



ING profile

1Q2024

Global Communications, Brand & MarCom
May 2024



do your thing



Why we're here

ING's purpose is to empower people to stay a step ahead in life and in business. This purpose guides us in everything we do.

It represents our conviction in people's potential. We don't judge, coach or tell people how to live their lives. However big or small, modest or grand, we help people and businesses to realise their own vision for a better future.

We know people don't need banks, they need banking. Our **promise to customers** is to make banking frictionless, removing barriers to progress and giving people confidence in their ability to make decisions and to move forward. It frees them from the constraints that stand between them and their passions and encourages them to do more of the things that give their lives meaning.

Who we are

ING is a global bank with a strong European base. Our more than 60,000 employees offer retail and wholesale banking services in more than 40 countries.

Our purpose is to **empower people to stay a step ahead in life and in business.**

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

Customer experience is what differentiates us and we're continuously innovating to improve it. We also partner with others to bring disruptive ideas to the market faster.





What we promise our customers



With many basic banking products indistinguishable from one bank to another, we want to stand out from the crowd by providing a **superior customer experience**.



Customers big and small expect an experience that's **easy, instant, personal** and **relevant** to their needs.



What this looks like will of course depend on the type of customer. For consumers and small businesses our focus is predominantly on **mobile banking**, while for corporate clients it's all about **personal relationships** and **superior sector and network expertise**, supported by **seamless digital delivery**.



To give our customers a superior experience we're building on our strong **technology and operations foundation** to provide **seamless digital services** while keeping their money and their data **safe and secure**.

How we help society stay a step ahead

We believe we can make the most impact and address the biggest challenges in two areas: **climate action** and **financial health**.

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

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

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

Society is transitioning to a low-carbon economy. So are our clients, and so is ING. We finance a lot of sustainable activities, but we still finance more that's not. See how we're progressing on [ing.com/climate](https://www.ing.com/climate).



Our 1Q2024 results in numbers

“We had a very strong start to 2024 with good financial and commercial results as we executed on our strategy. Our total income has remained strong and was boosted this quarter by double-digit fee income growth. Net interest income from lending and liabilities continued to be resilient. Operating expenses have declined due to lower regulatory costs, and our own costs were under control, while risk costs were again below the through-the-cycle-average.”

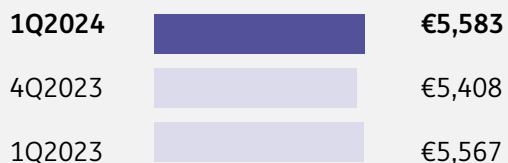
Steven van Rijswijk – CEO ING Group

 **€ 1,578 mln**
net result

Results

Total income has remained strong, boosted by fee income growth from Retail and Wholesale Banking.


Income (in € mln)



14.8%
RoE

=

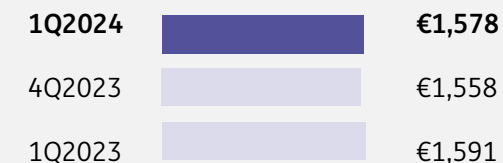
14.8%


CET1 ratio 

998 mln

Fee income 

Net result (in € mln)

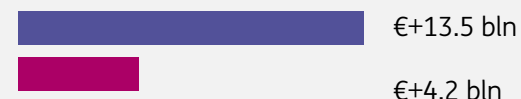


 **+ 99,000**
primary customers

Customers

We offer a customer experience that's easy, instant, personal and relevant.

Core deposits and core lending growth



 Deposits growth  Lending growth

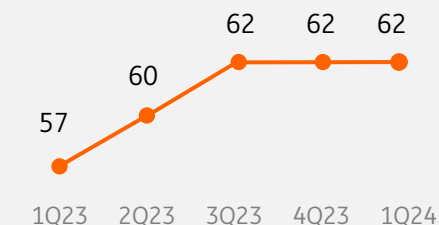
NPS score


#1 in 4

out of **10**

Retail markets

Mobile-only customers (%)



 **€ 24.7 bln**
volume mobilised

Society

We aim to put sustainability at the heart of what we do. See our full story at www.ing.com/climate.

In the first quarter we achieved a volume of sustainable finance mobilised of €24.7 billion, an increase of 13% from the same period last year, and we closed 156 sustainability transactions, 59% more than the first quarter last year.

We supported a syndicated facility for Switzerland's largest provider of renewable energy and the financing of a wind farm and battery energy storage system in Australia. These deals support our aims to triple our financing of renewable energy by 2025.

Where you'll find us

We serve customers in more than 40 countries

Retail Banking

Australia
Belgium
Germany
Italy
Luxembourg
the Netherlands*
Spain
Poland
Romania
Türkiye

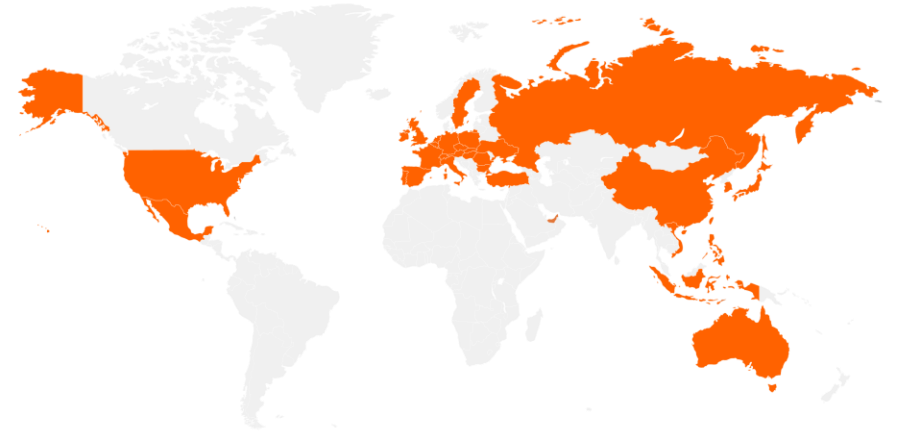


ING has approximately 38.6 million Private Individual customers.

(*) ING's corporate head office is located in Amsterdam, the Netherlands

Wholesale Banking

International
network and
global
franchises
Map highlights
countries
where ING
has an office



Wholesale Banking has approximately 4,000 (economic ultimate parent) clients.

Our leadership

Management Board Banking

Chief executive officer

Steven van Rijswijk



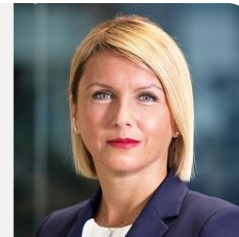
Chief financial officer

Tanate Phutrakul



Chief risk officer

Ljiljana Čortan



**Head of Retail,
Market Leaders and
Challengers & Growth
Markets**
Pinar Abay



**Head of
Wholesale Banking**

Andrew Bester



**Chief operations officer,
chief transformation
officer, chief technology
officer a.i.**
Marnix van Stiphout



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