netherlands ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Balance sheet related interest			872	824	808	820	824	843	1,696	1,667
Capital charge on book equity			-0	-0	-1	-1	-1	-2	-1	-3
Interest benefit on economic capital			21	21	21	21	21	23	42	44
Interest result			893	845	828	840	844	864	1,738	1,708
Funds transfer			80	77	76	80	89	87	156	175
Securities business			17	15	16	14	16	13	32	28
Insurance broking			0	0	1	0	0	0	1	0
Management fees			7	7	8	9	9	10	15	18
Brokerage and advisory fees			-0	-0	0	1	0	1	-0	1
Other			13	12	15	14	15	13	25	28
Commission income			117	112	117	117	128	123	229	251
Rental income									-	-
Other investment income			1	-	0	-0	2	-2	1	0
Investment income			1	-	0	-0	2	-2	1	0
Realised gains/losses on bonds			-	-	-	-	-	-	-	-
Realised gains/losses on equities			-	-	-	-	-	-	-	-
Change in fair value real estate investments			-	-	-	-	-	-	-	-
Realised gains and fair value changes on investments			-	-	-	-	-	-	-	-
Total investment income			1	-	0	-0	2	-2	1	0
Valuation results non-trading derivatives			-3	-3	4	1	-4	0	-6	-4
Net trading income			9	11	-2	10	-3	11	19	8
Other income			8	6	2	3	8	5	13	12
Total other income			13	13	4	15	-0	16	27	16
Total underlying income			1,024	970	950	972	974	1,001	1,994	1,975
Staff and other expenses			560	569	584	539	551	562	1,129	1,113
Intangibles amortisation and impairments			7	6	1	5	4	3	13	7
Operating expenses			567	575	584	544	555	565	1,142	1,120
Gross result			457	395	365	428	420	435	852	855
Additions to loan loss provision			218	215	193	181	161	131	432	291
Underlying result before tax			240	180	172	247	259	305	420	564
Taxation			59	45	41	62	62	78	104	141
Minority interests									-	-
Underlying net result			181	135	132	185	197	227	316	423
Net gains/losses on divestments									-	-
Net result from divested units			-	-	-	-	-	-	-	-
Special items after tax			-49	-21	-187	-43	-27	-27	-70	-54
Net result			132	114	-55	141	170	199	246	370
Key figures²⁾										
Cost/income ratio			55.3%	59.3%	61.5%	56.0%	56.9%	56.5%	57.3%	56.7%
Return on equity based on 10.0% core Tier 1 ³⁾			13.1%	10.3%	10.5%	14.7%	15.8%	18.4%	11.8%	17.1%
Risk cost in bp of average RWA			158	164	153	144	129	106	161	118
Risk-weighted assets (end of period)			56,530	53,759	50,865	49,810	50,579	49,108	56,530	50,579
Staff (FTEs end of period)			12,098	12,495	12,965	13,671	14,002	14,213	12,098	14,002

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

2) Key figures based on underlying figures

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

BANKING 2.1.5 PROFIT AND LOSS: RETAIL BANKING BELGIUM

Banking: Profit and loss Retail Banking Belgium ^{1) 2)}										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Balance sheet related interest			429	426	426	440	421	394	855	814
Capital charge on book equity			-0	-	-	-	-	-	-0	-
Interest benefit on economic capital			11	10	10	10	11	12	21	22
Interest result			440	436	437	450	431	405	876	837
Funds transfer			24	23	28	24	23	24	47	47
Securities business			39	47	25	17	32	40	85	71
Insurance broking			28	26	28	28	33	30	54	63
Management fees			26	24	23	22	21	21	49	42
Brokerage and advisory fees			1	1	2	1	1	1	2	1
Other			-27	-25	-30	-13	-23	-23	-52	-46
Commission income			90	95	76	79	86	92	185	179
Rental income									-	-
Other investment income			0	0	0	-1	1	1	0	1
Investment income			0	0	0	-1	1	1	0	1
Realised gains/losses on bonds			-0	10	0	0	0	-0	10	-0
Realised gains/losses on equities			0	-0	-3	3	-1	0	0	-1
Change in fair value real estate investments									-	-
Realised gains and fair value changes on investments			-0	10	-3	3	-1	-0	10	-1
Total investment income			-0	10	-3	2	-0	0	10	0
Valuation results non-trading derivatives			-6	0	-5	1	2	14	-5	16
Net trading income			38	47	29	23	15	25	85	41
Other income			7	3	-0	14	8	9	10	17
Total other income			39	51	24	38	25	49	90	74
Total underlying income			569	592	534	570	543	547	1,161	1,090
Staff and other expenses			364	351	372	361	326	360	715	686
Intangibles amortisation and impairments			2	0	5	1	0	-	2	0
Operating expenses			366	351	377	362	326	360	717	686
Gross result			202	241	157	207	217	187	443	404
Additions to loan loss provision			41	39	42	54	28	44	80	72
Underlying result before tax			161	202	116	153	189	143	363	332
Taxation			52	65	30	43	49	46	117	95
Minority interests			-2	-1	-3	1	0	2	-2	2
Underlying net result			111	137	89	109	139	96	248	235
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax					-16	-2	-2	-2	-	-4
Net result			111	137	73	108	137	93	248	230
Key figures³⁾										
Cost/income ratio			64.4%	59.3%	70.5%	63.6%	60.0%	65.8%	61.8%	62.9%
Return on equity based on 10.0% core Tier 1 ⁴⁾			21.6%	27.5%	16.9%	21.7%	27.3%	19.2%	24.5%	23.3%
Risk cost in bp of average RWA			81	79	82	106	55	87	80	71
Risk-weighted assets (end of period)			20,739	19,656	20,119	20,360	20,403	20,471	20,739	20,403
Staff (FTEs end of period)			9,268	9,314	9,537	9,596	9,583	9,612	9,268	9,583

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

2) Including ING Luxembourg

3) Key figures based on underlying figures

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

BANKING 2.1.6 PROFIT AND LOSS: RETAIL BANKING INTERNATIONAL

Banking: Profit and loss Retail Banking International ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Balance sheet related interest			793	749	737	750	721	722	1,542	1,444
Capital charge on book equity			-43	-43	-45	-52	-60	-59	-86	-119
Interest benefit on economic capital			39	41	39	40	42	45	80	87
Interest result			789	747	731	738	704	709	1,536	1,412
Funds transfer			31	31	32	33	29	29	62	58
Securities business			27	28	24	24	22	31	55	53
Insurance broking			8	9	10	7	7	8	18	15
Management fees			-4	-	-	-	-	-	-4	-
Brokerage and advisory fees			8	7	5	6	2	6	15	9
Other			52	36	33	37	41	38	88	79
Commission income			122	111	104	107	101	113	233	214
Rental income			1	1	2	0	1	1	1	2
Other investment income			1	7	-2	23	9	-0	8	9
Investment income			2	7	0	23	10	1	9	11
Realised gains/losses on bonds			0	20	5	0	-8	-2	20	-10
Realised gains/losses on equities			-0	11	0	0	-0	0	11	0
Change in fair value real estate investments			-	-	0	-	-	-	-	-
Realised gains and fair value changes on investments			0	31	5	1	-8	-2	32	-10
Total investment income			2	38	5	23	2	-1	41	1
Valuation results non-trading derivatives			-9	12	-28	-4	38	-28	3	9
Net trading income			16	-0	17	28	2	41	16	43
Other income			39	3	-61	-181	-158	-2	42	-161
Total other income			46	16	-72	-157	-118	10	62	-109
Total underlying income			959	913	769	712	689	830	1,872	1,519
Staff and other expenses			584	598	605	564	561	557	1,183	1,118
Intangibles amortisation and impairments			0	0	0	-	-	-	0	-
Operating expenses			584	598	605	564	561	557	1,183	1,118
Gross result			375	314	164	148	128	273	689	401
Additions to loan loss provision			112	89	79	84	73	97	201	170
Underlying result before tax			263	225	85	64	56	175	488	231
Taxation			88	43	58	47	26	64	131	90
Minority interests			17	22	20	17	14	15	39	30
Underlying net result			158	160	6	0	15	96	318	111
Net gains/losses on divestments			-	-6	891	-16	-	489	-6	489
Net result from divested units			-	-37	-55	-55	11	12	-37	23
Special items after tax			-	-	-	-	-	-	-	-
Net result			158	118	843	-71	26	598	276	624
Key figures²⁾										
Cost/income ratio			60.9%	65.6%	78.7%	79.2%	81.4%	67.2%	63.2%	73.6%
Return on equity based on 10.0% core Tier 1 ³⁾			10.7%	10.5%	1.5%	0.9%	1.6%	6.3%	10.6%	3.9%
Risk cost in bp of average RWA			68	51	44	46	40	55	59	47
Risk-weighted assets (end of period)			64,501	66,800	72,329	71,231	74,140	71,788	64,501	74,140
Staff (FTEs end of period)			32,372	31,796	31,652	31,583	31,310	31,574	32,372	31,310

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

2) Key figures based on underlying figures

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

BANKING 2.1.7 PROFIT AND LOSS: RETAIL BANKING GERMANY

Banking: Profit and loss Retail Banking Germany ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Balance sheet related interest			326	294	291	288	294	305	620	599
Capital charge on book equity			-20	-22	-22	-23	-25	-28	-42	-53
Interest benefit on economic capital			16	15	15	15	15	16	31	31
Interest result			322	287	285	280	284	293	609	577
Funds transfer			1	2	-0	0	1	2	3	3
Securities business			21	21	16	17	16	22	43	37
Insurance broking			0	0	0	0	0	0	0	0
Management fees									-	-
Brokerage and advisory fees			5	3	3	3	2	2	8	4
Other			1	1	1	1	1	1	1	1
Commission income			28	27	20	21	20	26	55	45
Rental income			0	-0	0	-0	0	0	-0	0
Other investment income			0	0	0	0	0	0	0	0
Investment income			0	-0	0	-0	0	0	-0	0
Realised gains/losses on bonds			-	-	-	0	-8	-6	-	-14
Realised gains/losses on equities									-	-
Change in fair value real estate investments									-	-
Realised gains and fair value changes on investments			-	-	-	0	-8	-6	-	-14
Total investment income			0	-0	0	0	-8	-6	-0	-14
Valuation results non-trading derivatives			4	-17	-21	17	-6	-0	-13	-6
Net trading income			0	-0	0	0	-0	-0	-0	-0
Other income			-1	0	2	-10	-3	-2	-1	-5
Total other income			3	-17	-19	7	-8	-2	-14	-10
Total underlying income			352	297	286	309	287	311	650	598
Staff and other expenses			173	176	174	168	162	165	349	328
Intangibles amortisation and impairments			-	-	-	-	-	-	-	-
Operating expenses			173	176	174	168	162	165	349	328
Gross result			179	121	112	141	124	146	301	270
Additions to loan loss provision			21	21	26	17	25	15	42	39
Underlying result before tax			159	100	86	124	100	131	259	231
Taxation			52	33	35	52	34	41	85	75
Minority interests			0	0	0	0	0	0	0	0
Underlying net result			107	67	51	72	66	90	173	156
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax									-	-
Net result			107	67	51	72	66	90	173	156
Key figures²⁾										
Cost/income ratio			49.0%	59.2%	60.9%	54.3%	56.6%	53.1%	53.7%	54.8%
Return on equity based on 10.0% core Tier 1 ³⁾			19.7%	12.1%	9.1%	13.2%	12.2%	17.1%	15.9%	14.6%
Risk cost in bp of average RWA			38	38	46	32	45	28	38	37
Risk-weighted assets (end of period)			21,850	21,549	22,605	21,993	21,863	21,595	21,850	21,863
Staff (FTEs end of period)			3,692	3,591	3,498	3,472	3,386	3,358	3,692	3,386

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

2) Key figures based on underlying figures

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

BANKING 2.1.8 PROFIT AND LOSS: RETAIL BANKING REST OF WORLD

Banking: Profit and loss Retail Banking Rest of World ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Balance sheet related interest			467	456	445	462	428	417	922	845
Capital charge on book equity			-23	-21	-23	-29	-35	-30	-45	-65
Interest benefit on economic capital			23	25	24	25	27	29	49	56
Interest result			467	460	447	458	420	416	926	836
Funds transfer			30	29	33	33	28	28	59	55
Securities business			6	7	7	7	7	9	13	16
Insurance broking			8	9	9	7	7	8	17	15
Management fees			-4						-4	-
Brokerage and advisory fees			3	4	2	3	0	5	7	5
Other			51	36	33	36	41	37	87	78
Commission income			94	84	84	86	82	87	179	169
Rental income			1	1	2	0	1	1	1	2
Other investment income			1	7	-2	23	9	-0	8	9
Investment income			2	7	-0	23	10	0	9	10
Realised gains/losses on bonds			0	20	5	-0	0	3	20	3
Realised gains/losses on equities			-0	11	0	0	-0	0	11	0
Change in fair value real estate investments					0				-	-
Realised gains and fair value changes on investments			0	31	5	0	0	4	32	4
Total investment income			2	39	5	23	10	4	41	14
Valuation results non-trading derivatives			-13	29	-8	-21	43	-28	16	15
Net trading income			16	0	17	28	2	41	16	43
Other income			40	3	-63	-171	-155	-0	44	-156
Total other income			44	33	-53	-164	-110	12	76	-98
Total underlying income			607	615	483	403	402	519	1,222	921
Staff and other expenses			412	422	431	396	398	392	834	790
Intangibles amortisation and impairments			0	0	0	-	-	-	0	-
Operating expenses			412	422	431	396	398	392	834	790
Gross result			195	193	52	7	4	127	388	130
Additions to loan loss provision			91	68	53	66	48	83	159	131
Underlying result before tax			105	125	-1	-60	-44	44	229	-0
Taxation			36	9	23	-5	-8	23	46	15
Minority interests			16	22	20	17	14	15	38	29
Underlying net result			52	93	-45	-72	-50	6	145	-45
Net gains/losses on divestments			-	-6	891	-16	-	489	-6	489
Net result from divested units			-	-37	-55	-55	11	12	-37	23
Special items after tax									-	-
Net result			52	51	792	-143	-40	508	103	468
Key figures²⁾										
Cost/income ratio			67.8%	68.6%	89.2%	98.4%	99.1%	75.6%	68.2%	85.8%
Return on equity based on 10.0% core Tier 1 ³⁾			6.2%	9.7%	-2.0%	-4.3%	-2.9%	1.7%	8.0%	-0.6%
Risk cost in bp of average RWA			83	58	43	52	37	67	70	52
Risk-weighted assets (end of period)			42,651	45,251	49,724	49,237	52,277	50,193	42,651	52,277
Staff (FTEs end of period)			28,680	28,205	28,154	28,111	27,923	28,216	28,680	27,923

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

2) Key figures based on underlying figures

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

BANKING 2.1.9 PROFIT AND LOSS: COMMERCIAL BANKING (CB)

Banking: Profit and loss Commercial Banking ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Balance sheet related interest			848	888	888	977	947	1,003	1,735	1,950
Capital charge on book equity			-152	-153	-166	-171	-167	-177	-305	-344
Interest benefit on economic capital			61	64	66	68	74	79	125	153
Interest result			757	798	789	874	853	905	1,555	1,759
Funds transfer			17	17	16	21	17	12	34	29
Securities business			21	22	14	45	50	27	43	77
Insurance broking			2	1	1	3	3	2	3	4
Management fees			1	1	1	-1	1	-1	2	-1
Brokerage and advisory fees			72	57	51	60	66	54	129	121
Other			140	139	122	94	122	129	279	250
Commission income			253	236	205	222	258	222	489	481
Rental income			6	1	-3	5	3	7	7	10
Other investment income			17	5	13	5	13	3	22	17
Investment income			23	6	9	10	16	10	29	27
Realised gains/losses on bonds			19	67	-4	14	4	111	86	115
Realised gains/losses on equities			7	3	4	19	4	2	10	6
Change in fair value real estate investments			1		0	-8	-3	-1	1	-4
Realised gains and fair value changes on investments			27	71	0	24	5	112	97	117
Total investment income			49	77	10	34	21	122	126	144
Valuation results non-trading derivatives			115	-64	-197	-92	111	-343	52	-231
Net trading income			153	341	148	253	20	441	494	461
Other income			3	22	45	-21	26	54	25	80
Total other income			271	299	-4	140	157	153	570	310
Total underlying income			1,330	1,411	999	1,270	1,290	1,403	2,741	2,693
Staff and other expenses			543	578	567	560	533	550	1,121	1,083
Intangibles amortisation and impairments			10	26	22	37	44	59	35	103
Operating expenses			553	604	589	598	577	608	1,157	1,186
Gross result			778	807	410	673	713	795	1,584	1,507
Additions to loan loss provision			245	218	275	235	278	167	463	445
Underlying result before tax			532	589	135	437	434	628	1,121	1,062
Taxation			130	152	48	91	105	188	282	293
Minority interests			8	8	3	6	5	10	16	15
Underlying net result			394	429	84	341	324	430	823	755
Net gains/losses on divestments			-	-	-	-	-	-	-	-
Net result from divested units			-	-	-	-	-	-	-	-
Special items after tax			-	-	-129	-	-	-	-	-
Net result			394	429	-45	341	324	430	823	755
Key figures²⁾										
Cost/income ratio			41.5%	42.8%	58.9%	47.0%	44.8%	43.4%	42.2%	44.0%
Return on equity based on 10.0% core Tier 1 ³⁾			12.4%	13.8%	2.8%	10.5%	9.8%	12.5%	13.1%	11.2%
Risk cost in bp of average RWA			76	69	87	71	82	47	72	65
Risk-weighted assets (end of period)			130,128	129,824	123,725	129,297	134,647	135,352	130,128	134,647
Staff (FTEs end of period)			10,561	10,753	11,019	11,249	11,284	11,185	10,561	11,284
Value at Risk trading and Treasury positions (avg.)			9.7	7.3	8.5	11.7	24.0	16.2		

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

2) Key figures based on underlying figures

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

BANKING 2.1.10 PROFIT AND LOSS: CB - INDUSTRY LENDING

Banking: Profit and loss Industry Lending ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Balance sheet related interest			366	375	371	354	367	351	741	718
Capital charge on book equity			-0	-0	-0	-0	-0	-0	-0	-0
Interest benefit on economic capital			21	21	22	22	23	24	42	47
Interest result			387	396	393	375	390	375	782	765
Commission income			124	119	104	115	132	112	243	244
Investment income			10	4	1	3	11	5	14	16
Realised gains and fair value changes on investments			5	2	3	6	-4	2	7	-3
Total investment income			15	6	5	9	7	6	20	14
Valuation results non-trading derivatives			4	-1	-4	4	11	-0	3	10
Net trading income			-11	-13	-1	-15	-19	-11	-24	-30
Other income			-12	-13	-8	-14	-10	-4	-25	-14
Total other income			-18	-28	-13	-24	-18	-16	-46	-33
Total underlying income			507	493	488	476	511	477	1,000	989
Staff and other expenses			111	109	112	105	104	106	220	210
Intangibles amortisation and impairments			0	-	4	-	-	-	0	-
Operating expenses			111	109	116	105	104	106	220	210
Gross result			396	384	373	371	407	371	780	779
Additions to loan loss provision			155	178	219	142	223	91	333	314
Underlying result before tax			241	206	154	229	185	280	447	465
Taxation			40	49	10	45	30	66	90	97
Minority interests			1	1	0	0	1	1	2	1
Underlying net result			200	156	143	184	153	213	355	366
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax									-	-
Net result			200	156	143	184	153	213	355	366
Key figures²⁾										
Cost/income ratio			21.9%	22.1%	23.7%	22.0%	20.3%	22.2%	22.0%	21.3%
Return on equity based on 10.0% core Tier 1 ³⁾			15.4%	13.4%	13.3%	17.2%	14.1%	18.9%	14.5%	16.6%
Risk cost in bp of average RWA			118	153	202	131	204	81	135	141
Risk-weighted assets (end of period)			54,860	49,460	43,701	42,802	43,399	44,037	54,860	43,399

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

2) Key figures based on underlying figures

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

BANKING 2.1.11 PROFIT AND LOSS: CB - GENERAL LENDING & TRANSACTION SERVICES

Banking: Profit and loss General Lending & Transaction Services ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Balance sheet related interest			222	225	249	255	244	236	447	480
Capital charge on book equity			-	-	-2	1	1	1	-	2
Interest benefit on economic capital			17	20	19	20	23	24	37	47
Interest result			239	245	266	276	268	261	484	529
Commission income			98	87	94	90	88	86	185	174
Investment income			0	-	-0	0	-0	-1	0	-1
Realised gains and fair value changes on investments			-	2	-	-	9	-	2	9
Total investment income			0	2	-0	0	9	-1	2	8
Valuation results non-trading derivatives			0	0	-0	-0	0	-0	0	0
Net trading income			8	11	11	9	10	9	19	19
Other income			-3	-2	-4	-3	-3	-4	-5	-8
Total other income			5	9	6	5	6	5	14	11
Total underlying income			342	343	365	372	371	351	686	722
Staff and other expenses			176	179	178	172	173	172	356	345
Intangibles amortisation and impairments			-0	0	0	-	-	-	-	-
Operating expenses			176	179	178	172	173	172	356	345
Gross result			166	164	187	200	199	178	330	377
Additions to loan loss provision			44	5	20	62	16	32	49	49
Underlying result before tax			122	159	166	137	183	146	281	328
Taxation			35	33	27	42	46	29	69	75
Minority interests			2	2	-0	1	1	2	4	3
Underlying net result			84	123	140	95	136	115	208	251
Net gains/losses on divestments										
Net result from divested units										
Special items after tax										
Net result			84	123	140	95	136	115	208	251
Key figures²⁾										
Cost/income ratio			51.4%	52.3%	48.9%	46.2%	46.5%	49.2%	51.9%	47.8%
Return on equity based on 10.0% core Tier 1 ³⁾			9.2%	13.0%	13.8%	9.0%	12.8%	10.7%	11.1%	11.7%
Risk cost in bp of average RWA			47	6	20	59	15	30	26	22
Risk-weighted assets (end of period)			36,674	38,410	38,735	41,971	42,883	42,813	36,674	42,883

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

2) Key figures based on underlying figures

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

BANKING 2.1.12 PROFIT AND LOSS: CB - FINANCIAL MARKETS

Banking: Profit and loss Financial Markets ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Balance sheet related interest			110	176	131	165	110	190	286	300
Capital charge on book equity			-0	-0	-1	-0	-0	-0	-0	-0
Interest benefit on economic capital			14	14	13	14	15	15	28	30
Interest result			123	190	144	178	125	205	313	330
Commission income			30	31	8	19	41	20	61	61
Investment income			6	1	3	0	0	0	7	0
Realised gains and fair value changes on investments			-0	0	-3	2	-2	-2	0	-4
Total investment income			5	2	-0	3	-2	-2	7	-4
Valuation results non-trading derivatives			196	-21	-243	-212	180	-408	174	-228
Net trading income			50	292	181	215	-27	465	342	438
Other income			-13	-7	5	4	-21	-6	-20	-27
Total other income			232	264	-57	7	132	51	496	183
Total underlying income			391	487	94	207	296	274	878	570
Staff and other expenses			195	229	206	220	208	211	424	419
Intangibles amortisation and impairments			-	-	1	-	-	-	-	-
Operating expenses			195	229	206	220	208	211	424	419
Gross result			196	258	-112	-13	88	63	454	151
Additions to loan loss provision			-1	-0	1	0	-0	5	-1	5
Underlying result before tax			197	258	-113	-13	88	58	455	146
Taxation			45	62	-44	-4	19	9	107	28
Minority interests			2	1	2	4	3	6	3	9
Underlying net result			150	195	-71	-12	66	43	345	109
Net gains/losses on divestments										
Net result from divested units										
Special items after tax										
Net result			150	195	-71	-12	66	43	345	109
Key figures²⁾										
Cost/income ratio			49.8%	47.0%	218.4%	106.2%	70.4%	77.0%	48.2%	73.6%
Return on equity based on 10.0% core Tier 1 ³⁾			22.6%	27.1%	-9.1%	-1.1%	8.2%	5.4%	24.9%	6.8%
Risk cost in bp of average RWA			-1	-0	1	0	-0	6	-1	3
Risk-weighted assets (end of period)			25,317	28,408	29,597	30,530	33,402	33,441	25,317	33,402

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

2) Key figures based on underlying figures

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

BANKING 2.1.13 PROFIT AND LOSS: CB - BANK TREASURY, REAL ESTATE & OTHER

Banking: Profit and loss Bank Treasury, Real Estate & Other ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Balance sheet related interest			150	112	137	203	226	226	262	452
Capital charge on book equity			-152	-153	-163	-171	-168	-177	-305	-345
Interest benefit on economic capital			9	9	12	13	12	16	19	28
Interest result			8	-32	-14	45	71	64	-24	135
Commission income			1	-2	-1	-3	-2	5	-1	3
Investment income			7	2	5	6	5	6	9	11
Realised gains and fair value changes on investments			22	66	0	17	2	112	88	114
Total investment income			29	67	5	23	7	119	96	125
Valuation results non-trading derivatives			-84	-41	51	116	-80	66	-125	-14
Net trading income			106	51	-42	45	56	-21	157	35
Other income			31	44	52	-8	60	68	74	128
Total other income			52	54	61	152	36	112	106	149
Total underlying income			90	87	52	216	111	301	177	412
Staff and other expenses			61	61	72	64	48	60	122	108
Intangibles amortisation and impairments			10	25	17	37	44	59	35	103
Operating expenses			71	87	89	102	93	118	157	211
Gross result			20	0	-37	115	19	182	20	201
Additions to loan loss provision			47	34	35	31	40	38	82	77
Underlying result before tax			-28	-34	-72	83	-21	144	-62	124
Taxation			9	7	56	9	10	84	16	94
Minority interests			3	4	1	1	1	1	7	2
Underlying net result			-40	-44	-129	74	-31	59	-85	28
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax					-129				-	-
Net result			-40	-44	-258	74	-31	59	-85	28
Key figures²⁾										
Cost/income ratio			78.3%	99.5%	172.3%	47.0%	83.1%	39.4%	88.7%	51.2%
Return on equity based on 10.0% core Tier 1 ³⁾			-11.0%	-12.9%	-39.7%	20.5%	-8.1%	15.5%	-12.0%	3.9%
Risk cost in bp of average RWA			141	109	108	87	106	97	126	101
Risk-weighted assets (end of period)			13,277	13,546	11,693	13,994	14,964	15,062	13,277	14,964

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

2) Key figures based on underlying figures

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

BANKING 2.1.14 PROFIT AND LOSS: CORPORATE LINE BANKING

Banking: Profit and loss Corporate Line Banking ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Balance sheet related interest			63	30	9	-14	-57	8	94	-49
Capital charge on book equity			196	196	213	229	234	242	392	476
Interest benefit on economic capital			-132	-137	-140	-145	-154	-164	-269	-318
Interest result			127	90	82	69	23	86	217	109
Funds transfer			0	0	0	-0	-0	-0	0	-0
Securities business			-0	-8	-0	-1	0	-1	-8	-0
Insurance broking									-	-
Management fees			-0		0	0	0	0	-0	0
Brokerage and advisory fees			-3	-	-0	0	-1	-3	-3	-4
Other			3	7	7	7	3	6	10	9
Commission income			-0	-1	7	7	3	3	-1	5
Rental income			-0	-0	-0	-0	-0	-0	-0	-0
Other investment income			1	0	-0	2	2	4	1	6
Investment income			1	-0	-0	2	2	4	0	6
Realised gains/losses on bonds			-0	-1	9	12	24	-0	-1	24
Realised gains/losses on equities			-0	-1	-2	319	1	-3	-1	-2
Change in fair value real estate investments									-	-
Realised gains and fair value changes on investments			-0	-2	6	331	25	-3	-2	22
Total investment income			0	-2	6	333	26	1	-2	28
Valuation results non-trading derivatives			319	-46	59	-302	-109	-99	273	-208
Net trading income			-460	-54	-152	111	134	-33	-515	101
Other income			-16	-8	-43	48	20	-21	-24	-1
Total other income			-157	-109	-137	-142	45	-153	-266	-108
Total underlying income			-30	-22	-42	268	97	-63	-52	34
Staff and other expenses			13	-3	177	51	17	30	10	47
Intangibles amortisation and impairments			7	7	7	7	7	7	14	14
Operating expenses			20	4	184	59	25	37	25	61
Gross result			-50	-27	-226	209	73	-100	-77	-27
Additions to loan loss provision			-0	0	-0	-	-	-	-	-
Underlying result before tax			-50	-27	-226	209	73	-100	-77	-27
Taxation			-46	27	-41	21	14	-19	-20	-5
Minority interests									-	-
Underlying net result			-4	-53	-185	188	59	-81	-57	-22
Net gains/losses on divestments									-	-
Net result from divested units									-	-
Special items after tax			27	-2	-16	-1	231	-374	25	-143
Net result			23	-55	-200	187	290	-455	-31	-166
Key figures²⁾										
Risk-weighted assets (end of period)			5,734	8,187	8,597	8,640	15,799	15,267	5,734	15,799

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

2) Key figures based on underlying figures

BANKING 2.2.1 CLIENT BALANCES: ING BANK

Banking: Client balances ING Bank								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Residential Mortgages								
Beginning of period Client Balances			287.0	292.6	315.1	312.0	306.8	337.4
Net production			0.9	0.7	1.8	2.7	3.1	1.6
Acquisitions / divestments			-0.8	-6.6	-23.3	-	-	-31.9
Market performance			-	-	-	-	-	-
FX impact and other			-4.4	0.3	-1.0	0.4	2.0	-0.2
End of period			282.6	287.0	292.6	315.1	312.0	306.8
Other Lending								
Beginning of period Client Balances			223.8	220.2	226.1	232.6	229.8	229.4
Net production			0.5	1.9	-4.2	-5.6	-0.2	1.2
Acquisitions / divestments			-	-	-0.3	-	-	-0.1
Market performance			-	-	-	-	-	-
FX impact and other			-2.2	1.7	-1.3	-0.8	3.0	-0.6
End of period			222.1	223.8	220.2	226.1	232.6	229.8
Funds Entrusted								
Beginning of period Client Balances			465.5	462.7	479.4	464.3	464.1	522.1
Net production			6.5	16.5	8.2	11.0	-1.8	5.3
Acquisitions / divestments			-	-14.2	-23.6	-	-	-64.1
Market performance			-	-	-	-	-	-
FX impact and other			-4.9	0.5	-1.3	4.1	2.0	0.8
End of period			467.1	465.5	462.7	479.4	464.3	464.1
Assets under Management/Mutual Funds								
Beginning of period Client Balances			57.3	56.5	56.3	54.0	55.7	54.8
Net production			0.9	0.2	0.5	0.2	-0.4	0.4
Acquisitions / divestments			-	-	-0.7	-	-0.4	-0.3
Market performance			-1.5	1.8	0.4	2.0	-0.9	2.1
FX impact and other			-0.1	-1.2	-0.0	0.1	-0.0	-1.3
End of period			56.6	57.3	56.5	56.3	54.0	55.7
Total								
Beginning of period Client Balances			1,033.5	1,032.1	1,076.9	1,062.9	1,056.4	1,143.7
Net production			8.8	19.2	6.2	8.3	0.8	8.5
Acquisitions / divestments			-0.8	-20.8	-47.8	-	-0.4	-96.5
Market performance			-1.5	1.8	0.4	2.0	-0.9	2.1
FX impact and other			-11.7	1.3	-3.6	3.7	7.0	-1.3
End of period			1,028.3	1,033.5	1,032.1	1,076.9	1,062.9	1,056.4

BANKING 2.2.2 CLIENT BALANCES: RETAIL BANKING

Banking: Client balances Retail Banking								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Residential Mortgages								
Beginning of period Client Balances			287.0	292.6	315.1	312.0	306.8	337.4
Net production			0.9	0.7	1.8	2.7	3.1	1.6
Acquisitions / divestments			-0.8	-6.6	-23.3	-	-	-31.9
Market performance			-	-	-	-	-	-
FX impact and other			-4.4	0.3	-1.0	0.4	2.0	-0.2
End of period			282.6	287.0	292.6	315.1	312.0	306.8
Other Lending								
Beginning of period Client Balances			97.0	94.5	95.1	95.3	94.2	92.1
Net production			1.3	1.6	-0.0	-0.4	1.1	1.8
Acquisitions / divestments			-	-	-0.3	-	-	-0.1
Market performance			-	-	-	-	-	-
FX impact and other			-1.2	0.9	-0.3	0.2	0.0	0.5
End of period			97.1	97.0	94.5	95.1	95.3	94.2
Funds Entrusted								
Beginning of period Client Balances			391.9	394.7	413.2	406.3	403.6	455.7
Net production			6.2	10.6	6.2	6.1	4.3	11.4
Acquisitions / divestments			-	-14.2	-23.6	-	-	-64.1
Market performance			-	-	-	-	-	-
FX impact and other			-4.6	0.8	-1.1	0.8	-1.6	0.6
End of period			393.6	391.9	394.7	413.2	406.3	403.6
Assets under Management/Mutual Funds								
Beginning of period Client Balances			57.1	56.3	56.1	53.8	55.3	54.4
Net production			0.9	0.2	0.5	0.2	-0.3	0.4
Acquisitions / divestments			-	-	-0.7	-	-	-0.3
Market performance			-1.5	1.8	0.4	2.0	-0.9	2.1
FX impact and other			-0.1	-1.2	-0.0	0.1	-0.2	-1.3
End of period			56.4	57.1	56.3	56.1	53.8	55.3
Total								
Beginning of period Client Balances			833.0	838.2	879.5	867.4	859.9	939.6
Net production			9.3	13.1	8.5	8.7	8.2	15.1
Acquisitions / divestments			-0.8	-20.8	-47.8	-	-	-96.5
Market performance			-1.5	1.8	0.4	2.0	-0.9	2.1
FX impact and other			-10.3	0.7	-2.4	1.4	0.2	-0.3
End of period			829.7	833.0	838.2	879.5	867.4	859.9

BANKING 2.2.3 CLIENT BALANCES: RETAIL BANKING NETHERLANDS

Banking: Client balances Retail Banking Netherlands								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Residential Mortgages								
Beginning of period Client Balances			143.7	143.6	143.3	142.5	141.9	141.8
Net production			0.1	0.1	0.3	0.7	0.6	0.1
Acquisitions / divestments								
Market performance								
FX impact and other			-0.2					
End of period			143.6	143.7	143.6	143.3	142.5	141.9
Other Lending								
Beginning of period Client Balances			38.3	38.5	40.1	41.1	41.5	41.5
Net production			-0.1	-0.2	-1.6	-1.1	-0.4	-0.0
Acquisitions / divestments								
Market performance								
FX impact and other			0.2					
End of period			38.4	38.3	38.5	40.1	41.1	41.5
Funds Entrusted								
Beginning of period Client Balances			116.7	115.8	114.1	113.8	111.2	106.7
Net production			2.8	0.9	1.6	0.4	2.6	4.4
Acquisitions / divestments								
Market performance								
FX impact and other								
End of period			119.5	116.7	115.8	114.1	113.8	111.2
Assets under Management/Mutual Funds								
Beginning of period Client Balances			16.9	16.0	15.6	15.3	15.9	15.2
Net production			0.2	0.3	0.1	0.0	-0.2	0.1
Acquisitions / divestments								
Market performance			-0.3	0.6	0.3	0.3	-0.4	0.5
FX impact and other								
End of period			16.8	16.9	16.0	15.6	15.3	15.9
Total								
Beginning of period Client Balances			315.6	313.8	313.1	312.7	310.4	305.3
Net production			3.0	1.2	0.5	0.1	2.7	4.6
Acquisitions / divestments			-	-	-	-	-	-
Market performance			-0.3	0.6	0.3	0.3	-0.4	0.5
FX impact and other			-	-	-	-	-	-
End of period			318.3	315.6	313.8	313.1	312.7	310.4

BANKING 2.2.4 CLIENT BALANCES: RETAIL BANKING BELGIUM

Banking: Client balances Retail Banking Belgium ¹⁾								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Residential Mortgages								
Beginning of period Client Balances			30.2	30.6	30.2	29.8	29.3	28.9
Net production			0.3	0.2	0.4	0.4	0.6	0.4
Acquisitions / divestments								
Market performance								
FX impact and other				-0.7				
End of period			30.4	30.2	30.6	30.2	29.8	29.3
Other Lending								
Beginning of period Client Balances			35.2	33.2	32.6	32.7	32.1	30.7
Net production			0.3	1.3	0.6	-0.1	0.6	1.4
Acquisitions / divestments								
Market performance								
FX impact and other				0.7				
End of period			35.5	35.2	33.2	32.6	32.7	32.1
Funds Entrusted								
Beginning of period Client Balances			78.7	74.6	74.9	73.8	73.5	71.3
Net production			1.5	4.1	-0.3	1.1	0.3	2.2
Acquisitions / divestments								
Market performance								
FX impact and other								
End of period			80.2	78.7	74.6	74.9	73.8	73.5
Assets under Management/Mutual Funds								
Beginning of period Client Balances			26.4	27.3	26.9	25.5	25.5	26.1
Net production			0.4	-0.5	0.3	0.2	0.2	-0.0
Acquisitions / divestments								
Market performance			-1.0	0.8	0.1	1.1	-0.2	0.8
FX impact and other				-1.2				-1.4
End of period			25.8	26.4	27.3	26.9	25.5	25.5
Total								
Beginning of period Client Balances			170.4	165.7	164.7	161.9	160.4	157.0
Net production			2.4	5.1	1.0	1.6	1.7	4.0
Acquisitions / divestments			-	-	-	-	-	-
Market performance			-1.0	0.8	0.1	1.1	-0.2	0.8
FX impact and other			-	-1.2	-	-	-	-1.4
End of period			171.8	170.4	165.7	164.7	161.9	160.4

1) Including ING Luxembourg

BANKING 2.2.5 CLIENT BALANCES: RETAIL BANKING GERMANY

Banking: Client balances Retail Banking Germany ¹⁾								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Residential Mortgages								
Beginning of period Client Balances			60.0	59.9	59.1	58.2	57.3	56.5
Net production			0.3	0.1	0.8	0.9	0.9	0.7
Acquisitions / divestments								
Market performance								
FX impact and other								
End of period			60.4	60.0	59.9	59.1	58.2	57.3
Other Lending								
Beginning of period Client Balances			4.0	3.9	3.8	3.6	3.5	3.3
Net production			0.2	0.1	0.1	0.2	0.1	0.1
Acquisitions / divestments								
Market performance								
FX impact and other								
End of period			4.1	4.0	3.9	3.8	3.6	3.5
Funds Entrusted								
Beginning of period Client Balances			101.2	96.7	93.7	91.9	90.0	87.6
Net production			1.0	4.5	3.0	1.8	1.9	2.5
Acquisitions / divestments								
Market performance								
FX impact and other								
End of period			102.2	101.2	96.7	93.7	91.9	90.0
Assets under Management/Mutual Funds								
Beginning of period Client Balances			6.6	6.1	6.2	5.9	6.1	5.7
Net production			-0.1	0.1	0.1	-0.0	-0.0	-0.0
Acquisitions / divestments								
Market performance			-0.2	0.4	-0.1	0.3	-0.2	0.4
FX impact and other								
End of period			6.4	6.6	6.1	6.2	5.9	6.1
Total								
Beginning of period Client Balances			171.9	166.7	162.7	159.5	156.8	153.1
Net production			1.5	4.8	4.0	2.9	2.9	3.3
Acquisitions / divestments			-	-	-	-	-	-
Market performance			-0.2	0.4	-0.1	0.3	-0.2	0.4
FX impact and other			-	-	-	-	-	-
End of period			173.1	171.9	166.7	162.7	159.5	156.8

1) Including ING Austria

BANKING 2.2.6 CLIENT BALANCES: RETAIL BANKING REST OF WORLD

Banking: Client balances Retail Banking Rest of World								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Residential Mortgages								
Beginning of period Client Balances			53.1	58.5	82.5	81.5	78.4	110.2
Net production			0.2	0.2	0.2	0.6	1.0	0.4
Acquisitions / divestments			-0.8	-6.6	-23.3			-31.9
Market performance								
FX impact and other			-4.3	1.0	-1.0	0.4	2.0	-0.2
End of period			48.2	53.1	58.5	82.5	81.5	78.4
Other Lending								
Beginning of period Client Balances			19.6	18.9	18.7	17.9	17.2	16.5
Net production			0.9	0.4	0.8	0.6	0.7	0.3
Acquisitions / divestments					-0.3			-0.1
Market performance								
FX impact and other			-1.3	0.2	-0.3	0.2	0.0	0.5
End of period			19.1	19.6	18.9	18.7	17.9	17.2
Funds Entrusted								
Beginning of period Client Balances			95.3	107.7	130.4	126.8	128.9	190.1
Net production			0.9	1.1	1.9	2.8	-0.4	2.3
Acquisitions / divestments				-14.2	-23.6			-64.1
Market performance								
FX impact and other			-4.6	0.8	-1.1	0.8	-1.6	0.6
End of period			91.7	95.3	107.7	130.4	126.8	128.9
Assets under Management/Mutual Funds								
Beginning of period Client Balances			7.2	6.9	7.4	7.1	7.8	7.4
Net production			0.3	0.3	0.1	-0.0	-0.4	0.4
Acquisitions / divestments					-0.7			-0.3
Market performance			-0.0	0.0	0.1	0.2	-0.1	0.3
FX impact and other			-0.1	-0.0	-0.0	0.1	-0.2	0.1
End of period			7.4	7.2	6.9	7.4	7.1	7.8
Total								
Beginning of period Client Balances			175.2	192.0	239.1	233.4	232.3	324.2
Net production			2.4	2.1	3.0	4.1	0.9	3.3
Acquisitions / divestments			-0.8	-20.8	-47.8	-	-	-96.5
Market performance			-0.0	0.0	0.1	0.2	-0.1	0.3
FX impact and other			-10.3	1.9	-2.4	1.4	0.2	1.1
End of period			166.4	175.2	192.0	239.1	233.4	232.3

BANKING 2.2.7 CLIENT BALANCES: COMMERCIAL BANKING

Banking: Client balances Commercial Banking								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Residential Mortgages								
Beginning of period Client Balances								
Net production								
Acquisitions / divestments								
Market performance								
FX impact and other								
End of period								
Other Lending								
Beginning of period Client Balances			126.8	125.7	131.0	137.2	135.6	137.3
Net production			-0.8	0.2	-4.2	-5.3	-1.3	-0.5
Acquisitions / divestments								
Market performance								
FX impact and other			-1.1	0.9	-1.1	-1.0	2.9	-1.2
End of period			125.0	126.8	125.7	131.0	137.2	135.6
Funds Entrusted								
Beginning of period Client Balances			73.5	68.0	66.2	58.0	60.5	66.4
Net production			0.3	5.8	1.9	4.9	-6.1	-6.1
Acquisitions / divestments								
Market performance								
FX impact and other			-0.3	-0.3	-0.2	3.4	3.6	0.2
End of period			73.5	73.5	68.0	66.2	58.0	60.5
Assets under Management/Mutual Funds								
Beginning of period Client Balances			0.2	0.2	0.2	0.2	0.4	0.4
Net production			-0.0	-0.0	-0.0	0.0	-0.0	-
Acquisitions / divestments							-0.4	
Market performance								0.0
FX impact and other			-0.0	-0.0	-	0.0	0.2	-0.0
End of period			0.2	0.2	0.2	0.2	0.2	0.4
Total								
Beginning of period Client Balances			200.5	193.9	197.4	195.4	196.5	204.1
Net production			-0.5	6.1	-2.3	-0.4	-7.4	-6.6
Acquisitions / divestments			-	-	-	-	-0.4	-
Market performance			-	-	-	-	-	0.0
FX impact and other			-1.4	0.6	-1.2	2.4	6.8	-1.0
End of period			198.6	200.5	193.9	197.4	195.4	196.5

BANKING 2.3 ADDITIONAL INFORMATION: RETAIL BANKING INTERNATIONAL (1)

Retail Banking International: Underlying profit before tax										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
RB Germany before impairm. & cap.gains/losses			159	100	86	132	108	136	259	244
Impairments and capital gains/losses ¹⁾			-	-	-	-8	-8	-4	-	-13
Retail Banking Germany			159	100	86	124	100	131	259	231
RB Direct Rest of Europe before impairm. & cap.gains/losses			14	3	-37	-2	0	-1	17	-1
Impairments and capital gains/losses ¹⁾			-	-	-76	-189	-150	-25	-	-175
Retail Banking Direct Rest of Europe			14	3	-114	-191	-149	-26	17	-175
RB Direct Outside Europe before impairm. & cap.gains/losses			64	52	73	61	46	39	116	84
Impairments and capital gains/losses ¹⁾			-	-	-	-	-	-	-	-
Retail Banking Direct Outside Europe			64	52	73	61	46	39	116	84
Total ING Direct countries			238	155	46	-7	-4	144	392	140
Retail Banking Central Europe			55	65	55	68	44	62	120	106
Retail Banking Asia ²⁾			25	40	12	42	19	12	65	30
Retail Banking International (excl. UK Legacy run-off results)			317	260	112	103	59	218	577	277
UK Legacy run-off results			-53	-35	-28	-39	-3	-42	-89	-46
Retail Banking International			263	225	85	64	56	175	488	231

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

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

Retail Banking International: Residential Mortgages								
In EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012
Germany			60,361	60,043	59,938	59,095	58,161	57,258
France			-	-	-	-	-	-
Italy			7,870	7,755	7,657	7,509	7,399	7,291
Spain			9,372	9,384	9,431	9,271	9,183	9,100
Australia			25,851	30,716	29,647	30,458	30,602	29,240
Total ING Direct countries			103,455	107,898	106,673	106,333	105,345	102,890
Retail Banking Central Europe			4,638	4,667	4,639	4,545	4,326	4,165
Retail Banking Asia			476	529	495	519	511	531
Retail Banking International			108,569	113,094	111,806	111,396	110,181	107,586

BANKING 2.3 ADDITIONAL INFORMATION: RETAIL BANKING INTERNATIONAL (2)

Retail Banking International: Other Lending								
In EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012
Germany			4,138	3,973	3,895	3,777	3,602	3,455
France			4	4	4	3	2	2
Italy			11	9	7	7	6	5
Spain			642	586	551	521	386	467
Australia			-	-	-	-	-	-
Total ING Direct countries			4,795	4,572	4,458	4,307	3,996	3,929
Retail Banking Central Europe			14,635	14,823	14,445	13,924	13,520	12,695
Retail Banking Asia			3,843	4,133	3,934	3,959	3,746	3,784
Retail Banking International			23,273	23,528	22,837	22,190	21,262	20,408

Retail Banking International: Funds Entrusted								
In EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012
Germany			102,249	101,199	96,697	93,679	91,874	90,018
France			10,814	10,770	11,751	12,573	12,147	12,380
Italy			14,904	15,087	15,314	15,393	15,803	16,505
Spain			21,265	21,061	20,205	20,088	19,157	18,459
Australia			21,476	24,397	22,572	22,362	21,679	21,120
Total ING Direct countries			170,708	172,514	166,540	164,095	160,660	158,482
Retail Banking Central Europe			19,138	19,553	19,552	18,342	17,324	20,200
Retail Banking Asia			4,089	4,472	4,081	4,223	4,050	3,968
Retail Banking International			193,935	196,539	190,173	186,660	182,034	182,650

Retail Banking International: Assets under Management / Mutual Funds								
In EUR million	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013	31 Dec 2012	30 Sep 2012	30 Jun 2012	31 Mar 2012
Germany			6,384	6,635	6,123	6,155	5,860	6,074
France			2,626	2,533	2,414	2,350	2,254	2,364
Italy			508	499	467	468	479	541
Spain			2,292	2,167	2,002	1,873	1,752	1,834
Australia			-	-	-	-	-	-
Total ING Direct countries			11,811	11,834	11,006	10,846	10,346	10,813
Retail Banking Central Europe			1,564	1,582	1,561	1,526	1,510	2,022
Retail Banking Asia			401	440	444	459	437	427
Retail Banking International			13,776	13,856	13,011	12,832	12,293	13,262

BANKING 2.4.1 GEOGRAPHICAL SPLIT: ING BANK

Banking: Geographical Split ING Bank ¹⁾														
In EUR million	Total Banking		Netherlands		Belgium		Germany		Rest of Europe		Outside Europe		Other	
	2Q2013	2Q2012	2Q2013	2Q2012	2Q2013	2Q2012	2Q2013	2Q2012	2Q2013	2Q2012	2Q2013	2Q2012	2Q2013	2Q2012
Profit & Loss														
Interest result	3,006	2,856	1,089	1,072	519	552	345	302	593	597	338	318	121	15
Commission income	582	577	189	205	107	109	34	23	189	176	63	61	-0	3
Investment income	52	52	19	6	8	7	0	-8	12	0	7	20	7	27
Other income	212	109	70	81	152	11	4	-8	71	-92	73	65	-157	52
Total underlying income	3,853	3,594	1,367	1,363	786	678	383	309	864	682	481	464	-29	97
Staff and other expenses	2,064	1,988	724	681	458	420	184	172	484	482	193	204	20	28
Intangibles amortisation and impairments	26	56	8	4	3	-0	-	-	0	0	-	-	15	51
Operating expenses	2,090	2,044	732	685	462	420	184	172	484	482	193	204	35	80
Gross result	1,762	1,550	635	678	324	259	199	136	380	200	288	260	-64	17
Additions to loan loss provision	616	540	282	283	40	26	27	25	231	152	35	52	-	-0
Underlying result before tax	1,147	1,011	353	395	284	232	172	111	148	47	253	208	-64	17
Retail Banking	664	504	240	259	161	189	159	100	15	-108	89	64	-	-
Commercial Banking	532	434	114	136	123	43	13	11	133	156	164	144	-14	-56
Corporate Line	-50	73	-	-	-	-	-	-	-	-	-	-	-50	73
Underlying result before tax	1,147	1,011	353	395	284	232	172	111	148	47	253	208	-64	17
Client balances (in EUR billion)														
Residential Mortgages	282.6	312.0	143.6	142.5	30.4	29.8	60.4	58.2	21.9	27.6	26.3	53.9	-	-
Other lending	222.0	232.6	76.6	85.4	45.9	42.9	8.2	7.0	59.3	63.3	32.1	34.0	-0.0	0.1
Funds entrusted	467.1	464.3	160.6	143.2	92.8	86.0	102.9	92.3	81.9	91.2	28.8	51.6	-	-
AuM/Mutual funds	56.6	54.0	16.8	15.3	25.8	25.5	6.4	5.9	7.2	6.2	0.4	1.1	-	-
Key figures²⁾														
Cost/income ratio	54.3%	56.9%	53.5%	50.3%	58.8%	61.9%	48.1%	55.8%	56.1%	70.7%	40.0%	43.9%	n.a.	82.4%
Return on equity based on 10.0% core Tier 1 ³⁾	12.4%	10.3%	11.6%	14.4%	26.5%	18.7%	17.5%	12.2%	5.2%	1.3%	17.6%	14.2%	-5.2%	1.4%
Risk²⁾														
Risk costs in bp of average RWA	89	73	125	134	48	29	43	42	116	75	35	44	-	-0
Risk-weighted assets (end of period)	277,632	295,568	92,179	85,458	33,696	37,607	24,838	24,448	79,133	82,875	40,176	46,594	7,610	18,587

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

2) Key figures based on underlying figures

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

BANKING 2.4.2 GEOGRAPHICAL SPLIT: NETHERLANDS

Banking: Geographical Split Netherlands ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Profit & Loss										
Interest result			1,089	1,021	1,020	1,065	1,072	1,109	2,110	2,181
Commission income			189	168	155	174	205	166	357	371
Investment income			19	31	18	2	6	23	50	29
Other income			70	84	-24	27	81	62	154	143
Total underlying income			1,367	1,303	1,169	1,267	1,363	1,360	2,671	2,724
Staff and other expenses			724	729	746	690	681	707	1,454	1,388
Intangibles amortisation and impairments			8	6	1	5	4	3	14	7
Operating expenses			732	736	746	696	685	710	1,468	1,395
Gross result			635	568	423	571	678	650	1,203	1,328
Additions to loan loss provision			282	277	294	228	283	174	559	457
Underlying result before tax			353	290	129	344	395	476	644	871
Retail Banking			240	180	172	247	259	305	420	564
Commercial Banking			114	110	-44	97	136	172	224	307
Corporate Line									-	-
Underlying result before tax			353	290	129	344	395	476	644	871
Client balances (in EUR billion)										
Residential Mortgages			143.6	143.7	143.6	143.3	142.5	141.9	143.6	142.5
Other lending			76.6	77.0	77.0	82.2	85.4	85.0	76.6	85.4
Funds entrusted			160.6	156.0	151.7	150.2	143.2	145.2	160.6	143.2
AuM/Mutual funds			16.8	16.9	16.0	15.6	15.3	15.9	16.8	15.3
Key figures²⁾										
Cost/income ratio			53.5%	56.4%	63.8%	54.9%	50.3%	52.2%	55.0%	51.2%
Return on equity based on 10.0% core Tier 1 ³⁾			11.6%	10.3%	4.4%	12.9%	14.4%	16.5%	10.9%	15.4%
Risk²⁾										
Risk costs in bp of average RWA			125	132	144	108	134	82	128	108
Risk-weighted assets (end of period)			92,179	87,822	80,827	82,621	85,458	83,960	92,179	85,458

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

2) Key figures based on underlying figures

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

BANKING 2.4.3 GEOGRAPHICAL SPLIT: BELGIUM

Banking: Geographical split Belgium ^{1) 2)}										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Profit & Loss										
Interest result			519	555	536	567	552	559	1,074	1,111
Commission income			107	116	94	107	109	122	223	231
Investment income			8	35	-18	11	7	84	43	91
Other income			152	107	31	73	11	87	259	98
Total underlying income			786	813	642	758	678	852	1,599	1,530
Staff and other expenses			458	475	461	455	420	455	934	875
Intangibles amortisation and impairments			3	0	5	1	-0	-0	4	-0
Operating expenses			462	476	467	456	420	455	938	875
Gross result			324	337	175	302	259	397	661	655
Additions to loan loss provision			40	49	42	55	26	47	89	73
Underlying result before tax			284	289	133	247	232	350	573	582
Retail Banking			161	202	116	153	189	143	363	332
Commercial Banking			123	87	18	94	43	207	209	250
Corporate Line									-	-
Underlying result before tax			284	289	133	247	232	350	573	582
Client balances (in EUR billion)										
Residential Mortgages			30.4	30.2	30.6	30.2	29.8	29.3	30.4	29.8
Other lending			45.9	45.1	43.0	43.0	42.9	41.7	45.9	42.9
Funds entrusted			92.8	93.6	86.7	88.2	86.0	87.0	92.8	86.0
AuM/Mutual funds			25.8	26.4	27.3	26.9	25.5	25.5	25.8	25.5
Key figures³⁾										
Cost/income ratio			58.8%	58.5%	72.7%	60.1%	61.9%	53.4%	58.6%	57.2%
Return on equity based on 10.0% core Tier 1 ⁴⁾			26.5%	24.0%	13.6%	20.0%	18.7%	26.4%	25.2%	22.6%
Risk³⁾										
Risk costs in bp of average RWA			48	57	48	60	29	51	53	40
Risk-weighted assets (end of period)			33,696	33,398	34,691	36,098	37,607	36,302	33,696	37,607

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

2) Including ING Luxembourg

3) Key figures based on underlying figures

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

BANKING 2.4.4 GEOGRAPHICAL SPLIT: GERMANY

Banking: Geographical split Germany ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Profit & Loss										
Interest result			345	305	301	299	302	309	650	610
Commission income			34	35	31	28	23	29	69	52
Investment income			0	-0	0	0	-8	-6	-0	-14
Other income			4	-13	-17	9	-8	0	-9	-8
Total underlying income			383	328	316	336	309	333	711	641
Staff and other expenses			184	186	187	177	172	173	371	345
Intangibles amortisation and impairments			-	-	-	-	-	-	-	-
Operating expenses			184	186	187	177	172	173	371	345
Gross result			199	141	129	159	136	160	340	296
Additions to loan loss provision			27	28	27	21	25	19	55	44
Underlying result before tax			172	113	102	137	111	141	285	252
Retail Banking			159	100	86	124	100	131	259	231
Commercial Banking			13	13	16	13	11	10	26	21
Corporate Line			-	-	-	-	-	-	-	-
Underlying result before tax			172	113	102	137	111	141	285	252
Client balances (in EUR billion)										
Residential Mortgages			60.4	60.0	59.9	59.1	58.2	57.3	60.4	58.2
Other lending			8.2	8.1	7.4	7.3	7.0	6.7	8.2	7.0
Funds entrusted			102.9	101.7	97.3	94.2	92.3	90.5	102.9	92.3
AuM/Mutual funds			6.4	6.6	6.1	6.2	5.9	6.1	6.4	5.9
Key figures²⁾										
Cost/income ratio			48.1%	56.9%	59.2%	52.8%	55.8%	51.9%	52.2%	53.8%
Return on equity based on 10.0% core Tier 1 ³⁾			17.5%	11.7%	9.6%	13.2%	12.2%	16.3%	14.6%	14.2%
Risk²⁾										
Risk costs in bp of average RWA			43	45	43	35	42	33	44	37
Risk-weighted assets (end of period)			24,838	24,655	25,279	24,583	24,448	23,967	24,838	24,448

1) Including ING Austria

2) Key figures based on underlying figures

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

BANKING 2.4.5 GEOGRAPHICAL SPLIT: REST OF EUROPE

Banking: Geographical split Rest of Europe										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Profit & Loss										
Interest result			593	585	576	632	597	608	1,179	1,206
Commission income			189	183	185	166	176	174	372	350
Investment income			12	31	5	2	0	8	43	9
Other income			71	133	-40	-111	-92	5	204	-87
Total underlying income			864	933	726	689	682	796	1,797	1,478
Staff and other expenses			484	500	520	489	482	481	984	964
Intangibles amortisation and impairments			0	0	5	-0	0	-0	0	-0
Operating expenses			484	500	525	489	482	481	984	963
Gross result			380	433	200	200	200	315	813	514
Additions to loan loss provision			231	201	228	235	152	173	432	326
Underlying result before tax			148	232	-28	-35	47	141	381	189
Retail Banking			15	33	-86	-162	-108	-7	48	-115
Commercial Banking			133	200	58	128	156	148	333	304
Corporate Line									-	-
Underlying result before tax			148	232	-28	-35	47	141	381	189
Client balances (in EUR billion)										
Residential Mortgages			21.9	21.8	28.3	28.3	27.6	26.8	21.9	27.6
Other lending			59.3	62.1	61.8	62.2	63.3	63.3	59.3	63.3
Funds entrusted			81.9	82.5	97.7	94.3	91.2	91.2	81.9	91.2
AuM/Mutual funds			7.2	7.0	6.6	6.4	6.2	6.8	7.2	6.2
Key figures¹⁾										
Cost/income ratio			56.1%	53.6%	72.4%	70.9%	70.7%	60.5%	54.8%	65.2%
Return on equity based on 10.0% core Tier 1 ²⁾			5.2%	8.7%	-3.6%	-2.0%	1.3%	5.0%	7.0%	3.2%
Risk¹⁾										
Risk costs in bp of average RWA			116	100	115	116	75	86	108	80
Risk-weighted assets (end of period)			79,133	80,007	80,243	79,288	82,875	80,250	79,133	82,875

1) Key figures based on underlying figures

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

BANKING 2.4.6 GEOGRAPHICAL SPLIT: OUTSIDE EUROPE

Banking: Geographical split Outside Europe ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Profit & Loss										
Interest result			338	362	355	346	318	310	701	629
Commission income			63	52	38	50	61	60	115	120
Investment income			7	28	3	45	20	5	34	25
Other income			73	55	15	13	65	36	128	101
Total underlying income			481	497	411	455	464	411	978	875
Staff and other expenses			193	198	204	204	204	200	391	404
Intangibles amortisation and impairments			-	-	2	-	-	-	-	-
Operating expenses			193	198	207	204	204	200	391	404
Gross result			288	299	205	251	260	211	587	471
Additions to loan loss provision			35	6	-3	14	52	26	41	78
Underlying result before tax			253	293	208	236	208	185	546	393
Retail Banking			89	92	85	102	64	50	181	115
Commercial Banking			164	201	123	134	144	135	365	279
Corporate Line			-	-	-	-	-	-	-	-
Underlying result before tax			253	293	208	236	208	185	546	393
Client balances (in EUR billion)										
Residential Mortgages			26.3	31.2	30.1	54.2	53.9	51.6	26.3	53.9
Other lending			32.1	31.5	31.1	31.4	34.0	33.0	32.1	34.0
Funds entrusted			28.8	31.6	29.4	52.5	51.6	50.1	28.8	51.6
AuM/Mutual funds			0.4	0.4	0.4	1.2	1.1	1.1	0.4	1.1
Key figures²⁾										
Cost/income ratio			40.0%	39.9%	50.2%	44.8%	43.9%	48.7%	40.0%	46.1%
Return on equity based on 10.0% core Tier 1 ³⁾			17.6%	22.7%	13.4%	15.8%	14.2%	9.8%	20.2%	11.9%
Risk²⁾										
Risk costs in bp of average RWA			35	5	-2	13	44	20	20	31
Risk-weighted assets (end of period)			40,176	41,872	43,877	45,857	46,594	49,266	40,176	46,594

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

2) Key figures based on underlying figures

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

BANKING 2.4.7 GEOGRAPHICAL SPLIT: OTHER

Banking: Geographical split Other ^{1) 2)}										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Profit & Loss										
Interest result			121	87	79	62	15	74	208	89
Commission income			-0	-1	7	7	3	2	-1	5
Investment income			7	-1	10	333	27	6	6	33
Other income			-157	-96	-149	-116	52	-116	-253	-64
Total underlying income			-29	-10	-53	286	97	-34	-39	63
Staff and other expenses			20	5	186	61	28	43	25	71
Intangibles amortisation and impairments			15	33	22	44	51	66	48	117
Operating expenses			35	38	208	105	80	109	72	189
Gross result			-64	-48	-261	181	17	-143	-112	-126
Additions to loan loss provision			-	-	0	-0	-0	0	-	-
Underlying result before tax			-64	-48	-261	181	17	-143	-112	-126
Retail Banking			-	-	-	-	-	-	-	-
Commercial Banking			-14	-21	-35	-28	-56	-43	-35	-98
Corporate Line			-50	-27	-226	209	73	-100	-77	-27
Underlying result before tax			-64	-48	-261	181	17	-143	-112	-126
Client balances (in EUR billion)										
Residential Mortgages			-	-	-	-	-	-	-	-
Other lending			-0.0	0.0	0.0	0.0	0.1	0.1	-0.0	0.1
Funds entrusted			-	-0.0	-	0.0	-	-	-	-
AuM/Mutual funds			-	-	-	-	-	0.4	-	-
Key figures³⁾										
Cost/income ratio			n.a.	n.a.	n.a.	36.8%	82.4%	n.a.	n.a.	299.1%
Return on equity based on 10.0% core Tier 1 ⁴⁾			-5.2%	-27.6%	-74.6%	45.6%	1.4%	-35.7%	-17.3%	-14.4%
Risk³⁾										
Risk costs in bp of average RWA			-	-	0	-0	-0	0	-	-
Risk-weighted assets (end of period)			7,610	10,470	10,719	10,890	18,587	18,242	7,610	18,587

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

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

3) Key figures based on underlying figures

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

INSURANCE EURASIA 3.1.1 PROFIT AND LOSS: TOTAL

Insurance EurAsia: Profit and loss Total										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	6M2013	6M2012 ¹⁾
Gross premium income			1,498	2,848	1,573	1,603	1,774	3,172	4,346	4,946
Commission income			165	149	150	154	152	147	314	299
Total investment and other income			713	640	734	645	795	514	1,353	1,309
Total underlying income			2,376	3,637	2,457	2,402	2,721	3,833	6,013	6,554
Reinsurance and retrocession premiums			22	39	15	15	14	45	61	60
Net benefits Life insurance for risk company and Non-Life claims incurred			2,169	2,301	3,319	2,204	2,275	2,314	4,470	4,589
Changes in Life insurance provisions for risk company			-530	178	-1,302	-418	-34	429	-352	396
Result sharing and rebates			11	5	-45	29	10	35	16	45
Change in deferred acquisition costs			20	-25	20	28	24	-23	-5	0
Other underwriting expenditure (incl. change in provision unearned premiums)			37	548	-6	30	24	557	585	580
Underwriting expenditure			1,729	3,047	2,000	1,888	2,312	3,357	4,776	5,670
Staff expenses			269	286	251	256	266	245	555	511
Other operating expenses			146	149	170	165	160	173	294	333
Operating expenses			415	434	420	422	426	418	849	844
Interest expenses			48	69	67	81	87	99	117	186
Other			2	2	3	1	6	2	3	8
Total underlying expenditure			2,194	3,552	2,490	2,392	2,831	3,876	5,746	6,707
Underlying result before tax			182	85	-32	10	-110	-43	266	-153
Taxation			47	19	-46	1	-31	-40	66	-72
Minority interests			4	2	3	-0	-0	18	6	18
Underlying net result			131	64	10	10	-79	-21	194	-100
Net gains/losses on divestments			-4	945	719	-200	-186	-	942	-186
Net results from divested units			0	-1	5	0	-3	-0	-1	-3
Net result from discontinued operations			-98	155	78	198	111	163	58	274
Special items after tax			-10	-21	-276	-36	63	-69	-31	-6
Net result			20	1,142	537	-28	-93	73	1,162	-21
New business figures										
Single premiums			377	396	622	477	572	648	773	1,220
Annual premiums			120	194	136	106	141	169	314	310
New sales (APE)			157	234	198	153	198	233	391	432
Other key figures										
Employees (FTEs, end of period)			11,339	11,564	11,714	11,805	11,959	12,047	11,339	11,959

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

INSURANCE EURASIA 3.1.2 PROFIT AND LOSS: INSURANCE BENELUX

Insurance EurAsia: Profit and loss Benelux										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	6M2013	6M2012 ¹⁾
Gross premium income			1,022	2,406	1,078	1,138	1,305	2,635	3,428	3,940
Commission income			12	13	9	13	13	15	25	29
Total investment and other income			628	569	655	572	679	468	1,196	1,147
Total underlying income			1,662	2,988	1,742	1,722	1,998	3,118	4,649	5,116
Reinsurance and retrocession premiums			22	23	13	13	13	32	46	45
Net benefits Life insurance for risk company and Non-Life claims incurred			1,736	1,741	2,817	1,794	1,785	1,730	3,477	3,514
Changes in Life insurance provisions for risk company			-515	364	-1,262	-393	13	569	-151	581
Result sharing and rebates			10	3	-52	21	24	29	13	54
Change in deferred acquisition costs			24	-23	29	26	24	-25	0	-1
Other underwriting expenditure (incl. change in provision unearned premiums)			-25	492	-72	-22	-32	503	467	471
Underwriting expenditure			1,252	2,599	1,473	1,439	1,827	2,837	3,851	4,664
Operating expenses			229	245	226	224	232	226	473	459
Interest expenses			16	16	18	24	34	46	32	80
Other			-0	-0	0	-0	-0	-0	-0	-0
Total underlying expenditure			1,496	2,860	1,717	1,686	2,093	3,110	4,356	5,203
Underlying result before tax			166	128	25	36	-95	8	293	-87
Taxation			31	22	-2	-25	-36	-35	53	-71
Minority interests			2	0	1	-3	-2	16	2	14
Underlying net result			133	105	25	64	-57	28	238	-30
Net gains/losses on divestments			-	-	-	-	-7	-	-	-7
Net results from divested units			-	-	-	-	-12	-	-	-12
Net result from discontinued operations			-	-	-	-	-	-	-	-
Special items after tax			-13	-16	-182	-24	-24	-49	-29	-73
Net result			120	90	-156	40	-101	-21	209	-122
New business figures										
Single premiums			192	262	469	335	426	444	454	870
Annual premiums			21	90	33	35	69	83	110	152
New sales (APE)			40	116	79	68	111	127	156	239
Other key figures										
Employees (FTEs, end of period)			5,303	6,173	6,310	6,349	6,498	6,663	5,303	6,498

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

INSURANCE EURASIA 3.1.3 PROFIT AND LOSS: CRE

Insurance EurAsia: Profit and loss Central & Rest of Europe										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Gross premium income			469	432	490	457	453	535	901	989
Commission income			37	28	33	35	30	33	65	64
Total investment and other income			77	73	95	85	88	68	149	156
Total underlying income			583	533	618	577	572	636	1,115	1,208
Reinsurance and retrocession premiums			10	24	10	10	9	23	34	31
Net benefits Life insurance for risk company and Non-Life claims incurred			408	506	457	381	462	564	914	1,026
Changes in Life insurance provisions for risk company			-3	-159	-33	7	-61	-115	-162	-176
Result sharing and rebates			1	2	8	8	-15	6	4	-9
Change in deferred acquisition costs			-3	-2	-10	1	-0	2	-5	2
Other underwriting expenditure (incl. change in provision unearned premiums)			61	56	65	54	54	53	117	107
Underwriting expenditure			474	428	498	461	449	532	902	981
Operating expenses			69	70	64	73	70	85	139	154
Interest expenses			0	0	0	0	0	0	0	1
Other			0	-	1	-0	0	-	0	0
Total underlying expenditure			543	498	563	534	518	618	1,042	1,136
Underlying result before tax			39	34	55	43	53	19	73	72
Taxation			11	6	13	7	16	6	17	22
Minority interests			2	2	2	2	2	2	4	4
Underlying net result			26	26	40	33	36	10	52	46
Net gains/losses on divestments			-	-	-	-	-	-	-	-
Net results from divested units			-	-	-	-	-	-	-	-
Net result from discontinued operations			-	-	-	-	-	-	-	-
Special items after tax			-3	-1	-8	-4	-5	-7	-4	-12
Net result			23	25	32	29	31	3	48	34
New business figures										
Single premiums			186	134	153	142	146	204	319	350
Annual premiums			99	104	103	71	72	86	203	158
New sales (APE)			118	118	119	85	87	106	235	193
Other key figures										
Employees (FTEs, end of period)			3,688	3,720	3,697	3,759	3,761	3,716	3,688	3,761

INSURANCE EURASIA 3.1.4 PROFIT AND LOSS: ASIA

Insurance EurAsia: Profit and loss Asia										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Gross premium income										
Commission income										
Total investment and other income										
Total underlying income										
Reinsurance and retrocession premiums										
Net benefits Life insurance for risk company and Non-Life claims incurred										
Changes in Life insurance provisions for risk company										
Result sharing and rebates										
Change in deferred acquisition costs										
Other underwriting expenditure (incl. change in provision unearned premiums)										
Underwriting expenditure										
Operating expenses										
Interest expenses										
Other										
Total underlying expenditure										
Underlying result before tax										
Taxation										
Minority interests										
Underlying net result										
Net gains/losses on divestments			-7	945	730	-200			938	
Net results from divested units										
Net result from discontinued operations			92	139	140	124	112	186	231	298
Special items after tax										
Net result			85	1,084	870	-75	112	186	1,169	298
New business figures										
Single premiums										
Annual premiums										
New sales (APE)										
Other key figures										
Employees (FTEs, end of period)										

INSURANCE EURASIA 3.1.5 PROFIT AND LOSS: INVESTMENT MANAGEMENT

Insurance EurAsia: Profit and loss Investment Management										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	6M2013	6M2012 ¹⁾
Gross premium income			-	-	-	-	-	-	-	-
Commission income			117	109	109	108	109	104	226	213
Total investment and other income			0	1	-0	-0	3	1	1	4
Total underlying income			117	110	109	108	112	105	227	217
Reinsurance and retrocession premiums			-	-	-	-	-	-	-	-
Net benefits Life insurance for risk company and Non-Life claims incurred			-	-	-	-	-	-	-	-
Changes in Life insurance provisions for risk company			-	-	-	-	-	-	-	-
Result sharing and rebates			-	-	-	-	-	-	-	-
Change in deferred acquisition costs			-	-	-	-	-	-	-	-
Other underwriting expenditure (incl. change in provision unearned premiums)			-	-	-	-	-	-	-	-
Underwriting expenditure			-	-	-	-	-	-	-	-
Operating expenses			76	79	85	81	78	77	155	155
Interest expenses			0	0	0	1	1	1	0	2
Other			0	0	0	0	0	0	0	0
Total underlying expenditure			76	79	85	81	79	78	155	157
Underlying result before tax			41	31	23	26	33	27	72	60
Taxation			10	8	8	3	9	9	18	18
Minority interests			-0	0	0	-0	-0	0	0	0
Underlying net result			31	22	15	23	24	19	54	43
Net gains/losses on divestments			4	-	-10	-	-180	-	4	-180
Net results from divested units			-	-	-	-	-	-	-	-
Net result from discontinued operations			0	2	-15	-4	-4	1	2	-2
Special items after tax			-	-	-3	-1	-1	-0	-	-1
Net result			35	24	-13	19	-159	19	59	-140
Key figures										
Employees (FTEs, end of period)			1,154	1,187	1,204	1,208	1,216	1,213	1,154	1,216

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

INSURANCE EURASIA 3.1.6 PROFIT AND LOSS: CORPORATE LINE

Insurance EurAsia: Profit and loss Corporate Line										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	6M2013	6M2012 ¹⁾
Gross premium income			7	10	5	8	15	2	16	18
Commission income			-1	-1	-1	-2	-1	-6	-1	-7
Total investment and other income			9	-3	-16	-11	25	-23	6	2
Total underlying income			15	6	-12	-4	40	-27	21	13
Reinsurance and retrocession premiums			-10	-9	-8	-8	-8	-9	-19	-17
Net benefits Life insurance for risk company and Non-life claims incurred			25	54	44	29	28	20	79	49
Changes in Life insurance provisions for risk company			-11	-27	-8	-32	15	-25	-38	-9
Result sharing and rebates			-0	-0	-0	0	-0	-0	-0	-0
Change in deferred acquisition costs			-0	-0	0	-0	-0	0	-0	-0
Other underwriting expenditure (incl. change in provision unearned premiums)			0	1	1	-1	1	1	1	2
Underwriting expenditure			3	20	29	-11	37	-12	23	25
Operating expenses			41	40	45	44	46	30	82	75
Interest expenses			32	52	48	57	52	51	85	103
Other			2	2	2	1	6	2	4	8
Total underlying expenditure			79	114	124	90	141	71	193	211
Underlying result before tax			-64	-108	-136	-94	-101	-97	-172	-199
Taxation			-5	-18	-65	16	-20	-20	-22	-40
Minority interests			0	-0	0	-0	-0	-0	-0	-0
Underlying net result			-59	-91	-71	-110	-81	-78	-150	-159
Net gains/losses on divestments			0	-	-0	-	0	-	0	0
Net results from divested units			0	-1	5	0	10	-0	-1	10
Net result from discontinued operations			-190	14	-47	78	3	-25	-176	-22
Special items after tax			6	-5	-84	-8	92	-13	2	80
Net result			-243	-82	-196	-40	24	-115	-325	-91

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

INSURANCE EURASIA 3.2.1 MARGIN ANALYSIS: TOTAL

Insurance EurAsia: Margin analysis Total										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	6M2013	6M2012 ¹⁾
Margin analysis										
Investment margin			194	127	182	130	196	155	321	352
Fees and premium based revenues			351	379	354	356	355	388	730	743
Technical margin			105	86	82	89	99	81	192	180
Income non-modelled life business			6	5	6	3	6	4	10	11
Life Insurance & Investment Management operating income			657	596	624	578	658	628	1,253	1,286
Administrative expenses			279	295	284	288	288	305	574	593
DAC amortisation and trail commissions			95	102	102	99	98	113	197	212
Life Insurance & Investment Management expenses			374	397	386	387	387	418	771	805
Life Insurance & Investment Management operating result			283	199	238	191	271	210	482	481
Non-life operating result			45	-3	45	16	36	13	42	49
Corporate line operating result			-72	-117	-121	-92	-105	-95	-190	-199
Operating result			256	79	161	115	203	129	335	331
Gains/losses and impairments			-15	50	24	44	-60	59	34	-2
Revaluations			5	-10	-48	-36	-22	-213	-5	-235
Market & other impacts			-63	-34	-170	-113	-230	-18	-97	-248
Underlying result before tax			182	85	-32	10	-110	-43	266	-153
Key figures										
Gross premium income			1,498	2,848	1,573	1,603	1,774	3,172	4,346	4,946
Administrative expenses / operating income (Life Insurance & Investment Management)			42.5%	49.5%	45.5%	49.8%	43.8%	48.6%	45.8%	46.1%
Life general account invested assets (end of period, in EUR billion)			67	68	67	67	67	67	67	67
Investment margin / Life general account invested assets (four quarter rolling average, in bps)			94	94	99	97	109	115		
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period) 2)			24.6	25.7	27.0	26.4	25.7	48.9	24.6	25.7
Net production Client balances (in EUR billion)			5.8	2.1	3.6	0.1	-1.9	-1.2	7.9	-3.1
Client balances (end of period, in EUR billion)			192.0	188.6	184.3	176.3	170.5	171.0	192.0	170.5
Administrative expenses (total)			414	434	420	422	425	417	848	842

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

2) 1Q2012 includes EUR 22.5 billion for Asia

INSURANCE EURASIA 3.2.2 MARGIN ANALYSIS: BENELUX

Insurance EurAsia: Margin analysis Benelux										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	6M2013	6M2012 ¹⁾
Margin analysis										
Investment margin			184	114	163	117	180	144	298	324
Fees and premium based revenues			125	169	139	137	143	174	294	317
Technical margin			69	47	40	44	56	36	116	92
Income non-modelled life business			-0	0	0	-1	1	-0	-0	1
Life Insurance operating income			378	330	343	297	381	354	708	734
Administrative expenses			136	148	136	135	142	145	284	287
DAC amortisation and trail commissions			37	47	46	44	44	58	83	102
Life Insurance expenses			173	194	182	179	187	203	367	390
Life Insurance operating result			205	135	160	119	194	151	341	345
Non-life operating result			43	-4	43	15	34	12	39	46
Operating result			249	132	204	134	228	162	380	390
Gains/losses and impairments			-28	41	24	48	-50	70	12	20
Revaluations			8	-10	-34	-31	-44	-207	-2	-251
Market & other impacts			-63	-34	-169	-114	-229	-18	-97	-247
Underlying result before tax			166	128	25	36	-95	8	293	-87
Key figures										
Gross premium income			1,022	2,406	1,078	1,138	1,305	2,635	3,428	3,940
Administrative expenses / operating income (Life Insurance)			36.0%	44.8%	39.7%	45.5%	37.3%	41.0%	40.1%	39.1%
Life general account invested assets (end of period, in EUR billion)			61	62	60	60	60	60	61	60
Investment margin / Life general account invested assets (four quarter rolling average, in bps)			96	95	101	98	111	117		
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period)			20.9	21.9	23.2	22.6	22.1	22.7	20.9	22.1
Net production Client balances (in EUR billion)			-0.8	-0.3	-0.6	-0.7	-0.6	0.3	-1.1	-0.4
Client balances (end of period, in EUR billion)			70.9	71.3	70.9	70.9	70.7	70.8	70.9	70.7
Administrative expenses (total)			229	245	226	224	233	227	474	460

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

INSURANCE EURASIA 3.2.3 MARGIN ANALYSIS: CRE

Insurance EurAsia: Margin analysis Central & Rest of Europe										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Margin analysis										
Investment margin			10	12	20	14	15	11	22	26
Fees and premium based revenues			109	101	106	111	103	110	211	213
Technical margin			36	39	42	44	43	46	75	89
Income non-modelled life business			6	5	6	4	5	5	11	10
Life Insurance operating income			162	157	173	174	166	171	318	336
Administrative expenses			67	69	63	72	68	82	135	150
DAC amortisation and trail commissions			58	55	56	55	54	56	113	110
Life Insurance expenses			125	124	119	128	122	138	249	260
Life Insurance operating result			37	33	54	47	44	33	70	77
Non-life operating result			2	1	2	1	2	1	3	3
Operating result			38	34	56	48	47	34	72	80
Gains/losses and impairments			1	0	-0	-6	-13	-16	1	-29
Revaluations			-	-	0	1	20	1	-	21
Market & other impacts			-0	-	-1	0	-0	-	-0	-0
Underlying result before tax			39	34	55	43	53	19	73	72
Key figures										
Gross premium income			469	432	490	457	453	535	901	989
Administrative expenses / operating income (Life Insurance)			41.4%	43.9%	36.4%	41.4%	41.0%	48.0%	42.5%	44.6%
Life general account invested assets (end of period, in EUR billion)			6	6	7	7	7	7	6	7
Investment margin / Life general account invested assets (four quarter rolling average, in bps)			82	86	83	84	90	95		
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period)			3.7	3.8	3.9	3.8	3.6	3.7	3.7	3.6
Net production Client balances (in EUR billion)			0.3	0.1	0.1	0.2	0.1	0.0	0.4	0.2
Client balances (end of period, in EUR billion)			29.2	29.6	30.1	28.7	27.0	27.2	29.2	27.0
Administrative expenses (total)			68	70	64	73	69	84	138	152

INSURANCE EURASIA 3.2.4 MARGIN ANALYSIS: INVESTMENT MANAGEMENT

Insurance EurAsia: Margin analysis Investment Management										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	6M2013	6M2012 ¹⁾
Margin analysis										
Investment margin			0	1	-1	-1	2	0	1	2
Fees and premium based revenues			117	109	109	108	109	104	226	213
Technical margin			-	-	-	-	-	-	-	-
Income non-modelled life business			0	-0	0	0	-0	0	-0	-0
Operating income			117	110	108	107	111	104	227	215
Administrative expenses			76	79	85	81	78	77	155	155
DAC amortisation and trail commissions			0	0	0	0	0	0	0	0
Expenses			76	79	85	81	78	77	155	155
Operating result			41	31	23	26	33	27	72	60
Gains/losses and impairments			0	0	0	0	0	0	0	0
Revaluations			-	-	-	-	-	-	-	-
Market & other impacts			-	-	-0	-	-	-	-	-
Underlying result before tax			41	31	23	26	33	27	72	60
Key figures										
AUM (in EUR Billion)			176.0	184.5	184.8	179.9	173.5	172.7	176.0	173.5
Net inflow (in EUR Billion)			-3.6	-3.0	3.3	0.9	-1.7	0.0	-6.6	-1.7
Fees / average AUM (annualised in bps)			26	24	24	24	25	24	25	25
Administrative expenses / operating income			65.0%	71.8%	78.7%	75.7%	70.3%	74.0%	68.3%	72.1%

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

INSURANCE EURASIA 3.2.5 MARGIN ANALYSIS: CORPORATE LINE

Insurance EurAsia: Margin analysis Corporate Line										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Margin analysis										
Operating result			-72	-117	-121	-92	-105	-95	-190	-199
Gains/losses and impairments			12	9	-0	2	3	4	21	7
Revaluations			-4	0	-14	-5	1	-7	-3	-5
Market & other impacts			0	-0	-0	1	-1	0	0	-1
Underlying result before tax			-64	-108	-136	-94	-101	-97	-172	-199
Key figures										
Gross premium income			7	10	5	8	15	2	16	18
Administrative expenses (total)			41	40	45	44	46	30	82	75

INSURANCE EURASIA 3.3.1 CLIENT BALANCES: LIFE INSURANCE & INVESTMENT MANAGEMENT

Insurance EurAsia: Client balances Life Insurance & Investment Management								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Client Balances included on Balance Sheet								
Beginning of period			80.9	81.8	81.7	81.1	81.5	79.9
Deposits			1.1	1.9	1.1	1.3	1.5	2.0
Withdrawals / Benefits			-1.9	-2.4	-1.8	-2.0	-2.2	-1.9
Net production			-0.8	-0.5	-0.7	-0.7	-0.7	0.1
Acquisition / Divestments / Transfers			-0.0	-1.0	-0.0	-0.0	0.1	-
Market performance / Interest credited			0.2	0.7	0.8	1.2	0.3	1.2
FX impact and other			-0.1	-0.1	0.0	0.1	-0.1	0.3
End of period			80.3	80.9	81.8	81.7	81.1	81.5
Off Balance Sheet Institutional Asset Management								
Beginning of period			74.6	71.8	66.1	62.8	62.5	60.5
Deposits			11.8	6.8	7.8	5.2	2.6	3.4
Withdrawals / Benefits			-6.5	-4.7	-3.8	-4.5	-3.7	-4.7
Net production			5.3	2.1	4.0	0.6	-1.1	-1.2
Acquisition / Divestments / Transfers			0.0	-	0.0	-	-	-0.0
Market performance / Interest credited			-1.5	-0.1	0.4	2.4	1.4	3.3
FX impact and other			-0.0	0.8	1.3	0.2	0.1	-0.1
End of period			78.4	74.6	71.8	66.1	62.8	62.5
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period			33.0	30.6	28.5	26.6	27.0	24.7
Deposits			3.3	2.9	1.9	1.0	2.1	1.5
Withdrawals / Benefits			-2.1	-2.4	-1.6	-0.8	-2.1	-1.6
Net production			1.3	0.5	0.3	0.3	-0.0	-0.1
Acquisition / Divestments / Transfers			0.0	1.0	0.0	-	-	-0.1
Market performance / Interest credited			-0.2	0.4	1.0	1.3	-0.3	1.6
FX impact and other			-0.8	0.5	0.8	0.3	-0.1	0.9
End of period			33.3	33.0	30.6	28.5	26.6	27.0
Total Client Balances								
Beginning of period			188.6	184.3	176.3	170.5	171.0	165.1
Deposits			16.3	11.6	10.9	7.5	6.1	6.9
Withdrawals / Benefits			-10.5	-9.5	-7.3	-7.3	-8.0	-8.1
Net production			5.8	2.1	3.6	0.1	-1.9	-1.2
Acquisition / Divestments / Transfers			0.0	-0.0	-0.0	-0.0	0.1	-0.1
Market performance / Interest credited			-1.5	1.1	2.2	5.0	1.4	6.1
FX impact and other			-0.9	1.2	2.1	0.6	-0.1	1.0
End of period			192.0	188.6	184.3	176.3	170.5	171.0

INSURANCE EURASIA 3.3.2 CLIENT BALANCES: BENELUX

Insurance EurAsia: Client balances Benelux								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Client Balances included on Balance Sheet								
Beginning of period			71.3	70.9	70.9	70.7	70.8	69.6
Deposits			0.7	1.6	0.7	0.9	1.1	1.5
Withdrawals / Benefits			-1.5	-1.9	-1.3	-1.6	-1.7	-1.3
Net production			-0.8	-0.3	-0.6	-0.7	-0.6	0.3
Acquisition / Divestments / Transfers			-	-	-	-	0.1	-
Market performance / Interest credited			0.3	0.7	0.6	1.0	0.4	0.9
FX impact and other			-	-	-	-	-	-
End of period			70.9	71.3	70.9	70.9	70.7	70.8
Off Balance Sheet Institutional Asset Management								
Beginning of period			-	-	-	-	-	-
Deposits			-	-	-	-	-	-
Withdrawals / Benefits			-	-	-	-	-	-
Net production			-	-	-	-	-	-
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-	-	-	-	-	-
FX impact and other			-	-	-	-	-	-
End of period			-	-	-	-	-	-
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period			-	-	-	-	-	-
Deposits			-	-	-	-	-	-
Withdrawals / Benefits			-	-	-	-	-	-
Net production			-	-	-	-	-	-
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-	-	-	-	-	-
FX impact and other			-	-	-	-	-	-
End of period			-	-	-	-	-	-
Total Client Balances								
Beginning of period			71.3	70.9	70.9	70.7	70.8	69.6
Deposits			0.7	1.6	0.7	0.9	1.1	1.5
Withdrawals / Benefits			-1.5	-1.9	-1.3	-1.6	-1.7	-1.3
Net production			-0.8	-0.3	-0.6	-0.7	-0.6	0.3
Acquisition / Divestments / Transfers			-	-	-	-	0.1	-
Market performance / Interest credited			0.3	0.7	0.6	1.0	0.4	0.9
FX impact and other			-	-	-	-	-	-
End of period			70.9	71.3	70.9	70.9	70.7	70.8

INSURANCE EURASIA 3.3.3 CLIENT BALANCES: CRE

Insurance EurAsia: Client balances Central & Rest of Europe								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Client Balances included on Balance Sheet								
Beginning of period			9.6	10.9	10.8	10.4	10.7	10.3
Deposits			0.4	0.3	0.4	0.4	0.4	0.4
Withdrawals / Benefits			-0.4	-0.5	-0.5	-0.4	-0.5	-0.6
Net production			-0.0	-0.2	-0.1	-0.0	-0.1	-0.2
Acquisition / Divestments / Transfers			-	-1.0	-	-	-	-
Market performance / Interest credited			-0.1	0.0	0.2	0.3	-0.1	0.3
FX impact and other			-0.1	-0.1	0.0	0.1	-0.1	0.3
End of period			9.5	9.6	10.9	10.8	10.4	10.7
Off Balance Sheet Institutional Asset Management								
Beginning of period			-	-	-	-	-	-
Deposits			-	-	-	-	-	-
Withdrawals / Benefits			-	-	-	-	-	-
Net production			-	-	-	-	-	-
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-	-	-	-	-	-
FX impact and other			-	-	-	-	-	-
End of period			-	-	-	-	-	-
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period			20.0	19.2	17.9	16.5	16.6	14.7
Deposits			0.4	0.4	0.3	0.3	0.4	0.3
Withdrawals / Benefits			-0.1	-0.1	-0.1	-0.1	-0.1	-0.1
Net production			0.3	0.3	0.2	0.2	0.2	0.2
Acquisition / Divestments / Transfers			-	1.0	0.0	-	-	-0.1
Market performance / Interest credited			0.0	-0.1	0.9	0.7	0.0	0.8
FX impact and other			-0.6	-0.4	0.1	0.5	-0.3	0.9
End of period			19.8	20.0	19.2	17.9	16.5	16.6
Total Client Balances								
Beginning of period			29.6	30.1	28.7	27.0	27.2	25.0
Deposits			0.8	0.7	0.7	0.7	0.7	0.8
Withdrawals / Benefits			-0.5	-0.6	-0.6	-0.5	-0.6	-0.7
Net production			0.3	0.1	0.1	0.2	0.1	0.0
Acquisition / Divestments / Transfers			-	-0.0	0.0	-	-	-0.1
Market performance / Interest credited			-0.0	-0.0	1.2	0.9	-0.0	1.1
FX impact and other			-0.7	-0.5	0.1	0.6	-0.4	1.2
End of period			29.2	29.6	30.1	28.7	27.0	27.2

INSURANCE EURASIA 3.3.4 CLIENT BALANCES: INSURANCE INVESTMENT MANAGEMENT

Insurance EurAsia: Client balances Investment Management								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Client Balances included on Balance Sheet								
Beginning of period			-	-	-	-	-	-
Deposits			-	-	-	-	-	-
Withdrawals / Benefits			-	-	-	-	-	-
Net production			-	-	-	-	-	-
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-	-	-	-	-	-
FX impact and other			-	-	-	-	-	-
End of period			-	-	-	-	-	-
Off Balance Sheet Institutional Asset Management								
Beginning of period			74.6	71.8	66.1	62.8	62.5	60.5
Deposits			11.8	6.8	7.8	5.2	2.6	3.4
Withdrawals / Benefits			-6.5	-4.7	-3.8	-4.5	-3.7	-4.7
Net production			5.3	2.1	4.0	0.6	-1.1	-1.2
Acquisition / Divestments / Transfers			0.0	-	0.0	-	-	-0.0
Market performance / Interest credited			-1.5	-0.1	0.4	2.4	1.4	3.3
FX impact and other			-0.0	0.8	1.3	0.2	0.1	-0.1
End of period			78.4	74.6	71.8	66.1	62.8	62.5
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period			13.0	11.4	10.6	10.0	10.5	10.0
Deposits			2.9	2.5	1.6	0.7	1.7	1.1
Withdrawals / Benefits			-2.0	-2.3	-1.5	-0.7	-2.0	-1.4
Net production			0.9	0.2	0.1	0.0	-0.3	-0.3
Acquisition / Divestments / Transfers			-0.0	-	-0.0	-	-	0.0
Market performance / Interest credited			-0.3	0.4	0.1	0.7	-0.3	0.8
FX impact and other			-0.1	0.9	0.7	-0.2	0.2	-0.1
End of period			13.5	13.0	11.4	10.6	10.0	10.5
Total Client Balances								
Beginning of period			87.6	83.2	76.7	72.8	72.9	70.5
Deposits			14.8	9.3	9.4	5.9	4.3	4.6
Withdrawals / Benefits			-8.5	-7.0	-5.4	-5.2	-5.7	-6.1
Net production			6.3	2.3	4.1	0.7	-1.4	-1.5
Acquisition / Divestments / Transfers			0.0	-	-0.0	-	-	-
Market performance / Interest credited			-1.8	0.4	0.5	3.1	1.0	4.1
FX impact and other			-0.2	1.7	2.0	0.0	0.3	-0.2
End of period			91.9	87.6	83.2	76.7	72.8	72.9

INSURANCE EURASIA 3.4 ADDITIONAL INFORMATION: KEY FIGURES BY COUNTRY

Insurance EurAsia: Gross written premiums by country										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Netherlands			906	2,289	887	944	1,059	2,372	3,196	3,430
Belgium / Luxembourg			116	117	190	194	247	263	232	510
Insurance Benelux			1,022	2,406	1,078	1,138	1,305	2,635	3,428	3,940
Poland			133	94	93	93	97	137	227	235
Czech Republic			52	54	89	88	81	91	106	172
Hungary			55	57	62	54	51	54	112	104
Spain			109	117	120	84	105	105	226	209
Other			121	110	127	139	120	148	231	268
Insurance CRE			469	432	490	457	453	535	901	989

Insurance EurAsia: Underlying result before tax by country										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	6M2013	6M2012 ¹⁾
Netherlands			149	121	28	27	-85	20	271	-65
Belgium / Luxembourg			16	6	-3	9	-10	-12	23	-22
Insurance Benelux			166	128	25	36	-95	8	293	-87
Poland			25	27	25	30	26	29	52	55
Czech Republic			4	7	11	8	10	9	11	19
Hungary			3	4	0	3	2	-7	6	-5
Spain			6	5	10	-2	14	-3	11	12
Other			1	-8	9	3	2	-10	-7	-8
Insurance CRE			39	34	55	43	53	19	73	72

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

Insurance EurAsia: New sales (APE) by country										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Netherlands			27	102	39	45	78	95	129	173
Belgium / Luxembourg			13	14	40	24	34	32	27	66
Insurance Benelux			40	116	79	68	111	127	156	239
Poland			25	23	18	17	16	27	49	43
Czech Republic			8	11	19	11	14	9	19	23
Hungary			5	6	7	5	5	9	12	14
Spain			15	16	16	11	16	22	31	38
Other			64	61	59	41	36	39	125	74
Insurance CRE			118	118	119	85	87	106	235	193

INSURANCE EURASIA 3.5 ADDITIONAL INFORMATION: BENELUX NON-LIFE

Benelux Non-life ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ²⁾	3Q2012 ²⁾	2Q2012 ²⁾	1Q2012 ²⁾	6M2013	6M2012 ²⁾
Combined ratio			102.4%	106.6%	101.5%	102.8%	102.7%	104.2%	102.4%	102.7%
Claims ratio			69.4%	73.7%	72.2%	73.6%	73.7%	75.9%	69.4%	73.7%
Expense ratio			33.0%	32.9%	29.4%	29.3%	29.0%	28.3%	33.0%	29.0%

1) Year-to-date basis

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

Gross premiums by line of business										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Fire			90	135	86	90	90	143	225	233
Marine & Aviation			5	11	4	4	4	12	16	16
Motor			75	119	69	71	71	118	195	189
Health			-	-	-	-	-	-	-	-
Income/Accident			103	431	79	116	115	433	534	549
Miscellaneous			30	81	31	32	32	85	111	117
Indirect business			1	1	0	2	0	0	1	1
Total			305	778	268	316	312	792	1,083	1,104

Underlying result before tax by line of business										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	6M2013	6M2012 ¹⁾
Fire			14	6	13	14	5	0	20	6
Marine & Aviation			2	-0	2	-0	2	-1	2	1
Motor			-7	-4	4	-9	1	-4	-10	-3
Health			-	-	-	-	-	-	-	-
Income/Accident			21	-6	8	1	5	-5	15	-1
Miscellaneous			11	-0	17	14	13	10	11	24
Indirect business			0	-0	1	1	-1	0	0	-0
Total			41	-4	44	19	26	1	38	26

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

INSURANCE EURASIA 3.6 ADDITIONAL INFORMATION: INVESTMENT MANAGEMENT

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

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Proprietary (general account assets)			74.3	77.8	79.0	75.6	73.4	70.6
Retail			45.3	45.7	44.2	43.2	41.9	43.1
Institutional			56.3	61.0	61.6	61.2	58.2	59.0
Total Assets under Management			176.0	184.5	184.8	179.9	173.5	172.7
Assets under Administration			38.2	28.9	28.1	22.1	21.4	19.9

AuM by investor category and Investor class

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Equity			32.3	33.1	32.0	33.3	32.7	34.9
Fixed income			139.9	147.5	147.5	141.8	136.8	133.7
Money Market			3.8	3.9	5.3	4.8	4.0	4.1
Total			176.0	184.5	184.8	179.9	173.5	172.7

AuM rollforward

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Beginning of period			184.5	184.8	179.9	173.5	172.7	168.7
Net inflow			-3.6	-3.0	3.3	0.9	-1.7	0.0
Acquisition/ Divestments			0.0	0.0	0.0	0.0	0.0	0.0
Market performance			-3.8	0.8	4.2	5.5	1.3	4.6
FX impact and other			-1.2	1.8	-2.6	0.0	1.2	-0.6
End of period			176.0	184.5	184.8	179.9	173.5	172.7

INSURANCE ING U.S. 4.1.1 PROFIT AND LOSS: TOTAL

Insurance ING U.S.: Profit and loss Total										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	6M2013	6M2012 ¹⁾
Gross premium income			2,983	2,938	3,090	3,082	3,039	2,952	5,921	5,992
Commission income			229	217	230	207	208	200	446	408
Total investment and other income			82	-160	657	175	1,827	-455	-78	1,372
Total underlying income			3,294	2,995	3,976	3,464	5,074	2,697	6,289	7,771
Reinsurance and retrocession premiums			377	381	417	370	436	378	759	814
Net benefits Life insurance for risk company and Non-Life claims incurred			3,529	3,430	3,358	3,613	4,189	3,515	6,959	7,704
Changes in Life insurance provisions for risk company			-1,151	-1,232	-802	-991	-678	-1,629	-2,383	-2,307
Result sharing and rebates			-52	-0	34	-19	52	10	-52	63
Change in deferred acquisition costs			20	-11	38	-190	-0	-6	9	-6
Other underwriting expenditure (incl. change in provision unearned premiums)			194	216	213	218	262	235	410	496
Underwriting expenditure			2,917	2,784	3,260	3,001	4,262	2,504	5,701	6,765
Staff expenses			197	216	218	227	165	204	413	370
Other expenses			162	151	158	147	213	166	313	379
Operating expenses			359	367	376	374	378	371	726	749
Interest expenses			35	35	33	40	38	19	70	57
Other			2	2	2	2	2	2	4	4
Total underlying expenditure			3,313	3,187	3,671	3,417	4,680	2,895	6,500	7,575
Underlying result before tax			-19	-192	305	47	394	-199	-211	195
Taxation			44	2	-11	55	-42	-5	46	-47
Minority interests			-48	-6	-5	12	-	-	-54	-
Underlying net result			-15	-189	320	-21	436	-194	-204	243
Net gains/losses on divestments			-	-	-	-	18	-	-	18
Net results from divested units			-	-	-	-	-	-	-	-
Net result from discontinued operations			-	-	-	-	-	-	-	-
Special items after tax			-8	-6	-19	-26	-9	-11	-15	-21
Net result			-23	-195	301	-46	445	-205	-219	240
New business figures										
Single premiums			1,895	2,848	3,044	2,023	1,983	1,880	4,743	3,862
Annual premiums			237	347	251	272	271	360	584	632
New sales (APE)			427	632	555	474	469	548	1,058	1,018
Other key figures										
Employees (FTEs, end of period)			6,845	6,948	7,011	7,117	8,343	8,351	6,845	8,343

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

INSURANCE ING U.S. 4.1.2 PROFIT AND LOSS: INSURANCE US

Insurance ING U.S.: Profit and loss Insurance US										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	6M2013	6M2012 ¹⁾
Gross premium income			2,849	2,842	2,987	2,984	2,925	2,848	5,691	5,774
Commission income			72	71	67	65	69	63	143	132
Total investment and other income			634	773	836	781	1,014	854	1,407	1,867
Total underlying income			3,555	3,686	3,889	3,830	4,008	3,765	7,241	7,773
Reinsurance and retrocession premiums			376	380	416	368	435	377	757	812
Net benefits Life insurance for risk company and Non-Life claims incurred			2,589	2,592	2,527	2,858	3,355	2,720	5,181	6,075
Changes in Life insurance provisions for risk company			100	109	236	-21	-510	12	208	-498
Result sharing and rebates			-52	-0	34	-19	52	10	-52	63
Change in deferred acquisition costs			24	-8	51	-190	-0	-6	15	-6
Other underwriting expenditure (incl. change in provision unearned premiums)			143	161	159	165	199	181	304	380
Underwriting expenditure			3,180	3,233	3,424	3,160	3,531	3,295	6,413	6,826
Operating expenses			253	259	263	264	271	270	512	542
Interest expenses			2	4	6	7	14	8	6	21
Other			-	-	-	-	-	-	-	-
Total underlying expenditure			3,435	3,496	3,694	3,432	3,816	3,573	6,931	7,389
Underlying result before tax			121	189	195	398	192	192	310	384
Taxation			-14	53	51	134	57	59	40	115
Minority interests			11	-	-	-	-	-	11	-
Underlying net result			123	136	144	264	136	133	259	269
Net gains/losses on divestments			-	-	-	-	-	-	-	-
Net results from divested units			-	-	-	-	-	-	-	-
Net result from discontinued operations			-	-	-	-	-	-	-	-
Special items after tax			-8	-6	-19	-26	-9	-11	-15	-21
Net result			114	130	125	239	126	122	244	248
New business figures										
Single premiums			1,895	2,848	3,044	2,023	1,983	1,880	4,743	3,862
Annual premiums			237	347	251	272	271	360	584	632
New sales (APE)			427	632	555	474	469	548	1,058	1,018
Other key figures										
Employees (FTEs, end of period) ²⁾			6,066	6,147	6,083	6,181	7,399	7,397	6,066	7,399

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

2) US Closed Block VA FTEs are included in Insurance US FTEs.

INSURANCE ING U.S. 4.1.3 PROFIT AND LOSS: INVESTMENT MANAGEMENT

Insurance ING U.S.: Profit and loss Investment Management										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Gross premium income			-	-	-	-	-	-	-	-
Commission income			110	98	106	101	92	95	208	187
Total investment and other income			-14	-3	0	26	11	4	-17	15
Total underlying income			95	95	106	127	103	99	191	202
Reinsurance and retrocession premiums			-	-	-	-	-	-	-	-
Net benefits Life insurance for risk company and Non-Life claims incurred			-	-	-	-	-	-	-	-
Changes in Life insurance provisions for risk company			-	-	-	-	-	-	-	-
Result sharing and rebates			-	-	-	-	-	-	-	-
Change in deferred acquisition costs			-0	-0	-0	-0	0	0	-1	0
Other underwriting expenditure (incl. change in provision unearned premiums)			1	1	1	1	1	1	2	1
Underwriting expenditure			1	1	0	1	1	1	1	1
Operating expenses			83	84	89	85	80	76	167	156
Interest expenses			-0	0	1	1	1	0	0	1
Other			-	-	-	-	-	-	-	-
Total underlying expenditure			84	85	91	86	81	77	169	158
Underlying result before tax			12	10	15	40	22	22	22	44
Taxation			10	7	3	6	11	10	17	21
Minority interests			-15	-6	-5	12	-	-	-21	-
Underlying net result			17	9	17	22	11	12	26	23
Net gains/losses on divestments			-	-	-	-	-	-	-	-
Net results from divested units			-	-	-	-	-	-	-	-
Net result from discontinued operations			-	-	-	-	-	-	-	-
Special items after tax			-	-	-	-	-	-	-	-
Net result			17	9	17	22	11	12	26	23
Key figures										
Employees (FTEs, end of period)			779	801	928	936	944	954	779	944

INSURANCE ING U.S. 4.1.4 PROFIT AND LOSS: US CLOSED BLOCK VA

Insurance ING U.S.: Profit and loss US Closed Block VA										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Gross premium income			134	96	103	98	114	104	230	218
Commission income			48	47	57	42	46	41	95	88
Total investment and other income			-539	-928	-175	-633	804	-1,312	-1,467	-508
Total underlying income			-357	-785	-15	-493	964	-1,166	-1,142	-202
Reinsurance and retrocession premiums			1	1	1	1	1	1	2	2
Net benefits Life insurance for risk company and Non-Life claims incurred			939	838	831	756	835	794	1,777	1,629
Changes in Life insurance provisions for risk company			-1,251	-1,341	-1,037	-970	-168	-1,640	-2,592	-1,808
Result sharing and rebates			-	-	-	-	-	-	-	-
Change in deferred acquisition costs			-3	-3	-12	-	-	-	-6	-
Other underwriting expenditure (incl. change in provision unearned premiums)			45	44	43	43	53	39	90	92
Underwriting expenditure			-268	-460	-175	-170	721	-806	-728	-85
Operating expenses			23	24	24	24	27	24	47	51
Interest expenses			-0	-	0	0	0	0	-0	0
Other			-	-	-	-	-	-	-	-
Total underlying expenditure			-245	-436	-152	-145	748	-782	-681	-34
Underlying result before tax			-112	-349	136	-348	216	-384	-461	-168
Taxation			72	-47	-40	-67	-96	-64	25	-160
Minority interests			-43	-	-	-	-	-	-43	-
Underlying net result			-141	-302	176	-280	312	-320	-443	-8
Net gains/losses on divestments			-	-	-	-	-	-	-	-
Net results from divested units			-	-	-	-	-	-	-	-
Net result from discontinued operations			-	-	-	-	-	-	-	-
Special items after tax			-	-	-	-	-	-	-	-
Net result			-141	-302	176	-280	312	-320	-443	-8
New business figures										
Single premiums			-	-	-	-	-	-	-	-
Annual premiums			-	-	-	-	-	-	-	-
New sales (APE)			-	-	-	-	-	-	-	-
Other key figures										
Employees (FTEs, end of period) ¹⁾										

1) US Closed Block VA FTEs are included in Insurance US FTEs.

INSURANCE ING U.S. 4.1.5 PROFIT AND LOSS: CORPORATE LINE

Insurance ING U.S.: Profit and loss Corporate line										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Gross premium income			0	0	-0	-0	0	-0	0	-0
Commission income			0	0	-0	0	0	-0	0	-0
Total investment and other income			-0	-1	-4	0	-1	-1	-2	-2
Total underlying income			-0	-1	-4	0	-1	-1	-2	-2
Reinsurance and retrocession premiums			0	0	0	-0	-0	-0	0	-0
Net benefits Life insurance for risk company and Non-Life claims incurred			-0	0	-0	-0	-0	0	-0	0
Changes in Life insurance provisions for risk company			0	0	0	-0	-	-0	0	-0
Result sharing and rebates			-	-	-	-	-	-	-	-
Change in deferred acquisition costs			0	-0	-0	0	0	-0	-0	0
Other underwriting expenditure (incl. change in provision unearned premiums)			4	10	10	10	9	14	14	23
Underwriting expenditure			4	10	10	10	9	14	14	23
Operating expenses			-0	-0	0	-0	0	-0	-0	0
Interest expenses			33	30	26	32	24	11	63	35
Other			2	2	2	2	2	2	4	4
Total underlying expenditure			39	42	38	44	35	27	81	62
Underlying result before tax			-40	-43	-42	-44	-36	-29	-83	-64
Taxation			-25	-12	-25	-17	-14	-10	-36	-24
Minority interests			-1	-	-	-	-	-	-1	-
Underlying net result			-14	-32	-17	-27	-22	-19	-45	-41
Net gains/losses on divestments			-	-	-	-	18	-	-	18
Net results from divested units			-	-	-	-	-	-	-	-
Net result from discontinued operations			-	-	-	-	-	-	-	-
Special items after tax			-	-	-	-	-	-	-	-
Net result			-14	-32	-17	-27	-4	-19	-45	-23

INSURANCE ING U.S. 4.2.1 MARGIN ANALYSIS: TOTAL

Insurance ING U.S.: Margin analysis Total										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	6M2013	6M2012 ¹⁾
Margin analysis										
Investment margin			253	264	266	279	278	269	517	548
Fees and premium based revenues			450	410	432	428	414	408	861	822
Technical margin			21	3	35	33	-7	1	25	-6
Income non-modelled life business			0	0	-0	-0	0	-0	0	0
Life Insurance & Investment Management operating income			725	677	733	740	686	678	1,402	1,364
Administrative expenses			324	332	333	327	328	320	656	648
DAC amortisation and trail commissions			221	215	220	235	220	211	437	430
Life Insurance & Investment Management expenses			545	547	554	561	548	531	1,093	1,079
Life Insurance & Investment Management operating result			179	130	179	179	138	147	309	285
Corporate line operating result			-40	-43	-42	-44	-36	-29	-83	-64
Operating result			140	87	137	135	102	119	226	221
Gains/losses and impairments			-3	11	-29	41	6	34	8	40
Revaluations			-70	16	72	39	53	38	-54	90
Market & other impacts			-86	-306	125	-168	234	-390	-392	-156
Underlying result before tax			-19	-192	305	47	394	-199	-211	195
Key figures										
Gross premium income			2,983	2,938	3,090	3,082	3,039	2,952	5,921	5,992
Administrative expenses / operating income (Life Insurance & Investment Management)			44.7%	49.0%	45.4%	44.2%	47.8%	47.2%	46.8%	47.5%
Life general account invested assets (end of period, in EUR billion)			65	67	65	66	69	64	65	69
Investment margin / Life general account invested assets (four quarter rolling average, in bps)			160	164	165	162	158	153	160	158
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period)			75.0	77.4	71.8	74.5	73.8	72.7	75	74
Net production Client balances (in EUR billion)			1.4	2.6	2.4	-1.2	-1.3	-1.3	4.0	-2.6
Client balances (end of period, in EUR billion)			191.6	193.7	179.9	179.5	180.1	172.6	192	180
Administrative expenses (total)			324	332	333	327	328	320	656	648

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

INSURANCE ING U.S. 4.2.2 MARGIN ANALYSIS: INSURANCE US

Insurance ING U.S.: Margin analysis Insurance US										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ¹⁾	3Q2012 ¹⁾	2Q2012 ¹⁾	1Q2012 ¹⁾	6M2013	6M2012 ¹⁾
Margin analysis										
Investment margin			249	261	261	280	283	264	510	547
Fees and premium based revenues			305	288	297	306	298	287	593	585
Technical margin			19	3	34	23	-8	-8	22	-15
Income non-modelled life business			-0	0	-0	-0	0	0	0	0
Life Insurance operating income			573	552	591	609	573	543	1,125	1,116
Administrative expenses			218	224	220	217	221	220	442	441
DAC amortisation and trail commissions			180	177	181	196	183	173	356	356
Life Insurance expenses			398	400	401	413	404	394	799	797
Life Insurance operating result			175	152	190	196	169	150	326	319
Corporate line operating result			-	-	-	-	-	-	-	-
Operating result			175	152	190	196	169	150	326	319
Gains/losses and impairments			-3	3	-28	40	6	18	0	24
Revaluations			-57	18	72	13	41	35	-38	76
Market & other impacts			5	16	-39	148	-24	-11	22	-35
Underlying result before tax			121	189	195	398	192	192	310	384
Key figures										
Gross premium income			2,849	2,842	2,987	2,984	2,925	2,848	5,691	5,774
Administrative expenses / operating income (Life Insurance)			38.0%	40.6%	37.2%	35.6%	38.6%	40.5%	39.3%	39.5%
Life general account invested assets (end of period, in EUR billion)			60	63	60	61	64	59	60	64
Investment margin / Life general account invested assets (four quarter rolling average, in bps)			171	176	177	173	169	161	171	169
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period)			42.9	43.7	40.0	41.5	40.7	39.7	42.9	40.7
Net production Client balances (in EUR billion)			-0.4	0.9	0.4	-0.8	-0.3	-0.6	0.5	-1.0
Client balances (end of period, in EUR billion)			107.4	109.1	102.1	102.6	103.7	98.9	107.4	103.7
Administrative expenses (total)			218	224	220	217	221	220	442	441

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

INSURANCE ING U.S. 4.2.3 MARGIN ANALYSIS: INVESTMENT MANAGEMENT

Insurance ING U.S.: Margin analysis Investment Management										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Margin analysis										
Investment margin			0	-0	-0	-0	-0	-0	-0	-1
Fees and premium based revenues			110	99	106	101	92	95	209	187
Technical margin			-	-	-	-	-	-	-	-
Income non-modelled life business			0	-0	-0	-0	-0	0	0	-0
Operating income			110	98	106	100	92	95	209	187
Administrative expenses			83	84	89	85	80	76	167	156
DAC amortisation and trail commissions			1	1	0	1	1	1	1	1
Expenses			84	84	90	86	80	77	168	157
Operating result			27	14	16	14	11	18	41	29
Gains/losses and impairments			0	0	0	0	0	0	0	0
Revaluations			-15	-4	-0	26	10	4	-18	15
Market & other impacts			-	-	-	-	-	-	-	-
Underlying result before tax			12	10	15	40	22	22	22	44
Key figures										
AUM (in EUR Billion)			137.8	142.3	136.7	136.1	135.4	125.3	137.8	135.4
Net inflow (in EUR Billion)			1.7	1.0	4.1	0.6	2.1	1.5	2.7	3.6
Fees / average AUM (annualised in bps)			31	28	31	30	28	30	31	28
Administrative expenses / operating income			75.5%	85.7%	84.0%	85.0%	87.0%	80.0%	79.9%	83.4%

INSURANCE ING U.S. 4.2.4 MARGIN ANALYSIS: US CLOSED BLOCK VA

Insurance ING U.S.: Margin analysis US Closed Block VA										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Margin analysis										
Investment margin			4	3	5	0	-4	6	7	2
Fees and premium based revenues			35	24	29	21	24	25	59	50
Technical margin			2	0	1	10	0	9	3	9
Income non-modelled life business			-0	0	-0	-0	0	-0	-0	0
Life Insurance operating income			42	27	36	31	21	40	68	61
Administrative expenses			23	24	24	24	27	24	47	51
DAC amortisation and trail commissions			41	38	39	38	37	36	79	73
Life Insurance expenses			63	63	63	63	64	60	126	124
Life Insurance operating result			-22	-36	-27	-31	-43	-20	-58	-63
Corporate line operating result			-	-	-	-	-	-	-	-
Operating result			-22	-36	-27	-31	-43	-20	-58	-63
Gains/losses and impairments			0	8	-0	0	0	16	8	16
Revaluations			1	1	1	-0	1	-1	2	0
Market & other impacts			-91	-322	163	-316	258	-379	-413	-121
Underlying result before tax			-112	-349	136	-348	216	-384	-461	-168
Key figures										
Gross premium income			134	96	103	98	114	104	230	218
Administrative expenses / operating income (Life Insurance)			54.8%	88.9%	66.7%	77.4%	128.6%	60.0%	69.1%	83.6%
Life general account invested assets (end of period, in EUR billion)			5	4	5	5	5	4	5	5
Investment margin / Life general account invested assets (four quarter rolling average, in bps)			25	9	15	33	32	58	25	32
Prov. for life insurance & investm. contracts for risk policyholder (in EUR billion, end of period)			32.1	33.8	31.8	33.0	33.1	33.0	32.1	33.1
Net production Client balances (in EUR billion)			-0.8	-0.7	-0.7	-0.7	-0.6	-0.7	-1.5	-1.3
Client balances (end of period, in EUR billion)			33.2	34.7	32.8	33.9	34.0	33.8	33.2	34.0
Administrative expenses (total)			23	24	24	24	27	24	47	51

INSURANCE ING U.S. 4.2.5 MARGIN ANALYSIS: CORPORATE LINE

Insurance ING U.S.: Margin analysis Corporate Line										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Margin analysis										
Operating result			-40	-43	-42	-44	-36	-29	-83	-64
Gains/losses and impairments			-0	0	-0	0	0	-0	0	0
Revaluations			-0	0	-0	0	0	-0	0	-0
Market & other impacts			-0	0	-0	-	0	-	-0	0
Underlying result before tax			-40	-43	-42	-44	-36	-29	-83	-64
Key figures										
Gross premium income			0	0	0	0	0	0	0	0
Administrative expenses (total)			0	0	0	0	0	0	0	0

INSURANCE ING U.S. 4.3.1 CLIENT BALANCES: TOTAL

Insurance ING U.S.: Client balances Total Life Insurance & Investment Management								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Client Balances included on Balance Sheet								
Beginning of period			137.0	129.3	131.5	132.8	127.7	126.7
Deposits			3.1	2.7	3.5	2.8	3.0	2.6
Withdrawals / Benefits			-4.5	-3.3	-4.1	-4.5	-4.3	-4.2
Net production			-1.4	-0.5	-0.6	-1.7	-1.3	-1.6
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			0.6	4.4	1.5	3.9	-1.3	6.1
FX impact and other			-2.6	3.8	-3.1	-3.5	7.6	-3.5
End of period			133.6	137.0	129.3	131.5	132.8	127.7
Off Balance Sheet Institutional Asset Management								
Beginning of period			31.3	27.7	25.9	25.2	23.7	25.2
Deposits			3.4	2.8	2.8	1.1	1.4	1.4
Withdrawals / Benefits			-0.8	-0.6	-0.5	-0.5	-1.3	-1.3
Net production			2.6	2.1	2.3	0.6	0.1	0.2
Acquisition / Divestments / Transfers			-	-	-	0.0	-	-
Market performance / Interest credited			-0.2	0.7	0.1	0.8	1.4	-0.7
FX impact and other			-0.7	0.8	-0.6	-0.7	0.1	-1.0
End of period			33.0	31.3	27.7	25.9	25.2	23.7
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period			25.4	23.0	22.1	22.1	21.2	19.8
Deposits			1.6	2.2	2.1	1.3	1.2	1.4
Withdrawals / Benefits			-1.5	-1.2	-1.4	-1.4	-1.2	-1.3
Net production			0.2	1.0	0.7	-0.1	-0.1	0.1
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-0.2	0.9	0.6	1.0	-0.3	1.8
FX impact and other			-0.4	0.6	-0.5	-0.9	1.2	-0.5
End of period			25.0	25.4	23.0	22.1	22.1	21.2
Total Client Balances								
Beginning of period			193.7	179.9	179.5	180.1	172.6	171.7
Deposits			8.2	7.7	8.4	5.2	5.5	5.5
Withdrawals / Benefits			-6.8	-5.1	-6.0	-6.4	-6.8	-6.8
Net production			1.4	2.6	2.4	-1.2	-1.3	-1.3
Acquisition / Divestments / Transfers			-	-	-0.0	0.0	-0.0	0.0
Market performance / Interest credited			0.2	6.1	2.3	5.7	-0.2	7.3
FX impact and other			-3.8	5.1	-4.3	-5.1	9.0	-5.1
End of period			191.6	193.7	179.9	179.5	180.1	172.6

INSURANCE ING U.S. 4.3.2 CLIENT BALANCES: INSURANCE US

Insurance ING U.S.: Client balances Insurance US								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Client Balances included on Balance Sheet								
Beginning of period			100.8	95.0	95.8	96.9	92.8	92.5
Deposits			2.9	2.6	3.4	2.7	2.8	2.5
Withdrawals / Benefits			-3.6	-2.4	-3.3	-3.7	-3.4	-3.4
Net production			-0.6	0.2	0.1	-1.0	-0.6	-0.9
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			0.6	2.8	1.0	2.4	-0.5	3.6
FX impact and other			-1.9	2.8	-1.9	-2.5	5.2	-2.5
End of period			98.9	100.8	95.0	95.8	96.9	92.8
Off Balance Sheet Institutional Asset Management								
Beginning of period			2.7	2.4	2.2	2.1	2.0	2.1
Deposits			0.2	0.2	0.2	0.2	0.2	0.2
Withdrawals / Benefits			-0.1	-0.1	-0.0	-0.1	-0.1	-0.1
Net production			0.2	0.1	0.2	0.1	0.1	0.1
Acquisition / Divestments / Transfers			-	-	-	0.0	-	-
Market performance / Interest credited			-0.0	0.1	0.0	0.1	-0.4	0.1
FX impact and other			-0.1	0.1	-0.0	-0.1	0.4	-0.3
End of period			2.8	2.7	2.4	2.2	2.1	2.0
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period			5.7	4.7	4.6	4.6	4.1	3.4
Deposits			0.3	0.6	0.3	0.3	0.3	0.3
Withdrawals / Benefits			-0.1	-0.0	-0.1	-0.2	-0.1	-0.2
Net production			0.1	0.5	0.1	0.0	0.1	0.1
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			0.1	0.4	0.1	0.4	0.1	0.6
FX impact and other			-0.1	0.0	-0.1	-0.4	0.2	-0.0
End of period			5.8	5.7	4.7	4.6	4.6	4.1
Total Client Balances								
Beginning of period			109.1	102.1	102.6	103.7	98.9	98.0
Deposits			3.4	3.4	3.9	3.2	3.3	3.1
Withdrawals / Benefits			-3.8	-2.5	-3.4	-4.0	-3.6	-3.7
Net production			-0.4	0.9	0.4	-0.8	-0.3	-0.6
Acquisition / Divestments / Transfers			-	-	-0.0	0.0	-0.0	0.0
Market performance / Interest credited			0.7	3.3	1.1	2.8	-0.7	4.4
FX impact and other			-2.1	2.9	-2.1	-3.0	5.8	-2.8
End of period			107.4	109.1	102.1	102.6	103.7	98.9

INSURANCE ING U.S. 4.3.3 CLIENT BALANCES: INVESTMENT MANAGEMENT

Insurance ING U.S.: Client balances Investment Management								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Client Balances included on Balance Sheet								
Beginning of period			1.5	1.5	1.7	1.8	1.1	1.2
Deposits			0.1	0.0	0.1	0.0	0.0	0.0
Withdrawals / Benefits			-0.0	-0.0	-0.0	-0.0	-0.1	-0.0
Net production			0.1	-0.0	0.0	-0.0	-0.1	-0.0
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			0.1	-0.1	0.3	0.0	0.3	-0.1
FX impact and other			-0.0	0.0	-0.5	-0.0	0.4	-0.0
End of period			1.6	1.5	1.5	1.7	1.8	1.1
Off Balance Sheet Institutional Asset Management								
Beginning of period			28.6	25.3	23.7	23.1	21.7	23.1
Deposits			3.2	2.5	2.6	0.9	1.2	1.2
Withdrawals / Benefits			-0.7	-0.6	-0.5	-0.4	-1.2	-1.2
Net production			2.4	2.0	2.1	0.5	0.0	0.1
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-0.2	0.6	0.1	0.7	1.7	-0.8
FX impact and other			-0.6	0.7	-0.6	-0.6	-0.2	-0.7
End of period			30.2	28.6	25.3	23.7	23.1	21.7
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period			19.8	18.3	17.6	17.5	17.1	16.4
Deposits			1.4	1.6	1.8	1.1	0.9	1.1
Withdrawals / Benefits			-1.4	-1.1	-1.3	-1.2	-1.1	-1.1
Net production			0.0	0.5	0.6	-0.1	-0.2	-0.0
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-0.2	0.5	0.5	0.7	-0.4	1.2
FX impact and other			-0.4	0.5	-0.4	-0.5	1.0	-0.5
End of period			19.2	19.8	18.3	17.6	17.5	17.1
Total Client Balances								
Beginning of period			49.8	45.1	43.0	42.4	39.9	40.7
Deposits			4.6	4.2	4.4	2.0	2.1	2.3
Withdrawals / Benefits			-2.1	-1.7	-1.7	-1.6	-2.4	-2.3
Net production			2.5	2.4	2.7	0.3	-0.3	0.0
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-0.3	1.0	0.9	1.4	1.6	0.4
FX impact and other			-1.0	1.3	-1.5	-1.1	1.2	-1.2
End of period			51.0	49.8	45.1	43.0	42.4	39.9

INSURANCE ING U.S. 4.3.4 CLIENT BALANCES: US CLOSED BLOCK VA

Insurance ING U.S.: Client balances US Closed Block VA								
In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Client Balances included on Balance Sheet								
Beginning of period			34.7	32.8	33.9	34.0	33.8	32.9
Deposits			0.1	0.1	0.1	0.1	0.1	0.1
Withdrawals / Benefits			-0.9	-0.8	-0.8	-0.8	-0.8	-0.8
Net production			-0.8	-0.7	-0.7	-0.7	-0.6	-0.7
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-0.1	1.7	0.2	1.5	-1.1	2.6
FX impact and other			-0.7	1.0	-0.7	-0.9	2.0	-1.0
End of period			33.2	34.7	32.8	33.9	34.0	33.8
Off Balance Sheet Institutional Asset Management								
Beginning of period			-	-	-	-	-	-
Deposits			-	-	-	-	-	-
Withdrawals / Benefits			-	-	-	-	-	-
Net production			-	-	-	-	-	-
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-	-	-	-	-	-
FX impact and other			-	-	-	-	-	-
End of period			-	-	-	-	-	-
Off Balance Sheet Pension and Mutual Funds business								
Beginning of period			-	-	-	-	-	-
Deposits			-	-	-	-	-	-
Withdrawals / Benefits			-	-	-	-	-	-
Net production			-	-	-	-	-	-
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-	-	-	-	-	-
FX impact and other			-	-	-	-	-	-
End of period			-	-	-	-	-	-
Total Client Balances								
Beginning of period			34.7	32.8	33.9	34.0	33.8	32.9
Deposits			0.1	0.1	0.1	0.1	0.1	0.1
Withdrawals / Benefits			-0.9	-0.8	-0.8	-0.8	-0.8	-0.8
Net production			-0.8	-0.7	-0.7	-0.7	-0.6	-0.7
Acquisition / Divestments / Transfers			-	-	-	-	-	-
Market performance / Interest credited			-0.1	1.7	0.2	1.5	-1.1	2.6
FX impact and other			-0.7	1.0	-0.7	-0.9	2.0	-1.0
End of period			33.2	34.7	32.8	33.9	34.0	33.8

INSURANCE ING U.S. 4.4.1 ADDITIONAL INFORMATION: INSURANCE US

Operating result before tax ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ²⁾	3Q2012 ²⁾	2Q2012 ²⁾	1Q2012 ²⁾	6M2013	6M2012 ²⁾
Retirement Solutions										
Retirement			97	91	96	107	90	86	188	176
Annuities			26	28	26	18	23	14	54	37
Insurance Solutions										
Individual Life			31	37	44	32	30	46	68	77
Employee Benefits			26	6	21	27	24	9	32	33
Operating result from ongoing businesses (CFX)			180	162	187	184	167	157	342	324
Closed Blocks Institutional Spread Products and Other			-5	-8	4	5	2	-4	-13	-2
Operating result (CFX)			175	154	191	189	169	153	329	321
FX impact			-0	-3	-1	7	1	-3	-3	-2
Operating result (HFX)			175	152	190	196	169	150	326	319
Gains/losses and impariments			-3	3	-28	40	6	18	0	24
Revaluations			-57	18	72	13	41	35	-38	76
Market & other impacts			5	16	-39	148	-24	-11	22	-35
Underlying result before tax (HFX)			121	189	195	398	192	192	310	384

1) Current FX: Average FX 2Q2013

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

Gross premiums ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Retirement Solutions										
Retirement			1,708	1,788	1,780	1,661	1,601	1,657	3,496	3,258
Annuities			257	226	257	276	314	285	483	599
Insurance Solutions										
Individual Life			390	384	415	439	474	461	774	935
Employee Benefits			240	246	242	240	242	241	486	482
Total gross premiums from ongoing businesses (CFX)			2,595	2,643	2,694	2,616	2,631	2,643	5,238	5,275
Closed Blocks Institutional Spread Products and Other			256	252	299	261	268	263	508	531
Total (CFX)			2,852	2,895	2,994	2,877	2,899	2,906	5,747	5,805
FX impact			-2	-53	-7	107	26	-58	-56	-32
Total (HFX)			2,849	2,842	2,987	2,984	2,925	2,848	5,691	5,774

1) Current FX: Average FX 2Q2013

INSURANCE ING U.S. 4.4.1 ADDITIONAL INFORMATION: INSURANCE US

Operating expenses ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ²⁾	3Q2012 ²⁾	2Q2012 ²⁾	1Q2012 ²⁾	6M2013	6M2012 ²⁾
Retirement Solutions										
Retirement			137	146	141	134	145	145	283	290
Annuities			18	19	18	19	18	18	37	36
Insurance Solutions										
Individual Life			56	62	65	65	66	68	117	134
Employee Benefits			32	33	33	32	32	35	65	67
Total operating expenses from ongoing businesses (CFX)			242	260	257	250	260	266	502	526
Closed Blocks Institutional Spread Products and Other			12	3	7	5	8	10	15	18
Total (CFX)			253	263	264	255	269	276	517	545
FX impact			-0	-5	-0	9	3	-6	-5	-3
Total (HFX)			253	259	263	264	271	270	512	542

1) Current FX: Average FX 2Q2013

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

INSURANCE ING U.S. 4.4.2 ADDITIONAL INFORMATION: INSURANCE US

New business sales (US basis at CFX) ^{1) 2)}										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Retirement Solutions										
Retirement:										
- Full service plans			990	1,549	1,382	952	905	892	2,540	1,797
- Recordkeeping plans/ Stable value AUA			559	849	482	790	1,574	1,170	1,408	2,743
- Stable value			160	399	1,016	207	273	229	559	501
- Other			227	221	215	154	133	173	449	306
Annuities:										
- Fixed rate annuity			11	8	8	11	13	17	19	30
- Fixed index annuity			215	184	213	224	235	223	399	458
- Mutual funds/Other			221	200	166	158	172	174	420	347
Insurance Solutions										
Individual life:										
- Universal / Variable			10	11	20	27	32	27	21	58
- Term			11	12	15	22	27	26	22	53
Employee benefits			14	121	25	26	26	119	135	145

Annual premium equivalent (APE) new business sales ^{1) 2)}										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Retirement Solutions										
Retirement:										
- Full service plans			280	344	311	263	258	266	624	524
- Recordkeeping plans/ Stable value AUA			29	54	22	40	37	37	83	74
- Stable value			16	40	102	21	27	23	56	50
- Other			23	22	22	15	13	17	45	31
Annuities:										
- Fixed annuity			1	1	1	1	1	2	2	3
- Fixed index annuity			21	18	21	22	24	22	40	46
- Mutual funds/Other			22	20	17	16	17	17	42	35
Insurance Solutions										
Individual life:										
- Universal / Variable			10	11	21	31	33	28	22	62
- Term			11	12	15	22	27	26	22	53
Employee benefits			14	121	25	26	26	119	135	145
Total ongoing business (CFX)			427	643	556	457	464	558	1,070	1,023
FX impact			-0	-11	-1	17	5	-10	-12	-5
Total ongoing business (HFX)			427	632	555	474	469	548	1,058	1,018
Closed Blocks Institutional Spread Products and Other (HFX)			-	-	-	-	-	0	-	0
Total (HFX)			427	632	555	474	469	548	1,058	1,018

1) New business sales (US basis) are presented in a manner consistent with other US companies and the calculation varies by product. Retirement plan sales represent initial deposits for the first twelve months for products issued by ING insurance companies (full service plans) and for products issued by ING non-insurance companies (recordkeeping plans). Annual premium equivalent new business sales ("APE") represent 10% of single premium new sales and 100% of annual premiums on new sales for insurance company products only, therefore there is no APE reported for recordkeeping plans. For full service retirement plans, single premiums represents the initial deposit (takeover assets) and the annual premiums represents new deposits for the first twelve months after the initial sale.

2) Current FX: Average FX 2Q2013

INSURANCE ING U.S. 4.4.3 ADDITIONAL INFORMATION: INSURANCE US

Account value rollforward: Retirement - Full Service & Stable Value Plans¹⁾

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Beginning of period			74,561	68,599	67,826	66,879	63,738	61,392
Deposits			2,331	2,833	3,167	2,287	2,291	2,375
Withdrawals/Benefits			-1,992	-1,755	-1,800	-1,884	-1,859	-1,906
Net flows			339	1,077	1,367	403	432	468
Transfers to Individual Retirement			-	-	-	-	-	-
Market performance/interest credited			334	2,812	791	2,339	-1,104	3,765
FX impact and other			-1,433	2,072	-1,384	-1,796	3,813	-1,888
End of period			73,802	74,561	68,599	67,826	66,879	63,738

1) Stable Value Plans managed by Investment Management

Account value rollforward: Annuities (Excl. Payout)

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Beginning of period			18,276	17,661	18,105	18,781	18,535	19,202
Deposits			452	391	397	406	426	404
Withdrawals/Benefits			-585	-512	-644	-846	-1,351	-755
Net flows			-133	-121	-247	-441	-925	-351
Transfers to Individual Retirement			-	-	-	-	-	-
Market performance/interest credited			162	226	165	244	78	263
FX impact and other			-350	509	-361	-480	1,093	-578
End of period			17,954	18,276	17,661	18,105	18,781	18,535

Account value rollforward: Closed Block Institutional Spread Products

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Beginning of period			3,061	3,148	4,025	4,246	3,683	4,011
Deposits			424	111	12	102	229	-
Withdrawals/Benefits			-614	-294	-831	-230	-134	-223
Net flows			-189	-183	-818	-128	95	-223
Market performance/interest credited			10	11	12	13	240	13
FX impact and other			-58	86	-71	-107	229	-119
End of period			2,824	3,061	3,148	4,025	4,246	3,683

INSURANCE ING U.S. 4.4.4 ADDITIONAL INFORMATION: INSURANCE US

Deferred Acquisition Costs and Value of Business Acquired - Retirement

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Beginning of period			2,130	2,020	2,097	2,168	2,163	2,318
Capitalisation			56	54	68	68	69	65
Amortisation			-89	-61	-146	85	-114	-109
Adjustment for unrealised gains (losses)			370	58	42	-170	-77	-42
FX impact and other			-43	59	-42	-56	127	-69
End of period			2,424	2,130	2,020	2,097	2,168	2,163

Deferred Acquisition Costs and Value of Business Acquired - Insurance Solutions, Closed Blocks Institutional Spread Products and Other

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Beginning of period			2,473	2,273	2,284	2,387	2,386	2,293
Capitalisation			57	57	72	88	111	99
Amortisation			-47	-42	-44	-49	-66	-49
Adjustment for unrealised gains (losses)			325	116	7	-82	-184	114
FX impact and other			-49	69	-46	-61	140	-71
End of period			2,759	2,473	2,273	2,284	2,387	2,386

Deferred Acquisition Costs and Value of Business Acquired - Total US Retirement and Insurance

In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Beginning of period			4,603	4,293	4,381	4,555	4,549	4,611
Capitalisation			113	111	141	156	181	164
Amortisation			-136	-103	-190	37	-181	-158
Adjustment for unrealised gains (losses)			695	174	49	-251	-261	72
FX impact and other			-92	128	-88	-116	267	-140
End of period			5,183	4,603	4,293	4,381	4,555	4,549

INSURANCE ING U.S. 4.4.5 ADDITIONAL INFORMATION: INSURANCE US

Margin Analysis - Insurance US On-Going Business ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Investment margin			239	255	248	255	262	247	495	509
Fees and premium based revenues			305	293	295	295	294	292	598	586
Technical margin			23	18	38	28	3	9	41	12
Operating Income			567	566	581	578	558	548	1,133	1,106
Administrative expenses			207	224	214	204	211	215	432	426
DAC amortisation and trail commissions			180	179	181	189	180	177	359	357
Life Insurance expenses			387	404	395	394	391	392	790	783
Operating result (CFX)			180	162	187	184	167	157	342	324
FX impact			0	-3	0	7	1	-3	-3	-2
Operating result (HFX)			180	160	186	191	168	153	340	321
Non-operating volatile items			-28	35	27	191	2	48	7	50
Underlying result before tax (HFX)			152	195	213	382	170	201	347	372

1) Current FX: Average FX 2Q2013

Margin Analysis - Insurance US Closed Blocks Institutional Spread Products and Other ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012 ²⁾	3Q2012 ²⁾	2Q2012 ²⁾	1Q2012 ²⁾	6M2013	6M2012 ²⁾
Investment margin			10	11	13	15	18	23	20	41
Fees and premium based revenues			0	0	2	1	1	1	1	2
Technical margin			-4	-15	-4	-6	-9	-17	-19	-26
Operating Income			6	-4	11	10	10	6	2	16
Administrative expenses			12	3	7	5	8	10	15	18
DAC amortisation and trail commissions			0	0	0	0	0	0	0	0
Life Insurance expenses			12	4	7	5	8	10	15	19
Operating result (CFX)			-5	-8	4	5	2	-4	-13	-2
FX impact			0	0	0	0	0	0	0	0
Operating result (HFX)			-5	-8	4	5	2	-4	-13	-2
Non-operating volatile items			-26	2	-22	11	21	-6	-24	15
Underlying result before tax (HFX)			-32	-5	-18	16	22	-9	-37	13

1) Current FX: Average FX 2Q2013

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

INSURANCE ING U.S. 4.5 ADDITIONAL INFORMATION: INVESTMENT MANAGEMENT

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

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Proprietary (general account assets)			67.5	71.5	71.0	72.7	74.3	67.1
Retail			37.1	38.6	35.7	37.2	35.3	34.4
Institutional			33.2	32.2	30.0	26.3	25.8	23.9
Total Assets under Management			137.8	142.3	136.7	136.1	135.4	125.3
Assets under Administration			48.4	49.9	47.4	48.5	50.5	49.6

AuM by investor category and Investor class

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Equity			36.7	36.8	33.5	32.3	30.2	29.6
Fixed income			97.5	100.7	97.1	98.9	98.5	91.4
Money Market			3.7	4.8	6.1	4.8	6.6	4.3
Total			137.8	142.3	136.7	136.1	135.4	125.3

AuM rollforward

In EUR billion	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Beginning of period			142.3	136.7	136.1	135.4	125.3	124.8
Net inflow			1.7	1.0	4.1	0.6	2.1	1.5
Acquisition/ Divestments			0.0	0.0	0.0	0.0	0.0	0.0
Market performance			-3.3	0.7	-0.4	3.6	-0.1	2.9
FX impact and other			-2.8	3.9	-3.2	-3.4	8.0	-3.9
End of period			137.8	142.3	136.7	136.1	135.4	125.3

INSURANCE ING U.S. 4.6 ADDITIONAL INFORMATION: US CLOSED BLOCK VA

Account value rollforward								
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Beginning of period			34,742	32,752	33,919	34,024	33,812	32,941
Deposits			135	100	98	91	103	95
Withdrawals/Benefits			-918	-817	-826	-757	-751	-772
Net flows			-784	-717	-729	-665	-648	-677
Market performance/interest credited			-130	1,740	235	1,458	-1,129	2,558
FX impact and other			-660	967	-673	-898	1,989	-1,010
End of period			33,168	34,742	32,752	33,919	34,024	33,812

Deferred Acquisition Costs and Value of Business Acquired								
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012
Beginning of period			15	12	0	0	0	0
Capitalisation			3	3	12	0	0	0
Amortisation			0	0	0	0	0	0
Adjustment for unrealised gains (losses)			0	0	0	0	0	0
FX impact and other			0	0	0	0	0	0
End of period			18	15	12	0	0	0

Margin Analysis ¹⁾										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Investment margin			4	3	5	0	-4	6	7	2
Fees and premium based revenues			35	24	29	21	24	26	59	50
Technical margin			2	0	1	10	0	9	3	10
Operating Income			42	27	36	30	21	41	69	62
Administrative expenses			23	25	24	24	27	24	47	51
DAC amortisation and trail commissions			41	39	39	37	36	37	80	74
Life Insurance expenses			63	64	63	61	63	62	127	125
Operating result (CFX)			-22	-36	-27	-30	-42	-20	-58	-63
FX impact			0	1	0	-1	-1	0	1	0
Operating result (HFX)			-22	-36	-27	-31	-43	-20	-58	-63
Non-operating volatile items			-90	-313	163	-316	259	-364	-403	-105
Underlying result before tax (HFX)			-112	-349	136	-348	216	-384	-461	-168

1) Current FX: Average FX 2Q2013

INSURANCE OTHER 5.1.1 PROFIT AND LOSS: CORPORATE LINE

Insurance Other: Profit and loss Corporate Line										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Gross premium income			-2	-1	-2	-2	-2	-2	-3	-4
Commission income			-14	-0	-10	-10	-9	-14	-14	-23
Total investment and other income			23	110	53	27	-1	36	133	33
Total underlying income			7	109	41	15	-12	20	116	7
Reinsurance and retrocession premiums			-2	-1	-2	-2	-2	-2	-3	-4
Net benefits Life insurance for risk company and Non-Life claims incurred			-0	0	-0	-2	-0	0	-0	-0
Changes in Life insurance provisions for risk company			-0	-0	0	-0	0	-0	-0	-0
Result sharing and rebates			0	0	-0	0	-0	0	0	0
Change in deferred acquisition costs			-0	0	0	-0	0	0	-	0
Other underwriting expenditure (incl. change in provision unearned premiums)			0	0	-0	0	14	-14	0	-0
Underwriting expenditure			-2	-1	-2	-4	12	-16	-3	-4
Operating expenses			10	9	15	11	-36	12	19	-23
Interest expenses			21	-3	8	2	2	-4	18	-2
Other			0	-0	-0	-0	0	-	0	0
Total underlying expenditure			29	5	22	9	-21	-7	34	-29
Underlying result before tax			-22	104	20	6	10	27	82	37
Taxation			-5	-10	-6	-4	-5	4	-15	-1
Minority interests			-2	-2	-2	-2	-2	-2	-4	-4
Underlying net result			-15	116	27	12	17	26	101	41
Net gains/losses on divestments			-12	-	2	16	-19	-	-12	-19
Net results from divested units			-	-	-	-	-	-	-	-
Net result from discontinued operations			-	-	-	-	-	-	-	-
Special items after tax			-1	-3	0	-1	-3	-30	-4	-34
Net result			-28	114	29	27	-6	-5	86	-12

INSURANCE ING OTHER 5.2.1 MARGIN ANALYSIS: CORPORATE LINE

Insurance Other: Margin analysis Corporate Line										
In EUR million	4Q2013	3Q2013	2Q2013	1Q2013	4Q2012	3Q2012	2Q2012	1Q2012	6M2013	6M2012
Margin analysis										
Operating result			-24	44	18	6	19	29	20	49
Gains/losses and impairments			-0	60	0	0	0	-0	59	0
Revaluations			2	1	2	0	-9	-2	3	-11
Market & other impacts			-0	-	0	-	-0	0	-0	-0
Underlying result before tax			-22	104	20	6	10	27	82	37
Key figures										
Gross premium income			-2	-1	-2	-2	-2	-2	-3	-4
Administrative expenses (total)			10	9	15	11	-37	12	19	-24

ING Group's Annual Accounts are prepared in accordance with International Financial Reporting Standards as adopted by the European Union ('IFRS-EU').

In preparing the financial information in this document, the same accounting principles are applied as in the 2Q2013 ING Group Interim Accounts.

All figures in this document are unaudited.

Small differences are possible in the tables due to rounding.

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

such statements. Actual results, performance or events may differ materially from those in such statements due to, without limitation: (1) changes in general economic conditions, in particular economic conditions in ING's core markets, (2) changes in performance of financial markets, including developing markets, (3) consequences of a potential (partial) break-up of the euro, (4) the implementation of ING's restructuring plan to separate banking and insurance operations, (5) changes in the availability of, and costs associated with, sources of liquidity such as interbank funding, as well as conditions in the credit markets generally, including changes in borrower and counterparty creditworthiness, (6) the frequency and severity of insured loss events, (7) changes affecting mortality and morbidity levels and trends, (8) changes affecting persistency levels, (9) changes affecting interest rate levels, (10) changes affecting currency exchange rates, (11) changes in investor, customer and

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