

ING profile

2Q2024



Global Communications, Brand & MarCom
August 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.**

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**.

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 2Q2024 results in numbers

“In the second quarter of 2024, we have delivered good results across our business. We have continued to perform well financially and have maintained commercial momentum throughout the first six months of the year. Our results were mainly driven by strong fee income and resilient interest income, supported by increased customer lending and customer deposit volumes.”

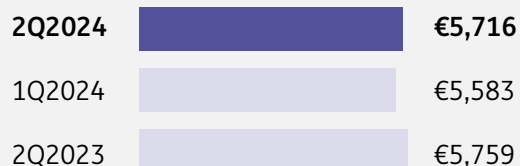
Steven van Rijswijk – CEO of ING




 **€1,780 mln**
net result

Results

Total income was strong, driven by sustained growth in Retail and a strong performance in Wholesale Banking.

Income (in mln)



14.0% RoE 
14.0% CET1 ratio 
999 mln Fee income 

Net result (in mln)

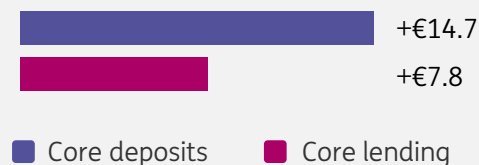


 **+248,000** mobile primary customers

Customers

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

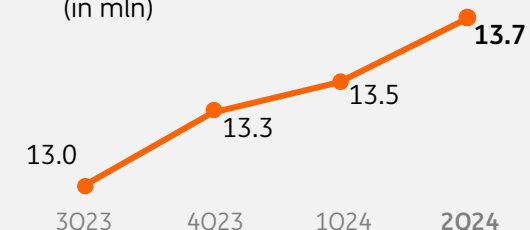
Customer volume growth (in bln)




NPS score

#1 in 6
out of **10**
Retail markets

Mobile primary customers (in mln)



 **€56.9 bln** volume mobilised 1H2024

Society

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

We increased our sustainable volume mobilised to €56.9 billion in the first half of the year, up 21% from the same period last year. And we supported 367 sustainability deals in 1H2024, up from 234 in the first half of 2023.

We acted as sole Green Loan Coordinator in a €750 million green term loan and revolving credit facility for Eurostar to invest in up to 50 new trains. This contributes to reaching our annual sustainable volume mobilised target of €150 billion, up from €125 billion.

Where you'll find us

Retail Banking*

- Australia
- Belgium
- Germany
- Italy
- Luxembourg
- The Netherlands
- Poland
- Romania
- Spain
- Türkiye



(*) Retail Banking includes Business Banking.

ING has approximately 39 million private individual customers.

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.

On 2 March 2022 we announced that we no longer do new business with any Russian companies due to the invasion of Ukraine. We have reduced our exposure significantly since then.

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



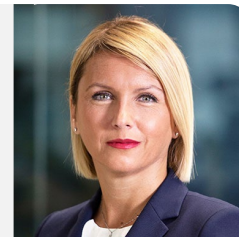
Chief financial officer

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,
chief transformation
officer, chief technology
officer a.i.**

Marnix van Stiphout



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