

ING profile

4Q/FY2024

Global Communications, Brand & MarCom
February 2025



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 100 countries.

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

Customers are who we're here for, our reason for being. At every step of their ING journey, they should feel an emotional connection with us. Banking is a relationship just like any other, and the best relationships are those in which people feel valued, confident, empowered and in control.

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.





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 **superior customer value**.



We deliver value to customers by making banking **easy, instant, personal** and **relevant** to their needs.



What this looks like depends, of course, on what sort of customer you are. For individual customers and small businesses, ING's emphasis is predominantly on **mobile banking**, while for mid-corporate and Wholesale Banking clients it's all about **personal relationships** and **superior sector and network expertise** supported by **seamless digital delivery**.



To give our customers superior value, 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**.

Putting sustainability at the heart

Sustainability is one of the biggest challenges for society. ING aims to be a banking leader in building a sustainable future for our company, our customers, society and the environment.

Our sustainability strategy focuses on climate action and how we can help to halt and reverse nature loss, while monitoring human rights and working to advance financial health and inclusion.

The climate crisis threatens both the planet and its people. ING wants to play a leading role in accelerating the global transition to a low-carbon economy. As a bank, we do this through financing: working with clients on their transitions to net zero while financing the technologies and solutions needed for a sustainable future. And because the global transition needs to include everyone, we're also finding new ways to enable people to stay a step ahead on climate change.

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 4Q and full year 2024 results in numbers

“In 2024, we have made very good progress in the implementation of our strategy. We have accelerated growth, diversified our income, provided superior value to customers and continued to play a leading role in supporting our clients’ sustainable transitions. We’re pleased with our strong results and are on track to make the targets as communicated on our Capital Markets Day in June. We have continued to invest in the growth of our business, resulting in a larger customer base and higher revenues, while continuously executing our plans to drive operational efficiencies.” **Steven van Rijswijk – CEO of ING**

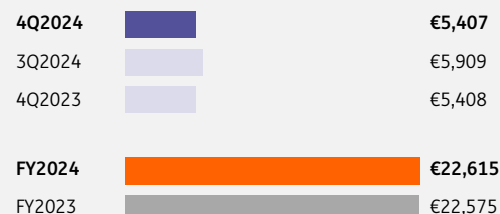


€6,392 mln
net result
FY2024

Results

Total income has increased and fee income was up 11% to over €4 billion as we diversified our income.

Income (in mln)



13.0%

RoE - FY

13.6%

CET1 ratio

€4,008 mln

Fee income - FY

Net result (in mln)

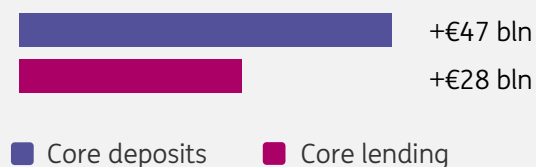


+1.1 mln
mobile primary
customers FY2024

Customers

We delivered outstanding commercial growth across all business lines.

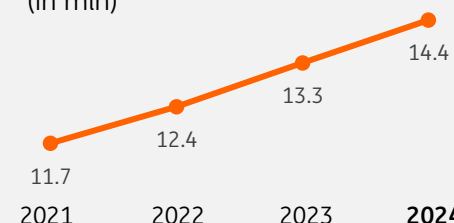
Customer volume growth – FY



NPS score

#1 in 5
out of **10**
Retail markets

Mobile primary customers - FY (in mln)



€130 bln
volume mobilised
FY2024

Society

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

We believe that we can make the most impact by financing the technologies and solutions needed for a low-carbon economy. In 2024, we assessed Client Transition Plans for the first time, enabling data-driven dialogues with 1,600 of our clients during the year.

We have increased our sustainable volume mobilised to €130 billion. In Retail Banking, including in, Germany, the Netherlands and Australia, we have supported our customers with sustainable mortgages, renovation loans and digital tools, allowing them to identify possible energy upgrades to their homes.

Our markets



● Australia	● ●	● India	● Poland	● ●	● Switzerland
● Austria	● ● ●	● Indonesia	● Philippines	● ●	● Taiwan
● Belgium	● ● ●	● Ireland	● Romania	● ●	● Türkiye ● ●
● Bulgaria	● Italy ●	● Luxembourg ¹ ●	● Russia ²	● Slovakia	● Ukraine
● Czech Republic	● Japan ●	● Mainland China	● Singapore	● South Korea	● UAE / Dubai
● France	● Mexico	● The Netherlands ● ● ●	● Sweden	● Spain and Portugal ●	● USA ³
● Germany ● ●					● Vietnam
● Hong Kong SAR					
● Hungary					

Retail Banking ● Private Individuals ● Business Banking ● Private Banking

(1) In May 2024, we announced that we would increase focus on Wholesale, Personal and Private Banking.

(2) In January 2024, we announced that we have reached an agreement on the sale of our business in Russia to Global Development JSC. This transaction will effectively end ING's activities in the Russian market and is expected to close in the third quarter of 2025, following applicable regulatory approvals.

(3) ING does not have a banking license in the US and is therefore not permitted to conduct banking activities in the US. Through its wholly owned subsidiary ING Financial Holdings Corporation and its affiliates, ING offers a full array of wholesale financial products such as lending, corporate finance and a full range of financial markets products and services to its corporate and institutional 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

Marnix van Stiphout



Chief technology officer

Daniele Tonella



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