

ING Historical Trend Data 1Q2020 Introduction

General comments

- The Historical Trend Data document includes quarterly financial trend data and details of restatements. The Historical Trend Data document is published on a quarterly basis.
- In this document consolidated results of ING Group are based on IFRS as adopted by the European Union (IFRS-EU).
- Allocation keys are used to calculate segmental information; e.g. Retail vs. Wholesale Banking and product information. These allocation keys might be refined over time.
- Small differences are possible due to rounding.
- All figures are unaudited.

Product segmentation Wholesale Banking

Product Group

- Lending
- Daily Banking & Trade Finance
- Financial Markets
- Treasury & Other

Sub products

Project and Asset-based Finance excluding Trade & Commodity Finance
Real Estate Finance Corporate Clients
General Lending

Transaction Services
Trade & Commodity Finance

Financial Markets Clients & Products

WB-part Treasury (Asset & Liability Management and Treasury)
General Lease and Real Estate run-off portfolios
General Leasing (non run-off)
Corporate Finance
Other

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ING 1.1 Profit or loss: Comparable quarters

Profit or loss												
In € million	ING Group			of which: Retail Banking			of which: Wholesale Banking			of which: Corporate Line		
	1Q2020	1Q2019	4Q2019	1Q2020	1Q2019	4Q2019	1Q2020	1Q2019	4Q2019	1Q2020	1Q2019	4Q2019
Profit or loss												
Net interest income	3,501	3,483	3,597	2,461	2,429	2,462	937	930	1,025	103	123	109
Net fee and commission income	783	675	735	487	415	432	297	262	303	-1	-2	-0
Investment income	21	150	26	18	23	25	4	8	-5	0	119	7
Other income	205	268	81	195	169	128	33	106	-2	-22	-8	-45
Total income	4,511	4,576	4,439	3,160	3,036	3,047	1,270	1,307	1,322	80	233	71
Expenses excl. regulatory costs	2,307	2,272	2,372	1,597	1,537	1,617	669	640	689	42	96	66
Regulatory costs ¹⁾	526	515	303	396	383	161	130	132	142	-0	-0	0
Operating expenses	2,833	2,787	2,675	1,992	1,920	1,778	799	771	831	42	96	66
Gross result	1,678	1,789	1,764	1,168	1,116	1,269	471	536	490	39	137	5
Addition to loan loss provisions	661	207	428	285	136	174	373	71	254	3	-0	-0
Result before tax	1,017	1,582	1,337	883	980	1,096	98	465	236	36	137	5
Taxation	329	443	428	239	262	304	33	148	90	57	32	34
Non-controlling interests	17	21	28	14	17	24	4	3	5	-0	-0	-0
Net result	670	1,119	880	630	701	767	61	313	141	-20	105	-29
Key figures												
Interest margin	1.51%	1.55%	1.57%									
Cost/income ratio	62.8%	60.9%	60.3%	63.0%	63.2%	58.3%	62.9%	59.0%	62.9%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	5.1%	9.0%	6.8%									
Return on equity based on 13.5% CET1 ²⁾	6.2%	10.8%	8.3%	11.1%	13.2%	13.8%	1.2%	6.3%	2.9%	-23.9%	108.0%	-32.8%
Risk costs in bps of average customer lending	42	14	28	26	13	16	80	16	56	n.a.	n.a.	n.a.
Risk-weighted assets (end of period)	335,375	311,884	326,414	174,557	160,374	168,918	158,168	148,508	155,072	2,650	3,002	2,425
Employees (internal FTEs, end of period)	55,452	52,658	54,514	41,771	39,720	40,808	13,676	12,935	13,701	5	2	5
Four-quarter rolling average key figures												
Interest margin	1.54%	1.54%	1.54%									
Cost/income ratio	57.0%	59.0%	56.6%	57.2%	55.8%	57.1%	56.3%	51.8%	55.4%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	8.4%	9.5%	9.4%									
Return on equity based on 13.5% CET1 ²⁾	10.2%	11.0%	11.4%	14.7%	16.5%	15.3%	5.5%	8.5%	6.8%	-11.6%	-176.9%	21.1%

¹⁾ Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and the (European) single resolution fund ('SRF').

²⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.2 Profit or loss: 1Q2020 Segment split

Profit or loss 1Q2020												
In € million	Total	Retail	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	Daily Banking & Lending		Financial Markets	Treasury & Other	Corporate Line
		Banking	Netherlands	Belgium	Germany	Other		Trade Finance				
Balance sheet related interest	3,501	2,526	882	493	389	763	988	629	182	126	51	-13
Capital charge on book equity	-	-55	1	-14	8	-51	-41	0	1	-23	-19	96
Interest benefit on total capital	-	-11	-3	-3	-2	-3	-10	-6	-2	-1	-1	20
Net interest income	3,501	2,461	880	476	396	709	937	622	181	102	32	103
Net fee and commission income	783	487	168	110	106	103	297	131	124	37	5	-1
Investment income	1	1	0	1	0	-0	1	-	0	0	0	0
Realised gains and fair value changes on investments	20	17	1	15	-0	1	3	-	-	-	3	0
Total investment income	21	18	1	16	0	1	4	-	0	0	4	0
Valuation result and net trading income	-1	76	50	-41	17	49	-24	-94	11	23	36	-53
Other income	206	119	40	33	14	31	56	6	-2	-9	62	31
Total other income	205	195	90	-7	31	80	33	-88	9	14	98	-22
Total income	4,511	3,160	1,139	595	533	894	1,270	665	314	154	138	80
Expenses excl. regulatory costs	2,307	1,597	480	370	255	491	669	230	182	194	63	42
Regulatory costs ¹⁾	526	396	86	190	40	80	130	45	25	38	23	-0
Operating expenses	2,833	1,992	566	560	295	571	799	275	207	232	86	42
Gross result	1,678	1,168	573	34	238	323	471	390	108	-78	52	39
Addition to loan loss provisions	661	285	19	126	6	134	373	306	62	-0	6	3
Result before tax	1,017	883	554	-92	232	189	98	84	46	-78	46	36
Taxation	329	239	138	-20	66	54	33	35	17	-22	3	57
Non-controlling interests	17	14	-0	0	1	13	4	2	2	2	-2	-0
Net result	670	630	416	-73	165	121	61	47	28	-58	44	-20
Key figures												
Interest margin	1.51%											
Cost/income ratio	62.8%	63.0%	49.7%	94.2%	55.4%	63.9%	62.9%	41.4%	65.7%	150.8%	62.3%	n.a.
Return on equity based on IFRS-EU equity	5.1%											
Return on equity based on 13.5% CET1 ²⁾	6.2%	11.1%	24.3%	-5.1%	18.0%	7.7%	1.2%	1.4%	3.6%	-7.7%	11.8%	-23.9%
Risk costs in bps of average customer lending	42	26	5	55	3	56	80	84	62	-2	29	n.a.
Risk-weighted assets (end of period)	335,375	174,557	50,385	44,280	28,489	51,403	158,168	99,200	22,668	24,159	12,142	2,650
Employees (internal FTEs, end of period)	55,452	41,771	9,755	7,971	5,258	18,786	13,676					5
Four-quarter rolling average key figures												
Interest margin	1.54%											
Cost/income ratio	57.0%	57.2%	48.8%	67.4%	53.5%	62.8%	56.3%	34.8%	56.3%	123.0%	106.7%	n.a.
Return on equity based on IFRS-EU equity	8.4%											
Return on equity based on 13.5% CET1 ²⁾	10.2%	14.7%	23.8%	6.4%	18.6%	10.0%	5.5%	6.9%	9.1%	-4.6%	3.5%	-11.6%

¹⁾ Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and the (European) single resolution fund ('SRF').

²⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.3 Profit or loss: Quarterly overview

Profit or loss								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Interest income				6,335	6,749	7,330	7,186	7,189
Minus: interest expense				2,834	3,152	3,801	3,716	3,706
Net interest income				3,501	3,597	3,529	3,470	3,483
Net fee and commission income				783	735	747	711	675
Investment income				1	10	99	3	122
Realised gains and fair value changes on investments				20	17	5	22	28
Total investment income				21	26	104	25	150
Valuation result and net trading income				-1	32	175	330	218
Other income				206	49	71	129	50
Total other income				205	81	246	459	268
Total income				4,511	4,439	4,626	4,665	4,576
Staff expenses				1,465	1,482	1,462	1,437	1,374
Regulatory costs ¹⁾				526	303	106	97	515
Other expenses				842	890	872	917	898
Operating expenses				2,833	2,675	2,440	2,451	2,787
Gross result				1,678	1,764	2,187	2,214	1,789
Addition to loan loss provisions				661	428	276	209	207
Result before tax				1,017	1,337	1,911	2,005	1,582
Taxation				329	428	543	540	443
Non-controlling interests				17	28	23	26	21
Net result				670	880	1,344	1,438	1,119
Key figures								
Interest margin				1.51%	1.57%	1.54%	1.52%	1.55%
Cost/income ratio				62.8%	60.3%	52.7%	52.5%	60.9%
Return on equity based on IFRS-EU equity				5.1%	6.8%	10.5%	11.4%	9.0%
Return on equity based on 13.5% CET1 ²⁾				6.2%	8.3%	12.7%	13.8%	10.8%
Risk costs in bps of average customer lending				42	28	18	14	14
Risk-weighted assets (end of period)				335,375	326,414	319,683	318,253	311,884
Employees (internal FTEs, end of period)				55,452	54,514	53,981	53,525	52,658
Four-quarter rolling average key figures								
interest margin				1.54%	1.54%	1.54%	1.54%	1.54%
Cost/income ratio				57.0%	56.6%	55.7%	59.0%	59.0%
Return on equity based on IFRS-EU equity				8.4%	9.4%	10.4%	9.4%	9.5%
Return on equity based on 13.5% CET1 ²⁾				10.2%	11.4%	12.4%	11.1%	11.0%

¹⁾ Regulatory costs comprise bank taxes and contributions to the deposit guarantee schemes ('DGS') and the (European) single resolution fund ('SRF').

²⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Balance sheet related interest				2,526	2,542	2,578	2,543	2,520
Capital charge on book equity				-55	-63	-73	-84	-87
Interest benefit on total capital				-11	-17	-22	-20	-3
Net interest income				2,461	2,462	2,483	2,440	2,429
Net fee and commission income				487	432	454	438	415
Investment income				1	7	101	1	0
Realised gains and fair value changes on investments				17	17	3	18	23
Total investment income				18	25	105	19	23
Valuation result and net trading income				76	93	111	221	136
Other income				119	35	32	55	33
Total other income				195	128	143	276	169
Total income				3,160	3,047	3,183	3,174	3,036
Expenses excl. regulatory costs				1,597	1,617	1,629	1,600	1,537
Regulatory costs				396	161	94	89	383
Operating expenses				1,992	1,778	1,723	1,689	1,920
Gross result				1,168	1,269	1,460	1,485	1,116
Addition to loan loss provisions				285	174	160	118	136
Result before tax				883	1,096	1,301	1,367	980
Taxation				239	304	345	400	262
Non-controlling interests				14	24	22	22	17
Net result				630	767	933	946	701
Key figures								
Cost/income ratio				63.0%	58.3%	54.1%	53.2%	63.2%
Return on equity based on 13.5% CET1 ¹⁾				11.1%	13.8%	16.6%	17.4%	13.2%
Risk costs in bps of average customer lending				26	16	15	11	13
Risk-weighted assets (end of period)				174,557	168,918	171,506	169,096	160,374
Employees (internal FTEs, end of period)				41,771	40,808	40,470	40,245	39,720
Four-quarter rolling average key figures								
Cost/income ratio				57.2%	57.1%	56.8%	55.9%	55.8%
Return on equity based on 13.5% CET1 ¹⁾				14.7%	15.3%	15.6%	16.3%	16.5%

¹⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.5 Profit or loss: Retail Banking Benelux

Profit or loss Retail Banking Benelux								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Balance sheet related interest				1,375	1,387	1,408	1,382	1,375
Capital charge on book equity				-13	-11	-13	-22	-23
Interest benefit on total capital				-6	-10	-13	-11	-2
Net interest income				1,356	1,366	1,383	1,349	1,350
Net fee and commission income				277	256	274	262	256
Investment income				1	5	6	-1	0
Realised gains and fair value changes on investments				16	3	-3	11	8
Total investment income				17	8	3	10	8
Valuation result and net trading income				10	41	53	168	76
Other income				74	29	15	25	16
Total other income				83	70	67	193	92
Total income				1,734	1,701	1,727	1,814	1,705
Expenses excl. regulatory costs				851	877	876	859	824
Regulatory costs				276	76	22	23	262
Operating expenses				1,127	953	898	882	1,086
Gross result				607	748	829	932	619
Addition to loan loss provisions				145	99	87	38	52
Result before tax				462	648	742	894	567
Taxation				119	165	199	255	131
Non-controlling interests				-0	-0	-0	0	0
Net result				343	484	543	638	435
Key figures								
Cost/income ratio				65.0%	56.0%	52.0%	48.6%	63.7%
Return on equity based on 13.5% CET1 ¹⁾				11.0%	15.5%	17.2%	21.0%	14.8%
Risk costs in bps of average customer lending				23	16	14	6	8
Risk-weighted assets (end of period)				94,665	90,821	94,636	93,013	87,072
Employees (internal FTEs, end of period)				17,726	17,642	17,471	17,381	17,225
Four-quarter rolling average key figures								
Cost/income ratio				55.3%	55.0%	54.8%	54.0%	53.9%
Return on equity based on 13.5% CET1 ¹⁾				16.1%	17.1%	17.5%	18.6%	19.2%

¹⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.6 Profit or loss: Retail Banking Netherlands

Profit or loss Retail Banking Netherlands								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Balance sheet related interest				882	909	900	876	873
Capital charge on book equity				1	3	2	-3	1
Interest benefit on total capital				-3	-6	-7	-6	-1
Net interest income				880	906	895	866	874
Net fee and commission income				168	167	178	164	166
Investment income				0	-0	1	0	-
Realised gains and fair value changes on investments				1	3	-0	6	1
Total investment income				1	3	1	6	1
Valuation result and net trading income				50	46	34	103	54
Other income				40	14	3	19	7
Total other income				90	59	37	122	61
Total income				1,139	1,135	1,110	1,158	1,102
Expenses excl. regulatory costs				480	517	508	509	486
Regulatory costs				86	66	24	28	72
Operating expenses				566	583	532	537	558
Gross result				573	552	578	621	544
Addition to loan loss provisions				19	15	43	22	11
Result before tax				554	537	535	599	533
Taxation				138	132	139	157	130
Non-controlling interests				-0	-0	-0	0	0
Net result				416	405	396	442	403
Key figures								
Cost/income ratio				49.7%	51.3%	47.9%	46.4%	50.6%
Return on equity based on 13.5% CET1 ¹⁾				24.3%	22.8%	22.0%	26.3%	25.0%
Risk costs in bps of average customer lending				5	4	11	5	3
Risk-weighted assets (end of period)				50,385	50,970	54,120	52,308	47,386
Employees (internal FTEs, end of period)				9,755	9,532	9,424	9,289	9,137
Four-quarter rolling average key figures								
Cost/income ratio				48.8%	49.1%	49.2%	48.0%	47.0%
Return on equity based on 13.5% CET1 ¹⁾				23.8%	24.0%	24.1%	26.4%	27.7%

¹⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.7 Profit or loss: Retail Banking Belgium

Profit or loss Retail Banking Belgium ¹⁾								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Balance sheet related interest				493	478	508	506	501
Capital charge on book equity				-14	-14	-15	-18	-24
Interest benefit on total capital				-3	-4	-5	-5	-1
Net interest income				476	460	488	483	476
Net fee and commission income				110	89	96	98	90
Investment income				1	5	5	-2	0
Realised gains and fair value changes on investments				15	1	-2	5	6
Total investment income				16	6	2	3	6
Valuation result and net trading income				-41	-4	19	66	22
Other income				33	15	12	6	8
Total other income				-7	11	31	72	31
Total income				595	565	617	656	603
Expenses excl. regulatory costs				370	360	367	350	338
Regulatory costs				190	10	-2	-5	190
Operating expenses				560	370	366	345	528
Gross result				34	195	252	311	75
Addition to loan loss provisions				126	84	44	16	42
Result before tax				-92	111	207	295	33
Taxation				-20	32	60	99	1
Non-controlling interests				0	0	0	0	0
Net result				-73	79	147	197	32
Key figures								
Cost/income ratio				94.2%	65.5%	59.2%	52.6%	87.6%
Return on equity based on 13.5% CET1 ²⁾				-5.1%	5.8%	10.8%	14.5%	2.4%
Risk costs in bps of average customer lending				55	37	20	7	19
Risk-weighted assets (end of period)				44,280	39,851	40,516	40,705	39,686
Employees (internal FTEs, end of period)				7,971	8,110	8,047	8,092	8,088
Four-quarter rolling average key figures								
Cost/income ratio				67.4%	65.9%	65.2%	65.4%	67.5%
Return on equity based on 13.5% CET1 ²⁾				6.4%	8.4%	9.1%	8.8%	8.1%

¹⁾ Including ING Luxembourg.

²⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.8 Profit or loss: Retail Banking Challengers & Growth Markets

Profit or loss Retail Banking Challengers & Growth Markets								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Balance sheet related interest				1,152	1,155	1,170	1,161	1,145
Capital charge on book equity				-42	-51	-60	-62	-64
Interest benefit on total capital				-5	-7	-9	-8	-1
Net interest income				1,105	1,096	1,100	1,091	1,079
Net fee and commission income				210	176	180	176	159
Investment income				0	2	95	2	-0
Realised gains and fair value changes on investments				1	14	6	7	15
Total investment income				1	16	101	10	15
Valuation result and net trading income				66	52	58	53	60
Other income				45	6	17	30	17
Total other income				111	58	75	83	78
Total income				1,426	1,346	1,456	1,360	1,331
Expenses excl. regulatory costs				746	740	753	741	713
Regulatory costs				120	85	72	66	121
Operating expenses				866	824	825	806	834
Gross result				561	522	631	554	497
Addition to loan loss provisions				140	75	73	80	84
Result before tax				421	447	559	473	414
Taxation				121	140	147	145	131
Non-controlling interests				14	24	22	22	17
Net result				286	283	390	307	266
Key figures								
Cost/income ratio				60.7%	61.2%	56.7%	59.3%	62.6%
Return on equity based on 13.5% CET1 ¹⁾				11.3%	11.8%	16.0%	13.0%	11.4%
Risk costs in bps of average customer lending				30	16	16	18	19
Risk-weighted assets (end of period)				79,892	78,097	76,869	76,083	73,302
Employees (internal FTEs, end of period)				24,045	23,166	22,999	22,864	22,496
Four-quarter rolling average key figures								
Cost/income ratio				59.4%	59.9%	59.2%	58.4%	58.4%
Return on equity based on 13.5% CET1 ¹⁾				13.0%	13.0%	13.4%	13.6%	13.4%

¹⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.9 Profit or loss: Retail Banking Germany

Profit or loss Retail Banking Germany ¹⁾								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Balance sheet related interest				389	374	399	400	383
Capital charge on book equity				8	8	7	8	8
Interest benefit on total capital				-2	-3	-4	-3	-0
Net interest income				396	380	403	405	391
Net fee and commission income				106	70	74	68	55
Investment income				0	1	-0	1	-0
Realised gains and fair value changes on investments				-0	14	4	5	11
Total investment income				0	15	4	6	11
Valuation result and net trading income				17	25	24	25	37
Other income				14	-20	4	3	3
Total other income				31	5	28	28	41
Total income				533	471	509	507	498
Expenses excl. regulatory costs				255	235	234	267	243
Regulatory costs				40	17	15	16	52
Operating expenses				295	252	249	283	296
Gross result				238	219	260	223	203
Addition to loan loss provisions				6	-23	-7	-25	2
Result before tax				232	241	268	248	201
Taxation				66	89	86	81	71
Non-controlling interests				1	1	1	1	1
Net result				165	151	181	166	129
Key figures								
Cost/income ratio				55.4%	53.5%	49.0%	55.9%	59.3%
Return on equity based on 13.5% CET1 ²⁾				18.0%	17.1%	20.3%	19.0%	15.1%
Risk costs in bps of average customer lending				3	-10	-3	-12	1
Risk-weighted assets (end of period)				28,489	26,144	26,476	26,690	25,365
Employees (internal FTEs, end of period)				5,258	5,051	4,933	4,957	4,861
Four-quarter rolling average key figures								
Cost/income ratio				53.5%	54.4%	53.6%	53.6%	52.6%
Return on equity based on 13.5% CET1 ²⁾				18.6%	17.9%	19.3%	18.9%	18.6%

¹⁾ Including ING Austria.

²⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.10 Profit or loss: Retail Banking Other Challengers & Growth Markets

Profit or loss Retail Banking Other Challengers & Growth Markets ¹⁾								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Balance sheet related interest				763	780	770	762	761
Capital charge on book equity				-51	-60	-68	-70	-72
Interest benefit on total capital				-3	-5	-6	-5	-1
Net interest income				709	716	697	686	688
Net fee and commission income				103	105	106	108	104
Investment income				-0	1	95	2	0
Realised gains and fair value changes on investments				1	0	2	2	4
Total investment income				1	1	97	4	4
Valuation result and net trading income				49	27	34	27	23
Other income				31	26	13	27	14
Total other income				80	53	47	55	37
Total income				894	875	947	853	833
Expenses excl. regulatory costs				491	505	519	474	470
Regulatory costs				80	67	56	49	69
Operating expenses				571	572	576	523	538
Gross result				323	303	371	330	295
Addition to loan loss provisions				134	97	80	105	82
Result before tax				189	206	291	225	213
Taxation				54	50	61	63	59
Non-controlling interests				13	23	21	21	17
Net result				121	132	209	141	137
Key figures								
Cost/income ratio				63.9%	65.4%	60.8%	61.3%	64.6%
Return on equity based on 13.5% CET1 ²⁾				7.7%	9.0%	13.7%	9.8%	9.4%
Risk costs in bps of average customer lending				56	40	34	45	35
Risk-weighted assets (end of period)				51,403	51,953	50,394	49,393	47,937
Employees (internal FTEs, end of period)				18,786	18,115	18,066	17,907	17,635
Four-quarter rolling average key figures								
Cost/income ratio				62.8%	63.0%	62.5%	61.2%	61.8%
Return on equity based on 13.5% CET1 ²⁾				10.0%	10.5%	10.3%	10.7%	10.6%

¹⁾ Includes: Australia, Czech Republic, France, Italy, Spain, Other, Poland, Romania, Turkey, Philippines, Asian stakes.

²⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.11 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Balance sheet related interest				988	1,087	1,012	983	996
Capital charge on book equity				-41	-47	-55	-64	-62
Interest benefit on total capital				-10	-15	-20	-18	-3
Net interest income				937	1,025	938	901	930
Net fee and commission income				297	303	294	276	262
Investment income				1	-4	-1	2	3
Realised gains and fair value changes on investments				3	-1	2	4	5
Total investment income				4	-5	1	6	8
Valuation result and net trading income				-24	-2	109	129	99
Other income				56	-0	18	-0	8
Total other income				33	-2	127	128	106
Total income				1,270	1,322	1,359	1,311	1,307
Expenses excl. regulatory costs				669	689	657	655	640
Regulatory costs				130	142	11	11	132
Operating expenses				799	831	668	666	771
Gross result				471	490	692	644	536
Addition to loan loss provisions				373	254	116	91	71
Result before tax				98	236	576	553	465
Taxation				33	90	164	61	148
Non-controlling interests				4	5	1	5	3
Net result				61	141	410	487	313
Key figures								
Cost/income ratio				62.9%	62.9%	49.1%	50.8%	59.0%
Return on equity based on 13.5% CET1 ¹⁾				1.2%	2.9%	8.4%	9.9%	6.3%
Risk costs in bps of average customer lending				80	56	25	20	16
Risk-weighted assets (end of period)				158,168	155,072	145,419	146,046	148,508
Employees (internal FTEs, end of period)				13,676	13,701	13,509	13,277	12,935
Value at Risk trading positions (average)				21.6	11.4	4.7	9.3	8.0
Four-quarter rolling average key figures								
Cost/income ratio				56.3%	55.4%	53.8%	52.8%	51.8%
Return on equity based on 13.5% CET1 ¹⁾				5.5%	6.8%	8.2%	8.6%	8.5%

¹⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.12 Profit or loss: WB - Lending

Profit or loss Wholesale Banking - Lending								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Balance sheet related interest				629	687	646	640	641
Capital charge on book equity				0	-1	-0	-0	-0
Interest benefit on total capital				-6	-9	-12	-12	-2
Net interest income				622	677	633	628	639
Net fee and commission income				131	132	121	118	112
Investment income				-	0	0	0	-
Realised gains and fair value changes on investments				-	-	-	-	-
Total investment income				-	0	0	0	-
Valuation result and net trading income				-94	-47	-12	-14	-9
Other income				6	12	1	4	-0
Total other income				-88	-35	-11	-10	-9
Total income				665	774	744	736	741
Expenses excl. regulatory costs				230	236	219	215	221
Regulatory costs				45	69	-0	1	48
Operating expenses				275	306	219	217	269
Gross result				390	468	525	519	472
Addition to loan loss provisions				306	131	129	71	57
Result before tax				84	337	396	448	416
Taxation				35	93	116	128	135
Non-controlling interests				2	3	-0	3	3
Net result				47	241	280	317	278
Key figures								
Cost/income ratio				41.4%	39.5%	29.5%	29.4%	36.3%
Return on equity based on 13.5% CET1 ¹⁾				1.4%	7.4%	8.9%	10.1%	8.7%
Risk costs in bps of average customer lending				84	37	36	20	16
Risk-weighted assets (end of period)				99,200	101,910	93,424	93,358	94,956
Four-quarter rolling average key figures								
Cost/income ratio				34.8%	33.7%	30.9%	30.0%	30.0%
Return on equity based on 13.5% CET1 ¹⁾				6.9%	8.8%	10.3%	11.2%	11.5%

¹⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.13 Profit or loss: WB - Daily Banking & Trade Finance

Profit or loss Wholesale Banking - Daily Banking & Trade Finance								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Balance sheet related interest				182	193	195	197	189
Capital charge on book equity				1	1	1	0	-0
Interest benefit on total capital				-2	-2	-3	-3	-0
Net interest income				181	191	192	194	188
Net fee and commission income				124	137	126	131	126
Investment income				0	-0	1	0	0
Realised gains and fair value changes on investments				-	-	-	-	-
Total investment income				0	-0	1	0	0
Valuation result and net trading income				11	15	19	15	12
Other income				-2	-4	-2	-1	-1
Total other income				9	11	17	14	12
Total income				314	339	335	340	326
Expenses excl. regulatory costs				182	177	169	172	161
Regulatory costs				25	19	3	1	30
Operating expenses				207	196	172	173	192
Gross result				108	143	163	167	134
Addition to loan loss provisions				62	112	-5	5	18
Result before tax				46	31	167	162	116
Taxation				17	10	41	41	30
Non-controlling interests				2	2	1	1	1
Net result				28	19	125	120	84
Key figures								
Cost/income ratio				65.7%	57.9%	51.4%	50.8%	58.8%
Return on equity based on 13.5% CET1 ¹⁾				3.6%	2.5%	15.4%	14.6%	10.4%
Risk costs in bps of average customer lending				62	112	-5	5	18
Risk-weighted assets (end of period)				22,668	25,236	23,396	25,315	23,575
Four-quarter rolling average key figures								
Cost/income ratio				56.3%	54.7%	51.9%	52.2%	51.5%
Return on equity based on 13.5% CET1 ¹⁾				9.1%	10.8%	14.0%	12.6%	12.5%

¹⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.14 Profit or loss: WB - Financial Markets

Profit or loss Wholesale Banking - Financial Markets								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Balance sheet related interest				126	147	125	111	122
Capital charge on book equity				-23	-26	-29	-30	-29
Interest benefit on total capital				-1	-2	-2	-3	-0
Net interest income				102	119	94	79	92
Net fee and commission income				37	16	46	11	20
Investment income				0	-3	0	-0	0
Realised gains and fair value changes on investments				-	-	1	1	-
Total investment income				0	-3	1	1	0
Valuation result and net trading income				23	24	95	104	84
Other income				-9	-10	-3	-11	-0
Total other income				14	15	92	93	84
Total income				154	147	232	183	196
Expenses excl. regulatory costs				194	206	198	200	196
Regulatory costs				38	42	1	2	35
Operating expenses				232	248	199	202	231
Gross result				-78	-101	33	-19	-35
Addition to loan loss provisions				-0	0	-0	1	-2
Result before tax				-78	-101	33	-20	-33
Taxation				-22	-29	12	-5	-8
Non-controlling interests				2	1	1	1	1
Net result				-58	-73	20	-16	-26
Key figures								
Cost/income ratio				150.8%	168.5%	85.7%	110.4%	117.8%
Return on equity based on 13.5% CET1 ¹⁾				-7.7%	-11.2%	3.3%	-2.2%	-3.6%
Risk costs in bps of average customer lending				-2	6	-0	20	-54
Risk-weighted assets (end of period)				24,159	18,744	19,351	17,913	21,012
Four-quarter rolling average key figures								
Cost/income ratio				123.0%	116.0%	112.2%	116.7%	109.5%
Return on equity based on 13.5% CET1 ¹⁾				-4.6%	-3.5%	-2.9%	-3.5%	-2.2%

¹⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

Return on equity of ING's total Financial Markets activities, including Retail Banking								
	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Key figures								
Return on equity based on 13.5% CET1 ¹⁾				-4.3%	-6.6%	5.8%	1.3%	-1.1%
Four-quarter rolling average key figures								
Return on equity based on 13.5% CET1 ¹⁾				-1.1%	-0.2%	0.3%	-0.2%	1.0%

ING 1.15 Profit or loss: WB - Treasury & Other

Profit or loss Wholesale Banking - Treasury & Other								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Balance sheet related interest				51	60	47	34	44
Capital charge on book equity				-19	-21	-26	-33	-33
Interest benefit on total capital				-1	-1	-1	-1	-0
Net interest income				32	38	19	-0	11
Net fee and commission income				5	18	1	16	4
Investment income				0	-1	-2	2	3
Realised gains and fair value changes on investments				3	-1	1	3	5
Total investment income				4	-2	-0	5	8
Valuation result and net trading income				36	6	7	24	11
Other income				62	1	22	8	9
Total other income				98	7	29	32	21
Total income				138	61	49	52	44
Expenses excl. regulatory costs				63	69	70	68	61
Regulatory costs				23	12	7	7	18
Operating expenses				86	81	78	75	79
Gross result				52	-20	-29	-23	-36
Addition to loan loss provisions				6	11	-8	14	-2
Result before tax				46	-31	-21	-37	-34
Taxation				3	16	-5	-103	-8
Non-controlling interests				-2	-2	-1	-1	-2
Net result				44	-46	-15	66	-23
Key figures								
Cost/income ratio				62.3%	132.6%	159.6%	144.7%	181.1%
Return on equity based on 13.5% CET1 ¹⁾				11.8%	-15.2%	-5.0%	21.1%	-8.1%
Risk costs in bps of average customer lending				29	82	-58	102	-14
Risk-weighted assets (end of period)				12,142	9,182	9,249	9,461	8,965
Four-quarter rolling average key figures								
Cost/income ratio				106.7%	152.3%	480.1%	243.1%	194.6%
Return on equity based on 13.5% CET1 ¹⁾				3.5%	-1.8%	-5.2%	-3.2%	-8.4%

¹⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.16 Profit or loss: Corporate Line

Profit or loss Corporate Line								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Balance sheet related interest				-13	-32	-61	-56	-32
Capital charge on book equity				96	110	128	147	150
Interest benefit on total capital				20	32	42	38	6
Net interest income				103	109	108	129	123
Net fee and commission income				-1	-0	0	-3	-2
Investment income				0	7	-1	0	119
Realised gains and fair value changes on investments				0	0	-	0	-0
Total investment income				0	7	-1	0	119
Valuation result and net trading income				-53	-60	-45	-19	-18
Other income				31	15	22	74	10
Total other income				-22	-45	-23	54	-8
Total income				80	71	84	180	233
Expenses excl. regulatory costs				42	66	49	98	96
Regulatory costs				-0	0	1	-2	-0
Operating expenses				42	66	49	96	96
Gross result				39	5	35	84	137
Addition to loan loss provisions				3	-0	-0	0	-0
Result before tax				36	5	35	84	137
Taxation				57	34	34	79	32
Non-controlling interests				-0	-0	-0	-0	-0
Net result				-20	-29	1	5	105
Key figures								
Risk-weighted assets (end of period)				2,650	2,425	2,758	3,111	3,002
Employees (internal FTEs, end of period)				5	5	2	2	2

ING 1.17 Geographical split: 1Q2020

Geographical split 1Q2020

In € million	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Wholesale Banking Rest of World		Other ¹⁾		
	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Wholesale Banking	Total	Wholesale Banking	Corporate Line
Profit or loss																				
Net interest income	1,056	880	176	556	476	80	525	396	129	449	348	101	410	361	49	405	405	101	-2	103
Net fee and commission income	255	168	88	149	110	39	110	106	4	70	47	23	69	56	13	131	131	-1	-0	-1
Investment income	2	1	1	18	16	3	0	0	-0	0	0	0	0	0	0	0	0	0	-	0
Other income	6	90	-85	-3	-7	4	41	31	11	21	14	7	100	66	34	61	61	-21	1	-22
Total income	1,319	1,139	180	720	595	126	676	533	143	541	410	131	579	483	96	597	597	79	-1	80
Expenses excl. regulatory costs	650	480	170	441	370	70	296	255	40	308	262	46	271	229	42	300	300	42	1	42
Regulatory costs	121	86	35	211	190	21	43	40	3	26	24	2	72	56	16	53	53	0	0	-0
Operating expenses	771	566	205	652	560	92	339	295	44	334	286	47	343	285	58	353	353	42	1	42
Gross result	548	573	-25	68	34	34	337	238	99	207	124	84	237	199	38	244	244	37	-2	39
Addition to loan loss provisions	64	19	45	144	126	18	13	6	7	75	60	15	87	74	12	276	276	3	-	3
Result before tax	484	554	-70	-76	-92	16	324	232	92	132	64	68	150	125	26	-32	-32	34	-2	36
Retail Banking	554	554	-70	-92	-92	16	232	232	92	64	64	68	125	125	26	-32	-32	-2	-2	
Wholesale Banking	-70		-70	16		16	92		92	68		68	26		26	-32	-32			
Corporate Line																		36		36
Result before tax	484	554	-70	-76	-92	16	324	232	92	132	64	68	150	125	26	-32	-32	34	-2	36
Customer lending/deposits (in € billion)																				
Residential mortgages	112.2	111.7	0.5	39.1	39.1	0.1	76.4	76.3	0.1	54.8	54.8	0.0	12.0	12.0	0.1	0.0	0.0	0.0	0.0	0.0
Other customer lending	77.7	49.4	28.4	70.8	53.0	17.7	45.1	10.9	34.2	32.9	10.2	22.7	27.2	17.7	9.5	82.9	82.9	0.4	0.0	0.4
Customer deposits	188.1	158.1	30.0	109.9	90.9	19.0	138.4	137.4	1.0	92.5	90.5	2.0	43.9	39.0	4.9	13.5	13.5	0.0	0.0	0.0
Key figures																				
Cost/income ratio	58.5%	49.7%	114.0%	90.5%	94.2%	72.9%	50.1%	55.4%	30.5%	61.7%	69.8%	36.1%	59.1%	58.9%	60.5%	59.2%	59.2%	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ²⁾	14.1%	24.3%	-4.5%	-3.3%	-5.1%	2.0%	14.2%	18.0%	8.9%	7.3%	6.4%	8.4%	7.5%	8.4%	4.8%	-1.1%	-1.1%	-24.6%	-42.7%	-23.9%
Risk costs in bps of average customer lending	14	5	64	53	55	42	4	3	9	34	36	27	88	99	52	144	144	196	n.a.	196
Risk-weighted assets (end of period)	78,807	50,385	28,422	58,547	44,280	14,267	47,017	28,489	18,528	34,976	18,356	16,620	43,955	33,047	10,908	69,331	69,331	2,741	91	2,650
Employees (internal FTEs, end of period)	16,217	9,755	6,462	9,105	7,971	1,134	5,677	5,258	418	5,817	5,205	611	14,910	13,581	1,329	3,716	3,716	9	4	5
Four-quarter rolling average key figures																				
Cost/income ratio	56.1%	48.8%	96.5%	66.0%	67.4%	59.7%	47.3%	53.5%	26.9%	62.0%	71.3%	34.8%	55.5%	55.5%	51.5%	54.5%	54.8%	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ²⁾	15.4%	23.8%	-0.7%	6.1%	6.4%	5.4%	15.4%	18.6%	10.8%	8.6%	8.1%	9.0%	10.3%	11.3%	7.9%	5.4%	5.3%	-11.8%	-18.7%	-11.6%

¹⁾ Region Other consists of Corporate Line and Real Estate run-off portfolio.

²⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.18 Geographical split: Comparable quarters

Geographical split comparable quarters

In € million	Total		Netherlands		Belgium		Germany		Other Challengers		Growth Markets ¹⁾		Wholesale Banking Rest of World ¹⁾		Other	
	1Q2020	1Q2019	1Q2020	1Q2019	1Q2020	1Q2019	1Q2020	1Q2019	1Q2020	1Q2019	1Q2020	1Q2019	1Q2020	1Q2019	1Q2020	1Q2019
Profit or loss																
Net interest income	3,501	3,483	1,056	1,035	556	551	525	525	449	441	410	409	405	401	101	121
Net fee and commission income	783	675	255	244	149	129	110	65	70	68	69	74	131	98	-1	-3
Investment income	21	150	2	3	18	10	0	13	0	1	0	4	0	0	0	120
Other income	205	268	6	0	-3	59	41	53	21	-6	100	82	61	84	-21	-5
Total income	4,511	4,576	1,319	1,282	720	748	676	656	541	505	579	569	597	583	79	233
Expenses excl. regulatory costs	2,307	2,272	650	640	441	409	296	277	308	296	271	256	300	299	42	97
Regulatory costs	526	515	121	116	211	207	43	56	26	26	72	63	53	48	0	-0
Operating expenses	2,833	2,787	771	756	652	615	339	333	334	321	343	319	353	346	42	97
Gross result	1,678	1,789	548	526	68	133	337	323	207	183	237	250	244	237	37	137
Addition to loan loss provisions	661	207	64	23	144	77	13	-18	75	44	87	60	276	21	3	-0
Result before tax	1,017	1,582	484	503	-76	56	324	341	132	139	150	191	-32	216	34	137
Retail Banking	883	980	554	533	-92	33	232	201	64	72	125	141	-	-	-	-
Wholesale Banking	98	465	-70	-31	16	22	92	141	68	67	26	49	-32	216	-2	-0
Corporate Line	36	137	-	-	-	-	-	-	-	-	-	-	-	-	36	137
Result before tax	1,017	1,582	484	503	-76	56	324	341	132	139	150	191	-32	216	34	137
Taxation	329	443	110	125	-13	13	100	121	45	51	38	42	-7	63	56	27
Non-controlling interests	17	21	-0	0	0	0	1	1	-	-	17	20	-	-	-0	-0
Net result	670	1,119	374	378	-63	42	223	220	88	88	95	128	-25	153	-22	109
Customer lending/deposits (in € billion)																
Residential mortgages	294.6	291.6	112.2	112.7	39.1	38.5	76.4	73.9	54.8	56.2	12.0	10.4	0.0	0.0	-0.0	0.0
Other customer lending	337.0	318.7	77.7	76.1	70.8	67.8	45.1	45.5	32.9	31.4	27.2	27.3	82.9	70.2	0.4	0.4
Customer deposits	586.2	561.4	188.1	170.8	109.9	104.0	138.4	138.2	92.5	95.6	43.9	39.3	13.5	13.4	0.0	0.0
Key figures																
Cost/income ratio	62.8%	60.9%	58.5%	59.0%	90.5%	82.2%	50.1%	50.7%	61.7%	63.7%	59.1%	56.1%	59.2%	59.4%	53.6%	41.5%
Return on equity based on 13.5% CET1 ²⁾	6.2%	10.8%	14.1%	15.6%	-3.3%	2.3%	14.2%	15.2%	7.3%	7.5%	7.5%	10.7%	-1.1%	6.9%	-24.6%	106.6%
Risk costs in bps of average customer lending	42	14	14	5	53	29	4	-6	34	20	88	64	144	12	196	-5
Risk-weighted assets (end of period)	335,375	311,884	78,807	71,353	58,547	54,225	47,017	42,622	34,976	34,855	43,955	40,038	69,331	65,638	2,741	3,154
Employees (internal FTEs, end of period)	55,452	52,658	16,217	14,834	9,105	9,324	5,677	5,226	5,817	5,058	14,910	14,520	3,716	3,689	9	6
Four-quarter rolling average key figures																
Cost/income ratio	57.0%	59.0%	56.1%	51.1%	66.0%	63.7%	47.3%	45.8%	62.0%	66.3%	55.5%	51.8%	54.5%	53.8%	n.a.	n.a.
Return on equity based on 13.5% CET1 ²⁾	10.2%	11.0%	15.4%	20.8%	6.1%	8.8%	15.4%	16.5%	8.6%	6.6%	10.3%	11.5%	5.4%	8.1%	-11.8%	-166.1%

¹⁾ As from 2020 financials of Philippines are reported in Growth Markets, while previously Wholesale Banking in Philippines was reported in WB Rest of World; historical figures have been adjusted.

²⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.19 Geographical split: Netherlands

Geographical split Netherlands								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Profit or loss								
Net interest income				1,056	1,095	1,057	1,026	1,035
Net fee and commission income				255	249	258	243	244
Investment income				2	3	2	9	3
Other income				6	4	20	78	0
Total income				1,319	1,351	1,337	1,356	1,282
Expenses excl. regulatory costs				650	707	692	686	640
Regulatory costs				121	98	26	30	116
Operating expenses				771	805	717	716	756
Gross result				548	546	619	640	526
Addition to loan loss provisions				64	49	19	55	23
Result before tax				484	496	601	585	503
Retail Banking				554	537	535	599	533
Wholesale Banking				-70	-41	66	-14	-31
Corporate Line								
Result before tax				484	496	601	585	503
Customer lending/deposits (in € billion)								
Residential mortgages				112.2	112.4	113.2	113.0	112.7
Other customer lending				77.7	75.6	77.2	76.2	76.1
Customer deposits				188.1	178.7	176.4	176.3	170.8
Key figures								
Cost/income ratio				58.5%	59.6%	53.7%	52.8%	59.0%
Return on equity based on 13.5% CET1 ¹⁾				14.1%	14.0%	16.2%	17.3%	15.6%
Risk costs in bps of average customer lending				14	10	4	12	5
Risk-weighted assets (end of period)				78,807	78,334	81,602	79,115	71,353
Employees (internal FTEs, end of period)				16,217	15,926	15,601	15,272	14,834
Four-quarter rolling average key figures								
Cost/income ratio				56.1%	56.2%	55.2%	53.2%	51.1%
Return on equity based on 13.5% CET1 ¹⁾				15.4%	15.8%	16.6%	18.6%	20.8%

¹⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.20 Geographical split: Belgium

Geographical split Belgium ¹⁾								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Profit or loss								
Net interest income				556	565	556	561	551
Net fee and commission income				149	132	132	141	129
Investment income				18	7	1	6	10
Other income				-3	-15	64	103	59
Total income				720	687	753	810	748
Expenses excl. regulatory costs				441	428	437	414	409
Regulatory costs				211	37	-2	-4	207
Operating expenses				652	465	436	409	615
Gross result				68	222	317	401	133
Addition to loan loss provisions				144	107	62	22	77
Result before tax				-76	115	255	379	56
Retail Banking				-92	111	207	295	33
Wholesale Banking				16	4	48	84	22
Corporate Line								
Result before tax				-76	115	255	379	56
Customer lending/deposits (in € billion)								
Residential mortgages				39.1	39.3	39.4	38.8	38.5
Other customer lending				70.8	67.6	66.5	68.0	67.8
Customer deposits				109.9	105.2	110.5	105.1	104.0
Key figures								
Cost/income ratio				90.5%	67.6%	57.9%	50.5%	82.2%
Return on equity based on 13.5% CET1 ²⁾				-3.3%	4.2%	9.7%	14.2%	2.3%
Risk costs in bps of average customer lending				53	40	23	8	29
Risk-weighted assets (end of period)				58,547	54,427	53,894	54,193	54,225
Employees (internal FTEs, end of period)				9,105	9,345	9,279	9,309	9,324
Four-quarter rolling average key figures								
Cost/income ratio				66.0%	64.2%	61.5%	61.5%	63.7%
Return on equity based on 13.5% CET1 ²⁾				6.1%	7.6%	9.6%	9.5%	8.8%

¹⁾ Including ING Luxembourg.

²⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.21 Geographical split: Germany

Geographical split Germany ¹⁾								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Profit or loss								
Net interest income				525	523	538	535	525
Net fee and commission income				110	88	85	77	65
Investment income				0	13	5	7	13
Other income				41	7	36	36	53
Total income				676	632	664	654	656
Expenses excl. regulatory costs				296	275	269	305	277
Regulatory costs				43	24	15	16	56
Operating expenses				339	299	284	321	333
Gross result				337	333	380	333	323
Addition to loan loss provisions				13	-10	2	-14	-18
Result before tax				324	342	377	347	341
Retail Banking				232	241	268	248	201
Wholesale Banking				92	101	110	99	141
Corporate Line								
Result before tax				324	342	377	347	341
Customer lending/deposits (in € billion)								
Residential mortgages				76.4	76.1	75.8	74.7	73.9
Other customer lending				45.1	44.3	46.1	46.9	45.5
Customer deposits				138.4	139.5	138.1	138.0	138.2
Key figures								
Cost/income ratio				50.1%	47.3%	42.8%	49.1%	50.7%
Return on equity based on 13.5% CET1 ²⁾				14.2%	14.6%	16.9%	15.9%	15.2%
Risk costs in bps of average customer lending				4	-3	1	-5	-6
Risk-weighted assets (end of period)				47,017	46,126	44,335	44,917	42,622
Employees (internal FTEs, end of period)				5,677	5,440	5,307	5,331	5,226
Four-quarter rolling average key figures								
Cost/income ratio				47.3%	47.5%	46.7%	46.7%	45.8%
Return on equity based on 13.5% CET1 ²⁾				15.4%	15.6%	16.8%	16.9%	16.5%

¹⁾ Including ING Austria.

²⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.22 Geographical split: Other Challengers

Geographical split Other Challengers ¹⁾								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Profit or loss								
Net interest income				449	473	449	444	441
Net fee and commission income				70	71	70	73	68
Investment income				0	0	0	-1	1
Other income				21	7	3	12	-6
Total income				541	552	523	527	505
Expenses excl. regulatory costs				308	300	326	297	296
Regulatory costs				26	32	22	20	26
Operating expenses				334	332	348	317	321
Gross result				207	220	176	211	183
Addition to loan loss provisions				75	45	35	48	44
Result before tax				132	175	141	163	139
Retail Banking				64	88	55	91	72
Wholesale Banking				68	87	86	71	67
Corporate Line								
Result before tax				132	175	141	163	139
Customer lending/deposits (in € billion)								
Residential mortgages				54.8	58.1	56.9	55.5	56.2
Other customer lending				32.9	32.6	33.1	32.6	31.4
Customer deposits				92.5	95.3	94.9	96.0	95.6
Key figures								
Cost/income ratio				61.7%	60.2%	66.4%	60.1%	63.7%
Return on equity based on 13.5% CET1 ²⁾				7.3%	9.5%	7.9%	9.5%	7.5%
Risk costs in bps of average customer lending				34	20	16	22	20
Risk-weighted assets (end of period)				34,976	36,078	35,544	35,561	34,855
Employees (internal FTEs, end of period)				5,817	5,486	5,375	5,219	5,058
Four-quarter rolling average key figures								
Cost/income ratio				62.0%	62.5%	67.2%	65.7%	66.3%
Return on equity based on 13.5% CET1 ²⁾				8.6%	8.6%	6.4%	6.7%	6.6%

¹⁾ Including Australia, Czech Republic, France, Italy, Spain and Portugal, Other.

²⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.23 Geographical split: Growth Markets

Geographical split Growth Markets ¹⁾								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Profit or loss								
Net interest income				410	410	400	391	409
Net fee and commission income				69	73	75	82	74
Investment income				0	-1	97	4	4
Other income				100	84	73	77	82
Total income				579	567	644	554	569
Expenses excl. regulatory costs				271	287	275	261	256
Regulatory costs				72	58	41	36	63
Operating expenses				343	345	316	297	319
Gross result				237	222	328	257	250
Addition to loan loss provisions				87	69	72	70	60
Result before tax				150	152	256	186	191
Retail Banking				125	117	236	134	141
Wholesale Banking				26	35	20	53	49
Corporate Line								
Result before tax				150	152	256	186	191
Customer lending/deposits (in € billion)								
Residential mortgages				12.0	12.1	11.2	10.9	10.4
Other customer lending				27.2	27.7	27.3	27.4	27.3
Customer deposits				43.9	43.7	41.4	40.8	39.3
Key figures								
Cost/income ratio				59.1%	60.9%	49.0%	53.7%	56.1%
Return on equity based on 13.5% CET1 ²⁾				7.5%	8.0%	15.5%	10.2%	10.7%
Risk costs in bps of average customer lending				88	71	75	74	64
Risk-weighted assets (end of period)				43,955	43,896	40,965	41,180	40,038
Employees (internal FTEs, end of period)				14,910	14,564	14,634	14,639	14,520
Four-quarter rolling average key figures								
Cost/income ratio				55.5%	54.7%	52.9%	51.7%	51.8%
Return on equity based on 13.5% CET1 ²⁾				10.3%	11.1%	11.5%	11.6%	11.5%

¹⁾ Including Poland, Romania, Turkey, Philippines, Asian stakes. As from 2020 financials of Philippines are reported in Growth Markets, while previously Wholesale Banking in Philippines was reported in WB Rest of World; historical figures have been adjusted.

²⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

Geographical split Growth Markets - Asian stakes								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Result before tax				9	9	93	7	9
Risk-weighted assets (end of period)				7,342	8,269	6,622	6,928	7,373

Market value ³⁾ - Asian stakes	
In € million	31 Mar 2020
TMB (23.0%) ³⁾	540
Bank of Beijing (13.0%)	1,700
Total valuation	2,241

³⁾ Value of ING's stake, Bloomberg end of quarter data and FX rates.

ING 1.24 Geographical split: Wholesale Banking Rest of World

Geographical split Wholesale Banking Rest of World ¹⁾								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Profit or loss								
Net interest income				405	424	422	386	401
Net fee and commission income				131	121	127	99	98
Investment income				0	-3	1	1	0
Other income				61	39	72	98	84
Total income				597	581	622	584	583
Expenses excl. regulatory costs				300	308	288	292	299
Regulatory costs				53	54	3	1	48
Operating expenses				353	362	291	294	346
Gross result				244	219	331	290	237
Addition to loan loss provisions				276	167	86	29	21
Result before tax				-32	52	245	262	216
Retail Banking								
Wholesale Banking				-32	52	245	262	216
Corporate Line								
Result before tax				-32	52	245	262	216
Customer lending/deposits (in € billion)								
Residential mortgages				0.0	0.0	0.0	0.0	0.0
Other customer lending				82.9	70.2	70.2	70.7	70.2
Customer deposits				13.5	12.0	12.9	14.9	13.4
Key figures								
Cost/income ratio				59.2%	62.3%	46.8%	50.3%	59.4%
Return on equity based on 13.5% CET1 ²⁾				-1.1%	1.4%	8.7%	13.2%	6.9%
Risk costs in bps of average customer lending				144	95	49	16	12
Risk-weighted assets (end of period)				69,331	65,017	60,475	60,047	65,638
Employees (internal FTEs, end of period)				3,716	3,744	3,779	3,748	3,689
Four-quarter rolling average key figures								
Cost/income ratio				54.5%	54.6%	53.4%	53.8%	53.8%
Return on equity based on 13.5% CET1 ²⁾				5.4%	7.5%	9.3%	9.4%	8.1%

¹⁾ As from 2020 financials of Philippines are reported in Growth Markets, while previously Wholesale Banking in Philippines was reported in WB Rest of World; historical figures have been adjusted.

²⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 1.25 Geographical split: Other

Geographical split Other ¹⁾								
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Profit or loss								
Net interest income				101	108	106	126	121
Net fee and commission income				-1	-0	-0	-3	-3
Investment income				0	7	-1	0	120
Other income				-21	-45	-21	56	-5
Total income				79	69	84	179	233
Expenses excl. regulatory costs				42	66	48	99	97
Regulatory costs				0	0	1	-2	-0
Operating expenses				42	66	48	97	97
Gross result				37	3	35	83	137
Addition to loan loss provisions				3	-0	-0	0	-0
Result before tax				34	3	35	83	137
Retail Banking								
Wholesale Banking				-2	-2	1	-1	-0
Corporate Line				36	5	35	84	137
Result before tax				34	3	35	83	137
Customer lending/deposits (in € billion)								
Residential mortgages				-0.0	0.0	0.0	0.0	0.0
Other customer lending				0.4	0.4	0.4	0.4	0.4
Customer deposits				0.0	0.0	0.0	0.0	0.0
Key figures								
Cost/income ratio				n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ²⁾				-24.6%	-31.5%	7.2%	-2.9%	106.6%
Risk costs in bps of average customer lending				196	-2	-4	7	-5
Risk-weighted assets (end of period)				2,741	2,536	2,868	3,241	3,154
Employees (internal FTEs, end of period)				9	9	6	6	6
Four-quarter rolling average key figures								
Cost/income ratio				n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ²⁾				-11.8%	21.0%	30.5%	21.7%	11.8%

¹⁾ Region Other consists of Corporate Line and Real Estate run-off portfolio.

²⁾ After-tax return divided by average equity based on 13.5% of RWA (annualised).

ING 2.1 Consolidated Balance Sheet: Assets - Comparable quarters

ING Group: Assets						
In € million	ING Group		ING Bank N.V.		Holding/Eliminations	
	31 Mar 2020	31 Dec 2019	31 Mar 2020	31 Dec 2019	31 Mar 2020	31 Dec 2019
Cash and balances with central banks	63,819	53,202	63,819	53,202		
Loans and advances to banks	32,998	35,136	32,996	35,133	1	3
Financial assets at fair value through profit or loss						
- trading assets	62,071	49,254	62,078	49,264	-6	-10
- non-trading derivatives	2,415	2,257	2,455	2,278	-40	-21
- designated as at fair value through profit or loss	2,793	3,076	2,793	3,076		
- mandatorily at fair value through profit or loss	52,264	41,600	52,264	41,600		
Financial assets at fair value OCI						
- equity securities FV OCI	1,980	2,306	1,980	2,306		
- debt securities FV OCI	34,102	30,483	34,102	30,483		
- loans and advances FV OCI	1,525	1,680	1,525	1,680		
Securities at amortised cost	47,534	46,108	47,534	46,108		
Loans and advances to customers						
- customer lending	631,569	616,355	631,708	616,497	-139	-142
- provision for loan losses	-4,998	-4,590	-4,998	-4,590		
Investments in associates and joint ventures	1,693	1,790	1,693	1,790		
Property and equipment	3,119	3,172	3,119	3,172		
Intangible assets	1,917	1,916	1,917	1,916		
Current tax assets	475	251	545	251	-70	
Deferred tax assets	818	730	818	730		
Other assets	8,591	7,018	8,574	7,014	16	3
Assets held for sale						
Total assets	944,685	891,744	944,923	891,910	-238	-166

ING 2.2 Consolidated Balance Sheet: Assets - Quarterly overview

ING Group: Assets								
In € million	31 Dec 2020	30 Sep 2020	30 Jun 2020	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019
Cash and balances with central banks				63,819	53,202	54,936	52,171	45,631
Loans and advances to banks				32,998	35,136	36,205	34,584	33,877
Financial assets at fair value through profit or loss								
- trading assets				62,071	49,254	57,641	54,212	54,697
- non-trading derivatives				2,415	2,257	2,534	2,397	2,543
- designated as at fair value through profit or loss				2,793	3,076	3,058	2,944	2,757
- mandatorily at fair value through profit or loss				52,264	41,600	58,751	59,376	60,855
Financial assets at fair value OCI								
- equity securities FV OCI				1,980	2,306	2,191	2,551	2,697
- debt securities FV OCI				34,102	30,483	30,944	26,776	28,512
- loans and advances FV OCI				1,525	1,680	1,841	1,967	2,160
Securities at amortised cost				47,534	46,108	45,371	45,970	47,227
Loans and advances to customers								
- customer lending				631,569	616,355	617,346	615,245	610,308
- provision for loan losses				-4,998	-4,590	-4,559	-4,481	-4,546
Investments in associates and joint ventures				1,693	1,790	1,441	1,317	1,266
Property and equipment				3,119	3,172	3,100	2,825	2,920
Intangible assets				1,917	1,916	1,939	1,917	1,859
Current tax assets				475	251	244	392	193
Deferred tax assets				818	730	750	711	793
Other assets				8,591	7,018	8,657	11,363	9,967
Assets held for sale							1,154	1,218
Total assets				944,685	891,744	922,391	913,390	904,935

ING 2.3 Consolidated Balance Sheet: Total liabilities and equity - Comparable quarters

ING Group: Total liabilities and equity						
In € million	ING Group		ING Bank N.V.		Holding/Eliminations	
	31 Mar 2020	31 Dec 2019	31 Mar 2020	31 Dec 2019	31 Mar 2020	31 Dec 2019
Deposits from banks	45,908	34,826	45,908	34,826		
Customer deposits	586,193	574,433	619,009	606,410	-32,815	-31,977
Financial liabilities at fair value through profit or loss						
- trading liabilities	44,794	28,042	44,794	28,042		
- non-trading derivatives	3,074	2,215	3,077	2,217	-2	-1
- designated as at fair value through profit or loss	49,823	47,684	49,823	47,685	0	-1
Current tax liability	454	554	454	499		55
Deferred tax liabilities	834	695	834	695		
Provisions	607	688	607	688	0	0
Other liabilities	16,255	12,829	16,216	12,796	39	33
Debt securities in issue	124,501	118,528	98,897	93,721	25,604	24,807
Subordinated loans	16,951	16,588	16,875	16,515	76	73
Total liabilities	889,395	837,082	896,494	844,093	-7,099	-7,011
Shareholders' equity	54,334	53,769	47,473	46,924	6,861	6,845
Non-controlling interests	956	893	956	893		
Total equity	55,290	54,662	48,428	47,817	6,861	6,845
Total liabilities and equity	944,685	891,744	944,923	891,910	-238	-166

ING 2.4 Consolidated Balance Sheet: Total liabilities and equity - Quarterly overview

ING Group: Total liabilities and equity								
In € million	31 Dec 2020	30 Sep 2020	30 Jun 2020	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019
Deposits from banks				45,908	34,826	38,173	38,095	37,647
Customer deposits				586,193	574,433	574,246	571,124	561,440
Financial liabilities at fair value through profit or loss								
- trading liabilities				44,794	28,042	32,315	33,575	34,288
- non-trading derivatives				3,074	2,215	3,112	2,381	2,733
- designated as at fair value through profit or loss				49,823	47,684	65,543	63,492	61,531
Current tax liability				454	554	613	487	710
Deferred tax liabilities				834	695	853	705	695
Provisions				607	688	851	853	912
Other liabilities				16,255	12,829	16,345	16,084	15,661
Debt securities in issue				124,501	118,528	119,921	118,929	120,626
Subordinated loans				16,951	16,588	16,007	14,205	15,069
Total liabilities				889,395	837,082	867,981	859,930	851,312
Shareholders' equity (in parent)				54,334	53,769	53,512	52,598	52,788
Non-controlling interests				956	893	899	862	835
Total equity				55,290	54,662	54,410	53,460	53,623
Total liabilities and equity				944,685	891,744	922,391	913,390	904,935

ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank N.V.		Holdings/Eliminations	
	31 Mar 2020	31 Dec 2019	31 Mar 2020	31 Dec 2019	31 Mar 2020	31 Dec 2019
Share capital	39	39	525	525	-486	-487
Share premium	17,088	17,078	16,542	16,542	547	536
Revaluation reserve equity securities	1,258	1,580	1,258	1,580	0	-0
Revaluation reserve debt instruments	113	299	113	299	0	
Revaluation reserve cashflow hedge	1,567	1,208	1,567	1,208	0	
Other revaluation reserve	248	253	248	253		
Remeasurement of the net defined benefit asset/liability	-167	-336	-167	-336		
Currency translation reserve	-2,677	-2,079	-2,677	-2,079	0	0
Treasury shares	-6	-10			-6	-10
Liability credit reserve	350	-114	350	-114	-0	
Retained earnings and other reserves	35,852	31,071	29,013	24,203	6,838	6,868
Net result year to date	670	4,781	701	4,843	-31	-63
Shareholders' equity	54,334	53,769	47,473	46,924	6,861	6,845
Non-controlling interests	956	893	956	893		
Total equity	55,290	54,662	48,428	47,817	6,861	6,845
Key figures						
Shareholders' equity per share in €	13.93	13.80				
Shares outstanding in the market (in million)	3,899	3,896				

ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
In € million	31 Dec 2020	30 Sep 2020	30 Jun 2020	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019
Share capital				39	39	39	39	39
Share premium				17,088	17,078	17,077	17,077	17,076
Revaluation reserve equity securities				1,258	1,580	1,470	1,791	1,937
Revaluation reserve debt instruments				113	299	315	332	336
Revaluation reserve cashflow hedge				1,567	1,208	1,759	1,434	1,058
Other revaluation reserve				248	253	249	233	227
Remeasurement of the net defined benefit asset/liability				-167	-336	-420	-418	-427
Currency translation reserve				-2,677	-2,079	-1,815	-2,165	-2,016
Treasury shares				-6	-10	-5	-8	-8
Liability credit reserve				350	-114	-88	-82	-70
Retained earnings and other reserves				35,852	31,071	31,029	31,807	33,517
Net result year to date				670	4,781	3,901	2,556	1,119
Shareholders' equity				54,334	53,769	53,512	52,598	52,788
Non-controlling interests				956	893	899	862	835
Total equity				55,290	54,662	54,410	53,460	53,623
Key figures								
Shareholders' equity per share in €				13.93	13.80	13.74	13.50	13.56

ING 2.7 Capital position

Capital position	ING Group		ING Bank	
	31 Mar 2020	31 Dec 2019	31 Mar 2020	31 Dec 2019
In € million				
Shareholders' equity (parent)	54,334	53,769	47,473	46,924
- Interim profit not included in CET1 capital ¹⁾	-1,754	-1,754	0	-43
- Minority interests, counting as CET1 capital	203	201	346	365
- Goodwill and intangibles deductible from CET1	-2,109	-2,121	-2,109	-2,121
- Deferred tax liabilities associated to intangible assets	31	33	31	33
- Shortfall on expected loan loss provision	-447	-459	-447	-459
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	-1,567	-1,208	-1,567	-1,208
- Treasury shares (ING Group)			-6	-10
- Prudent Valuation adjustment	-291	-13	-291	-13
- Own credit risk	-350	114	-350	114
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-765	-605	-765	-605
- Deferred tax assets	-139	-128	-139	-128
- Own credit risk adjustments to derivatives (DVA)	-32	-16	-32	-16
- Irrevocable Payment Commitment (IPC)	-266	-262	-266	-262
Regulatory adjustments	-7,485	-6,217	-5,594	-4,352
Available common equity Tier 1 capital	46,848	47,552	41,879	42,572
Subordinated loans qualifying as Tier 1 capital ^{2), 3)}	6,195	6,916	6,205	6,752
Regulatory adjustments additional Tier 1	52	51	70	74
Available Tier 1 capital	53,095	54,519	48,154	49,398
Supplementary capital - Tier 2 bonds ⁴⁾	8,288	8,943	8,288	8,942
Regulatory adjustments Tier 2	-798	-1,158	21	55
Available BIS capital	60,585	62,303	56,463	58,394
Risk-weighted assets	335,375	326,414	335,152	326,193
Common equity Tier 1 ratio	14.0%	14.6%	12.5%	13.1%
Tier 1 ratio	15.8%	16.7%	14.4%	15.1%
Total capital ratio	18.1%	19.1%	16.8%	17.9%

¹⁾ Interim profit not included in CET1 capital ING Group as per 31 March 2020 was €1,754 million and fully relates to the result of 2019.

²⁾ ING Group: Including 5,213 million which is CRR/CRD IV-compliant (4Q2019: €5,312 million), and €982 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (4Q2019: €1,604 million).

³⁾ ING Bank: Including €5,211 million which is CRR/CRD IV-compliant (4Q2019: €5,758 million), and €994 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (4Q2019: €994 million).

⁴⁾ Including €8,137 million which is CRR/CRD IV-compliant (4Q2019: €8,789 million), and €151 million to be replaced (by Group instruments) as capital recognition is subject to CRR/CRD IV grandfathering rules (4Q2019: €153 million).

ING 2.8 Funding

ING Group: Maturity ladder outstanding long-term debt 31 March 2020

In € million	Long-term debt issued			Maturing ¹⁾										
	2018	2019	2020	Remaining 2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	>2029
ING Bank senior debt ²⁾	6,569	4,616	295	6,981	9,451	4,732	445	154	221	552	445	270	250	1,479
ING Bank covered bond	6,381	4,266	1,245	2,332	3,833	3,576	3,104	1,276	1,898	2,190	1,480	2,264	2,685	5,234
ING Bank RMBS		949		453	443	802								433
ING Group senior debt ²⁾	11,491	6,277		159	15	4,050	4,863	1,722	2,028	3,507	1,533	4,218	1,560	2,279
ING Bank Tier 2					5		992			1,526	150	93	53	58
ING Group Tier 2	1,741	995		218	3						84	2,134	1,841	1,983

¹⁾ All bond instruments with an early redemption option are included as per their contractual maturity date.

²⁾ Figures shown for issued senior bonds are only included with original tenors \geq 1 year.

ING Group: Loan-to-deposit ratio and funding mix

	31 Mar 2020	31 Dec 2019
Loan-to-deposit ratio	1.07	1.06
Key figures		
Customer deposits (retail)	49%	51%
Customer deposits (corporate)	21%	21%
Repurchase agreement	6%	5%
Interbank	5%	5%
CD/CP	6%	5%
Long-term senior debt	10%	11%
Subordinated debt	2%	2%
Total ¹⁾	100%	100%

¹⁾ Liabilities excluding trading securities and IFRS equity.

ING 2.9 Investments: Group

ING Group: Total Investments - 31 March 2020

In € billion	Securities at amortised cost	Financial assets at fair value through other comprehensive income (FV OCI)		Fair value through profit or loss	Total	
	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total debt securities	47.5	34.1	0.0	2.7	84.4	0.0
of which Government bonds	26.1	23.0	0.1	0.2	49.3	0.1
of which Sub-sovereign, Supranationals and Agencies	11.6	7.5	-0.0	0.6	19.7	-0.0
of which Covered bonds	6.9	1.9	-0.0	0.0	8.9	-0.0
of which Financial institutions	1.9	0.7	0.0	1.2	3.8	0.0
of which Corporate bonds	0.1	0.4	-0.0	0.0	0.5	-0.0
of which asset-backed securities	0.9	0.7	-0.0	0.7	2.3	-0.0
Total equity securities		2.0	1.3		2.0	1.3
Total Investments	47.5	36.1	1.3	2.7	86.4	1.3

Total investments contains banking book but excludes the trading book and investments indicated as assets held for sale.

ING 3.1 Customer lending/deposits: 1Q2020 Segment split

Customer lending/deposits												
In € billion	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	Lending	Daily Banking & Trade Finance	Financial Markets	Treasury & Other	Corporate Line
			Netherlands	Belgium	Germany	Other						
Residential mortgages												
Beginning of period	298.0	297.3	111.9	39.3	76.0	70.1	0.8	0.0	0.0	0.0	0.8	0.0
Net production	0.4	0.4	-0.5	-0.2	0.3	0.8	-0.0				-0.0	
Treasury												
Acquisitions / divestments												
FX impact and other	-3.9	-3.9	0.3	0.0	0.0	-4.2	-0.0				-0.0	
End of period	294.6	293.8	111.7	39.1	76.3	66.8	0.8	0.0	0.0	0.0	0.8	0.0
Other customer lending												
Beginning of period	318.3	139.8	48.3	52.0	10.7	28.8	178.1	140.1	32.0	1.4	4.6	0.4
Net production	11.6	2.2	0.1	1.3	0.3	0.5	9.4	11.2	-2.0	0.7	-0.5	
Treasury	7.6	0.6	0.9	-0.3	-0.1	0.0	7.1				7.1	
Acquisitions / divestments												
FX impact and other	-0.6	-1.5				-1.5	0.9	0.5	0.4			0.0
End of period	337.0	141.2	49.4	53.0	10.9	27.9	195.5	151.8	30.4	2.1	11.1	0.4
Customer deposits												
Beginning of period	574.4	510.9	150.3	89.7	138.5	132.5	63.5	0.5	54.0	4.6	4.4	0.0
Net production	9.2	3.2	1.5	0.5	-1.2	2.3	6.0	0.0	4.6	2.0	-0.5	-0.0
Treasury	8.9	7.5	6.3	0.8	0.1	0.3	1.4				1.4	
Acquisitions / divestments												
FX impact and other	-6.3	-5.6				-5.6	-0.6	0.0	-0.4	-0.2	-0.0	-0.0
End of period	586.2	515.9	158.1	90.9	137.4	129.5	70.3	0.5	58.2	6.4	5.3	0.0

ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				298.0	296.5	293.0	291.6	287.7
Net production				0.4	1.7	3.2	1.7	2.6
Treasury								
Acquisitions / divestments								
FX impact and other				-3.9	-0.1	0.3	-0.4	1.3
End of period				294.6	298.0	296.5	293.0	291.6
Other customer lending								
Beginning of period				318.3	320.9	322.3	318.7	309.0
Net production				11.6	0.0	-4.4	5.3	5.9
Treasury				7.6	-0.6	-0.5	-0.2	2.2
Acquisitions / divestments								
FX impact and other				-0.6	-2.0	3.5	-1.5	1.7
End of period				337.0	318.3	320.9	322.3	318.7
Customer deposits								
Beginning of period				574.4	574.2	571.1	561.4	555.8
Net production				9.2	2.5	4.4	11.7	4.8
Treasury				8.9	-3.0	-1.1	-1.4	0.3
Acquisitions / divestments								
FX impact and other				-6.3	0.7	-0.2	-0.6	0.5
End of period				586.2	574.4	574.2	571.1	561.4

ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				297.3	295.5	292.1	290.8	286.8
Net production				0.4	1.6	3.2	1.7	2.6
Treasury								
Acquisitions / divestments								
FX impact and other				-3.9	0.1	0.2	-0.4	1.4
End of period				293.8	297.3	295.5	292.1	290.8
Other customer lending								
Beginning of period				139.8	139.6	140.0	137.2	132.9
Net production				2.2	0.6	0.2	3.1	2.0
Treasury				0.6	-0.4	-0.5	-0.2	2.5
Acquisitions / divestments								
FX impact and other				-1.5	0.0	-0.1	-0.1	-0.2
End of period				141.2	139.8	139.6	140.0	137.2
Customer deposits								
Beginning of period				510.9	508.3	507.6	500.5	492.7
Net production				3.2	4.4	1.7	8.5	5.6
Treasury				7.5	-2.4	-0.7	-1.0	1.9
Acquisitions / divestments								
FX impact and other				-5.6	0.6	-0.3	-0.5	0.3
End of period				515.9	510.9	508.3	507.6	500.5

ING 3.4 Customer lending/deposits: Retail Banking Netherlands

Customer lending/deposits Retail Banking Netherlands								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				111.9	112.6	112.4	112.1	111.4
Net production				-0.5	-0.4	-0.0	0.2	0.2
Treasury								
Acquisitions / divestments								
FX impact and other				0.3	-0.3	0.2	0.1	0.5
End of period				111.7	111.9	112.6	112.4	112.1
Other customer lending								
Beginning of period				48.3	49.3	48.6	47.9	46.0
Net production				0.1	-0.5	0.3	0.3	0.9
Treasury				0.9	-0.5	0.4	0.4	1.0
Acquisitions / divestments								
FX impact and other								
End of period				49.4	48.3	49.3	48.6	47.9
Customer deposits								
Beginning of period				150.3	151.2	151.0	147.4	143.8
Net production				1.5	1.2	1.0	4.8	1.4
Treasury				6.3	-2.2	-0.8	-1.1	2.2
Acquisitions / divestments								
FX impact and other								
End of period				158.1	150.3	151.2	151.0	147.4

ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				39.3	39.3	38.7	38.4	37.9
Net production				-0.2	0.0	0.5	0.2	0.4
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.0	0.0	0.1	0.1
End of period				39.1	39.3	39.3	38.7	38.4
Other customer lending								
Beginning of period				52.0	50.9	52.2	51.4	49.5
Net production				1.3	0.7	-0.7	1.5	0.6
Treasury				-0.3	0.3	-0.5	-0.7	1.4
Acquisitions / divestments								
FX impact and other								
End of period				53.0	52.0	50.9	52.2	51.4
Customer deposits								
Beginning of period				89.7	90.0	89.3	87.5	85.5
Net production				0.5	-0.4	0.7	1.8	2.0
Treasury				0.8	0.0	0.0	-0.0	0.0
Acquisitions / divestments								
FX impact and other								
End of period				90.9	89.7	90.0	89.3	87.5

¹⁾ Including ING Luxembourg.

ING 3.6 Customer lending/deposits: Retail Banking Germany

Customer lending/deposits Retail Banking Germany ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				76.0	75.6	74.6	73.8	73.5
Net production				0.3	0.5	0.9	0.8	0.2
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	-0.1	0.1	0.1	0.1
End of period				76.3	76.0	75.6	74.6	73.8
Other customer lending								
Beginning of period				10.7	11.0	11.0	10.7	10.5
Net production				0.3	0.0	0.3	0.3	0.0
Treasury				-0.1	-0.3	-0.3	0.1	0.1
Acquisitions / divestments								
FX impact and other								
End of period				10.9	10.7	11.0	11.0	10.7
Customer deposits								
Beginning of period				138.5	137.2	137.3	136.9	138.0
Net production				-1.2	1.6	-0.2	0.3	-0.9
Treasury				0.1	-0.2	0.1	0.1	-0.2
Acquisitions / divestments								
FX impact and other								
End of period				137.4	138.5	137.2	137.3	136.9

¹⁾ Including ING Austria.

ING 3.7 Customer lending/deposits: RB Other Challengers & Growth Markets

Customer lending/deposits Retail Banking Other Challengers & Growth Markets ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				70.1	68.1	66.4	66.5	64.1
Net production				0.8	1.6	1.7	0.6	1.8
Treasury								
Acquisitions / divestments								
FX impact and other				-4.2	0.5	-0.0	-0.7	0.7
End of period				66.8	70.1	68.1	66.4	66.5
Other customer lending								
Beginning of period				28.8	28.4	28.1	27.2	27.0
Net production				0.5	0.4	0.4	1.0	0.4
Treasury				0.0	0.0	-0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other				-1.5	0.0	-0.1	-0.1	-0.2
End of period				27.9	28.8	28.4	28.1	27.2
Customer deposits								
Beginning of period				132.5	129.9	130.0	128.8	125.4
Net production				2.3	2.0	0.2	1.7	3.1
Treasury				0.3	-0.0	0.0	0.1	-0.1
Acquisitions / divestments								
FX impact and other				-5.6	0.6	-0.3	-0.5	0.3
End of period				129.5	132.5	129.9	130.0	128.8

¹⁾ Includes: Australia, Czech Republic, France, Italy, Spain, Other, Poland, Romania, Turkey, Philippines, Asian stakes.

ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				0.8	0.9	0.8	0.8	0.9
Net production				-0.0	0.0	0.0		0.0
Treasury								
Acquisitions / divestments								
FX impact and other				-0.0	-0.2	0.1	0.1	-0.2
End of period				0.8	0.8	0.9	0.8	0.8
Other customer lending								
Beginning of period				178.1	180.9	181.9	181.2	175.7
Net production				9.4	-0.6	-4.6	2.2	3.9
Treasury				7.1	-0.2	-0.0	-0.0	-0.3
Acquisitions / divestments								
FX impact and other				0.9	-2.0	3.6	-1.5	1.9
End of period				195.5	178.1	180.9	181.9	181.2
Customer deposits								
Beginning of period				63.5	66.0	63.5	60.9	63.1
Net production				6.0	-1.9	2.8	3.1	-0.9
Treasury				1.4	-0.6	-0.5	-0.4	-1.6
Acquisitions / divestments								
FX impact and other				-0.6	0.1	0.2	-0.1	0.2
End of period				70.3	63.5	66.0	63.5	60.9

ING 3.9 Customer lending/deposits: WB - Lending

Customer lending/deposits Wholesale Banking - Lending								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period				0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period				140.1	143.6	142.3	142.5	138.6
Net production				11.2	-2.0	-1.4	1.0	2.5
Treasury								
Acquisitions / divestments								
FX impact and other				0.5	-1.4	2.6	-1.2	1.5
End of period				151.8	140.1	143.6	142.3	142.5
Customer deposits								
Beginning of period				0.5	0.4	0.5	0.4	0.6
Net production				0.0	0.1	-0.1	0.1	-0.2
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	-0.0	0.0	-0.0	0.0
End of period				0.5	0.5	0.4	0.5	0.4

ING 3.10 Customer lending/deposits: WB - Daily Banking & Trade Finance

Customer lending/deposits Wholesale Banking - Daily Banking & Trade Finance								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period				0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period				32.0	31.1	33.2	32.8	30.9
Net production				-2.0	1.5	-3.1	0.7	1.5
Treasury								
Acquisitions / divestments								
FX impact and other				0.4	-0.6	1.0	-0.3	0.4
End of period				30.4	32.0	31.1	33.2	32.8
Customer deposits								
Beginning of period				54.0	55.1	50.5	49.7	51.4
Net production				4.6	-1.2	4.6	0.8	-1.8
Treasury								
Acquisitions / divestments								
FX impact and other				-0.4	0.1	0.1	-0.0	0.1
End of period				58.2	54.0	55.1	50.5	49.7

ING 3.11 Customer lending/deposits: WB - Financial Markets

Customer lending/deposits Wholesale Banking - Financial Markets								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period				0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period				1.4	1.8	1.7	1.2	1.5
Net production				0.7	-0.4	0.1	0.5	-0.3
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period				2.1	1.4	1.8	1.7	1.2
Customer deposits								
Beginning of period				4.6	5.8	7.4	5.4	4.3
Net production				2.0	-1.1	-1.7	2.0	1.0
Treasury								
Acquisitions / divestments								
FX impact and other				-0.2	-0.0	0.1	-0.0	0.1
End of period				6.4	4.6	5.8	7.4	5.4

ING 3.12 Customer lending/deposits: WB - Treasury & Other

Customer lending/deposits Wholesale Banking - Treasury & Other								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				0.8	0.9	0.8	0.8	0.9
Net production				-0.0	0.0	0.0		0.0
Treasury								
Acquisitions / divestments								
FX impact and other				-0.0	-0.2	0.1	0.1	-0.2
End of period				0.8	0.8	0.9	0.8	0.8
Other customer lending								
Beginning of period				4.6	4.5	4.6	4.6	4.7
Net production				-0.5	0.3	-0.1	-0.0	0.2
Treasury				7.1	-0.2	-0.0	-0.0	-0.3
Acquisitions / divestments								
FX impact and other								
End of period				11.1	4.6	4.5	4.6	4.6
Customer deposits								
Beginning of period				4.4	4.7	5.2	5.4	6.9
Net production				-0.5	0.3	0.0	0.2	0.1
Treasury				1.4	-0.6	-0.5	-0.4	-1.6
Acquisitions / divestments								
FX impact and other				-0.0	0.0	-0.0	-0.0	-0.0
End of period				5.3	4.4	4.7	5.2	5.4

ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period								
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period								
Other customer lending								
Beginning of period				0.4	0.4	0.4	0.4	0.4
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	-0.0	0.0	0.0	0.0
End of period				0.4	0.4	0.4	0.4	0.4
Customer deposits								
Beginning of period				0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other				-0.0	0.0	0.0	-0.0	-0.0
End of period				0.0	0.0	0.0	0.0	0.0

ING 3.14 Customer lending/deposits: 1Q2020 Geographical split

Customer lending/deposits Geographical split								
In € billion	Total	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World	Other
Residential mortgages								
Beginning of period	298.0	112.4	39.3	76.1	58.1	12.1	0.0	0.0
Net production	0.4	-0.5	-0.2	0.3	0.2	0.6	0.0	
Treasury								
Acquisitions / divestments								
FX impact and other	-3.9	0.2	0.0	0.1	-3.5	-0.7		
End of period	294.6	112.2	39.1	76.4	54.8	12.0	0.0	0.0
Other customer lending								
Beginning of period	318.3	75.6	67.6	44.3	32.6	27.8	70.1	0.4
Net production	11.6	1.0	3.4	0.6	1.0	0.7	4.8	0.0
Treasury	7.6	0.9	-0.4	-0.1	0.0	0.0	7.1	
Acquisitions / divestments								
FX impact and other	-0.6	0.2	0.1	0.3	-0.7	-1.3	0.9	0.0
End of period	337.0	77.7	70.8	45.1	32.9	27.2	82.9	0.4
Customer deposits								
Beginning of period	574.4	178.7	105.2	139.5	95.3	43.7	12.0	0.0
Net production	9.2	1.9	3.8	-1.2	0.5	2.3	1.8	-0.0
Treasury	8.9	7.5	0.9	0.1	0.1	0.3	-0.0	
Acquisitions / divestments								
FX impact and other	-6.3				-3.5	-2.4	-0.4	-0.0
End of period	586.2	188.1	109.9	138.4	92.5	43.9	13.5	0.0

ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				112.4	113.2	113.0	112.7	112.1
Net production				-0.5	-0.4	-0.0	0.2	0.2
Treasury								
Acquisitions / divestments								
FX impact and other				0.2	-0.4	0.2	0.2	0.4
End of period				112.2	112.4	113.2	113.0	112.7
Other customer lending								
Beginning of period				75.6	77.2	76.2	76.1	72.7
Net production				1.0	-0.7	-0.1	-0.2	2.7
Treasury				0.9	-0.6	0.5	0.5	0.4
Acquisitions / divestments								
FX impact and other				0.2	-0.3	0.5	-0.2	0.3
End of period				77.7	75.6	77.2	76.2	76.1
Customer deposits								
Beginning of period				178.7	176.4	176.3	170.8	172.8
Net production				1.9	5.1	1.3	6.9	-2.3
Treasury				7.5	-2.8	-1.1	-1.5	0.3
Acquisitions / divestments								
FX impact and other								
End of period				188.1	178.7	176.4	176.3	170.8

ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				39.3	39.4	38.8	38.5	37.9
Net production				-0.2	0.0	0.5	0.2	0.4
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	-0.0	0.1	0.1	0.1
End of period				39.1	39.3	39.4	38.8	38.5
Other customer lending								
Beginning of period				67.6	66.5	68.0	67.8	65.7
Net production				3.4	0.8	-1.1	1.1	0.4
Treasury				-0.4	0.4	-0.6	-0.8	1.6
Acquisitions / divestments								
FX impact and other				0.1	-0.1	0.2	-0.1	0.1
End of period				70.8	67.6	66.5	68.0	67.8
Customer deposits								
Beginning of period				105.2	110.5	105.1	104.0	101.3
Net production				3.8	-5.4	5.4	1.1	2.7
Treasury				0.9	0.1	0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other								
End of period				109.9	105.2	110.5	105.1	104.0

¹⁾ Including ING Luxembourg.

ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				76.1	75.8	74.7	73.9	73.5
Net production				0.3	0.5	0.9	0.8	0.2
Treasury								
Acquisitions / divestments								
FX impact and other				0.1	-0.2	0.1	0.1	0.2
End of period				76.4	76.1	75.8	74.7	73.9
Other customer lending								
Beginning of period				44.3	46.1	46.9	45.5	44.7
Net production				0.6	-0.4	0.1	1.1	0.6
Treasury				-0.1	-0.4	-0.4	0.1	0.2
Acquisitions / divestments								
FX impact and other				0.3	-1.1	-0.4	0.2	-0.0
End of period				45.1	44.3	46.1	46.9	45.5
Customer deposits								
Beginning of period				139.5	138.1	138.0	138.2	138.8
Net production				-1.2	1.6	-0.1	-0.2	-0.4
Treasury				0.1	-0.3	0.2	0.1	-0.3
Acquisitions / divestments								
FX impact and other								
End of period				138.4	139.5	138.1	138.0	138.2

¹⁾ Including ING Austria.

ING 3.18 Customer lending/deposits: Geographical Other Challengers

Customer lending/deposits Geographical Other Challengers ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				58.1	56.9	55.5	56.2	54.0
Net production				0.2	1.0	1.2	0.1	1.4
Treasury								
Acquisitions / divestments								
FX impact and other				-3.5	0.3	0.2	-0.8	0.7
End of period				54.8	58.1	56.9	55.5	56.2
Other customer lending								
Beginning of period				32.6	33.1	32.6	31.4	31.1
Net production				1.0	-0.5	0.3	1.4	0.1
Treasury				0.0	-0.0	-0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other				-0.7	0.0	0.1	-0.2	0.2
End of period				32.9	32.6	33.1	32.6	31.4
Customer deposits								
Beginning of period				95.3	94.9	96.0	95.6	92.6
Net production				0.5	0.2	-1.1	1.0	2.2
Treasury				0.1	-0.1	-0.1	0.1	0.1
Acquisitions / divestments								
FX impact and other				-3.5	0.3	0.1	-0.7	0.7
End of period				92.5	95.3	94.9	96.0	95.6

¹⁾ Includes Australia, Czech Republic, France, Italy, Spain and Portugal, Other.

ING 3.19 Customer lending/deposits: Geographical Growth Markets

Customer lending/deposits Geographical Growth Markets ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				12.1	11.2	10.9	10.4	11.2
Net production				0.6	0.6	0.5	0.5	-0.8
Treasury								
Acquisitions / divestments								
FX impact and other				-0.7	0.2	-0.2	0.1	-0.1
End of period				12.0	12.1	11.2	10.9	10.4
Other customer lending								
Beginning of period				27.8	27.3	27.4	27.3	27.4
Net production				0.7	0.4	-0.0	0.1	0.2
Treasury				0.0	0.0	-0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other				-1.3	0.0	-0.1	-0.0	-0.3
End of period				27.2	27.8	27.3	27.4	27.3
Customer deposits								
Beginning of period				43.7	41.4	40.8	39.3	38.9
Net production				2.3	2.0	1.1	1.2	1.0
Treasury				0.3	0.0	0.1	0.1	-0.2
Acquisitions / divestments								
FX impact and other				-2.4	0.3	-0.5	0.2	-0.4
End of period				43.9	43.7	41.4	40.8	39.3

¹⁾ Includes: Poland, Romania, Turkey, Philippines, Asian stakes. As from 2020 financials of Philippines are reported in Growth Markets, while previously Wholesale Banking in Philippines was reported in WB Rest of World; historical figures have been adjusted.

ING 3.20 Customer lending/deposits: Geographical WB Rest of World

Customer lending/deposits Geographical Wholesale Banking Rest of World ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period				0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period				0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period				70.1	70.2	70.7	70.2	66.9
Net production				4.8	0.5	-3.7	1.7	1.9
Treasury				7.1	-0.1	0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other				0.9	-0.5	3.2	-1.2	1.5
End of period				82.9	70.1	70.2	70.7	70.2
Customer deposits								
Beginning of period				12.0	12.9	14.9	13.4	11.2
Net production				1.8	-1.0	-2.0	1.8	1.6
Treasury				-0.0	0.1	-0.3	-0.2	0.4
Acquisitions / divestments								
FX impact and other				-0.4	0.0	0.3	-0.1	0.3
End of period				13.5	12.0	12.9	14.9	13.4

¹⁾ As from 2020 financials of Philippines are reported in Growth Markets, while previously Wholesale Banking in Philippines was reported in WB Rest of World; historical figures have been adjusted.

ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period								
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period								
Other customer lending								
Beginning of period								
Net production				0.4	0.4	0.4	0.4	0.4
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	-0.0	0.0	0.0	0.0
End of period								
				0.4	0.4	0.4	0.4	0.4
Customer deposits								
Beginning of period								
Net production				0.0	0.0	0.0	0.0	0.0
Treasury							-0.0	
Acquisitions / divestments								
FX impact and other				-0.0	0.0	0.0	-0.0	-0.0
End of period								
				0.0	0.0	0.0	0.0	0.0

¹⁾ Region Other consists of Corporate Line and Real Estate run-off portfolio.

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 2019 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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