# ING Credit Update 3Q2024

**ING Investor Relations**

31 October 2024

do your thing

# Continuation of our strong growth trajectory

**Mobile primary customers[1)]**

**+189,000**

- Continued growth in mobile primary customers
- Growth in the last 12 months of +0.9 mln

**Net core lending growth**

**€+9 bln**

- Sustained strong performance in mortgages, with significant growth in market share in the Netherlands
- Continued momentum in consumer and business lending
- Ongoing efforts to optimise capital usage in Wholesale Banking

**Net core deposits growth**

**€+3 bln**

- Successful campaign in Belgium
- Further targeted inflow in Wholesale Banking, in line with our focus to increase deposits

**Total income**

**€17.2 bln YTD**

- 3Q2024 total income at a record level
- Fee income +11% year-on-year to >€1 bln
- Scaled product foundations in Wholesale Banking and increased income from Capital Markets & Advisory

Note: all figures represent 3Q2024 figures, unless specifically mentioned
[1)] Includes private individuals only

# Sustainably increasing impact

## Customers

- 83% customers use mobile as preferred channel
- #1 NPS in 5 Retail Banking markets
- Digi-index score of 75%[1)]
- Launch of OneApp to Business Banking clients in Germany

## Our people

- Top Employer in 5 countries in Europe[2)]
- Further roll-out of the Global Leadership Accelerator programme
- Steadily improving the Employee Experience score

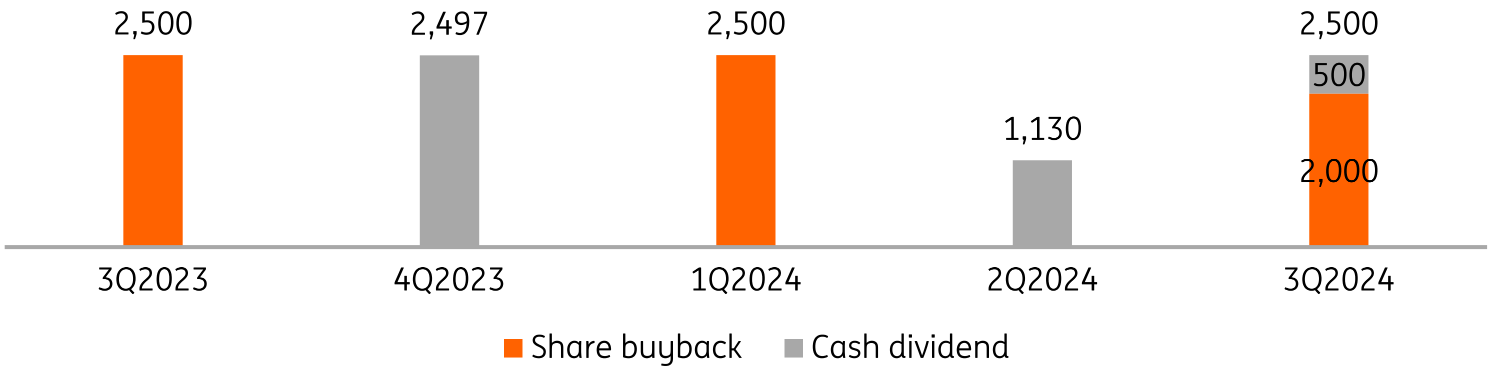
## Planet and society

- Publication of our 2024 Climate Progress Update
- €28.4 bln of sustainable volume mobilised[3)]
- 198 sustainability deals supported by ING[3)]
- €250 mln loan to the National Heat Fund in the Netherlands

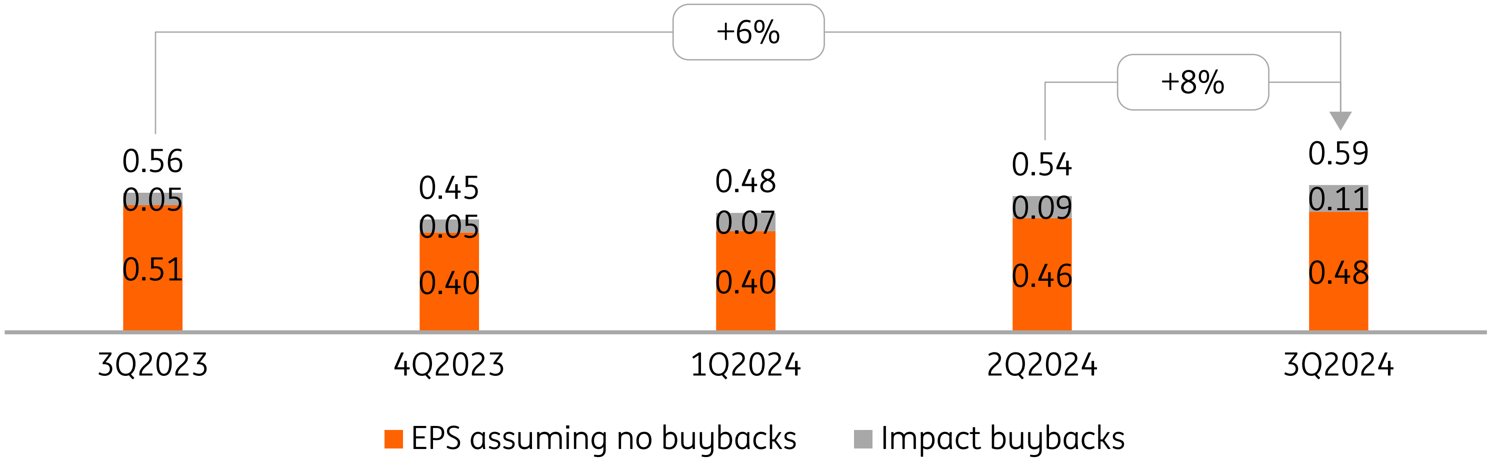
Note: all figures represent 3Q2024 figures, unless specifically mentioned
1) Average of STP rates of 291 Retail customer journeys; STP rate is the percentage of a customer journey that is handled without manual intervention
2) By Top Employers Institute
3) See our annual report for definition

# Consistently delivering value

## Recent distributions to shareholders (in € mln)[1)]




## Increasing earnings per share (in €)



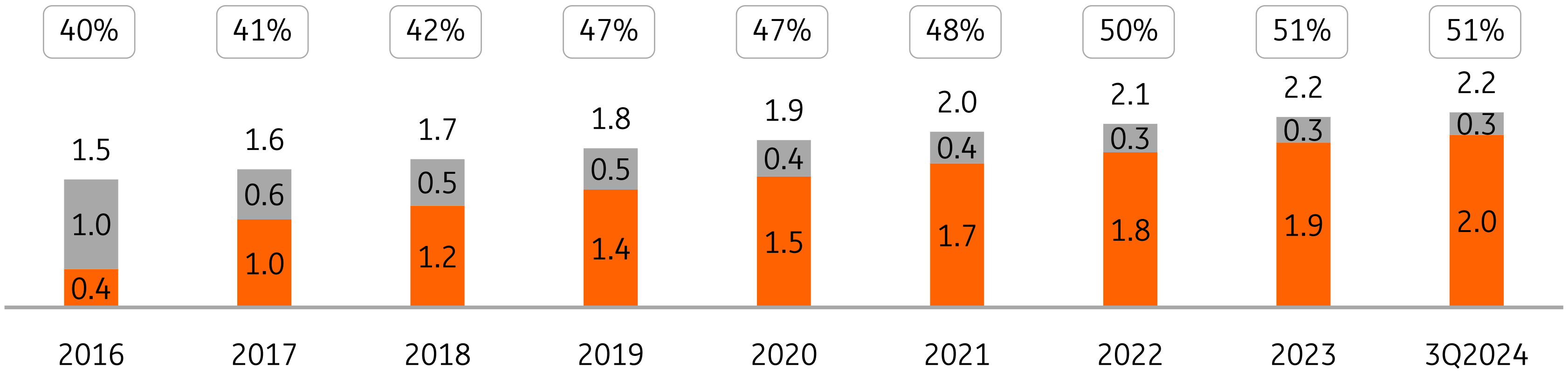

## Key developments

- Strong capital generation with four-quarter rolling RoE of 13.8% and CET1 of 14.3%
- €2.5 bln additional distribution
  - €2 bln share buyback, structurally increasing earnings and dividends per share
  - €0.5 bln cash dividend[2)]
- Attractive 17% return to shareholders in 2024[3)]
- Capacity to continue providing an attractive shareholder return
  - Pro forma CET1 ratio of 13.5%[4)]
  - We will update the market on next steps at the time of announcing the 1Q2025 results

[1)] As announced with the respective quarterly results
[2)] The cash dividend is paid in January 2025 to meet the cash hurdle of ~€3.5 bln in 2025, considering Dutch withholding tax regulations
[3)] Based on payment date and on average market value (share price * number of shares outstanding at the end of each quarter). Including the full €2 bln share buyback announced today
[4)] including the €2.5 bln distribution

# Poland is an example of how we are 'Growing the difference' in Retail

## Consistent customer growth with an increasing primary customer base




Mobile primary customers (in mln) Other primary customers (in mln)
Primary customers (in % of operative customers)

| Most loved bank | Best private bank | Top employer | Customer balances | Fee development | Strong profitability |
|---|---|---|---|---|---|
| **#1 NPS** | **#1** | **#1** | **+9% CAGR** | **+12% CAGR** | **29%** |
| 3Q2024 | 2024[1)] | 2024[2)] | 2019 to 2023 | 2019 to 2023 | 3Q2024 RoE[3)] |

## Growing the difference

- New value propositions and enhanced product offering for GenZ
- Expanded 'look who is calling' feature in the mobile app to prevent spoofing
- Fully digital loan granting for housing communities, with automatic decision, contract generation and loan disbursement
- Continued product enhancements in Business Banking, solidifying our leading market position (~€14 bln business lending)

Note: all figures represent Retail Banking only
1) Mobile Trends Awards
2) Ranking prepared by Forbes Polska and Statista
3) four-quarter rolling return on equity

# Strategic priority to be leading in financing the sustainable transition

## Recent achievements and milestones

**~2,000 clients**
scored on climate disclosures

New sector leading restrictive **oil & gas** policies

**Climate approach** expanded to ING's aluminium and dairy sectors

Joined **PCAF**[1] and co-developed standards for the aluminium industry[2]

## Climate action roadmap

| | |
|---|---|
| 2025 | Target to grow financing of renewable power generation to €7.5 bln annually<br>Financing of coal-fired power phased out to close-to-zero |
| 2026 | Client transition progress and credit decisions based on two years of CTP[3] assessments<br>No more new financing for new LNG export terminals |
| 2027 | Target to mobilise €150 bln volume sustainable finance annually |
| 2030 | Interim targets for all sectors in scope of our climate approach |
| 2035 | Net zero in all ING buildings worldwide |
| 2040 | Target to completely phase out financing of upstream oil & gas<br>Net-zero target for power generation, in line with IEA NZE scenario |
| 2050 | Our climate ambition: reach net-zero alignment by 2050 or sooner |

1) Partnership for Carbon Accounting Financials
2) Sustainable Aluminum Finance Framework
3) Client Transition Plan

# Further improving our outlook for 2024

## Results 3Q2024

| Mobile primary customers 4-quarter rolling | Total income 2024 YTD | Fee income 2024 YTD | Cost/income ratio 4-quarter rolling | CET1 ratio 3Q2024 | Return on equity 4-quarter rolling |
|---|---|---|---|---|---|
| +893,000 | €17.2 bln | €3.0 bln | 52.4% | 14.3% | 13.8% |

## Outlook 2024

| Mobile primary customers annual growth | Total income 2024 (Improved) | Fee income 2024 | Cost/income ratio 2024 (Improved) | CET1 ratio by 2025 | Return on equity 2024 (Improved) |
|---|---|---|---|---|---|
| +1 mln | from >€22 bln to >€22.5 bln | €4 bln | from ~54% to ~53% | ~12.5% | from >12% to >13% |

Note: outlook assumes no one-offs in 4Q2024

# Business profile

# Well-diversified business mix

### Retail Banking

- Focus on earning the primary relationship
- Technology to offer a differentiating experience to our customers
- Distribution increasingly through mobile devices which requires simple product offering

### Retail Banking footprint

Netherlands
Belgium
Luxembourg
Germany
Spain
Italy
Australia
Poland
Romania
Türkiye

### Wholesale Banking International Network

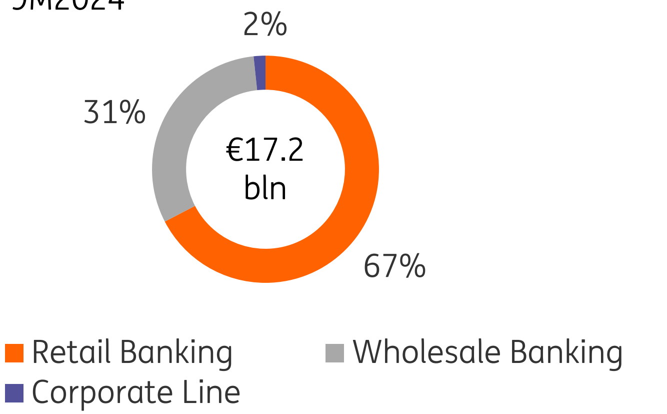
EMEA
Asia Pacific
Americas

### Wholesale Banking

- A leading European Wholesale Bank, powered by:
  - Our global reach, with local experts
  - We are sector experts
  - We are sustainability pioneers

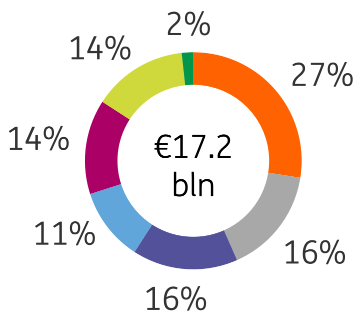
## Total income

9M2024



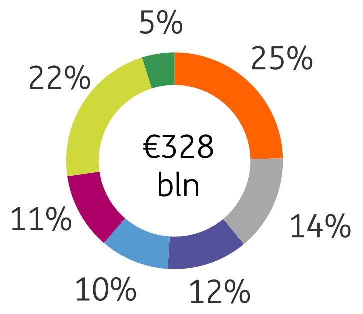

## Total income

9M2024




## RWA (end of period)

9M2024




Netherlands
Belgium
Germany
Other Challengers
Growth Markets
WB Rest of World
Corporate Line and Other

# Executing our strategy to be the best European bank


| | |
|---|---|
| Purpose | Empowering people to stay a step ahead in life and in business |
| Strategic pillars | Superior value for customers · *Uniquely ING* · Sustainability at the heart |
| Enablers | Providing seamless digital services |
| | Staying safe & secure |
| | Using our scalable Tech & Operations |
| | Unlocking our people's full potential |

# Our focus SDGs[1] are reflected in our Sustainability Direction





## Environment

### Climate action

**Empowering our clients[2]**

- We aim to steer the most carbon-intensive parts of our lending portfolio towards net-zero by 2050
- Co-develop new sector methodologies for net-zero steering
- Grow our Sustainable Finance business
- Provide sustainable products and services
- Help clients manage climate and nature risks and opportunities

**Transparency**

- Disclosure aligned with the TCFD and NZBA Frameworks

**Improving our own footprint**

- Reducing scope 1, 2 and 3 CO2e emissions from our own operations
- Sustainable procurement standards

## Social

### Financial health

**Empowering our customers[3]** by focusing on:

- Financial inclusion by making bank products accessible
- Helping to get a grip on everyday finances and plan for the future

**Empowering communities** by investing in programmes focusing on:

- Future-proof employment
- Financial capabilities
- Social enterprises

### Human rights

**UN Guiding Principles prioritisation and due diligence**

- Environmental and social risk (ESR) framework and dedicated human rights policy
- Client engagement on human rights
- Human rights are included in the Know Your Supplier (KYS) questionnaire

**Transparency**

- Disclosure aligned with UNGP Reporting Framework

For more information please visit: www.ing.com/Sustainability/Sustainability-direction.htm

1) Sustainable Development Goals (SDGs) set by the United Nations General Assembly

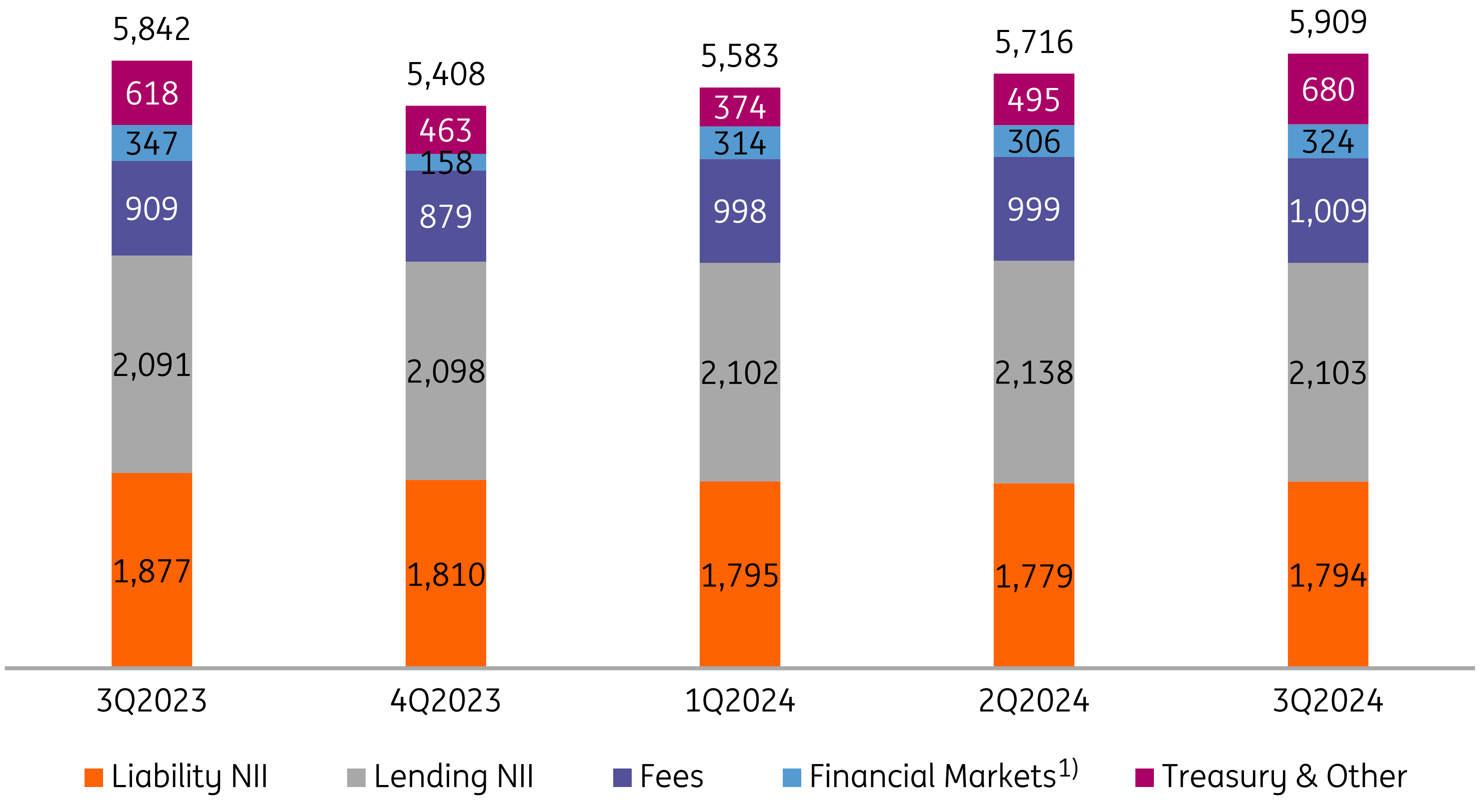
2) Society is transitioning to a low-carbon economy. So are our clients, and so is ING. We finance a lot of sustainable activities, but we still finance more that's not. Follow our progress on www.ing.com/climate

3) ING is a signatory of the United Nations Commitment to Financial Health and Inclusion. See how we are progressing on Financial health | ING

# 3Q2024 results

# Total income at a record level

**Total income (in € mln)**



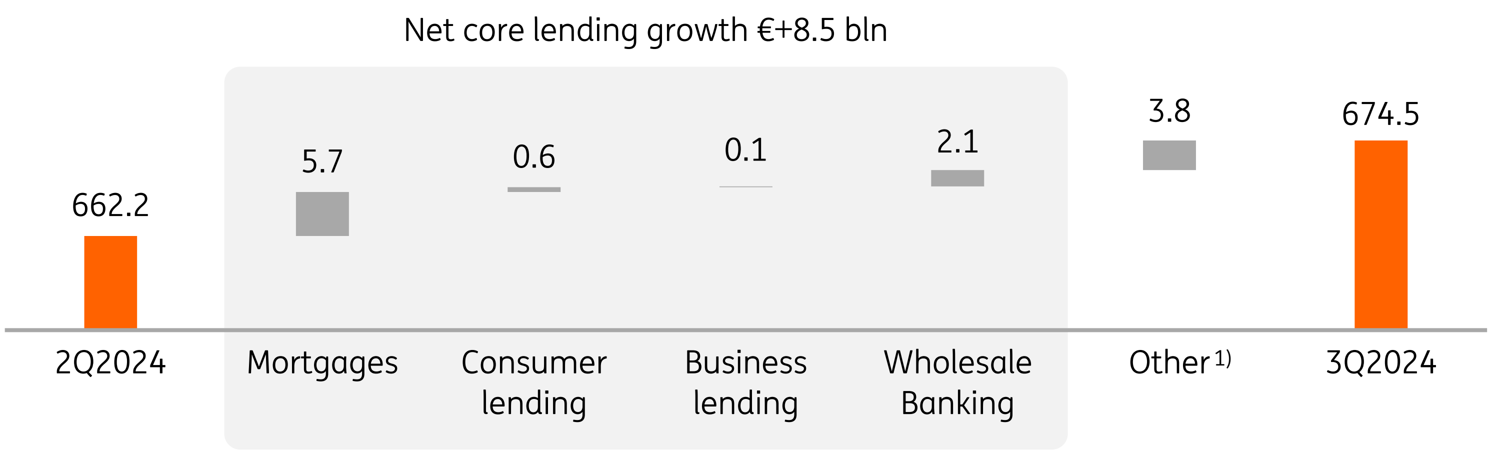

**Key developments**

- Total income at a record level
- Resilient core net interest income, driven by continued growth in customer balances
- Strong performance in fee income in both Retail and Wholesale Banking
- Financial markets continued to show good performance
- Treasury and Other increased due to the annual dividend from our stake in the Bank of Beijing and a €77 mln gain as our share in the one-off profit of an associate

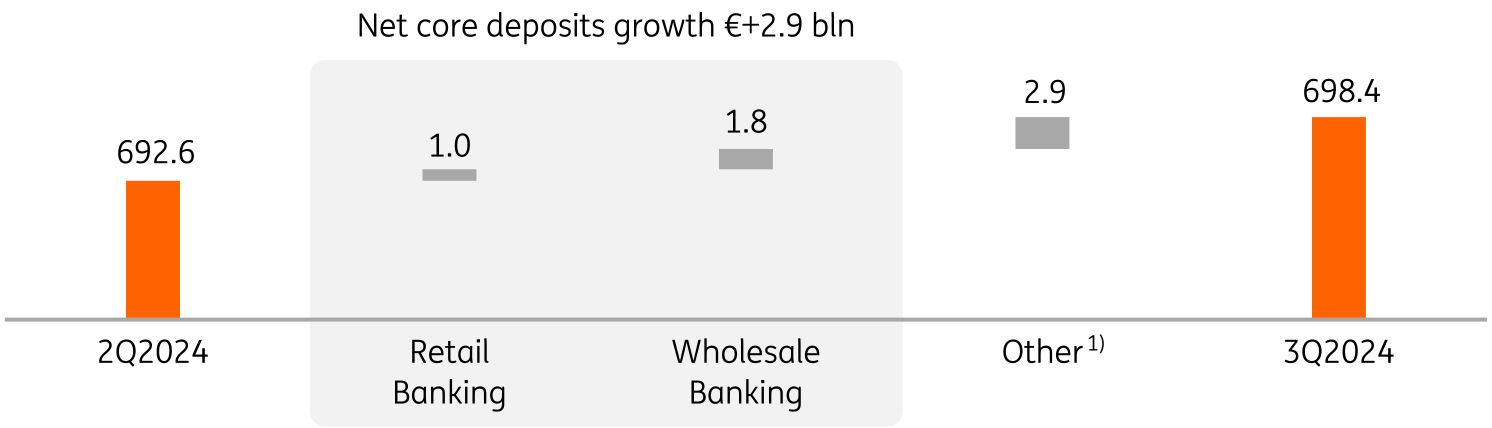
[1] Excluding fees

# Customer balances continue to increase

## Customer lending (in € bln)




## Customer deposits (in € bln)



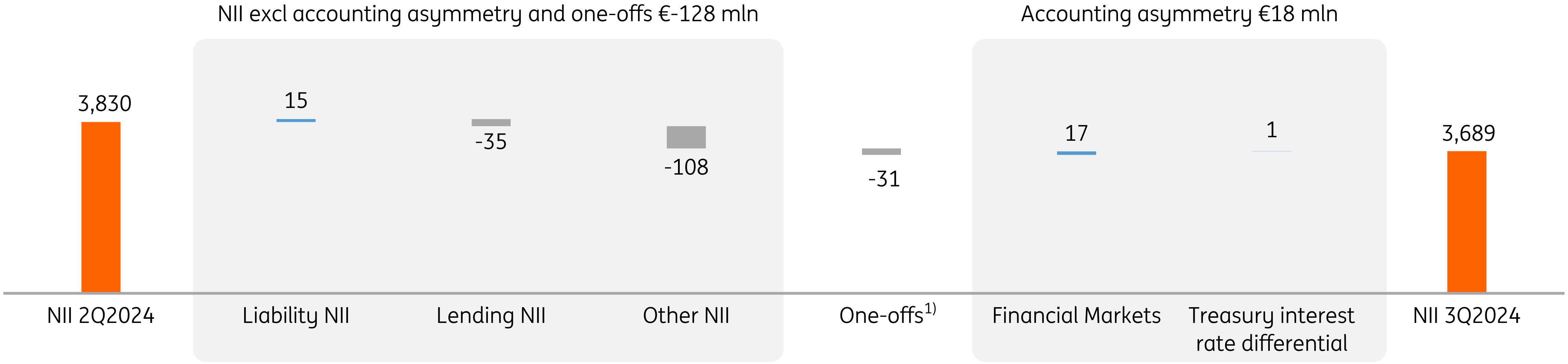

## Main drivers

- Strong growth in customer lending
  - Growth in Retail Banking mainly driven by strong performance in mortgages across all markets
  - Continued growth in both consumer and business lending
  - In Wholesale Banking, growth in Lending and Financial Markets was partly offset by ongoing efforts to optimise capital usage
- Successful deposit gathering
  - Growth in Retail Banking mostly driven by a successful campaign in Belgium and growth outside the eurozone, partly offset by seasonal outflows and the end of a campaign in Germany
  - Inflow in Wholesale Banking driven by targeted growth in PCM

[1] Other includes movements in the Treasury and run-off portfolios as well as currency impacts

# Resilient net interest income from lending and liabilities

### 3Q2024 NII development (in € mln)

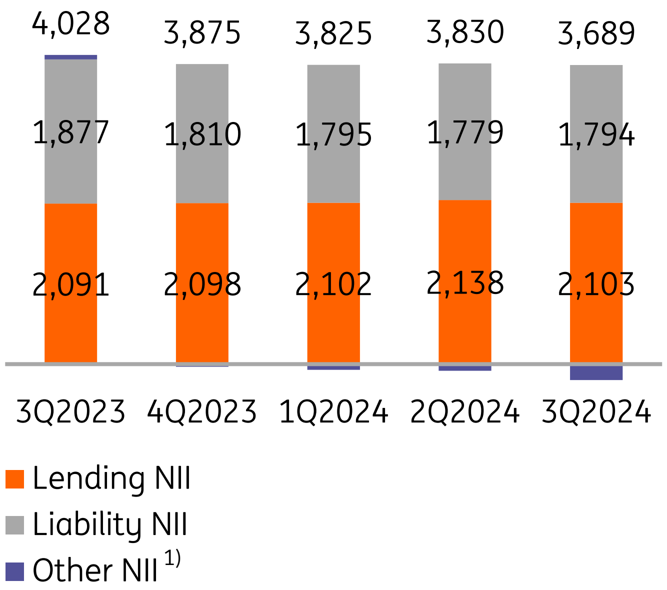



- The decrease in net interest income was driven by volatility in Treasury-related income
- Liability net interest income increased driven by higher volumes at stable margins
- Lending net interest income was slightly lower (particularly in Wholesale Banking) as volume growth largely compensated for lower margins

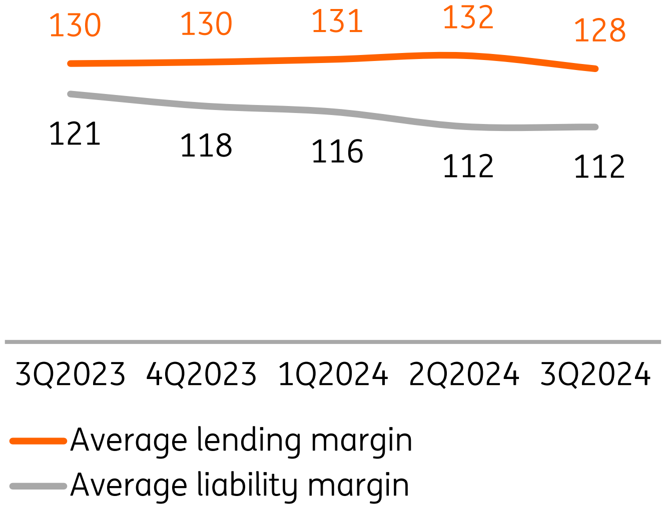
[1] One-offs in 2Q2024 included a €-39 mln impact from the Polish mortgage moratorium and a €70 mln income in Wholesale Banking

# Net interest margin impacted by Treasury

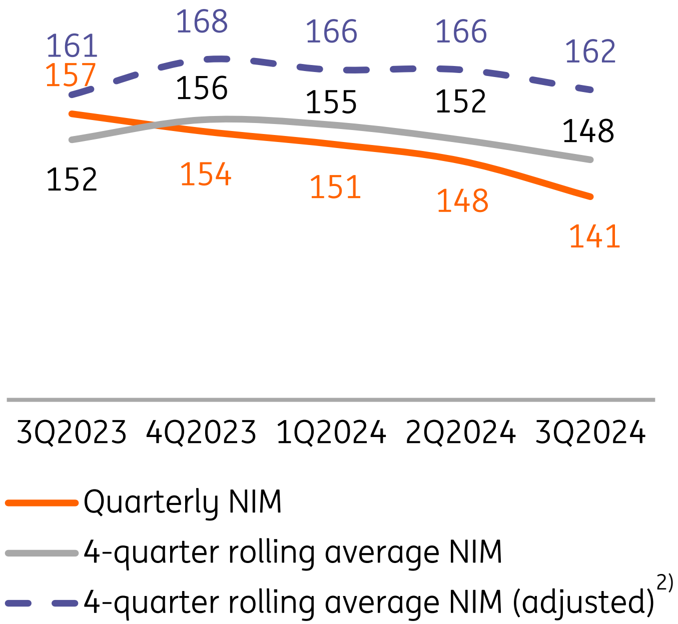
### Net interest income (in € mln)




### Lending and liability margin (in bps)




### Net interest margin (in bps)



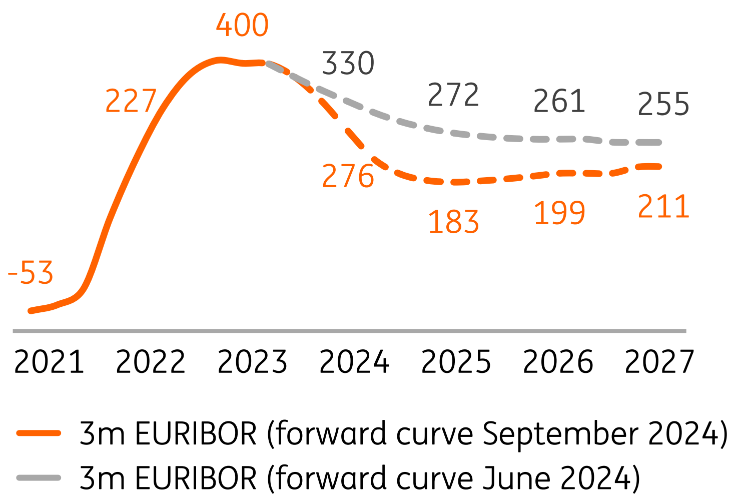

- Liability margin supported by the replicating portfolio
- Lending margin volatility due to growth in a lower risk corporate segment, some one-offs in the previous quarter and ongoing efforts to improve capital usage in Wholesale Banking
- NIM decreased to 141 bps, mainly attributable to lower Treasury-related interest income, one-offs in the previous quarter and a lower lending margin
- 3Q2024 net interest income supports our guidance for the upper end of the €16.1 - €16.6 bln range for full year 2024[2)]

[1)] Including Polish mortgage moratorium
[2)] Excluding the impact of accounting asymmetry (see slide 51 for more details)

# Continued strong liability margin in a lower rate environment

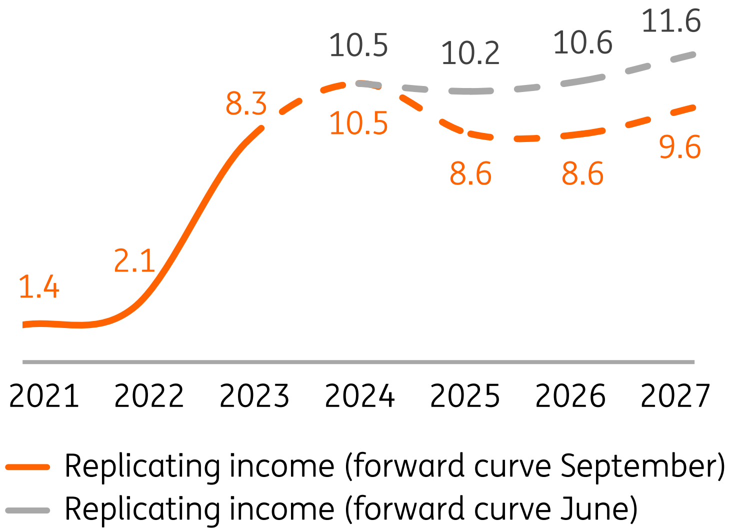
### 3-month EURIBOR forward curves

Implied interest rates, end-of-period, in bps




### Replicating income on Retail eurozone customer deposits

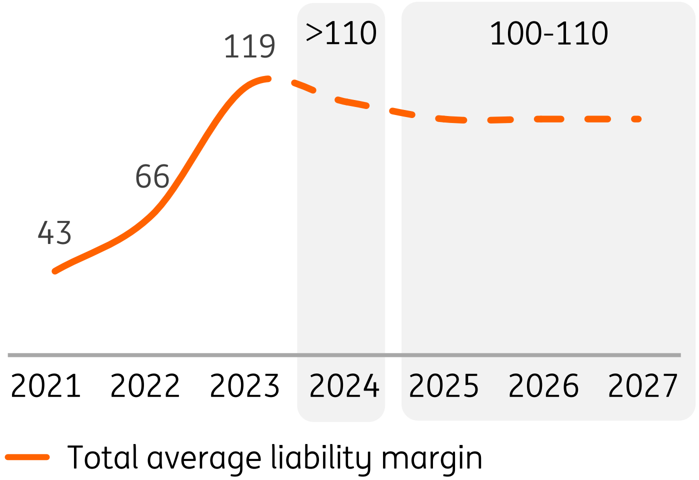
Interest income in € bln[1)]




- Replicating income represents the gross investment return on customer deposits, without taking into account deposit costs[2)]
- Every 10 bps of pass-through on savings and term deposits has an impact of ~€-0.4 bln on NII

### Total liability margin to stabilise at a 100-110 bps

Average liability margin in bps[1)]

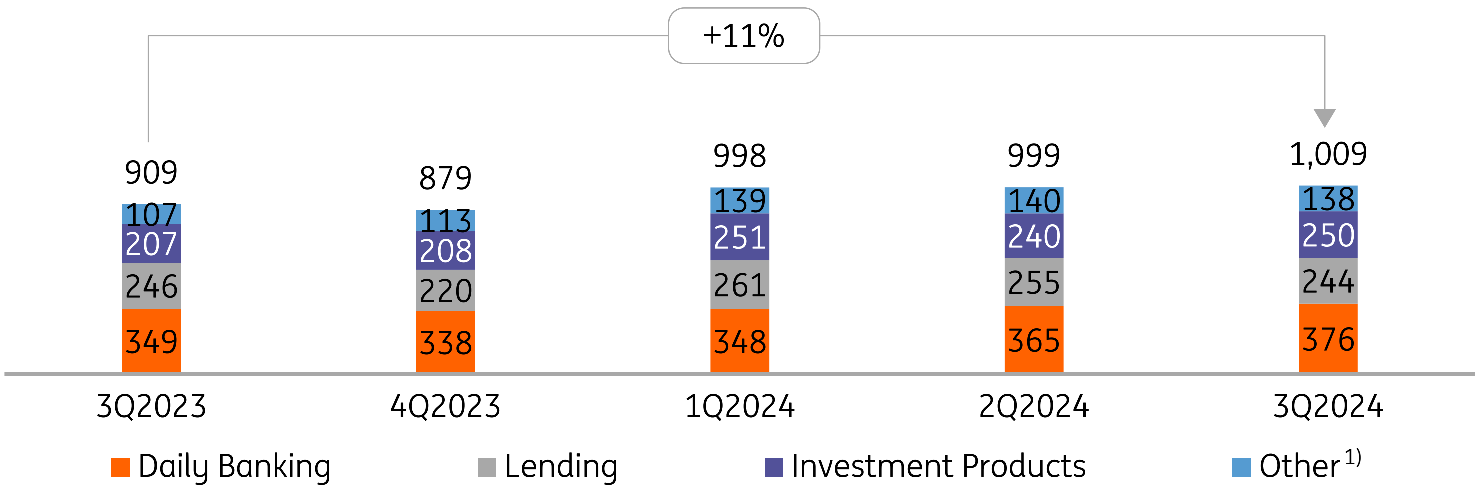



- The total liability margin covers[3)]
  - RB eurozone (€~490 bln)
  - RB non-eurozone (€~90 bln)
  - WB excl. FM (€~60 bln)
- >70% of RB deposits are savings / term deposits

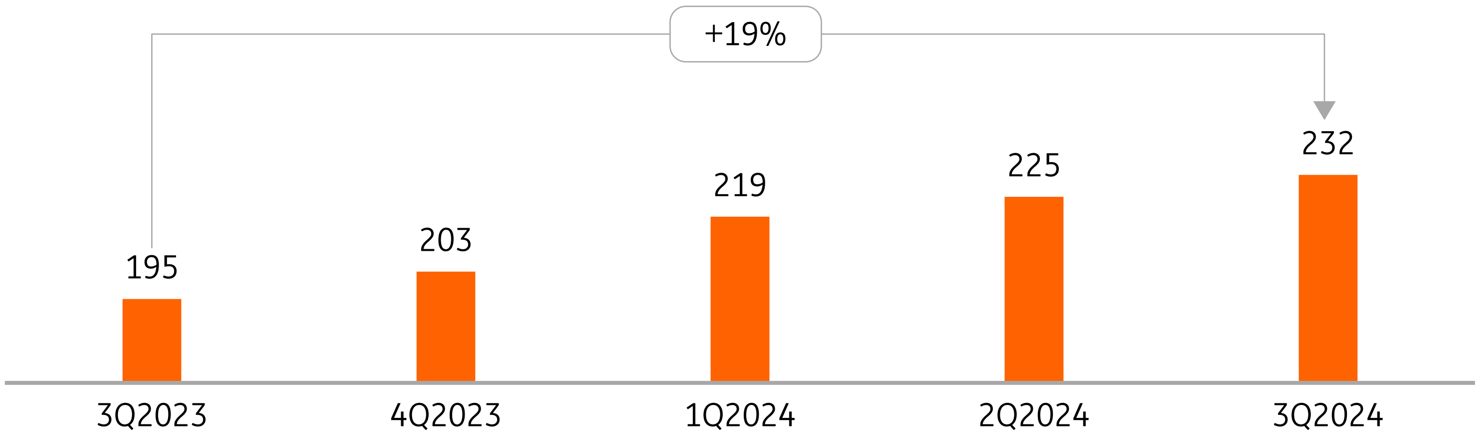
[1)] The illustrative scenario assumes 3-4% of annual deposit growth
[2)] Actual average pass-through during 3Q2024 was ~34% (~125 bps total deposit costs). The total costs for only savings and term deposits combined was ~164 bps (~44% pass-through)
[3)] All excluding Treasury

# Double-digit fee income growth to over one billion euro in 3Q2024

## Net fee & commission income per product category (in € mln)




## Retail assets under management & e-brokerage (in € bln)



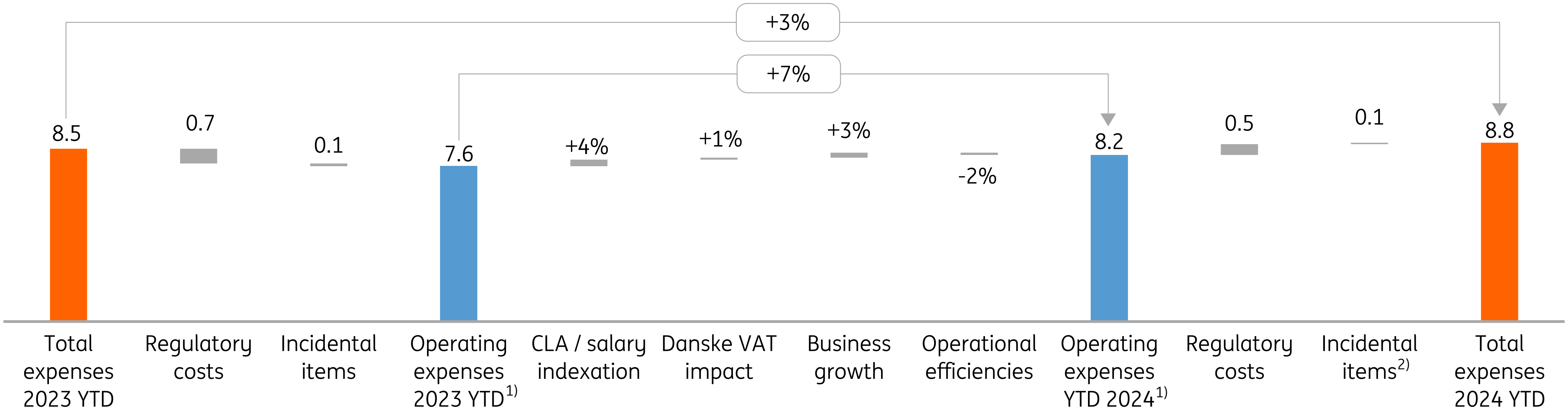

1) Other includes insurance products and Financial Markets

## Main drivers

- Strong structural year-on-year growth in fee income, driven by Retail Banking
  - +0.9 mln mobile primary customers
  - 9% growth in active investment product customers to 4.6 mln
  - 10% increase in the average number of trades per quarter per customer to 2.9 in 2024 YTD
  - 9% increase in daily banking fees
  - 11% increase in insurance fees
- Increase in Wholesale Banking fees mainly from strong deal flow in Global Capital Markets and Corporate Finance

# Sustained focus on costs, while making investments in the business

**Development operating expenses (in € bln)**

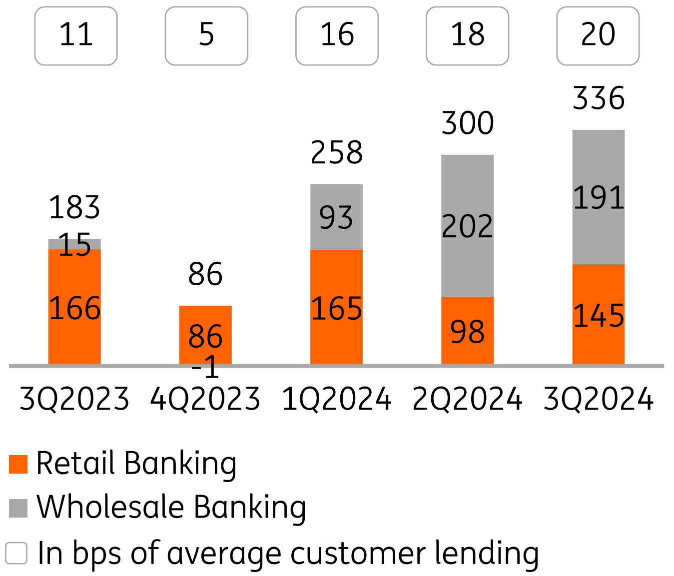



- Total expenses in line with our 2024 guidance of ~€12 bln
- Continued investments in our product foundations, as well as in building and scaling our Tech platform are mostly offset by operational efficiencies and lower regulatory costs
- Increase in 2024 is mainly attributable to the impact of inflation on staff expenses and higher VAT in the Netherlands

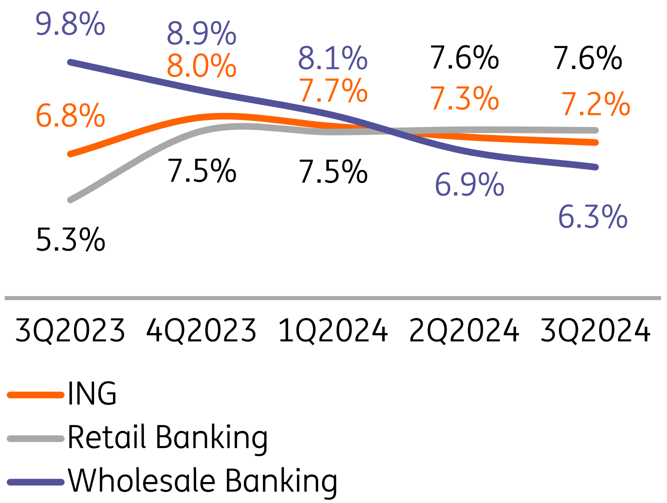
[1)] Operating expenses excluding regulatory costs and incidental items
[2)] 2024 YTD incidental expense items include €55 mln restructuring costs in Retail Banking Belgium and €14 mln hyperinflation accounting

# Risk costs at the through-the-cycle average

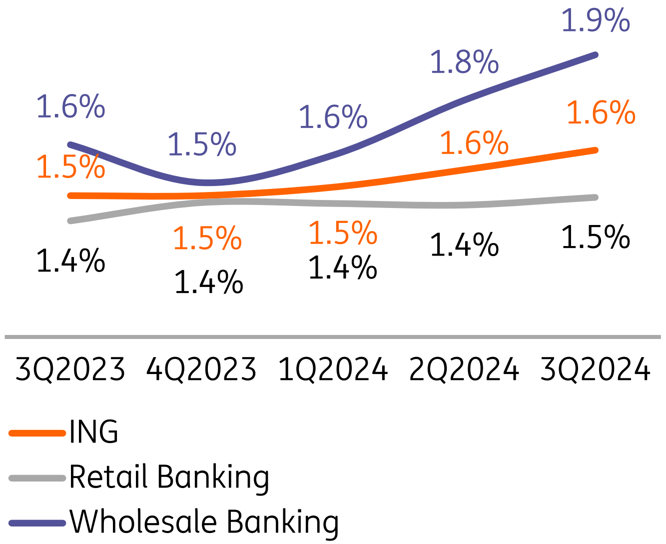
### Risk costs per business line (in € mln)[1)]




### Stage 2 ratio




### Stage 3 ratio



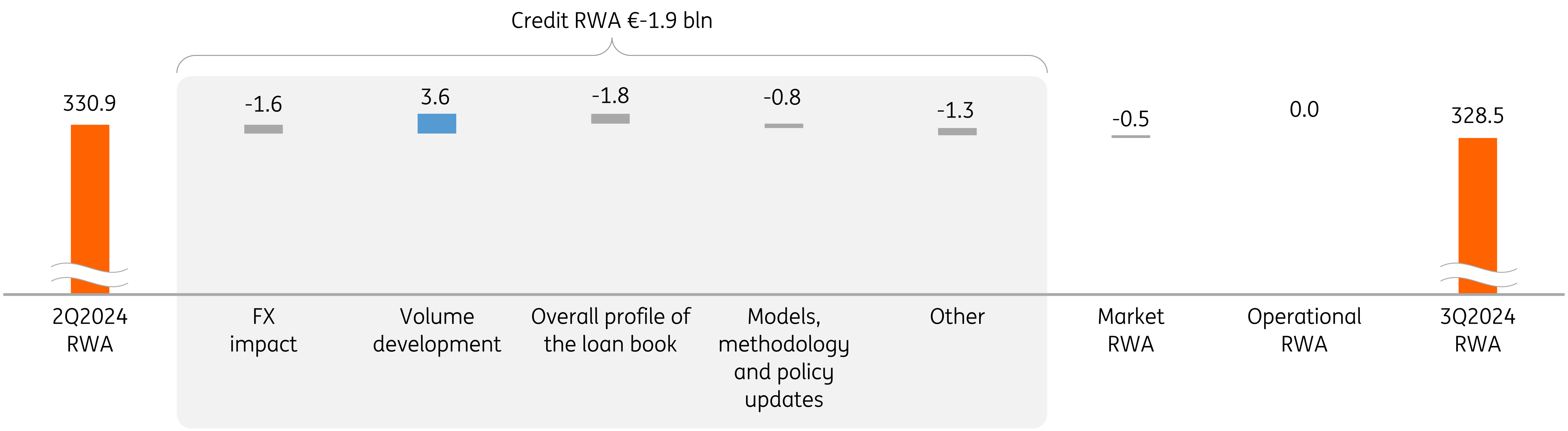

- Risk costs were €336 mln, or 20 bps of average customer lending, equal to the through-the-cycle average of ~20 bps
- Net additions to Stage 3 provisions of €453 mln were largely due to additions for a few new and existing files in Wholesale Banking
- Total Stage 1 and Stage 2 risk costs were €-117 mln, reflecting some model updates in Retail Banking and a partial release of management overlays[2)]
- Stage 2 ratio decreased, mainly driven by Wholesale Banking, following repayments and transfer of exposures to Stage 3, and a low level of new inflows

[1)] Totals including Corporate Line
[2)] Total stock of management overlays of €284 mln in 3Q2024

# Capital

# Risk-weighted assets decreased, including a partial reversal of previous quarter's impact from model updates

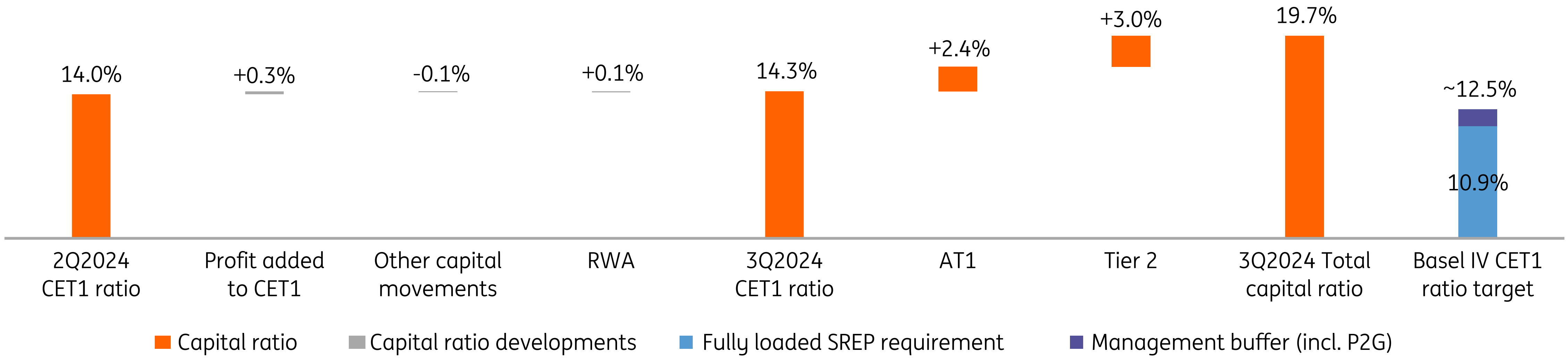
**Risk-weighted assets development (in € bln)**




- RWA decreased by €2.5 bln to €328.5 bln, including €-1.6 bln of FX impact on credit RWA
- Credit RWA excluding FX impacts decreased by €0.3 bln. This decline included €-0.8 bln from model updates (including €-1.9 bln from a partial reversal of previous quarter's €+6.5 bln impact from model updates) and €-1.8 bln due to the change in the profile of the loan book. These decreases were partially offset by business growth (€+3.6 bln)
- Market RWA decreased by €0.5 bln. Operational RWA remained stable

# CET1 ratio increased to 14.3%, with pro forma CET1 ratio at 13.5% when adjusted for the announced €2.5 bln additional distribution

**Total capital ratio development (in %)**

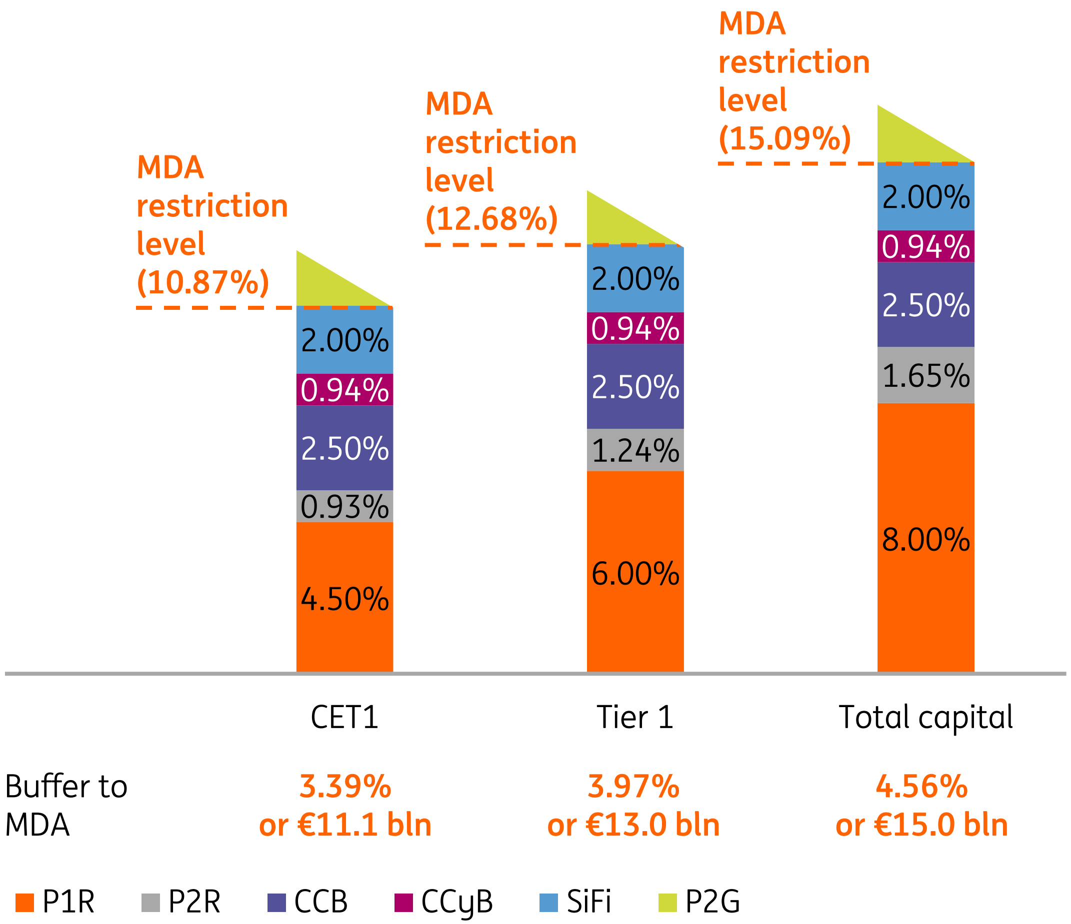



- The CET1 ratio increased to 14.3%, due to strong profitability and lower risk-weighted assets
- At the end of 3Q2024, there was €1,559 mln reserved outside of CET1 capital for future distribution
- In order to converge the CET1 ratio to our target level by the end of 2025, we will distribute an additional €2.5 bln, consisting of a share buyback programme of up to €2.0 bln and a €500 mln cash dividend to be paid on 16 January 2025. The pro forma CET1 ratio is 13.5% when adjusted for the additional distribution
- The AT1 ratio increased from 2.2% to 2.4% as a result of the issuance of a $1 bln AT1 instrument in September 2024. The Tier 2 ratio increased from 2.9% to 3.0% as a result of a €1.25 bln Tier 2 instrument in August 2024, partly offset by the redemption of a €1 bln Tier 2 instrument

AT1 and Tier 2 ratios as of 30 September 2024 do not yet reflect the impact of changing prudential valuation from nominal value to carrying value as recommended in the EBA monitoring report published on 27 June 2024

# Buffer to MDA remains strong

### ING Group fully loaded SREP requirements



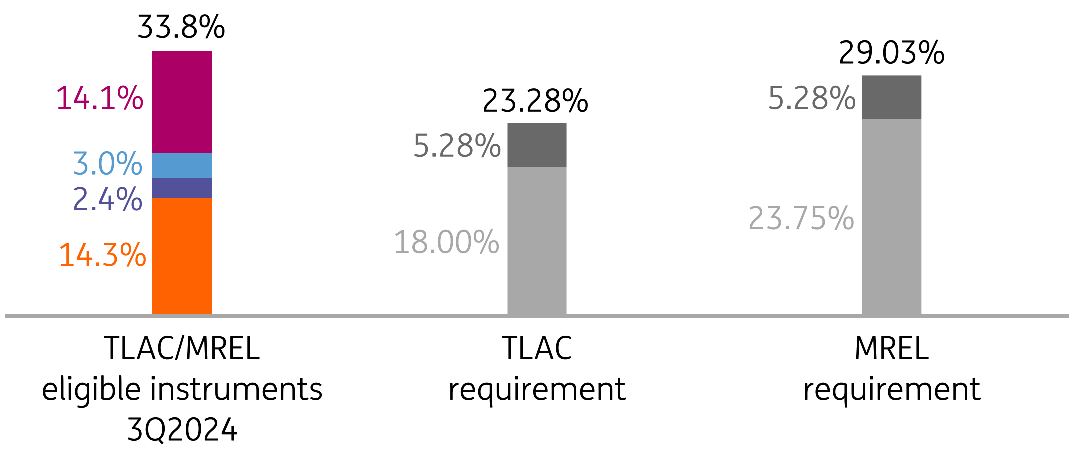

- Fully loaded CET1 requirement is 10.87%
  - 4.50% Pillar 1 Requirement (P1R)
  - 0.93% Pillar 2 Requirement (P2R)
  - 2.50% Capital Conservation Buffer (CCB)
  - 0.94% Countercyclical Buffer (CCyB)[1)]
  - 2.00% Systemically Important Financial Institutions Buffer (SiFi)
- Fully loaded Tier 1 requirement is 12.68%
  - 0.31%-point of P2R can be filled with AT1
- Fully loaded Total Capital requirement is 15.09%
  - 0.41%-point of P2R can be filled with Tier 2

[1)] CCyB requirement of 0.94% on a fully loaded basis and 0.78% as per 3Q2024

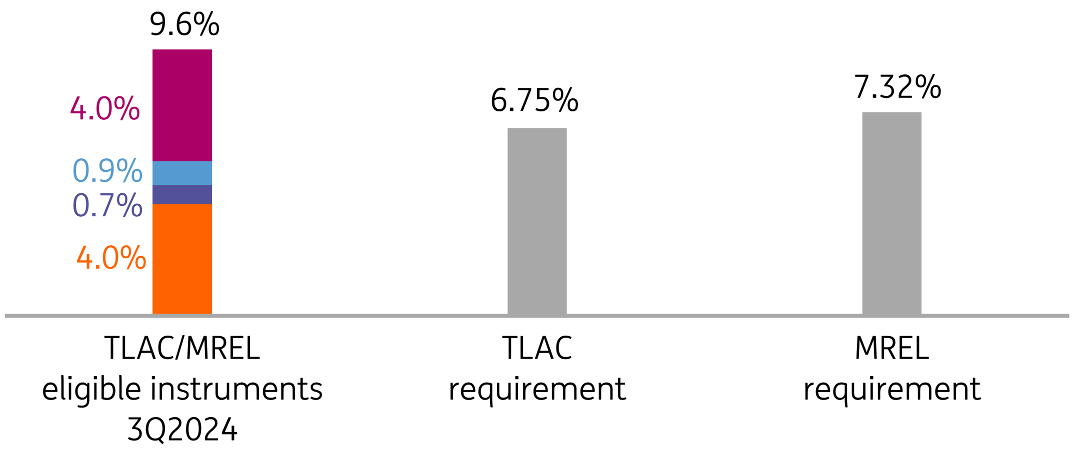
# Funding & liquidity

# Comfortably meeting TLAC and MREL requirements

**TLAC/MREL as percentage of RWA**




**TLAC/MREL as percentage of leverage exposure**




- ING follows a Single Point of Entry (SPE) resolution strategy and issues TLAC/MREL eligible instruments from its resolution entity ING Groep N.V.
- RWA-based MREL is the most constraining requirement for ING. As per 3Q2024, ING amply meets the TLAC and MREL requirements with a ratio of 33.8% of RWA and 9.6% of leverage exposure (LR)

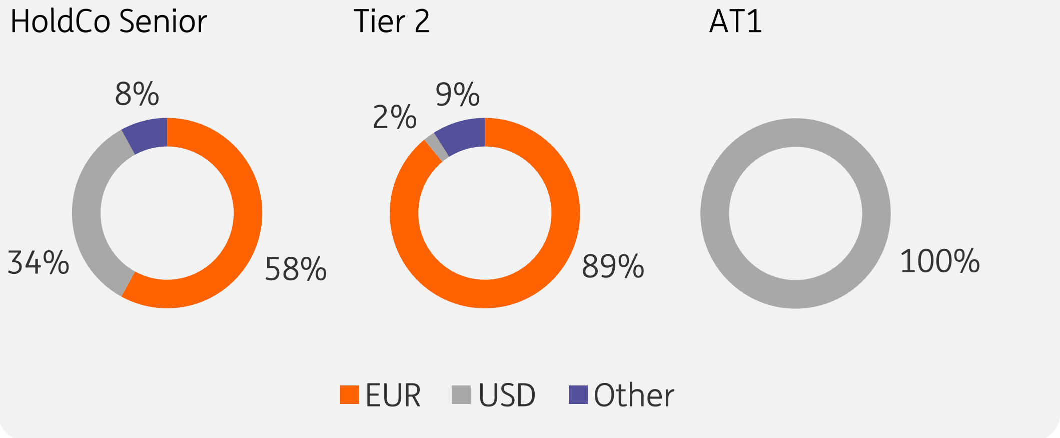
AT1 and Tier 2 ratios as of 30 September 2024 do not yet reflect the impact of changing prudential valuation from nominal value to carrying value as recommended in the EBA monitoring report published on 27 June 2024

# Long-term debt issuance activity and maturity ladder

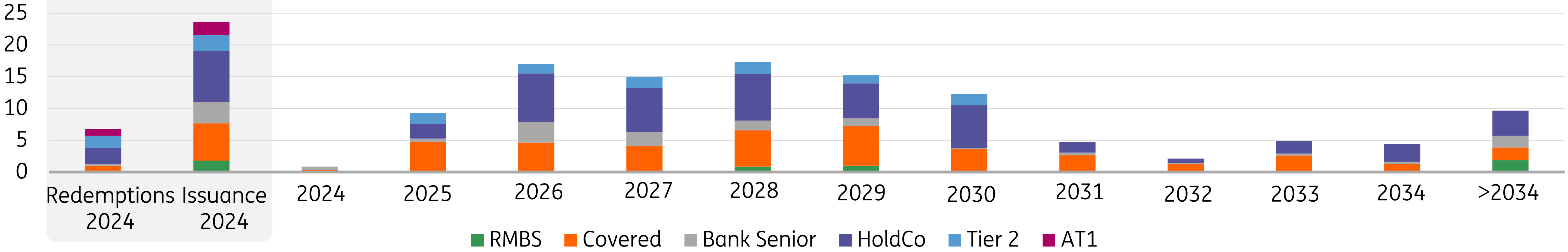
### Issuance 2024

- Up to 3Q2024, ING has issued €~22.0 bln in long term debt consisting of:
  - ~€2.0 bln AT1
  - ~€2.6 bln Tier 2
  - ~€8.1 bln Holdco Senior
  - ~€2.0 bln Opco Senior, and
  - ~€7.7 bln in Secured format (including RMBS) across various entities
- Additional issuance for 2024 could potentially be done opportunistically, subject to balance sheet developments

### Currency split of outstandings as per 30 September 2024




### Long-term debt maturity ladder as per 30 September 2024 (in € bln)[1)]

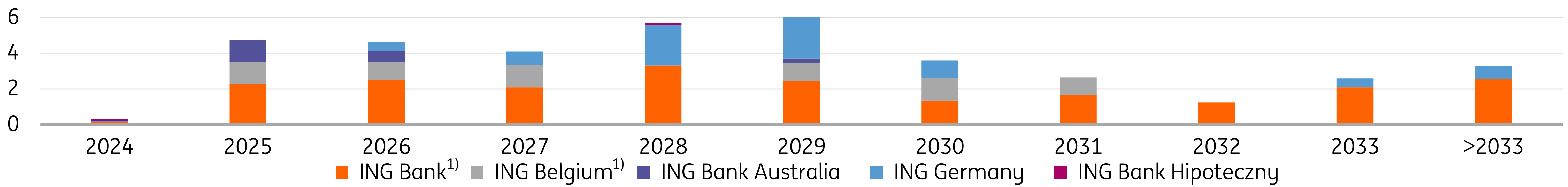



1) Tier 2 maturities are based on the 1st call date instead of contractual maturity. All other securities are based on contractual maturity date

# Issuance accross ING subsidiaries

| | ING Bank N.V. | ING Belgium S.A./N.V. | ING DiBa AG | ING Bank (Australia) Ltd | ING Bank Hipoteczny (Poland) | ING Bank AS (Türkiye) |
|---|---|---|---|---|---|---|
| **Instruments overview** | ▪ Secured funding<br>▪ Senior unsecured | ▪ Secured funding | ▪ Secured funding | ▪ Secured funding<br>▪ Senior unsecured | ▪ Secured funding | ▪ Capital |
| **Outstanding[1]** | ▪ Covered bond: ~€21.6 bln<br>▪ Senior Unsecured: ~€11.6 bln[2]<br>▪ RMBS: €1.85 bln | ▪ Covered bond: €6.75 bln | ▪ Covered bond: €8.31 bln | ▪ Covered bond: A$3.4 bln<br>▪ Senior Unsecured: A$2.75 bln<br>▪ RMBS: A$3.0 bln | ▪ Covered bond: PLN900 mln | ▪ Tier 2: US$150 mln |
| **2024 issuance[1]** | ▪ €3.75 bln (Covered Bond)<br>▪ €1.0 bln RMBS | ▪ €1.0 bln (Covered Bond) | ▪ €1.0 bln (Covered Bond) | ▪ A$2.75bln (Senior Unsecured)<br>▪ A$1.4 bln RMBS | ▪ PLN500 mln | ▪ US$150 mln |
| **Underlying collateral** | ▪ Residential mortgages | ▪ Residential mortgages | ▪ Residential mortgages | ▪ Residential mortgages | ▪ Residential mortgages | ▪ n/a |
| **Covered Bond programme** | ▪ ING Bank Hard and Soft Bullet<br>▪ ING Bank Soft Bullet<br>▪ ING Bank Soft Bullet 2 | ▪ ING Belgium Pandbrieven | ▪ ING-DiBa AG Pfandbriefe | ▪ ING Bank (Australia) Ltd | ▪ ING Bank Hipoteczny | ▪ n/a |

## Covered bond maturity ladder as per 30 September 2024 (in € bln)




[1] Externally placed bonds (excluding securitisation transactions)
[2] Structured notes and Senior Opco

# ING is dedicated to its Green Funding Programme

## Green Funding instruments objectives and added value

- Support meeting our sustainability objectives
- Fund growth in our Eligible Green Loan portfolio
- Continued leadership in the Green Bond market
- Support sustainability efforts on both sides of the balance sheet
- Financing of new projects and directing investments to assets that have demonstrated climate benefits

## External consultants & providers

ISS-CORPORATE
- Second party Opinion provider

CARBON TRUST
- Renewable energy consultant

CFP GREEN BUILDINGS, DREES & SOMMER
- Green buildings consultant

## Recent Green Funding transactions

| Year of Issuance | 2021 | 2021 | 2021 | 2022 | 2022 | 2022 | 2023 | 2023 | 2023 | 2023 | 2023 | 2023 | 2023 | 2024 | 2024[2)] | 2024 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Issuer | ING Groep N.V. | ING Groep N.V. | ING-DiBa AG | ING Groep N.V. | ING Groep N.V. | ING-DiBa AG | Green Lion 2023-1 | ING-DiBa AG | ING-DiBa AG | ING Bank N.V. | ING Bank N.V. | ING Bank N.V. | ING Bank N.V. | ING Groep N.V. | Green Lion 2024-1 | ING Bank A.S. |
| Size / Currency | £800 mln | €500 mln | €1.25 bln | €1.5 bln | €1 bln | €1 bln | €850 mln | €233 mln[3)] | €1 bln | €75 mln[3)] | €201 mln[3)] | €122 mln[3)] | €20 mln[3)] | €1.25 bln | €1.00 bln | $150 mln |
| Tenor | 8NC7 | 11NC6 | 7yr | 4NC3 | 11NC6 | 8yr | 4.9yr[1)] | n.a. | 4.25yr | 1 up to 6 months | 1 up to 6 months | 1 year | n.a. | 11NC10 | 4.8yr[1)] | 10.25NC5.25 |
| Asset class | HoldCo Senior | Tier 2 | Covered Bond | HoldCo Senior | Tier 2 | Covered Bond | RMBS | Girokonto Future | Covered Bond | Green CDCP (NL CP) | Green CDCP (NL Depo) | Groenbank Note | Green Reference Account | Holdco Senior | RMBS | Tier 2 |

1) Until the first optional redemption date
2) The Green Lion settled in, and is included as outstanding debt as per 3Q2024
3) Outstanding debt per 3Q2024
For the above specified bonds, a prospectus is available. For more information and the prospectus, please visit Debt securities ING Groep N.V. | ING

# ING Global Green Funding Framework 2024

- Our new ING Global Green Funding Framework has been assessed by a Second Party Opinion (SPO) and is aligned with the latest ICMA Green Bond Principles 2021. The framework is presented through below four pillars:

## 1 Use of proceeds

- ING will finance and/or refinance, in part or in whole, an Eligible Green Loan Portfolio in accordance with the Eligibility Criteria – ING Introduced the Classification System
- Net proceeds will be allocated to Eligible Green Loan Portfolio, including:

| Residential Real Estate | Commercial Real Estate | Renewable Energy (wind & solar) |
|---|---|---|
| **Netherlands, Germany, Poland, Belgium** | **Netherlands** | **Global** |

## 2 Project evaluation and selection

- Projects financed and/or refinanced through Green proceeds are evaluated and selected based on compliance with the Eligibility Criteria
- Sustainable ALM Steering Committee (SteerCo) as the main governing body of the Framework
- ING's Environmental & Social Risk policies and transaction approval process aims to ensures that loans comply with ING's environmental and social policies
- EU Taxonomy alignment has been assessed in the SPO

## 3 Management of proceeds

- The proceeds are managed in a portfolio approach, where relevant, bond-by-bond approach is also applied (e.g., Green RMBS)
- Level of allocation matches or exceeds the balance of net proceeds. The proceeds from Green Funding Instruments are allocated to an Eligible Green Loan Portfolio
- Unallocated net proceeds will be held in ING's treasury liquidity portfolio at ING's own discretion

## 4 Reporting

- Aggregated (between multiple Green Funding Instruments)
- Allocation and impact are reported. Additional reported items can be found in the ING Global Green Funding Framework
- Limited assurance of the Green Funding Allocation Reporting provided by an external auditor on an annual basis
- Second party opinion by ISS Corporate Solutions (ICS)

# Project selection and management of proceeds

- Projects financed and/or refinanced through Green Bond proceeds are evaluated and selected based on compliance with the Eligibility Criteria

## 1 Compliance with the Eligibility Criteria

- ICMA Green Bond Principles categories
- EU Taxonomy Technical Screening Criteria
- Apply on a best-effort basis as long as there are feasible practical applications in the geographies where ING's assets are located (in terms of local regulation)

## 2 Governance of Green Bond Framework

- ING has established a Sustainable ALM SteerCo to:
  - Review and update the Framework
  - Define and evaluate the Eligibility Criteria
  - Oversee other governance processes

## 3 Environmental and Social Risk Management Policy (ESR)

- ING ensures that all eligible loans comply with official national and international environmental and social standards and local laws and regulations on a best-effort basis
- ING's Environmental & Social Risk policies and transaction approval process ensure that loans comply with environmental and social policies

## Management of proceeds

- Eligible Green Loan Portfolio allocation in FY2023:

**Single pool of eligible green loans[1] (in € bln)**

| | |
|---|---|
| Renewable energy | 6.3 |
| Green buildings (residential) | 41.9 |
| Green buildings (commercial) | 4.0 |
| **Total Eligible Green Loan Portfolio** | **52.2** |
| Of which: allocated amount | 12.8 |
| Of which: unallocated amount | 39.4 |

1) As per ING Green Bond Allocation Report 2023

# External verification

## SPO Opinion on the ING Global Green Funding Framework

ISS-CORPORATE

- ISS's overall evaluation of the Green Funding Framework's sustainability quality of the eligibility criteria by ING is positive
- ING Green Funding Framework is in line with the latest ICMA Green Bond Principles
- Use of Proceeds contribute to UN Sustainable Development Goals 7 and 13[1)]
- The rationale for issuing Green Funding instruments is aligned with ING's sustainability strategy and objectives

| Use of Proceeds | Evaluation and selection | Management of Proceeds | Reporting |
|---|---|---|---|
| √ | √ | √ | √ |

The Green Bond Principles

SUSTAINABLE DEVELOPMENT GOALS

ISS-CORPORATE

SECOND PARTY OPINION (SPO)

Sustainability Quality of the Issuer and Global Green Funding Framework

ING Groep NV

24 September 2024

VERIFICATION PARAMETERS

| | |
|---|---|
| Type(s) of instruments contemplated | • Green funding instruments |
| Relevant standards | • Green Bond Principles, as administered by the ICMA (as of June 2021 with June 2022 Appendix 1)<br>• EU Taxonomy Climate Delegated Act, Annex I (as of June 2023) |
| Scope of verification | • ING Groep NV Global Green Funding Framework (as of Aug. 9, 2024)<br>• ING Groep NV Selection Criteria (as of Aug. 9, 2024) |
| Life cycle | • Pre-issuance verification<br>• First update of SPO delivered on Nov. 22, 2022 (ISS-Corporate weblink) |
| Validity | • Valid as long as the cited Framework remains unchanged |

www.iss-corporate.com

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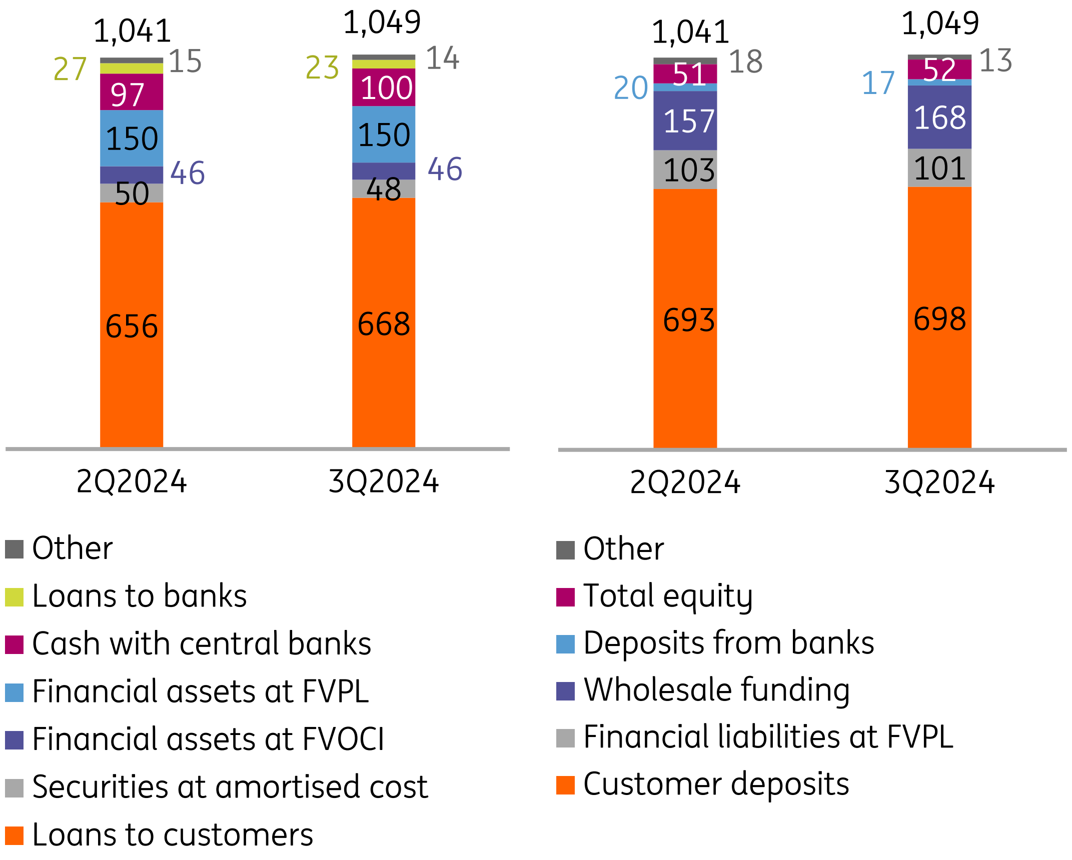
## External Assurance Report

ING may request on an annual basis, a limited assurance report of the allocation of the Green Funding Instruments proceeds to eligible assets, to be provided by its external auditor or any subsequent external auditor

[1)] The impact of the UoP categories on UN Sustainable Development Goals is assessed with proprietary methodology and may therefore differ from the Issuer's description in the Framework

# Strong balance sheet with customer deposits as the primary source of funding

## Balance sheet ING Group (in € bln)




## Well-diversified customer loan book

- See "Asset Quality" section of this presentation

## Stable funding profile

- 67% of the balance sheet is funded by customer deposits
- 88% of total customer deposits is in Retail Banking
- Well-balanced loan-to-deposit ratio of 0.96[1)]

## Conservative trading profile

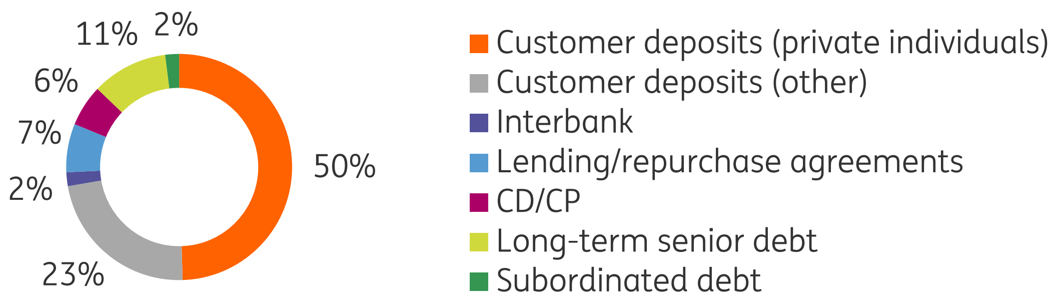
- Majority of our Financial Markets business is customer flow based where we largely hedge our positions, reflected in offsetting positions in assets and liabilities at fair value
- The average Value-at-Risk for the trading portfolio remained at a low level

[1)] Loan-to-deposit ratio is calculated as customer lending including provisions for loan losses divided by customer deposits

# Robust liquidity position with a 12-month moving average LCR of 146%

### Funding mix[1)]

30 September 2024




### ING maintains a sizeable liquidity buffer

- ING's funding consists mainly of retail deposits, corporate deposits and public debt
- ING's 12-month moving average LCR at 146%
- Besides the HQLA buffer, ING maintains large pools of ECB-eligible assets, in the form of internal securitisations and credit claims. Total available liquidity resources were €317 bln as per the end of 3Q2024

### Liquidity buffer

- Level 1: mainly cash with central banks, core European sovereign bonds, SSA and US Treasuries
- Level 1B: core European and Nordic covered bonds
- Level 2A: mainly Canadian covered bonds
- Level 2B: mainly short-dated German Auto ABS and shares on major stock indices

### LCR 12-month moving average (in € bln)

| | 30 September 2024 | 30 June 2024 |
|---|---|---|
| Level 1 | 184.8 | 184.9 |
| Level 2A | 3.1 | 3.1 |
| Level 2B | 6.4 | 5.7 |
| **Total HQLA** | **194.3** | **193.7** |
| **Stressed outflow** | **232.2** | **233.6** |
| **Stressed inflow** | **98.6** | **101.0** |
| **LCR** | **146%** | **146%** |

[1)] Liabilities excluding trading securities and IFRS-EU equity

# Strong rating profile at both Group and Bank levels

## Main credit ratings of ING on 30 October 2024

| | S&P | Moody's | Fitch |
|---|---|---|---|
| Stand-alone rating | a | baa1 | a+ |
| Government support | - | 1 notch | - |
| Junior debt support | 1 notch | N/A | - |
| Moody's LGF support | N/A | 3 notches | N/A |
| **ING Groep N.V. (HoldCo)** | | | |
| Long-term issuer rating | A- | n/a | A+ |
| Short-term issuer rating | A-2 | n/a | F1 |
| Outlook | Stable | Positive[1)] | Stable |
| Senior unsecured rating | A- | Baa1 | A+ |
| AT1 | BB | Ba1 | BBB |
| Tier 2 | BBB | Baa2 | A- |
| **ING Bank N.V. (OpCo)** | | | |
| Long-term issuer rating | A+ | A1 | AA- |
| Short-term issuer rating | A-1 | P-1 | F1+ |
| Outlook | Stable | Positive | Stable |
| Senior unsecured rating | A+ | A1 | AA- |
| Tier 2 | BBB+ | Baa2 | A- |

[1)] Outlook refers to the senior unsecured rating

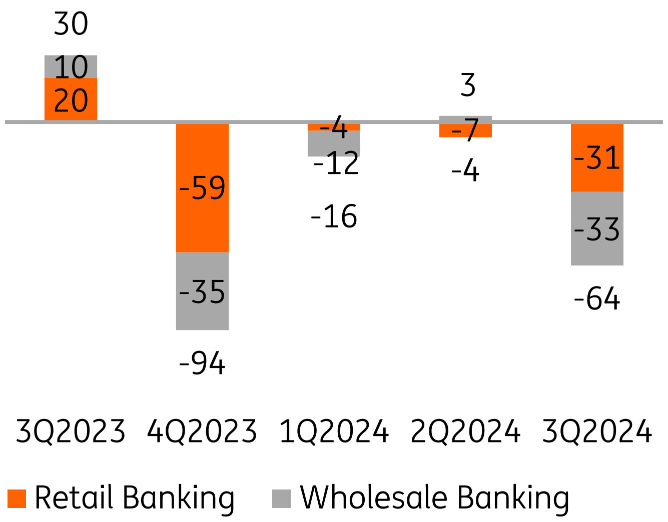
## Latest rating actions on ING Group and Bank

- S&P: upgraded ING Bank to A+ in July 2017. In June 2024, S&P affirmed ING's rating and outlook, reflecting S&P's view that ING's ratings remain justified also when capitalisation is reduced in line with ING's CET1 ratio target
- Moody's: affirmed ING Bank's long-term issuer rating in June 2024 at A1, with an improved outlook for senior unsecured (Group and Bank) from Stable to Positive. Moody's expects ING's capital metrics to remain strong despite the expected lower capitalisation
- Fitch: upgraded ING Bank to AA- in February 2019 and affirmed in October 2024. This reflects Fitch's view that ING has a strong franchise in RB and WB in the Benelux region, supporting resilient profitability. Ratings are also supported by a well-balanced funding profile and conservative risk profile

# Asset quality

# Addition to loan loss provisions per Stage

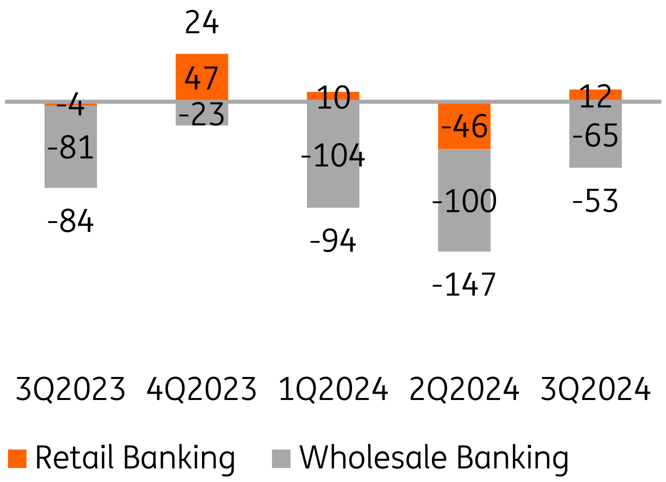
## Stage 1 provisioning (in € mln)[1]




### Main drivers

- A partial release of management overlays and some model updates in Retail Banking

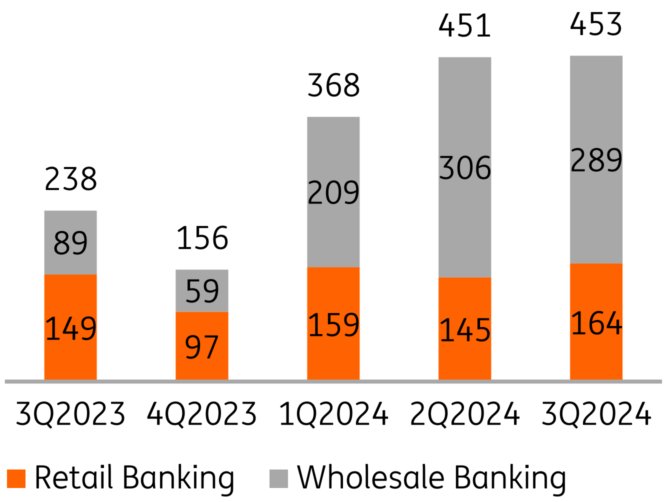
## Stage 2 provisioning (in € mln)[1,2]




### Main drivers

- A partial release of management overlays and some model updates in Retail Banking

## Stage 3 provisioning (in € mln)[1]



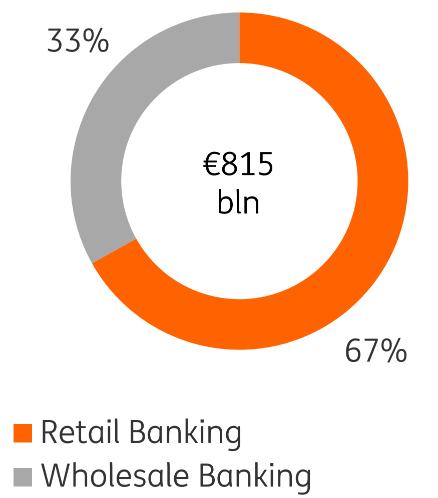

### Main drivers

- Additions for a few new and existing files in Wholesale Banking

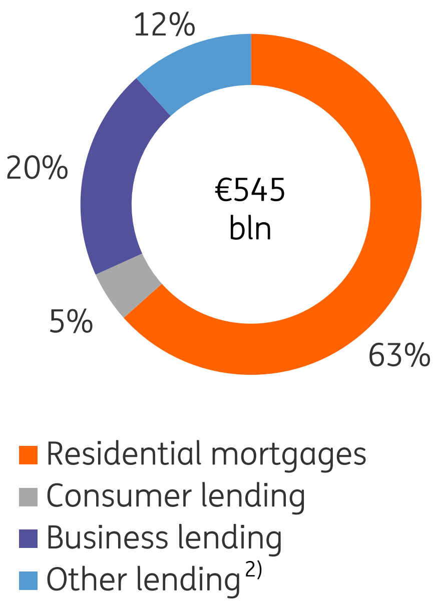
1) Wholesale Banking provisioning includes Corporate Line
2) Stage 2 includes modifications

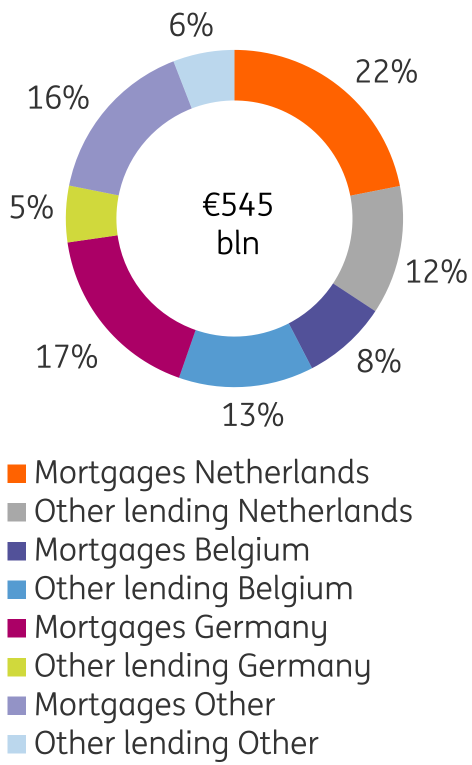
# Well-diversified lending credit outstandings[1)] by activity

### ING Group

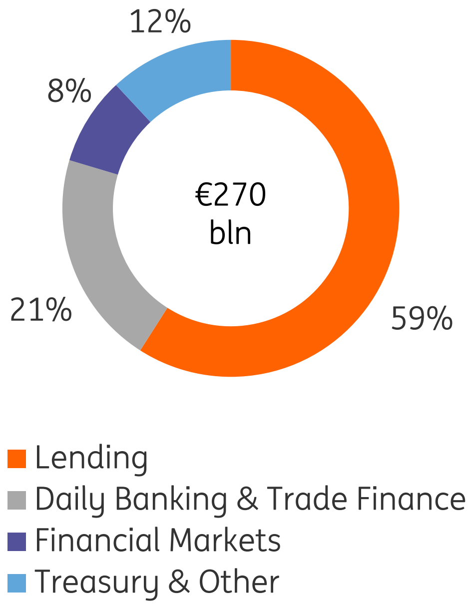



### Retail Banking




### Wholesale Banking



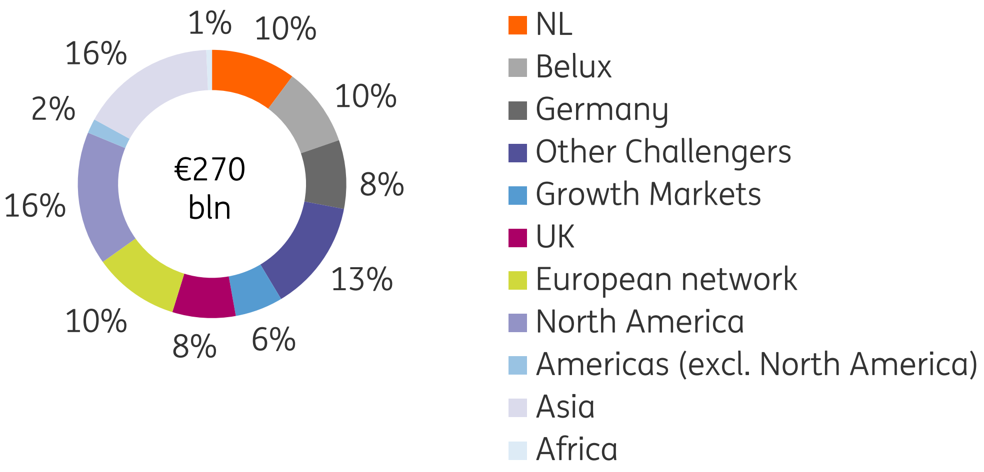

- ING has a well-diversified and well-collateralised loan book with a strong focus on own-originated mortgages and senior loans

[1)] Lending and money market credit outstandings, including guarantees and letters of credit, excluding undrawn committed exposures (off-balance sheet positions)
[2)] Other includes €59 bln Retail-related Treasury lending and €5 bln Other Retail Lending

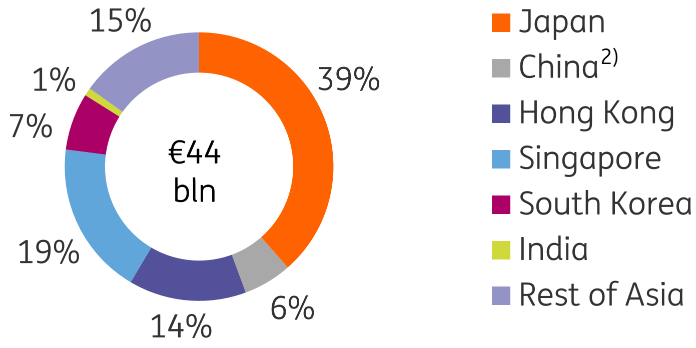
# Wholesale Banking lending credit outstandings[1)]

## Loan portfolio is well diversified across geographies…

Wholesale Banking

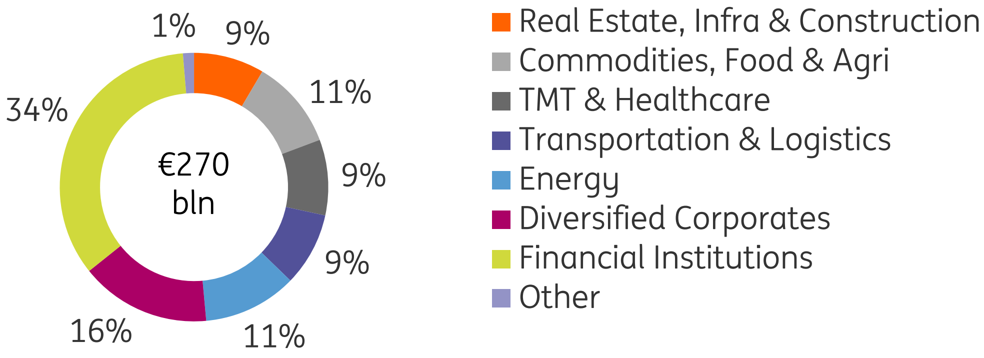



Wholesale Banking Asia




## …and sectors

Wholesale Banking




## Selected countries/sectors

Russia

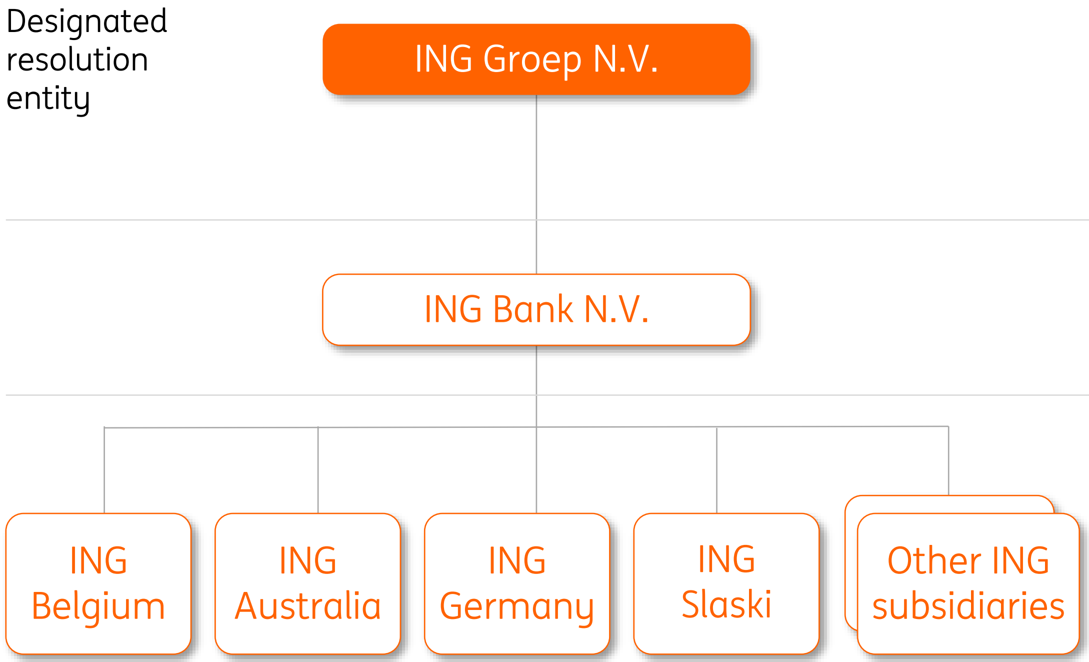
- €1.0 bln offshore exposure[3)], of which ~€0.5 bln with ECA or CPRI cover
- Equity Russian subsidiary €0.4 bln

1) Lending and money market credit outstandings, including guarantees and letters of credit, excluding undrawn committed exposures (off-balance sheet positions)
2) Excluding our stake in Bank of Beijing (€2.1 bln at 30 September 2024)
3) Lending credit outstandings, money market, investment and pre-settlement, including guarantees and letters of credit, excluding undrawn committed exposures (off balance positions)

# Appendix

# Issuance entities under our approach to resolution

## Issuance entities



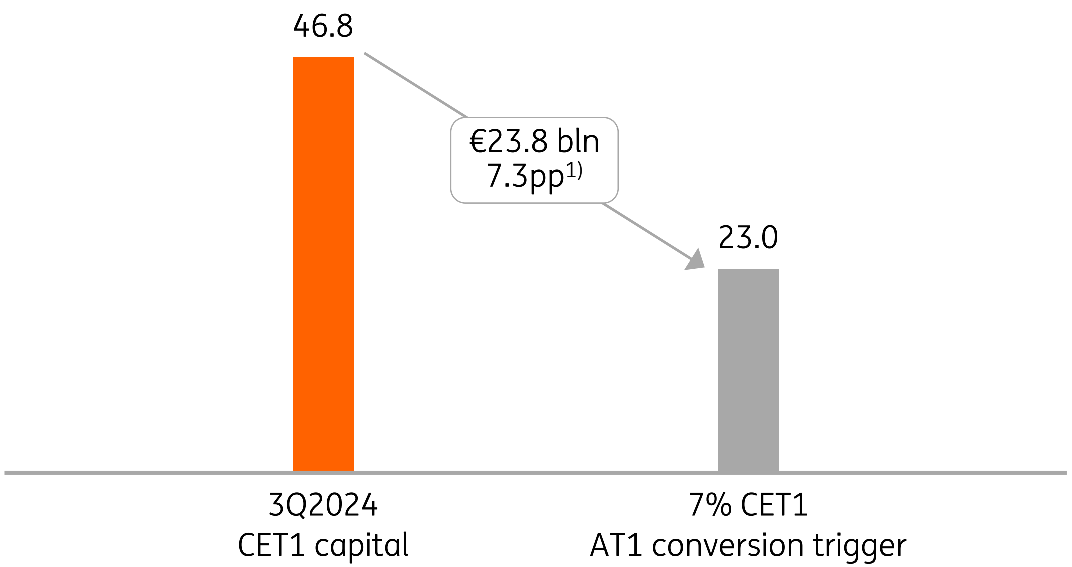

## Eligible instruments for Group TLAC/MREL

| | TLAC | MREL |
|---|---|---|
| ▪ Own funds (CET1 / AT1 / Tier 2) | ✓ | ✓ |
| ▪ Senior unsecured debt (> 1 year) | ✓ | ✓ |
| ▪ Secured funding & senior unsecured debt (> 1 year) | ✗ | ✗ |
| ▪ Secured funding | ✗ | ✗ |
| ▪ Operational funding needs secured / unsecured debt | ✗ | ✗ |

# Comfortable buffer to Additional Tier 1 trigger

## Buffer to AT1 trigger (in € bln)

30 September 2024




## ING Group available distributable items (in € mln)

| | 2023 | 2022 |
|---|---|---|
| Share premium | 17,116 | 17,116 |
| Other reserves | 29,167 | 30,859 |
| Legal and statutory reserves | -770 | -984 |
| Non-distributable | -6,727 | -8,408 |
| **Total** | **38,787** | **38,583** |
| Accrued interest expenses on own fund instruments at year-end | 193 | 169 |
| **Distributable items excluding result for the year** | **38,981** | **38,752** |
| Unappropriated result for the year | 5,691 | 2,880 |
| **Total available distributable items** | **44,672** | **41,632** |

- ING Group capital buffer to conversion trigger (7% CET1) is high at €23.0 bln, or 7.0% of RWA

[1] Difference between 14.3% ING Group CET1 ratio in 3Q2024 and 7% CET1 equity conversion trigger

# Outstanding benchmark capital securities per 3Q2024

## (Additional) Tier 1 securities

| Currency | Issue date | First call date | Coupon | Outstanding (mln)[2] | Reset spread |
|---|---|---|---|---|---|
| USD | Sep-24 | Nov-34 | 7.250% | 1,000 | SOFR MS+408.4bps |
| USD | Feb-24 | May-30 | 8.000% | 1,250 | SOFR MS+436bps |
| USD | Feb-23 | May-28 | 7.500% | 1,000 | UST + 371bps |
| USD[1] | Sep-21 | May-27 | 3.875% | 1,000 | UST + 286bps |
| USD[1] | Sep-21 | May-31 | 4.250% | 1,000 | UST + 286bps |
| USD | Feb-20 | May-29 | 4.875% | 750 | UST + 351bps |
| USD[1] | Sep-19 | Nov-26 | 5.750% | 1,500 | UST + 434bps |
| USD[1] | Apr-15 | Apr-25 | 6.500% | 1,250 | USSW + 445bps |

## Tier 2 securities

| Currency | Issue date | First call date | Coupon | Outstanding (mln)[2] | Maturity |
|---|---|---|---|---|---|
| EUR | Aug-24 | Aug-30 | 4.25% | 1,250 | Aug-35 |
| EUR | May-24 | May-29 | 4.375% | 1,250 | Aug-34 |
| GBP | Feb-23 | Feb-28 | 6.25% | 750 | May-33 |
| EUR | Feb-23 | Nov-29 | 5.00% | 500 | Feb-35 |
| EUR | Aug-22 | Aug-28 | 4.125% | 1,000 | Aug-33 |
| EUR | Nov-21 | Aug-27 | 1.00% | 1,000 | Nov-32 |
| EUR | June-21 | June-27 | 0.875% | 500 | June-32 |
| EUR | May-20 | Feb-26 | 2.125% | 1,500 | May-31 |
| EUR | Nov-19 | Nov-25 | 1.00% | 1,000 | Nov-30 |
| EUR | Mar-18 | Mar-25 | 2.00% | 750 | Mar-30 |

[1] SEC registered
[2] Amount outstanding in original currency
Green bond

# HoldCo Senior transactions in past 12 months

| ISIN | Issue date | First call date | Maturity | Tenor | Coupon | Issued (mln)[1] | Reset spread |
|---|---|---|---|---|---|---|---|
| **EUR** | | | | | | | |
| XS2891742731 | Sep-24 | Sep-29 | Sep-30 | 6nc5 | 3.50% | 1,500 | 3mE+139.3 |
| XS2891741923 | Sep-24 | Sep-34 | Sep-35 | 11nc10 | 3.75% | 1,250 | 3mE+130 |
| XS2764264607 | Feb-24 | Aug-28 | Aug-29 | 5.5nc4.5 | 3.87% | 1,250 | 3mE+125 |
| XS2764264789 | Feb-24 | Feb-34 | Feb-35 | 11nc10 | 4.00% | 1,250 | 3mE+140 |
| **USD** | | | | | | | |
| US456837BL64 | Mar-24 | Mar-29 | Mar-30 | 6nc5 | 5.34% | 1,500 | SOFR+144 |
| US456837BM48 | Mar-24 | Mar-34 | Mar-35 | 11nc10 | 5.55% | 1,500 | SOFR+177 |
| **JPY** | | | | | | | |
| XS2729201413 | Dec-23 | Dec-28 | Dec-29 | 6NC5 | 1.50% | 24,690 | TONA + 105 |
| XS2729201504 | Dec-23 | Dec-32 | Dec-33 | 10NC9 | 1.88% | 15,800 | TONA + 110 |

HoldCo USD issues are SEC registered unless mentioned otherwise
[1] Original currency
Green bond

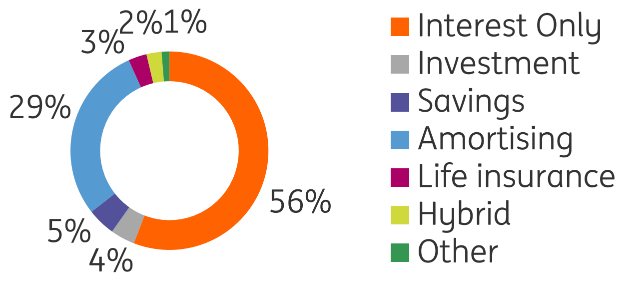
# ING Bank's covered bond programme…

- ING Bank NV €30 bln Hard and Soft Bullet Covered Bonds programme
  - UCITS, CRR and ECBC Label compliant. Rated Aaa/AAA/AAA (Moody's/S&P/Fitch)
  - This programme is used for external issuance purposes. There is a separate €15 bln Soft Bullet Covered Bonds programme for internal transactions only and it is not detailed on this slide
  - Cover pool consists of 100% prime Dutch residential mortgage loans, all owner-occupied and in euro only. As per 30 September 2024, no arrears > 90 days in the cover pool
  - Strong Dutch legislation with minimum legally required over-collateralisation (OC) of 5% and LTV cut-off rate of 80%
- Latest investor reports are available on www.ing.com/ir

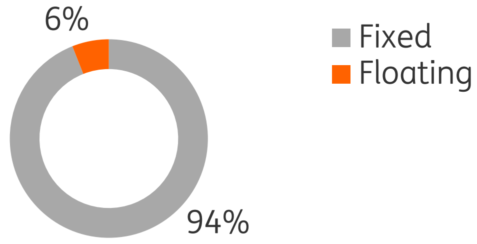
**Portfolio characteristics[1)]**

| | |
|---|---|
| Net principal balance | €26,697 mln |
| Outstanding bonds | €21,797 mln |
| # of loans | 135,334 |
| Avg. principal balance (per borrower) | €197,268 |
| WA current interest rate | 2.61% |
| WA remaining maturity | 17.35 years |
| WA remaining time to interest reset | 6.58 years |
| WA seasoning | 12.44 years |
| WA current indexed LTV | 49.01% |
| Available statutory CRR OC | 123.33% |

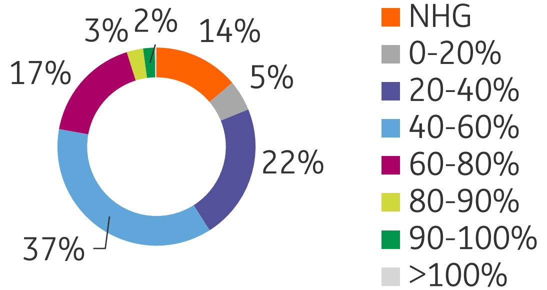
**Redemption type[1)]**




**Interest rate type[1)]**



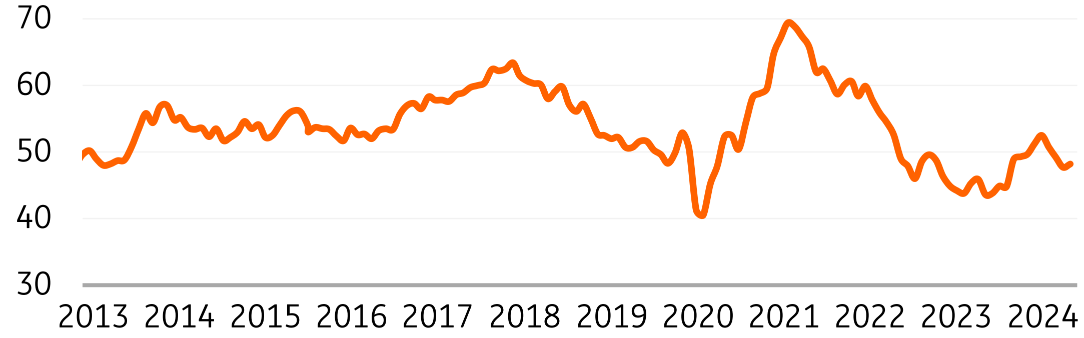

**Current Indexed LTVs[1)]**



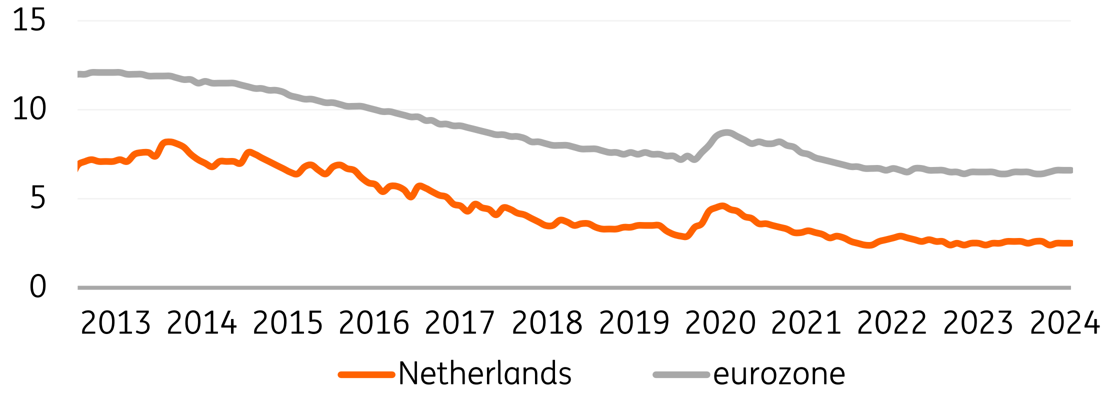

[1)] As per 30 September 2024

# …benefits from a continued strong Dutch housing market

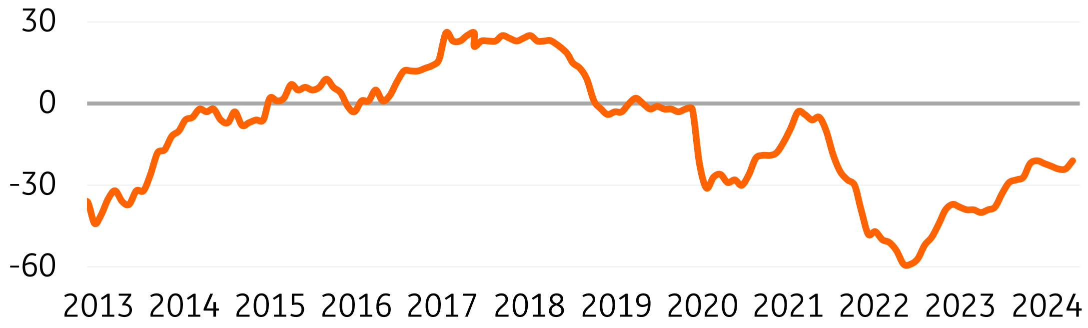
### Dutch Purchasing Managers Index (PMI) showing initial signs of recovery



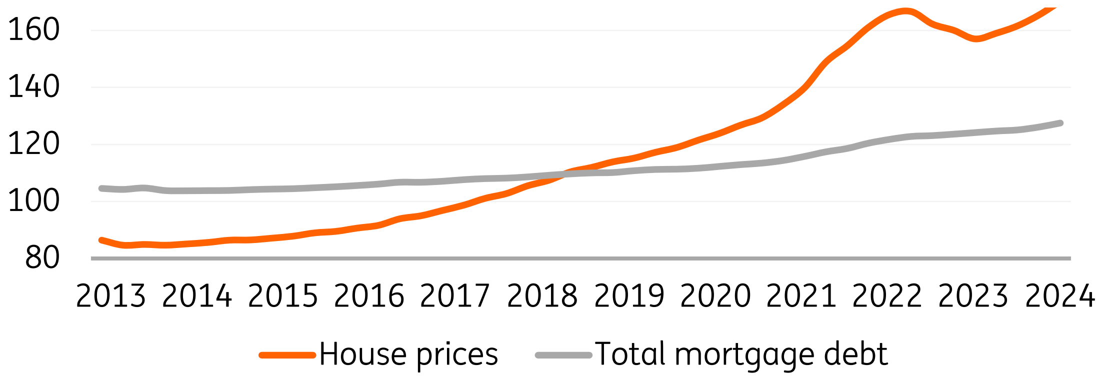

### Dutch unemployment rate (%) stable at a low level




### Dutch consumer confidence is recovering




### Dutch house price increases in the last six years are not credit driven[1)]




Source: Central Bureau for Statistics for all data except for the Dutch PMI (IHS Markit) and eurozone unemployment (Eurostat)
[1)] Reflects latest available data as of 2Q2024

# 3Q2024 results overview

| In € mln | Reported P&L | Volatile items | P&L excluding volatile items |
|---|---|---|---|
| Net interest income | 3,689 | 0 | 3,689 |
| Net fee and commission income | 1,009 | 0 | 1,008 |
| Investment income | 52 | -51 | 103 |
| Other income | 1,160 | 224 | 936 |
| **Total income** | **5,909** | **173** | **5,736** |
| Expenses excl. regulatory costs | 2,816 | 23 | 2,793 |
| Regulatory costs | 88 | 0 | 88 |
| **Operating expenses** | **2,904** | **24** | **2,881** |
| **Gross result** | **3,004** | **149** | **2,855** |
| Addition to loan loss provisions | 336 | 0 | 336 |
| **Result before tax** | **2,668** | **149** | **2,520** |
| Taxation | 724 | | |
| Non-controlling interests | 65 | | |
| **Net result** | **1,880** | | |

# Retail Banking countries contributing to strong returns

## Retail Banking

| | Total | Netherlands | Belgium[1] | Germany | Spain | Italy | Australia | Poland | Romania | Türkiye |
|---|---|---|---|---|---|---|---|---|---|---|
| **Scale (3Q2024)** | | | | | | | | | | |
| Customers (mln) | 39.5 | 7.7 | 2.4 | 8.9 | 4.4 | 1.3 | 2.9 | 4.4 | 1.7 | 5.7 |
| o.w. primary (mln) | 15.8 | 4.8 | 1.1 | 2.9 | 1.6 | 0.5 | 1.1 | 2.2 | 0.9 | 0.6 |
| o.w. mobile primary (mln) | 13.9 | 4.1 | 0.9 | 2.5 | 1.5 | 0.4 | 1.0 | 2.0 | 0.9 | 0.6 |
| Customer lending (€ bln) | 483.5 | 161.5 | 98.0 | 107.6 | 26.9 | 10.2 | 41.1 | 29.9 | 6.8 | 1.6 |
| Customer deposits (€ bln) | 616.7 | 211.5 | 95.7 | 151.6 | 49.0 | 14.9 | 35.0 | 44.7 | 11.6 | 2.8 |
| Risk-weighted assets (€ bln) | 161.6 | 51.6 | 35.0 | 25.7 | 9.4 | 4.8 | 7.8 | 20.5 | 4.5 | 2.2 |
| **Commercial performance (YoY)** | | | | | | | | | | |
| Mobile primary growth (in k) | 893 | 161 | 36 | 300 | 95 | 41 | 68 | 136 | 83 | -27 |
| Net core lending growth (€ bln) | 22.6 | 7.2 | 4.5 | 3.4 | 1.2 | 1.1 | 3.1 | 0.9 | 0.9 | 0.3 |
| Net core deposit growth (€ bln) | 21.8 | 1.4 | 4.9 | 4.8 | 2.3 | 1.7 | 1.9 | 2.8 | 1.6 | 0.3 |
| **Profitability (4-quarter rolling)** | | | | | | | | | | |
| Return on equity[2] | 25.2% | 33.0% | 14.6% | 32.2% | 18.4% | Non-material | 20.9% | 29.1% | 46.2% | Non-material |
| Cost/income ratio | 52.1% | 43.0% | 65.6% | 42.7% | 56.9% | 91.3% | 60.4% | 49.0% | 50.2% | >100%[3] |

For comparability, country profitability figures are adjusted for interest rate differentials, with capital returns based on eurozone interest rates
[1] Including Luxembourg
[2] Equity based on 12.5% of RWA
[3] Cost/income ratio in Türkiye affected by hyperinflation and market conditions

# Volatile income and expense items

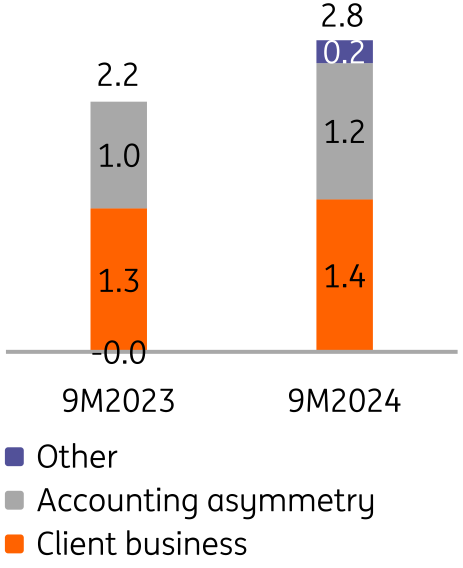
## Volatile items (in € mln)

| | 3Q2023 | 4Q2023 | 1Q2024 | 2Q2024 | 3Q2024 |
|---|---|---|---|---|---|
| WB/FM – valuation adjustments | 15 | -52 | 16 | 19 | 8 |
| Capital gains/losses | 0 | -25 | 7 | 4 | -51 |
| Hedge ineffectiveness[1)] | 102 | 49 | -60 | 39 | 170 |
| Other items income[2)] | -88 | -16 | 4 | 5 | 46 |
| **Total volatile items – income** | **29** | **-44** | **-32** | **67** | **173** |
| Incidental items – expenses[3)] | -122 | -114 | -4 | -41 | -24 |
| **Impact total volatile items on gross result** | **-93** | **-158** | **-37** | **25** | **149** |

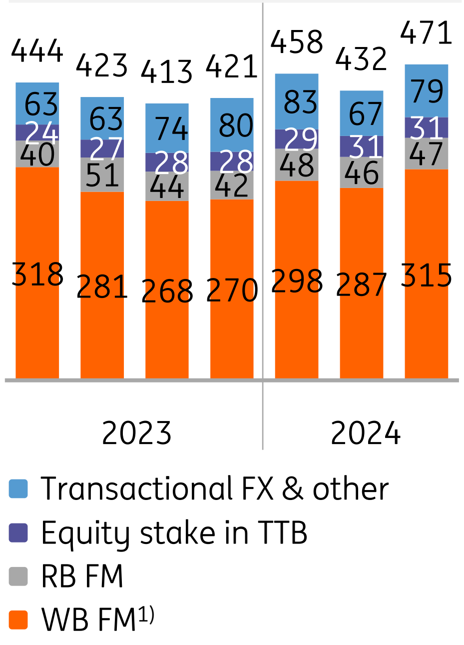
[1)] Derivatives at fair value P&L not in hedge accounting and hedge ineffectiveness
[2)] 3Q2023: €-88 mln hyperinflation impact
4Q2023: €-16 mln hyperinflation impact
1Q2024: €-49 mln hyperinflation impact, €+53 mln receivable related to a prior insolvency of a financial institution in the Netherlands
2Q2024: €-26 mln hyperinflation impact, €-39 mln impact from Polish mortgage moratorium, €70 mln one-off income in Wholesale banking
3Q2024: €-31 mln hyperinflation impact, €+77 mln gain as our share in the one-off profit of an associate in Belgium
[3)] 3Q2023: €46 mln for restructuring and related costs for Retail Belgium, €26 mln hyperinflation impact and €51 mln provisioned in Corporate Line
4Q2023: €95 mln for restructuring costs and impairments, €12 mln hyperinflation impact and €7 mln allowances for employees
1Q2024: €4 mln hyperinflation impact
2Q2024: €34 mln restructuring costs, €7 mln hyperinflation impact
3Q2024: €21 mln restructuring costs, €3 mln hyperinflation impact

# Other income mainly driven by stable client business and accounting asymmetry

## Other income (in € bln)

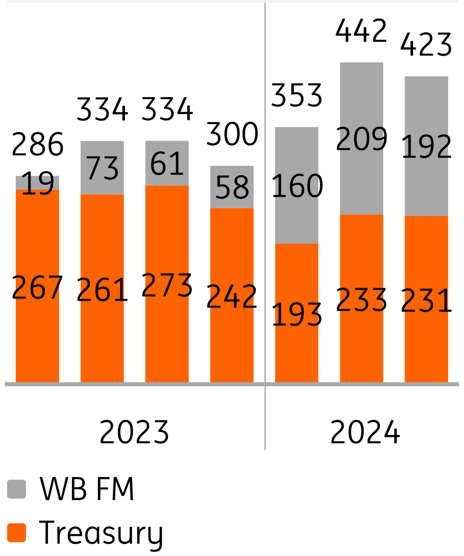



## Client business (in € mln)



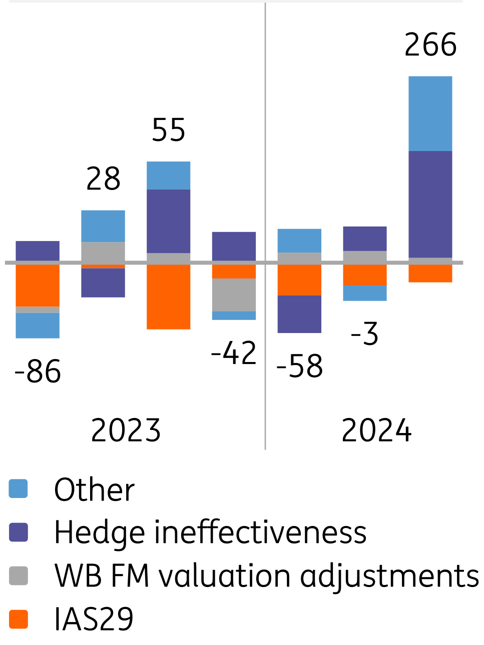

- Largely driven by client business in FM
- Includes profit sharing from our stake in TTB
- Includes transactional FX income on (retail) payments

## Accounting asymmetry (in € mln)




- Accounting asymmetry between net interest income and other income is supportive of total income

## Other (in € mln)

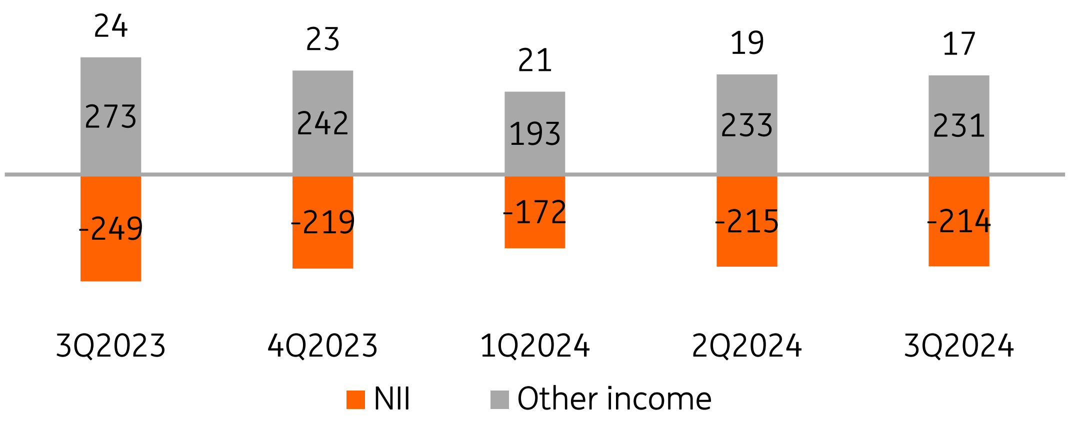



- 3Q2024 included a €77 mln gain as our share in the one-off profit of an associate in Belgium

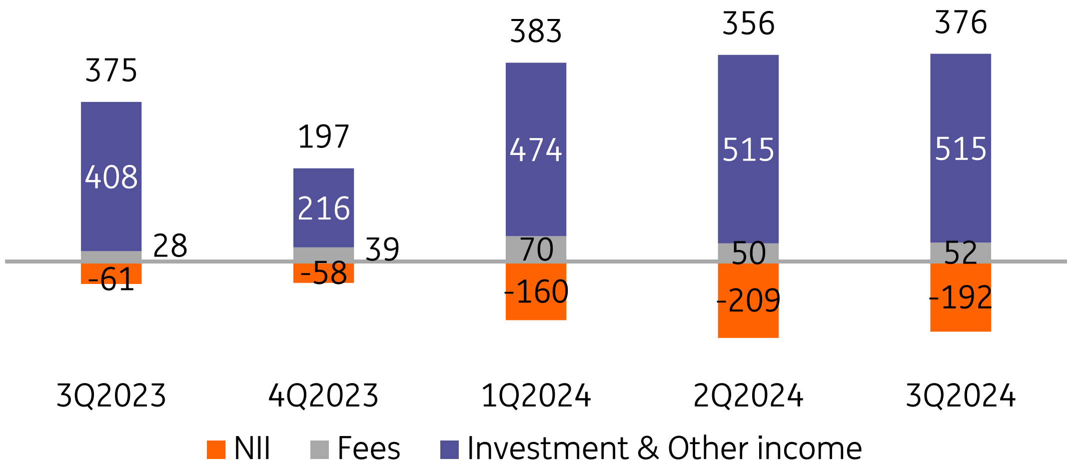
[1)] Wholesale Banking FM excluding accounting asymmetry, valuation adjustments, a €61 mln reserve release in 3Q2023 and a €60 mln increase in reserves in 4Q2023

# Accounting asymmetry impacting net interest income

**Treasury interest rate differential (in € mln)**




**Wholesale Banking Financial Markets (in € mln)**

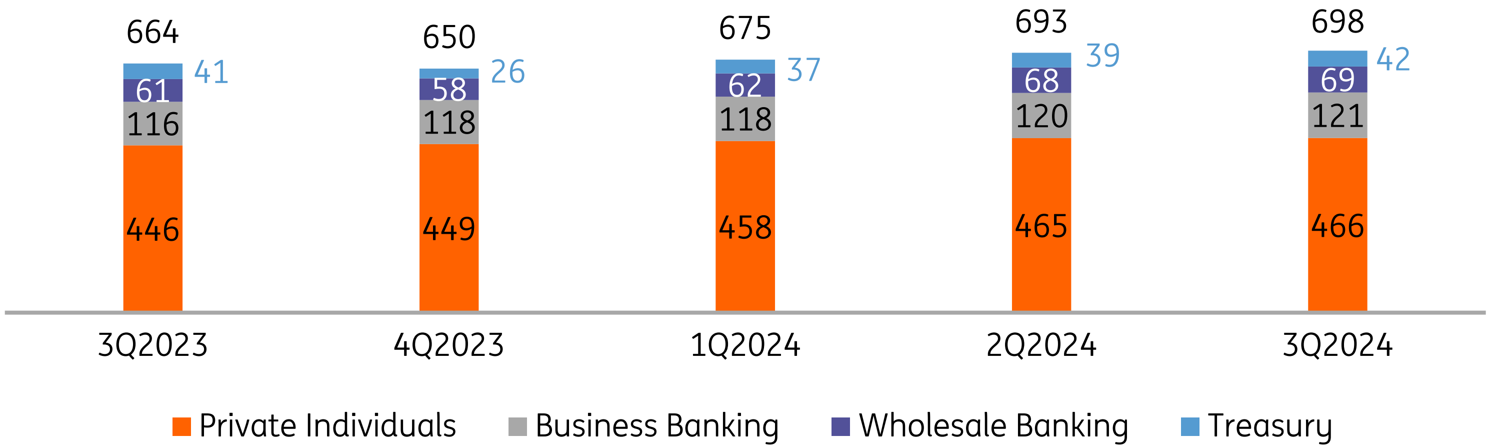



- Treasury benefited from favourable market opportunities through money market and FX transactions
- These activities had a negative impact on net interest income, which was more than offset by a positive impact in other income
- The magnitude of this accounting asymmetry depends on the volume of trades and the interest rate differential between the euro and other currencies (mostly US dollar)

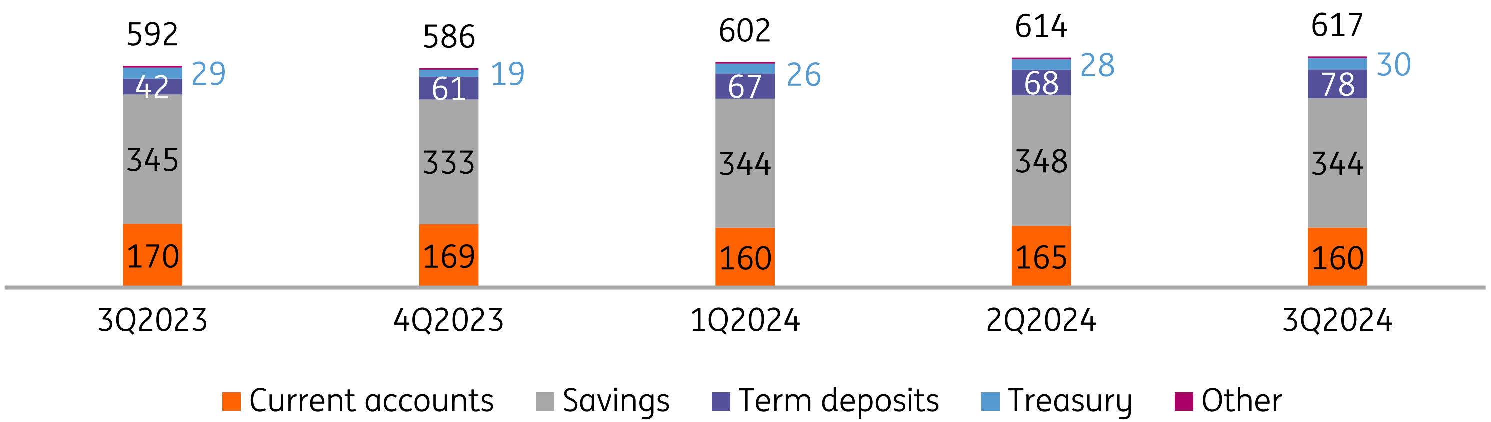
- Increasing interest rates led to higher funding costs, resulting in a reduction in net interest income, while other income, related to the opposite position, rose significantly
- This accounting asymmetry is more pronounced in a positive rate environment and is also influenced by volume and product mix developments

# Granular customer deposit base

**Total customer deposits per segment (in € bln)**




**Retail deposits per product (in € bln)**




- Highly insured, granular and continuously growing customer deposits represent a strong funding base
  - ~70% of total deposits is from private individuals, of which ~85% is DGS-covered
- Strong focus on Retail Banking, diversified across >39 mln private individuals in 10 countries
  - Average private individual account balance of ~€15,000

# Hyperinflation accounting in Türkiye

## Application of IAS 29 to consolidation of ING in Türkiye

- We applied IAS 29 ('Financial Reporting in Hyperinflationary Economies') to the consolidation of our subsidiary in Türkiye, effective as of 1 January 2022, as cumulative inflation in Türkiye over the preceding three years had exceeded 100%
- The application of IAS 29 resulted in a negative accounting impact on ING net result in 3Q2024 of €-36 mln, reflecting the adjustments for changes in the general purchasing power of the Turkish lira
- The impact on CET1 capital is slightly positive as the negative impact on P&L is offset by a positive adjustment in equity
- Resilient net profit and shareholders' distribution has not been affected as the total quarterly P&L impact of €-36 mln was treated as a significant item not linked to the normal course of business, in line with ING's distribution policy

## Impact on results (in € mln)

| | 2Q2024 | 3Q2024 |
|---|---|---|
| **Profit or loss** | | |
| Net interest income | 10 | -0 |
| Net fee and commission income | 1 | 0 |
| Investment income | 0 | -0 |
| Other income | -36 | -31 |
| **Total income** | **-26** | **-31** |
| Expenses excl. regulatory costs | 7 | 2 |
| Regulatory costs | 0 | 0 |
| **Operating expenses** | **7** | **3** |
| **Gross result** | **-33** | **-34** |
| Addition to loan loss provisions | 0 | 0 |
| **Result before tax** | **-33** | **-34** |
| Taxation | 3 | 2 |
| **Net result** | **-37** | **-36** |

# Important legal information

ING Group's annual accounts are prepared in accordance with International Financial Reporting Standards as adopted by the European Union ('IFRS- EU'). In preparing the financial information in this document, except as described otherwise, the same accounting principles are applied as in the 2023 ING Group consolidated annual accounts. All figures in this document are unaudited. Small differences are possible in the tables due to rounding.

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