

ING Historical Trend Data 1Q2023 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.
- Hyperinflation accounting (IAS 29) has become applicable for ING's subsidiary in Turkey since 2Q2022 with restrospective application from 1 January 2022.
- 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		
	1Q2023	1Q2022	4Q2022	1Q2023	1Q2022	4Q2022	1Q2023	1Q2022	4Q2022	1Q2023	1Q2022	4Q2022
Profit or loss												
Net interest income	4,012	3,415	3,545	2,814	2,274	2,374	1,059	1,061	997	139	80	174
Net fee and commission income	896	933	888	575	609	573	323	324	318	-3	0	-3
Investment income	15	29	15	12	24	7	3	6	1	0	0	7
Other income	644	222	420	332	143	286	406	139	192	-94	-60	-58
Total income	5,567	4,600	4,868	3,733	3,049	3,240	1,791	1,530	1,507	43	21	121
Expenses excl. regulatory costs	2,546	2,296	2,596	1,703	1,539	1,681	725	644	775	118	113	140
Regulatory costs ¹⁾	525	649	291	389	478	194	136	171	98	-0	-0	-0
Operating expenses	3,071	2,945	2,888	2,092	2,017	1,875	860	815	872	118	113	140
Gross result	2,496	1,655	1,980	1,641	1,032	1,365	931	715	635	-76	-92	-19
Addition to loan loss provisions	152	987	269	242	48	203	-90	939	65	0	-0	1
Result before tax	2,344	668	1,711	1,399	984	1,162	1,021	-224	570	-76	-92	-21
Taxation	715	194	575	442	270	319	270	-13	207	3	-63	49
Non-controlling interests	38	46	48	26	37	37	11	9	11	-	0	0
Net result	1,591	429	1,089	931	677	807	739	-220	351	-79	-29	-69
Key figures												
Interest margin	1.59%	1.37%	1.36%									
Cost/income ratio	55.2%	64.0%	59.3%	56.0%	66.1%	57.9%	48.0%	53.3%	57.9%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	9	62	17	21	4	18	-19	205	13	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	13.0%	3.3%	8.8%									
Return on equity based on 12.5% CET1 ²⁾	15.8%	4.7%	10.9%	18.8%	13.9%	16.5%	15.2%	-4.3%	7.1%	-29.4%	-31.8%	-27.0%
Risk-weighted assets (end of period)	327,377	334,905	331,520	162,457	168,395	163,565	156,218	163,897	159,433	8,702	2,613	8,522
Employees (internal FTEs, end of period)	58,693	57,048	58,232	43,856	42,690	43,593	14,687	14,029	14,420	151	329	220
Four-quarter rolling average key figures												
Interest margin	1.40%	1.37%	1.34%									
Cost/income ratio	58.0%	60.5%	60.3%	59.3%	61.9%	62.0%	48.0%	49.6%	49.2%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	9.7%	8.0%	7.2%									
Return on equity based on 12.5% CET1 ²⁾	11.8%	11.1%	9.1%	15.4%	16.1%	14.2%	11.6%	7.7%	6.9%	-62.0%	-93.8%	-69.8%

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 12.5% of RWA (annualised).

ING 1.2 Profit or loss: 1Q2023 Segment split

Profit or loss 1Q2023

In € million	Total	Retail	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	Corporate Line
		Banking	Netherlands	Belgium	Germany	Other		
Balance sheet related interest	4,012	3,063	874	546	718	926	1,270	-322
Capital charge on book equity	-	-187	-10	-38	-41	-98	-148	335
Interest benefit on total capital	-	-62	-21	-14	-12	-16	-63	125
Net interest income	4,012	2,814	843	494	665	812	1,059	139
Net fee and commission income	896	575	235	115	96	128	323	-3
Investment income	1	0	1	0	-0	-0	-0	0
Realised gains and fair value changes on investments	15	11	2	1	3	5	3	0
Total investment income	15	12	3	1	3	5	3	0
Valuation result and net trading income	692	295	216	30	-14	63	405	-8
Other income	-48	37	8	1	2	26	1	-86
Total other income	644	332	224	31	-12	89	406	-94
Total income	5,567	3,733	1,305	641	753	1,034	1,791	43
Expenses excl. regulatory costs	2,546	1,703	474	383	283	563	725	118
Regulatory costs ¹⁾	525	389	93	177	40	80	136	-0
Operating expenses	3,071	2,092	567	560	323	642	860	118
Gross result	2,496	1,641	738	81	430	391	931	-76
Addition to loan loss provisions	152	242	56	78	33	75	-90	0
Result before tax	2,344	1,399	682	3	397	317	1,021	-76
Taxation	715	442	178	26	141	97	270	3
Non-controlling interests	38	26	-	0	-0	26	11	-
Net result	1,591	931	504	-22	256	193	739	-79
Key figures								
Interest margin	1.59%							
Cost/income ratio	55.2%	56.0%	43.4%	87.4%	42.9%	62.1%	48.0%	n.a.
Risk costs in bps of average customer lending	9	21	15	34	13	28	-19	n.a.
Return on equity based on IFRS-EU equity	13.0%							
Return on equity based on 12.5% CET1 ²⁾	15.8%	18.8%	31.8%	-2.1%	28.1%	14.5%	15.2%	-29.4%
Risk-weighted assets (end of period)	327,377	162,457	50,807	34,602	28,541	48,506	156,218	8,702
Employees (internal FTEs, end of period)	58,693	43,856	11,670	7,588	5,849	18,748	14,687	151
Four-quarter rolling average key figures								
Interest margin	1.40%							
Cost/income ratio	58.0%	59.3%	48.3%	81.8%	48.9%	65.7%	48.0%	n.a.
Return on equity based on IFRS-EU equity	9.7%							
Return on equity based on 12.5% CET1 ²⁾	11.8%	15.4%	24.8%	2.1%	21.0%	11.2%	11.6%	-62.0%

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 12.5% of RWA (annualised).

ING 1.3 Profit or loss: Quarterly overview

Profit or loss								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Interest income				11,708	9,333	7,315	6,368	5,454
Minus: interest expense				7,697	5,788	3,983	2,903	2,040
Net interest income				4,012	3,545	3,332	3,465	3,415
Net fee and commission income				896	888	876	888	933
Investment income				1	15	114	23	4
Realised gains and fair value changes on investments				15	0	-3	8	26
Total investment income				15	15	111	31	29
Valuation result and net trading income				692	701	-19	478	341
Other income				-48	-281	111	-181	-119
Total other income				644	420	93	297	222
Total income				5,567	4,868	4,412	4,682	4,600
Staff expenses				1,616	1,633	1,542	1,524	1,453
Regulatory costs ¹⁾				525	291	96	214	649
Other expenses				929	963	991	1,000	843
Operating expenses				3,071	2,888	2,629	2,738	2,945
Gross result				2,496	1,980	1,783	1,944	1,655
Addition to loan loss provisions				152	269	403	202	987
Result before tax				2,344	1,711	1,380	1,743	668
Taxation				715	575	427	530	194
Non-controlling interests				38	48	-26	34	46
Net result				1,591	1,089	979	1,178	429
Key figures								
Interest margin				1.59%	1.36%	1.28%	1.36%	1.37%
Cost/income ratio				55.2%	59.3%	59.6%	58.5%	64.0%
Risk costs in bps of average customer lending				9	17	25	13	62
Return on equity based on IFRS-EU equity				13.0%	8.8%	7.7%	9.2%	3.3%
Return on equity based on 12.5% CET1 ²⁾				15.8%	10.9%	9.0%	11.6%	4.7%
Risk-weighted assets (end of period)				327,377	331,520	338,561	335,898	334,905
Employees (internal FTEs, end of period)				58,693	58,232	58,216	57,402	57,048
Four-quarter rolling average key figures								
interest margin				1.40%	1.34%	1.35%	1.37%	1.37%
Cost/income ratio				58.0%	60.3%	61.5%	61.0%	60.5%
Return on equity based on IFRS-EU equity				9.7%	7.2%	6.8%	7.5%	8.0%
Return on equity based on 12.5% CET1 ²⁾				11.8%	9.1%	8.9%	10.2%	11.1%

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 12.5% of RWA (annualised).

ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Balance sheet related interest				3,063	2,586	2,219	2,341	2,346
Capital charge on book equity				-187	-138	-79	-44	-24
Interest benefit on total capital				-62	-74	-81	-58	-48
Net interest income				2,814	2,374	2,059	2,240	2,274
Net fee and commission income				575	573	583	610	609
Investment income				0	7	114	15	2
Realised gains and fair value changes on investments				11	-0	-2	6	22
Total investment income				12	7	112	22	24
Valuation result and net trading income				295	424	-142	168	246
Other income				37	-138	165	72	-103
Total other income				332	286	23	240	143
Total income				3,733	3,240	2,777	3,112	3,049
Expenses excl. regulatory costs				1,703	1,681	1,695	1,685	1,539
Regulatory costs				389	194	85	199	478
Operating expenses				2,092	1,875	1,781	1,883	2,017
Gross result				1,641	1,365	996	1,228	1,032
Addition to loan loss provisions				242	203	274	113	48
Result before tax				1,399	1,162	722	1,115	984
Taxation				442	319	180	303	270
Non-controlling interests				26	37	-48	24	37
Net result				931	807	590	788	677
Key figures								
Cost/income ratio				56.0%	57.9%	64.1%	60.5%	66.1%
Risk costs in bps of average customer lending				21	18	24	10	4
Return on equity based on 12.5% CET1 ¹⁾				18.8%	16.5%	10.7%	15.8%	13.9%
Risk-weighted assets (end of period)				162,457	163,565	164,286	160,591	168,395
Employees (internal FTEs, end of period)				43,856	43,593	43,553	42,901	42,690
Four-quarter rolling average key figures								
Cost/income ratio				59.3%	62.0%	63.9%	62.5%	61.9%
Return on equity based on 12.5% CET1 ¹⁾				15.4%	14.2%	13.5%	15.7%	16.1%

¹⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 1.5 Profit or loss: Retail Banking Benelux

Profit or loss Retail Banking Benelux								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Balance sheet related interest				1,420	1,107	1,232	1,159	1,206
Capital charge on book equity				-48	-23	2	10	8
Interest benefit on total capital				-35	-41	-44	-33	-27
Net interest income				1,337	1,043	1,190	1,136	1,187
Net fee and commission income				351	360	353	357	334
Investment income				1	7	4	14	2
Realised gains and fair value changes on investments				3	-1	-2	2	19
Total investment income				3	7	2	15	21
Valuation result and net trading income				246	386	-184	99	139
Other income				9	-182	16	40	25
Total other income				255	205	-169	139	164
Total income				1,946	1,614	1,376	1,647	1,705
Expenses excl. regulatory costs				857	837	896	887	787
Regulatory costs				270	104	27	30	334
Operating expenses				1,127	940	923	917	1,120
Gross result				819	674	453	730	585
Addition to loan loss provisions				134	50	138	39	-21
Result before tax				685	623	316	691	607
Taxation				204	171	91	195	155
Non-controlling interests				0	0	0	0	0
Net result				482	453	224	497	451
Key figures								
Cost/income ratio				57.9%	58.3%	67.1%	55.7%	65.7%
Risk costs in bps of average customer lending				22	8	22	6	-4
Return on equity based on 12.5% CET1 ¹⁾				18.1%	16.8%	8.4%	18.2%	16.6%
Risk-weighted assets (end of period)				85,409	85,375	86,755	83,281	91,887
Employees (internal FTEs, end of period)				19,259	18,788	18,599	18,028	17,806
Four-quarter rolling average key figures								
Cost/income ratio				59.3%	61.5%	61.3%	59.8%	59.1%
Return on equity based on 12.5% CET1 ¹⁾				15.4%	15.0%	15.1%	18.4%	19.1%

¹⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 1.6 Profit or loss: Retail Banking Netherlands

Profit or loss Retail Banking Netherlands								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Balance sheet related interest				874	685	770	739	781
Capital charge on book equity				-10	-6	0	1	2
Interest benefit on total capital				-21	-25	-26	-19	-15
Net interest income				843	655	745	721	767
Net fee and commission income				235	224	235	224	209
Investment income				1	7	4	14	2
Realised gains and fair value changes on investments				2	-0	-2	2	8
Total investment income				3	7	2	16	10
Valuation result and net trading income				216	117	49	74	85
Other income				8	9	10	21	15
Total other income				224	126	59	95	101
Total income				1,305	1,011	1,041	1,056	1,087
Expenses excl. regulatory costs				474	466	531	432	435
Regulatory costs				93	74	28	34	113
Operating expenses				567	541	559	466	549
Gross result				738	470	482	590	539
Addition to loan loss provisions				56	28	45	11	-17
Result before tax				682	442	437	579	556
Taxation				178	120	119	161	140
Non-controlling interests				-	-	-	-	-
Net result				504	322	319	418	416
Key figures								
Cost/income ratio				43.4%	53.5%	53.7%	44.1%	50.5%
Risk costs in bps of average customer lending				15	7	12	3	-4
Return on equity based on 12.5% CET1 ¹⁾				31.8%	20.2%	20.5%	26.6%	27.5%
Risk-weighted assets (end of period)				50,807	50,573	51,589	48,185	52,262
Employees (internal FTEs, end of period)				11,670	11,122	10,953	10,230	9,974
Four-quarter rolling average key figures								
Cost/income ratio				48.3%	50.4%	49.8%	52.4%	54.0%
Return on equity based on 12.5% CET1 ¹⁾				24.8%	23.6%	24.9%	25.9%	27.0%

¹⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 1.7 Profit or loss: Retail Banking Belgium

Profit or loss Retail Banking Belgium ¹⁾								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Balance sheet related interest				546	422	462	420	425
Capital charge on book equity				-38	-17	2	8	6
Interest benefit on total capital				-14	-16	-18	-14	-12
Net interest income				494	389	445	415	419
Net fee and commission income				115	136	118	133	125
Investment income				0	0	0	0	0
Realised gains and fair value changes on investments				1	-0	-0	-0	11
Total investment income				1	-0	-0	-0	11
Valuation result and net trading income				30	269	-234	25	53
Other income				1	-190	6	19	10
Total other income				31	79	-227	44	63
Total income				641	603	335	591	618
Expenses excl. regulatory costs				383	370	365	455	351
Regulatory costs				177	29	-1	-4	220
Operating expenses				560	400	364	450	571
Gross result				81	203	-29	140	47
Addition to loan loss provisions				78	22	93	28	-4
Result before tax				3	181	-122	113	51
Taxation				26	50	-27	34	15
Non-controlling interests				0	0	0	0	0
Net result				-22	131	-95	79	36
Key figures								
Cost/income ratio				87.4%	66.3%	108.6%	76.2%	92.5%
Risk costs in bps of average customer lending				34	10	41	12	-2
Return on equity based on 12.5% CET1 ²⁾				-2.1%	12.0%	-8.6%	6.8%	2.9%
Risk-weighted assets (end of period)				34,602	34,803	35,166	35,096	39,625
Employees (internal FTEs, end of period)				7,588	7,666	7,647	7,797	7,832
Four-quarter rolling average key figures								
Cost/income ratio				81.8%	83.2%	84.1%	72.7%	68.2%
Return on equity based on 12.5% CET1 ²⁾				2.1%	3.3%	2.4%	9.4%	10.2%

¹⁾ Including ING Luxembourg.

²⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

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

Profit or loss Retail Banking Challengers & Growth Markets								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Balance sheet related interest				1,644	1,479	987	1,183	1,140
Capital charge on book equity				-139	-115	-81	-54	-32
Interest benefit on total capital				-28	-33	-36	-25	-21
Net interest income				1,477	1,331	869	1,104	1,087
Net fee and commission income				224	214	230	253	275
Investment income				-0	-0	110	1	0
Realised gains and fair value changes on investments				9	1	-0	5	2
Total investment income				9	0	110	6	2
Valuation result and net trading income				49	37	42	68	108
Other income				28	44	149	33	-129
Total other income				77	81	192	101	-21
Total income				1,787	1,626	1,401	1,465	1,344
Expenses excl. regulatory costs				846	845	799	798	752
Regulatory costs				120	90	58	169	144
Operating expenses				965	935	857	967	897
Gross result				821	691	543	498	447
Addition to loan loss provisions				108	152	136	74	70
Result before tax				714	539	407	423	377
Taxation				238	148	89	108	114
Non-controlling interests				26	37	-48	24	37
Net result				449	354	366	291	226
Key figures								
Cost/income ratio				54.0%	57.5%	61.2%	66.0%	66.7%
Risk costs in bps of average customer lending				21	29	26	14	14
Return on equity based on 12.5% CET1 ¹⁾				19.6%	16.1%	13.1%	13.1%	10.9%
Risk-weighted assets (end of period)				77,048	78,190	77,531	77,309	76,509
Employees (internal FTEs, end of period)				24,597	24,805	24,953	24,873	24,884
Four-quarter rolling average key figures								
Cost/income ratio				59.3%	62.7%	66.8%	65.6%	65.3%
Return on equity based on 12.5% CET1 ¹⁾				15.5%	13.3%	11.7%	12.7%	12.7%

¹⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 1.9 Profit or loss: Retail Banking Germany

Profit or loss Retail Banking Germany								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Balance sheet related interest				718	558	450	351	350
Capital charge on book equity				-41	-18	2	10	11
Interest benefit on total capital				-12	-14	-15	-10	-9
Net interest income				665	526	437	351	352
Net fee and commission income				96	89	99	113	136
Investment income				-0	-0	-1	-0	-
Realised gains and fair value changes on investments				3	1	-	1	1
Total investment income				3	1	-1	1	1
Valuation result and net trading income				-14	-17	-20	35	60
Other income				2	3	1	2	3
Total other income				-12	-14	-19	37	62
Total income				753	603	516	502	552
Expenses excl. regulatory costs				283	269	256	265	258
Regulatory costs				40	24	-4	27	46
Operating expenses				323	293	253	291	303
Gross result				430	310	263	210	249
Addition to loan loss provisions				33	52	43	13	22
Result before tax				397	258	220	197	226
Taxation				141	79	40	41	42
Non-controlling interests				-0	0	1	1	1
Net result				256	179	180	155	183
Key figures								
Cost/income ratio				42.9%	48.6%	49.0%	58.1%	54.9%
Risk costs in bps of average customer lending				13	21	17	5	9
Return on equity based on 12.5% CET1 ¹⁾				28.1%	19.2%	19.6%	17.2%	20.2%
Risk-weighted assets (end of period)				28,541	29,811	29,739	29,194	28,739
Employees (internal FTEs, end of period)				5,849	5,848	5,790	5,795	5,831
Four-quarter rolling average key figures								
Cost/income ratio				48.9%	52.5%	55.0%	57.5%	59.0%
Return on equity based on 12.5% CET1 ¹⁾				21.0%	19.1%	18.0%	16.1%	14.6%

¹⁾ After-tax return divided by average equity based on 12.5% 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	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Balance sheet related interest				926	921	537	831	790
Capital charge on book equity				-98	-97	-83	-63	-43
Interest benefit on total capital				-16	-19	-21	-15	-12
Net interest income				812	804	433	754	735
Net fee and commission income				128	124	131	140	139
Investment income				-0	0	111	2	0
Realised gains and fair value changes on investments				5	-1	-0	4	1
Total investment income				5	-1	111	5	1
Valuation result and net trading income				63	55	62	33	48
Other income				26	40	148	31	-131
Total other income				89	95	210	64	-83
Total income				1,034	1,023	885	963	792
Expenses excl. regulatory costs				563	576	543	533	495
Regulatory costs				80	67	62	142	99
Operating expenses				642	642	605	675	593
Gross result				391	381	280	288	198
Addition to loan loss provisions				75	100	94	61	47
Result before tax				317	281	187	227	151
Taxation				97	69	49	67	72
Non-controlling interests				26	37	-49	23	36
Net result				193	175	186	136	43
Key figures								
Cost/income ratio				62.1%	62.8%	68.3%	70.1%	75.0%
Risk costs in bps of average customer lending				28	37	34	22	17
Return on equity based on 12.5% CET1 ²⁾				14.5%	14.1%	9.2%	10.6%	5.2%
Risk-weighted assets (end of period)				48,506	48,378	47,792	48,116	47,769
Employees (internal FTEs, end of period)				18,748	18,957	19,164	19,079	19,053
Four-quarter rolling average key figures								
Cost/income ratio				65.7%	68.7%	73.8%	70.2%	68.9%
Return on equity based on 12.5% CET1 ²⁾				11.2%	9.1%	7.2%	9.8%	10.7%

¹⁾ Includes: Australia, Italy, Spain, Poland, Romania, Turkey, Asian stakes, France (up to and including 4Q2022, after which ING discontinued its retail activities), Philippines (up to and including 4Q2022, after which ING discontinued its retail activities), and Other.

²⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 1.11 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Balance sheet related interest				1,270	1,188	1,277	1,171	1,127
Capital charge on book equity				-148	-116	-69	-35	-22
Interest benefit on total capital				-63	-76	-84	-58	-44
Net interest income				1,059	997	1,124	1,078	1,061
Net fee and commission income				323	318	295	280	324
Investment income				-0	0	-0	6	2
Realised gains and fair value changes on investments				3	0	-1	1	4
Total investment income				3	1	-1	7	6
Valuation result and net trading income				405	289	136	375	152
Other income				1	-97	2	-8	-12
Total other income				406	192	138	367	139
Total income				1,791	1,507	1,556	1,732	1,530
Expenses excl. regulatory costs				725	775	708	694	644
Regulatory costs				136	98	10	15	171
Operating expenses				860	872	718	708	815
Gross result				931	635	838	1,024	715
Addition to loan loss provisions				-90	65	128	88	939
Result before tax				1,021	570	710	935	-224
Taxation				270	207	185	201	-13
Non-controlling interests				11	11	22	10	9
Net result				739	351	503	724	-220
Key figures								
Cost/income ratio				48.0%	57.9%	46.1%	40.9%	53.3%
Income over average risk-weighted assets (in bps) ¹⁾				454	370	374	419	391
Risk costs in bps of average customer lending				-19	13	27	19	205
Return on equity based on 12.5% CET1 ²⁾				15.2%	7.1%	10.1%	14.2%	-4.3%
Risk-weighted assets (end of period)				156,218	159,433	166,347	166,674	163,897
Employees (internal FTEs, end of period)				14,687	14,420	14,348	14,169	14,029
Value at Risk trading positions (average)				14.4	12.4	13.2	12.1	10.4
Four-quarter rolling average key figures								
Cost/income ratio				48.0%	49.2%	47.1%	47.7%	49.6%
Return on equity based on 12.5% CET1 ²⁾				11.6%	6.9%	7.4%	7.8%	7.7%

¹⁾ Total income divided by average risk-weighted assets (annualised).

²⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 1.12 Wholesale Banking income by product

Wholesale Banking income by product								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
WB Lending								
Net interest income				653	660	669	658	665
Net fee and commission income				152	157	130	117	140
Total investment income				-	0	-0	1	-
Total other income				1	-72	20	17	-5
Total income WB Lending				807	746	819	793	800
Key figures								
Income over average risk-weighted assets (in bps) ¹⁾				302	272	300	305	323
Risk-weighted assets (end of period)				105,692	107,878	111,058	107,365	100,671
WB Daily Banking & Trade Finance								
Net interest income				382	310	284	238	197
Net fee and commission income				128	128	138	142	146
Total investment income				-	-	-	-	-
Total other income				19	5	15	22	35
Total income WB Daily Banking & Trade Finance				529	443	437	402	379
Key figures								
Income over average risk-weighted assets (in bps) ¹⁾				1,139	876	797	707	728
Risk-weighted assets (end of period)				17,615	19,542	20,931	22,970	22,600
WB Financial Markets								
Net interest income				-37	50	78	78	117
Net fee and commission income				41	22	27	19	31
Total investment income				-0	-0	0	1	-1
Total other income				345	215	176	345	68
Total income WB Financial Markets				349	287	282	443	215
Key figures								
Income over average risk-weighted assets (in bps) ¹⁾				576	456	409	576	293
Risk-weighted assets (end of period)				24,345	24,076	26,333	28,693	32,793
WB Treasury & Other								
Net interest income				61	-24	93	104	82
Net fee and commission income				2	10	-1	2	6
Total investment income				3	1	-1	5	7
Total other income				41	44	-73	-17	41
Total income WB Treasury & Other				107	31	19	94	136
Key figures								
Income over average risk-weighted assets (in bps) ¹⁾				520	158	95	486	738
Risk-weighted assets (end of period)				8,566	7,936	8,025	7,646	7,832
Total Wholesale Banking								
Net interest income				1,059	997	1,124	1,078	1,061
Net fee and commission income				323	318	295	280	324
Total investment income				3	1	-1	7	6
Total other income				406	192	138	367	139
Total income Wholesale Banking				1,791	1,507	1,556	1,732	1,530
Key figures								
Income over average risk-weighted assets (in bps) ¹⁾				454	370	374	419	391
Risk-weighted assets (end of period)				156,218	159,433	166,347	166,674	163,897

¹⁾ Total income divided by average risk-weighted assets (annualised).

ING 1.13 Profit or loss: Corporate Line

Profit or loss Corporate Line								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Balance sheet related interest				-322	-230	-164	-47	-57
Capital charge on book equity				335	254	148	79	46
Interest benefit on total capital				125	150	165	115	92
Net interest income				139	174	149	147	80
Net fee and commission income				-3	-3	-1	-2	0
Investment income				0	7	0	2	0
Realised gains and fair value changes on investments				0	0	-0	-0	-
Total investment income				0	7	0	2	0
Valuation result and net trading income				-8	-12	-13	-64	-57
Other income				-86	-46	-56	-245	-3
Total other income				-94	-58	-68	-309	-60
Total income				43	121	79	-162	21
Expenses excl. regulatory costs				118	140	130	146	113
Regulatory costs				-0	-0	1	0	-0
Operating expenses				118	140	130	146	113
Gross result				-76	-19	-51	-308	-92
Addition to loan loss provisions				0	1	1	-0	-0
Result before tax				-76	-21	-52	-308	-92
Taxation				3	49	61	27	-63
Non-controlling interests				-	0	1	0	0
Net result				-79	-69	-113	-335	-29
Key figures								
Risk-weighted assets (end of period)				8,702	8,522	7,928	8,634	2,613
Employees (internal FTEs, end of period)				151	220	315	331	329

ING 1.14 Geographical split: 1Q2023

Geographical split 1Q2023

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	1,088	843	245	654	494	160	800	665	135	525	445	80	443	367	76	364	364	138	-0	139
Net fee and commission income	302	235	66	176	115	60	103	96	7	77	52	25	93	76	16	148	148	-3	-0	-3
Investment income	4	3	1	1	1	0	4	3	1	2	2	0	5	3	1	0	0	0	-	0
Other income	332	224	109	45	31	14	-12	-12	0	8	2	6	137	87	50	227	227	-93	0	-94
Total income	1,725	1,305	421	876	641	234	896	753	143	612	500	111	677	533	143	739	739	43	-	43
Expenses excl. regulatory costs	661	474	187	460	383	77	327	283	44	318	292	26	314	271	43	348	348	118	-0	118
Regulatory costs	145	93	53	200	177	23	47	40	7	22	21	1	74	58	16	36	36	0	0	-0
Operating expenses	806	567	240	660	560	100	374	323	51	340	313	27	388	329	59	384	384	118	-0	118
Gross result	919	738	181	216	81	135	522	430	92	272	187	84	288	204	84	355	355	-76	0	-76
Addition to loan loss provisions	44	56	-13	72	78	-5	-17	33	-50	27	21	6	59	54	5	-33	-33	0	-	0
Result before tax	875	682	193	143	3	140	538	397	142	245	166	79	229	150	79	389	389	-76	0	-76
Retail Banking	682	682		3	3		397	397		166	166		150	150						
Wholesale Banking	193		193	140		140	142		142	79		79	79		79	389	389	0	0	
Corporate Line																		-76		-76
Result before tax	875	682	193	143	3	140	538	397	142	245	166	79	229	150	79	389	389	-76	0	-76
Customer lending/deposits (in € billion)																				
Residential mortgages	108.3	108.9	-0.5	40.4	40.5	-0.1	86.7	87.5	-0.8	63.7	63.7	0.0	14.4	14.4	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	72.9	44.0	28.9	69.4	52.7	16.6	41.6	11.7	29.9	23.9	7.0	16.9	29.9	19.6	10.4	88.2	88.2	0.2	0.0	0.2
Customer deposits	252.0	211.5	40.5	109.8	93.0	16.8	138.8	135.8	3.1	90.3	89.5	0.7	57.4	51.1	6.3	11.8	11.8	0.0	0.0	0.0
Key figures																				
Cost/income ratio	46.7%	43.4%	57.0%	75.4%	87.4%	42.6%	41.7%	42.9%	35.6%	55.6%	62.6%	24.0%	57.4%	61.7%	41.2%	52.0%	52.0%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	10	15	-18	26	34	-13	-5	13	-69	12	12	12	54	64	21	-16	-16	21	n.a.	21
Return on equity based on 12.5% CET1 ²⁾	24.6%	31.8%	12.6%	5.1%	-2.1%	23.6%	24.5%	28.1%	18.6%	18.0%	19.6%	15.3%	15.0%	11.3%	27.3%	12.6%	12.6%	-29.3%	n.a.	-29.4%
Risk-weighted assets (end of period)	80,346	50,807	29,538	47,920	34,602	13,318	45,348	28,541	16,806	30,123	18,734	11,390	38,887	29,773	9,115	76,051	76,051	8,702	-	8,702
Employees (internal FTEs, end of period)	18,402	11,670	6,732	8,945	7,588	1,357	6,366	5,849	517	5,691	5,350	341	14,720	13,398	1,322	4,415	4,415	154	3	151
Four-quarter rolling average key figures																				
Cost/income ratio	51.5%	48.3%	61.1%	74.4%	81.8%	51.0%	46.1%	48.9%	34.4%	57.3%	63.1%	32.2%	61.2%	68.5%	37.2%	48.3%	48.1%	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 ²⁾	19.2%	24.8%	10.4%	5.8%	2.1%	14.9%	17.5%	21.0%	11.9%	16.8%	18.8%	8.4%	11.0%	8.1%	19.9%	10.2%	11.2%	-62.0%	-62.4%	-62.0%

¹⁾ Region Other consists mainly of Corporate Line.

²⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 1.15 Geographical split: Comparable quarters

Geographical split comparable quarters

In € million	Total		Netherlands		Belgium		Germany		Other Challengers ¹⁾		Growth Markets ²⁾		Wholesale Banking Rest of World ³⁾		Other	
	1Q2023	1Q2022	1Q2023	1Q2022	1Q2023	1Q2022	1Q2023	1Q2022	1Q2023	1Q2022	1Q2023	1Q2022	1Q2023	1Q2022	1Q2023	1Q2022
Profit or loss																
Net interest income	4,012	3,415	1,088	966	654	503	800	474	525	396	443	472	364	522	138	81
Net fee and commission income	896	933	302	282	176	186	103	149	77	74	93	97	148	146	-3	0
Investment income	15	29	4	15	1	13	4	1	2	1	5	-0	0	-1	0	0
Other income	644	222	332	147	45	90	-12	75	8	6	137	-39	227	3	-93	-60
Total income	5,567	4,600	1,725	1,410	876	791	896	699	612	478	677	530	739	670	43	21
Expenses excl. regulatory costs	2,546	2,296	661	608	460	416	327	298	318	291	314	265	348	305	118	113
Regulatory costs	525	649	145	190	200	244	47	51	22	26	74	89	36	49	0	-0
Operating expenses	3,071	2,945	806	799	660	660	374	350	340	316	388	354	384	353	118	113
Gross result	2,496	1,655	919	611	216	131	522	350	272	162	288	176	355	317	-76	-92
Addition to loan loss provisions	152	987	44	157	72	102	-17	413	27	21	59	37	-33	257	0	-0
Result before tax	2,344	668	875	454	143	29	538	-63	245	141	229	140	389	60	-76	-92
Retail Banking	1,399	984	682	556	3	51	397	226	166	80	150	71	-	-	-	-
Wholesale Banking	1,021	-224	193	-102	140	-22	142	-290	79	61	79	68	389	60	0	0
Corporate Line	-76	-92	-	-	-	-	-	-	-	-	-	-	-	-	-76	-92
Result before tax	2,344	668	875	454	143	29	538	-63	245	141	229	140	389	60	-76	-92
Taxation	715	194	253	119	66	10	181	-17	78	44	47	64	88	54	3	-80
Non-controlling interests	38	46	-	-	0	0	-0	1	-	-	38	44	-	-	-	0
Net result	1,591	429	623	335	77	19	358	-48	167	97	144	32	301	6	-79	-12
Customer lending/deposits (in € billion)																
Residential mortgages	313.6	315.6	108.3	109.0	40.4	39.4	86.7	85.6	63.7	66.4	14.4	15.2	0.0	0.0	0.0	0.0
Other customer lending	325.9	318.2	72.9	71.2	69.4	67.3	41.6	41.2	23.9	25.0	29.9	27.7	88.2	85.6	0.2	0.2
Customer deposits	660.2	629.9	252.0	233.6	109.8	107.8	138.8	128.9	90.3	96.4	57.4	51.3	11.8	11.9	0.0	0.0
Key figures																
Cost/income ratio	55.2%	64.0%	46.7%	56.6%	75.4%	83.4%	41.7%	50.0%	55.6%	66.2%	57.4%	66.8%	52.0%	52.7%	277.4%	n.a.
Risk costs in bps of average customer lending	9	62	10	34	26	38	-5	130	12	9	54	34	-15	122	21	-18
Return on equity based on 12.5% CET1 ⁴⁾	15.8%	4.7%	24.6%	13.4%	5.1%	1.2%	24.5%	-3.2%	18.0%	10.9%	15.0%	6.3%	12.6%	0.2%	-29.3%	-13.5%
Risk-weighted assets (end of period)	327,377	334,905	80,346	85,105	47,920	53,163	45,348	47,158	30,123	28,035	38,887	39,083	76,051	79,748	8,702	2,613
Employees (internal FTEs, end of period)	58,693	57,048	18,402	16,679	8,945	9,070	6,366	6,305	5,691	5,629	14,720	14,941	4,415	4,092	154	332
Four-quarter rolling average key figures																
Cost/income ratio	58.0%	60.5%	51.5%	58.3%	74.4%	63.9%	46.1%	52.9%	57.3%	71.1%	61.2%	55.3%	48.3%	47.8%	n.a.	n.a.
Return on equity based on 12.5% CET1 ⁴⁾	11.8%	11.1%	19.2%	16.5%	5.8%	10.6%	17.5%	8.2%	16.8%	9.8%	11.0%	15.6%	10.2%	10.0%	-62.0%	-89.6%

¹⁾ Including Retail Banking in France, but only up to and including 4Q2022, after which ING discontinued its retail activities.

²⁾ Including Retail Banking in the Philippines, but only up to and including 4Q2022, after which ING discontinued its retail activities.

³⁾ As from 2023 financials of France and the Philippines are reported in Wholesale Banking Rest of World. Historical figures up to and including 4Q2022 of Wholesale Banking in France and the Philippines moved to Wholesale Banking Rest of World from Other Challengers and Growth Markets respectively. Historical figures of Retail Banking in France remain reported in Other Challengers, and historical figures of Retail Banking in the Philippines remain reported in Growth Markets.

⁴⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 1.16 Geographical split: Netherlands

Geographical split Netherlands								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Profit or loss								
Net interest income				1,088	824	1,071	921	966
Net fee and commission income				302	300	293	296	282
Investment income				4	7	1	22	15
Other income				332	173	-35	248	147
Total income				1,725	1,303	1,330	1,488	1,410
Expenses excl. regulatory costs				661	700	722	613	608
Regulatory costs				145	105	28	34	190
Operating expenses				806	805	749	648	799
Gross result				919	498	581	840	611
Addition to loan loss provisions				44	4	49	-30	157
Result before tax				875	493	531	870	454
Retail Banking				682	442	437	579	556
Wholesale Banking				193	51	94	291	-102
Corporate Line								
Result before tax				875	493	531	870	454
Customer lending/deposits (in € billion)								
Residential mortgages				108.3	108.0	107.7	107.5	109.0
Other customer lending				72.9	74.5	75.4	72.9	71.2
Customer deposits				252.0	234.2	263.5	244.3	233.6
Key figures								
Cost/income ratio				46.7%	61.8%	56.3%	43.5%	56.6%
Risk costs in bps of average customer lending				10	1	11	-7	34
Return on equity based on 12.5% CET1 ¹⁾				24.6%	13.0%	14.5%	24.7%	13.4%
Risk-weighted assets (end of period)				80,346	81,516	84,499	81,634	85,105
Employees (internal FTEs, end of period)				18,402	17,907	17,773	17,001	16,679
Four-quarter rolling average key figures								
Cost/income ratio				51.5%	54.3%	52.7%	55.6%	58.3%
Return on equity based on 12.5% CET1 ¹⁾				19.2%	16.4%	17.5%	17.6%	16.5%

¹⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 1.17 Geographical split: Belgium

Geographical split Belgium ¹⁾								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Profit or loss								
Net interest income				654	511	538	513	503
Net fee and commission income				176	182	172	175	186
Investment income				1	-1	-0	0	13
Other income				45	98	-276	62	90
Total income				876	790	434	750	791
Expenses excl. regulatory costs				460	451	442	529	416
Regulatory costs				200	43	-1	-3	244
Operating expenses				660	494	441	526	660
Gross result				216	296	-8	225	131
Addition to loan loss provisions				72	-1	76	53	102
Result before tax				143	297	-84	172	29
Retail Banking				3	181	-122	113	51
Wholesale Banking				140	116	38	59	-22
Corporate Line								
Result before tax				143	297	-84	172	29
Customer lending/deposits (in € billion)								
Residential mortgages				40.4	40.2	39.0	39.3	39.4
Other customer lending ²⁾				69.4	68.3	71.8	69.5	67.3
Customer deposits				109.8	109.5	109.4	109.7	107.8
Key figures								
Cost/income ratio				75.4%	62.5%	101.7%	70.0%	83.4%
Risk costs in bps of average customer lending				26	-0	28	20	38
Return on equity based on 12.5% CET1 ³⁾				5.1%	14.5%	-4.2%	7.7%	1.2%
Risk-weighted assets (end of period)				47,920	48,519	50,362	49,936	53,163
Employees (internal FTEs, end of period)				8,945	8,979	8,929	9,028	9,070
Four-quarter rolling average key figures								
Cost/income ratio				74.4%	76.7%	77.5%	67.5%	63.9%
Return on equity based on 12.5% CET1 ³⁾				5.8%	4.7%	3.3%	9.0%	10.6%

¹⁾ Including ING Luxembourg.

²⁾ Other customer lending for 31 December 2022 has been lowered by €492 million to reflect a late year-end adjustment.

³⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 1.18 Geographical split: Germany

Geographical split Germany								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Profit or loss								
Net interest income				800	639	549	465	474
Net fee and commission income				103	111	113	120	149
Investment income				4	1	-1	1	1
Other income				-12	-15	-18	48	75
Total income				896	736	644	635	699
Expenses excl. regulatory costs				327	315	298	308	298
Regulatory costs				47	25	-4	26	51
Operating expenses				374	340	294	334	350
Gross result				522	396	349	300	350
Addition to loan loss provisions				-17	3	19	25	413
Result before tax				538	393	330	275	-63
Retail Banking				397	258	220	197	226
Wholesale Banking				142	135	110	79	-290
Corporate Line								
Result before tax				538	393	330	275	-63
Customer lending/deposits (in € billion)								
Residential mortgages				86.7	85.9	84.9	85.3	85.6
Other customer lending				41.6	41.0	41.9	41.4	41.2
Customer deposits				138.8	138.9	134.5	130.2	128.9
Key figures								
Cost/income ratio				41.7%	46.1%	45.7%	52.7%	50.0%
Risk costs in bps of average customer lending				-5	1	6	8	130
Return on equity based on 12.5% CET1 ¹⁾				24.5%	18.0%	15.1%	12.7%	-3.2%
Risk-weighted assets (end of period)				45,348	48,009	48,896	47,288	47,158
Employees (internal FTEs, end of period)				6,366	6,360	6,278	6,273	6,305
Four-quarter rolling average key figures								
Cost/income ratio				46.1%	48.6%	50.8%	52.0%	52.9%
Return on equity based on 12.5% CET1 ¹⁾				17.5%	10.8%	8.9%	8.2%	8.2%

¹⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 1.19 Geographical split: Other Challengers

Geographical split Other Challengers ¹⁾								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Profit or loss								
Net interest income				525	538	488	420	396
Net fee and commission income				77	67	75	74	74
Investment income				2	-1	-0	1	1
Other income				8	17	141	17	6
Total income				612	621	704	512	478
Expenses excl. regulatory costs				318	360	325	317	291
Regulatory costs				22	28	16	18	26
Operating expenses				340	388	341	335	316
Gross result				272	232	364	177	162
Addition to loan loss provisions				27	45	71	3	21
Result before tax				245	187	293	175	141
Retail Banking				166	127	237	103	80
Wholesale Banking				79	60	56	72	61
Corporate Line								
Result before tax				245	187	293	175	141
Customer lending/deposits (in € billion)								
Residential mortgages				63.7	64.8	66.6	66.9	66.4
Other customer lending				23.9	26.5	26.9	25.3	25.0
Customer deposits				90.3	90.1	90.9	93.0	96.4
Key figures								
Cost/income ratio				55.6%	62.6%	48.4%	65.4%	66.2%
Risk costs in bps of average customer lending				12	20	31	1	9
Return on equity based on 12.5% CET1 ²⁾				18.0%	13.3%	22.3%	13.8%	10.9%
Risk-weighted assets (end of period)				30,123	29,403	28,627	28,246	28,035
Employees (internal FTEs, end of period)				5,691	5,738	5,753	5,674	5,629
Four-quarter rolling average key figures								
Cost/income ratio				57.3%	59.6%	66.5%	71.3%	71.1%
Return on equity based on 12.5% CET1 ²⁾				16.8%	15.1%	11.8%	10.1%	9.8%

¹⁾ Including Australia, Italy, Spain and Portugal, Retail Banking France (up to and including 4Q2022, after which ING discontinued its retail activities), and Other. As from 2023, financials of France are reported in Wholesale Banking Rest of World. Historical figures up to and including 4Q2022 of Wholesale Banking in France moved to Wholesale Banking Rest of World from Other Challengers, while historical figures up to and including 4Q2022 of Retail Banking in France remain reported in Other Challengers.

²⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 1.20 Geographical split: Growth Markets

Geographical split Growth Markets ¹⁾								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Profit or loss								
Net interest income				443	422	94	474	472
Net fee and commission income				93	90	94	95	97
Investment income				5	-	111	5	-0
Other income				137	116	121	97	-39
Total income				677	628	420	671	530
Expenses excl. regulatory costs				314	278	281	285	265
Regulatory costs				74	49	53	133	89
Operating expenses				388	327	335	417	354
Gross result				288	301	85	254	176
Addition to loan loss provisions				59	49	73	71	37
Result before tax				229	252	12	182	140
Retail Banking				150	153	-51	124	71
Wholesale Banking				79	99	63	58	68
Corporate Line								
Result before tax				229	252	12	182	140
Customer lending/deposits (in € billion)								
Residential mortgages				14.4	14.6	14.2	15.0	15.2
Other customer lending				29.9	29.4	28.5	28.3	27.7
Customer deposits				57.4	54.8	52.5	53.2	51.3
Key figures								
Cost/income ratio				57.4%	52.0%	79.7%	62.2%	66.8%
Risk costs in bps of average customer lending				54	45	68	66	34
Return on equity based on 12.5% CET1 ²⁾				15.0%	16.7%	1.6%	10.7%	6.3%
Risk-weighted assets (end of period)				38,887	38,737	39,024	39,299	39,083
Employees (internal FTEs, end of period)				14,720	14,802	14,973	14,942	14,941
Four-quarter rolling average key figures								
Cost/income ratio				61.2%	63.7%	64.7%	57.0%	55.3%
Return on equity based on 12.5% CET1 ²⁾				11.0%	8.8%	8.7%	14.2%	15.6%

¹⁾ Including Poland, Romania, Turkey, Asian stakes, Retail Banking Philippines (up to and including 4Q2022, after which ING discontinued its retail activities). As from 2023, financials of the Philippines are reported in Wholesale Banking Rest of World. Historical figures up to and including 4Q2022 of Wholesale Banking in the Philippines moved to Wholesale Banking Rest of World from Growth Markets, while historical figures up to and including 4Q2022 of Retail Banking in the Philippines remain reported in Growth Markets.

²⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

Geographical split Growth Markets - Asian stakes								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Result before tax				20	22	114	18	-134
Risk-weighted assets (end of period)				6,870	6,808	6,799	7,230	7,228

Market value ³⁾ - Asian stakes	
In € million	31 Mar 2023
TTB (22.9%)	851
Bank of Beijing (13.0%)	1,625
Total valuation	2,476

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

ING 1.21 Geographical split: Wholesale Banking Rest of World

Geographical split Wholesale Banking Rest of World ¹⁾								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Profit or loss								
Net interest income				364	438	443	529	522
Net fee and commission income				148	142	130	130	146
Investment income				0	0	0	-0	-1
Other income				227	92	225	130	3
Total income				739	672	799	788	670
Expenses excl. regulatory costs				348	354	334	327	305
Regulatory costs				36	41	3	5	49
Operating expenses				384	396	337	332	353
Gross result				355	277	462	456	317
Addition to loan loss provisions				-33	167	114	80	257
Result before tax				389	109	349	376	60
Retail Banking								
Wholesale Banking				389	109	349	376	60
Corporate Line								
Result before tax				389	109	349	376	60
Customer lending/deposits (in € billion)								
Residential mortgages				0.0	0.0	0.0	0.0	0.0
Other customer lending				88.2	88.0	92.5	91.3	85.6
Customer deposits				11.8	13.2	13.6	11.8	11.9
Key figures								
Cost/income ratio				52.0%	58.8%	42.1%	42.2%	52.7%
Risk costs in bps of average customer lending				-15	74	49	36	122
Return on equity based on 12.5% CET1 ²⁾				12.6%	2.1%	12.4%	13.6%	0.2%
Risk-weighted assets (end of period)				76,051	76,814	79,168	80,861	79,748
Employees (internal FTEs, end of period)				4,415	4,221	4,187	4,149	4,092
Four-quarter rolling average key figures								
Cost/income ratio				48.3%	48.4%	45.7%	46.1%	47.8%
Return on equity based on 12.5% CET1 ²⁾				10.2%	7.2%	9.2%	9.5%	10.0%

¹⁾ As from 2023 financials of France and the Philippines are reported in Wholesale Banking Rest of World. Historical figures up to and including 4Q2022 of Wholesale Banking in France and the Philippines moved to Wholesale Banking Rest of World from Other Challengers and Growth Markets respectively. Historical figures of Retail Banking in France remain reported in Other Challengers, and historical figures of Retail Banking in the Philippines remain reported in Growth Markets.

²⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 1.22 Geographical split: Other

Geographical split Other ¹⁾								
In € million	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Profit or loss								
Net interest income				138	174	149	142	81
Net fee and commission income				-3	-3	-1	-2	0
Investment income				0	8	0	2	0
Other income				-93	-61	-66	-304	-60
Total income				43	118	82	-162	21
Expenses excl. regulatory costs				118	139	132	146	113
Regulatory costs				0	-1	1	0	-0
Operating expenses				118	138	132	146	113
Gross result				-76	-20	-51	-308	-92
Addition to loan loss provisions				0	1	1	-0	-0
Result before tax				-76	-22	-51	-308	-92
Retail Banking								
Wholesale Banking				0	-1	1	0	0
Corporate Line				-76	-21	-52	-308	-92
Result before tax				-76	-22	-51	-308	-92
Customer lending/deposits (in € billion)								
Residential mortgages				0.0	0.0	0.0	0.0	0.0
Other customer lending				0.2	0.2	0.2	0.2	0.2
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.
Risk costs in bps of average customer lending				21	233	113	-2	-18
Return on equity based on 12.5% CET1 ²⁾				-29.3%	-27.8%	-43.3%	-189.9%	-13.5%
Risk-weighted assets (end of period)				8,702	8,522	7,985	8,634	2,613
Employees (internal FTEs, end of period)				154	226	322	334	332
Four-quarter rolling average key figures								
Cost/income ratio				n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 ²⁾				-62.0%	-67.7%	-93.5%	-134.0%	-89.6%

¹⁾ Region Other consists mainly of Corporate Line.

²⁾ After-tax return divided by average equity based on 12.5% of RWA (annualised).

ING 2.1 Consolidated Balance Sheet: Total assets - Comparable quarters

ING Group: Total assets						
In € million	ING Group		ING Bank		Holding/Eliminations	
	31 Mar 2023	31 Dec 2022	31 Mar 2023	31 Dec 2022	31 Mar 2023	31 Dec 2022
Cash and balances with central banks	118,002	87,614	118,002	87,614		
Loans and advances to banks	32,655	35,104	32,654	35,103	1	1
Financial assets at fair value through profit or loss						
- trading assets	57,343	56,870	57,352	56,875	-9	-4
- non-trading derivatives	2,843	3,893	2,843	3,893		
- designated as at fair value through profit or loss	5,848	6,159	5,848	6,159		
- mandatorily at fair value through profit or loss	73,854	46,844	73,854	46,844		
Financial assets at fair value OCI						
- equity securities FV OCI	1,897	1,887	1,897	1,887		
- debt securities FV OCI	31,937	29,095	31,937	29,095		
- loans and advances FV OCI	592	643	592	643		
Securities at amortised cost	47,722	48,160	47,722	48,160		
Loans and advances to customers						
- customer lending ¹⁾	639,490	641,490	639,541	641,541	-51	-51
- provision for loan losses	-5,785	-5,984	-5,785	-5,984		
Investments in associates and joint ventures	1,520	1,500	1,520	1,500		
Property and equipment	2,477	2,446	2,477	2,446		
Intangible assets	1,108	1,102	1,108	1,102		
Current tax assets	375	349	375	349		
Deferred tax assets	1,623	1,796	1,623	1,796		
Other assets	8,687	8,850	8,656	8,839	31	11
Total assets	1,022,188	967,817	1,022,216	967,861	-28	-43

¹⁾ The comparable data for 31 December 2022 has been lowered by €492 million to reflect a late year-end adjustment.

ING 2.2 Consolidated Balance Sheet: Total assets - Quarterly overview

ING Group: Total assets								
In € million	31 Dec 2023	30 Sep 2023	30 Jun 2023	31 Mar 2023	31 Dec 2022	30 Sep 2022	30 Jun 2022	31 Mar 2022
Cash and balances with central banks				118,002	87,614	135,089	126,030	131,374
Loans and advances to banks				32,655	35,104	26,244	22,966	26,180
Financial assets at fair value through profit or loss								
- trading assets				57,343	56,870	71,397	60,733	55,609
- non-trading derivatives				2,843	3,893	3,313	2,693	1,868
- designated as at fair value through profit or loss				5,848	6,159	6,831	6,565	6,409
- mandatorily at fair value through profit or loss				73,854	46,844	75,173	68,636	64,512
Financial assets at fair value OCI								
- equity securities FV OCI				1,897	1,887	1,900	2,065	2,539
- debt securities FV OCI				31,937	29,095	28,494	27,876	26,468
- loans and advances FV OCI				592	643	752	805	819
Securities at amortised cost				47,722	48,160	47,895	48,371	48,214
Loans and advances to customers								
- customer lending ¹⁾				639,490	641,490	649,662	642,867	633,850
- provision for loan losses				-5,785	-5,984	-5,985	-5,867	-5,778
Investments in associates and joint ventures				1,520	1,500	1,473	1,477	1,490
Property and equipment				2,477	2,446	2,500	2,562	2,540
Intangible assets				1,108	1,102	1,106	1,119	1,136
Current tax assets				375	349	514	842	842
Deferred tax assets				1,623	1,796	1,850	1,547	1,497
Other assets				8,687	8,850	10,619	8,778	8,354
Total assets				1,022,188	967,817	1,058,830	1,020,064	1,007,922

¹⁾ The comparable data for 31 December 2022 has been lowered by €492 million to reflect a late year-end adjustment.

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

ING Group: Total liabilities and equity

In € million	ING Group		ING Bank		Holding/Eliminations	
	31 Mar 2023	31 Dec 2022	31 Mar 2023	31 Dec 2022	31 Mar 2023	31 Dec 2022
Deposits from banks	54,211	56,632	54,211	56,632		
Customer deposits	660,189	640,770	706,411	686,341	-46,222	-45,572
Financial liabilities at fair value through profit or loss						
- trading liabilities	40,914	39,088	40,914	39,088		
- non-trading derivatives	2,377	3,048	2,377	3,048		
- designated as at fair value through profit or loss	70,780	50,883	70,780	50,883	1	0
Current tax liability	598	325	591	324	8	1
Deferred tax liabilities	231	257	231	257		
Provisions	906	1,052	883	1,030	23	22
Other liabilities ¹⁾	14,760	13,646	14,745	13,344	15	302
Debt securities in issue	107,963	95,918	70,061	58,075	37,901	37,843
Subordinated loans	16,985	15,786	16,988	15,789	-3	-3
Total liabilities	969,914	917,405	978,192	924,811	-8,277	-7,406
Shareholders' equity	51,679	49,909	43,429	42,546	8,250	7,363
Non-controlling interests	595	504	595	504		
Total equity	52,274	50,413	44,024	43,050	8,250	7,363
Total liabilities and equity	1,022,188	967,817	1,022,216	967,861	-28	-43

¹⁾ The comparable data for 31 December 2022 have been lowered by €492 million to reflect a late year-end adjustment.

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

ING Group: Total liabilities and equity								
In € million	31 Dec 2023	30 Sep 2023	30 Jun 2023	31 Mar 2023	31 Dec 2022	30 Sep 2022	30 Jun 2022	31 Mar 2022
Deposits from banks				54,211	56,632	91,778	90,513	88,742
Customer deposits				660,189	640,770	664,344	642,076	629,870
Financial liabilities at fair value through profit or loss								
- trading liabilities				40,914	39,088	55,221	45,261	34,627
- non-trading derivatives				2,377	3,048	5,524	4,501	2,661
- designated as at fair value through profit or loss				70,780	50,883	65,436	58,219	62,079
Current tax liability				598	325	325	280	330
Deferred tax liabilities				231	257	467	550	694
Provisions				906	1,052	1,095	1,029	965
Other liabilities ¹⁾				14,760	13,646	16,589	16,997	18,379
Debt securities in issue				107,963	95,918	89,811	93,123	99,111
Subordinated loans				16,985	15,786	16,571	15,473	16,388
Total liabilities				969,914	917,405	1,007,160	968,023	953,846
Shareholders' equity				51,679	49,909	51,292	51,628	53,475
Non-controlling interests				595	504	378	413	601
Total equity				52,274	50,413	51,670	52,042	54,076
Total liabilities and equity				1,022,188	967,817	1,058,830	1,020,064	1,007,922

¹⁾ The comparable data for 31 December 2022 has been lowered by €492 million to reflect a late year-end adjustment.

ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank		Holdings/Eliminations	
	31 Mar 2023	31 Dec 2022	31 Mar 2023	31 Dec 2022	31 Mar 2023	31 Dec 2022
Share capital	36	37	525	525	-489	-488
Share premium	17,116	17,116	16,542	16,542	575	575
Revaluation reserve equity securities	1,195	1,187	1,195	1,187		
Revaluation reserve debt instruments	-263	-339	-263	-339	-0	
Revaluation reserve cashflow hedge	-2,824	-3,055	-2,824	-3,055		
Other revaluation reserve	179	176	179	176	0	
Remeasurement of the net defined benefit asset/liability	-246	-232	-246	-232		
Currency translation reserve	-2,537	-2,395	-2,537	-2,395	0	
Treasury shares	-12	-1,205			-12	-1,205
Liability credit reserve	178	70	178	70		
Retained earnings and other reserves	37,265	34,873	29,106	26,398	8,159	8,474
Net result year to date	1,591	3,674	1,574	3,667	17	7
Shareholders' equity	51,679	49,909	43,429	42,546	8,250	7,363
Non-controlling interests	595	504	595	504		
Total equity	52,274	50,413	44,024	43,050	8,250	7,363
Key figures						
Shareholders' equity per share in €	14.28	13.79				
Shares outstanding in the market (in million)	3,618	3,619				

ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
In € million	31 Dec 2023	30 Sep 2023	30 Jun 2023	31 Mar 2023	31 Dec 2022	30 Sep 2022	30 Jun 2022	31 Mar 2022
Share capital				36	37	38	39	39
Share premium				17,116	17,116	17,116	17,116	17,116
Revaluation reserve equity securities				1,195	1,187	1,207	1,377	1,364
Revaluation reserve debt instruments				-263	-339	-315	-244	-57
Revaluation reserve cashflow hedge				-2,824	-3,055	-2,944	-2,230	-1,243
Other revaluation reserve				179	176	187	192	206
Remeasurement of the net defined benefit asset/liability				-246	-232	-328	-180	-209
Currency translation reserve				-2,537	-2,395	-1,558	-1,934	-3,356
Treasury shares				-12	-1,205	-388	-1,977	-1,752
Liability credit reserve				178	70	170	140	67
Retained earnings and other reserves				37,265	34,873	35,522	37,722	40,871
Net result year to date				1,591	3,674	2,586	1,606	429
Shareholders' equity				51,679	49,909	51,292	51,628	53,475
Non-controlling interests				595	504	378	413	601
Total equity				52,274	50,413	51,670	52,042	54,076
Key figures								
Shareholders' equity per share in €				14.28	13.79	13.77	13.79	14.20

ING 2.7 Capital position

Capital position				
In € million	ING Group		ING Bank	
	31 Mar 2023	31 dec 2022	31 Mar 2023	31 dec 2022
Shareholders' equity (parent)	51,679	49,909	43,429	42,546
- Reserved profit not included in CET1 capital	-2,241	-1,411	-1,490	-913
- Minority interests, counting as CET1 capital	283	283	480	487
- Goodwill and intangibles deductible from CET1	-848	-832	-848	-832
- Deferred tax liabilities associated to intangible assets	8	7	8	7
- Shortfall on expected loan loss provision	-171	-149	-171	-149
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	2,824	3,055	2,824	3,055
- Treasury shares (ING Group)			-9	-4
- Prudent Valuation adjustment	-637	-610	-637	-609
- Own credit risk	-178	-70	-178	-70
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-442	-489	-442	-489
- Deferred tax assets	-340	-438	-340	-438
- Own credit risk adjustments to derivatives (DVA)	-63	-74	-63	-74
- Irrevocable Payment Commitment (IPC)	-519	-538	-519	-538
- Excess of provisions over expected losses eligible	11	17	11	17
- Non-Performing Exposure Prudential Backstop (Pillar I)	-110	-30	-110	-30
- Non-Performing Exposure Prudential Backstop (Pillar II)	-670	-670		
Regulatory adjustments	-3,091	-1,948	-1,483	-580
Available common equity Tier 1 capital	48,588	47,961	41,947	41,966
Subordinated loans qualifying as Tier 1 capital	7,088	6,295	7,070	6,280
Regulatory adjustments additional Tier 1	54	60	79	78
Available Tier 1 capital	55,731	54,316	49,095	48,324
Supplementary capital - Tier 2 bonds	9,178	10,046	9,178	10,046
Regulatory adjustments Tier 2	-25	-32	45	41
Available BIS capital	64,884	64,330	58,318	58,411
Risk-weighted assets	327,377	331,520	328,942	332,853
Common equity Tier 1 ratio	14.8%	14.5%	12.8%	12.6%
Tier 1 ratio	17.0%	16.4%	14.9%	14.5%
Total capital ratio	19.8%	19.4%	17.7%	17.5%

ING 2.8 Funding

ING Group: Maturity ladder outstanding long-term debt 31 March 2023

In € million	Long-term debt issued			Maturing ¹⁾										
	2021	2022	2023	Remaining 2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	>2032
ING Bank senior debt ²⁾	1,221	2,187	886	303	561	605	951	708	934	405	125	275	196	1,559
ING Bank covered bond	3,390	10,029	4,000	2,837	1,243	4,739	4,619	2,848	3,313	5,189	3,600	1,651	11	4,740
ING Bank RMBS	76	54												475
ING Group senior debt ²⁾	8,039	11,268		4,581	1,533	3,250	7,657	5,509	7,341	2,627	3,950	1,713	690	2,218
ING Bank Tier 2				745			2							
ING Group Tier 2	1,500	1,000	1,353						1,000	1,833	1,750	1,500	1,739	2,353

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 2023	31 Dec 2022
Loan-to-deposit ratio	0.96	0.99
Key figures		
Customer deposits (private individuals)	48%	51%
Customer deposits (other)	23%	23%
Repurchase agreement	9%	6%
Interbank	5%	6%
CD/CP	4%	3%
Long-term senior debt	9%	8%
Subordinated debt	2%	2%
Total ¹⁾	100%	100%

¹⁾ Financial liabilities excluding trading securities and IFRS equity.

ING 2.9 Investments: ING Group

ING Group: Investments - 31 March 2023

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	47.8	31.9	-0.3	6.2	85.9	-0.3
of which Government bonds	24.9	17.5	-0.2	0.2	42.7	-0.2
of which Sub-sovereign, Supranationals and Agencies	14.4	9.5	-0.0	2.2	26.1	-0.0
of which Covered bonds	5.5	3.3	-0.0	0.0	8.8	-0.0
of which Financial institutions	1.6	0.3	-0.0	2.2	4.1	-0.0
of which Corporate bonds	0.0	0.1	-0.0	0.8	1.0	-0.0
of which asset-backed securities	1.3	1.1	-0.0	0.8	3.2	-0.0
Total equity securities		1.9	1.2		1.9	1.2
Total Investments	47.8	33.8	0.9	6.2	87.8	0.9

Total investments contains banking book but excludes the trading book.

ING 3.1 Customer lending/deposits: 1Q2023 Segment split

Customer lending/deposits												
In € billion	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	Daily Banking & Lending	Trade Finance	Financial Markets	Treasury & Other	Corporate Line
			Netherlands	Belgium	Germany	Other						
Residential mortgages												
Beginning of period	313.5	315.0	108.5	40.3	86.9	79.4	-1.6	0.0	0.0	0.0	-1.6	0.0
Net production	0.7	0.7	0.4	0.1	0.3	-0.1	-0.0				-0.0	
Treasury												
Acquisitions / divestments												
FX impact and other	-0.6	-0.8	-0.0	0.1	0.3	-1.2	0.2				0.2	
End of period	313.6	315.0	108.9	40.5	87.5	78.1	-1.4	0.0	0.0	0.0	-1.4	0.0
Other customer lending¹⁾												
Beginning of period	328.0	136.7	45.1	51.4	11.4	28.8	191.1	152.1	30.7	4.1	4.3	0.2
Net production	0.2	1.4	-0.3	1.4	-0.1	0.3	-1.2	1.8	-2.3	-0.0	-0.6	
Treasury	0.3	0.3	-0.1	0.0	0.3	0.0	0.0				0.0	
Acquisitions / divestments												
FX impact and other ²⁾	-2.6	-3.4	-0.7			-2.6	0.8	-1.3	-0.4		2.5	0.0
End of period	325.9	135.0	44.0	52.7	11.7	26.6	190.8	152.6	28.0	4.0	6.1	0.2
Customer deposits												
Beginning of period	640.8	566.2	201.1	91.5	135.9	137.7	74.5	0.3	63.3	3.4	7.6	0.0
Net production	1.3	1.7	-2.6	0.7	0.5	3.1	-0.4	-0.0	-0.0	-0.8	0.4	
Treasury	19.6	14.3	13.0	0.8	-0.6	1.1	5.2				5.2	
Acquisitions / divestments												
FX impact and other	-1.4	-1.3				-1.3	-0.1	-0.0	-0.2	-0.0	0.1	
End of period	660.2	581.0	211.5	93.0	135.8	140.6	79.2	0.3	63.1	2.6	13.3	0.0

¹⁾ Other customer lending for 31 December 2022 has been lowered by €492 million in Belgium, of which €161 million in Retail Banking and €331 million in Wholesale Banking Treasury & Other, to reflect a late year-end adjustment.

²⁾ FX impact and other in 1Q2023 includes the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Other Challengers & Growth Markets, and a reclassification of €0.7 billion in Retail Banking Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022 ³⁾	3Q2022 ⁴⁾	2Q2022 ⁵⁾	1Q2022
Residential mortgages								
Beginning of period				313.5	312.5	313.9	315.6	313.8
Net production				0.7	1.3	1.7	3.9	3.6
Treasury								
Acquisitions / divestments								
FX impact and other				-0.6	-0.3	-3.2	-5.5	-1.8
End of period				313.6	313.5	312.5	313.9	315.6
Other customer lending¹⁾								
Beginning of period				328.0	337.2	328.9	318.2	319.0
Net production				0.2	1.5	2.7	5.9	-3.5
Treasury				0.3	-2.4	1.2	0.3	1.2
Acquisitions / divestments								
FX impact and other ²⁾				-2.6	-8.3	4.3	4.5	1.5
End of period				325.9	328.0	337.2	328.9	318.2
Customer deposits								
Beginning of period				640.8	664.3	642.1	629.9	617.3
Net production				1.3	5.9	7.6	4.4	-0.7
Treasury				19.6	-28.3	16.2	7.7	12.3
Acquisitions / divestments								
FX impact and other				-1.4	-1.1	-1.4	0.2	1.0
End of period				660.2	640.8	664.3	642.1	629.9

¹⁾ Other customer lending for 31 December 2022 has been lowered by €492 million to reflect a late year-end adjustment.

²⁾ In 1Q2023, FX impact and other includes a reclassification of €0.7 billion in Retail Banking Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

³⁾ Net production in 4Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €1.3 billion in customer deposits due to outflows.

⁴⁾ Net production in 3Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €2.9 billion in customer deposits due to outflows.

⁵⁾ Net production in 2Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €3.8 billion in customer deposits due to outflows.

ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022 ³⁾	3Q2022 ⁴⁾	2Q2022 ⁵⁾	1Q2022
Residential mortgages								
Beginning of period				315.0	314.1	315.1	315.7	313.4
Net production				0.7	1.3	1.7	3.9	3.6
Treasury								
Acquisitions / divestments								
FX impact and other				-0.8	-0.4	-2.7	-4.5	-1.2
End of period				315.0	315.0	314.1	315.1	315.7
Other customer lending¹⁾								
Beginning of period				136.7	138.3	139.3	136.6	134.4
Net production				1.4	0.7	-1.1	2.9	1.8
Treasury				0.3	-1.7	0.6	0.1	0.5
Acquisitions / divestments								
FX impact and other ²⁾				-3.4	-0.6	-0.5	-0.3	-0.1
End of period				135.0	136.7	138.3	139.3	136.6
Customer deposits								
Beginning of period				566.2	578.1	564.0	554.6	553.0
Net production				1.7	9.1	3.9	5.0	-7.0
Treasury				14.3	-20.6	11.4	5.5	7.6
Acquisitions / divestments								
FX impact and other				-1.3	-0.4	-1.2	-1.0	1.0
End of period				581.0	566.2	578.1	564.0	554.6

¹⁾ Other customer lending for 31 December 2022 has been lowered by €161 million in Retail Belgium to reflect a late year-end adjustment.

²⁾ FX impact and other in 1Q2023 includes the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Other Challengers & Growth Markets, and a reclassification of €0.7 billion in Retail Banking Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

³⁾ Net production in 4Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €1.3 billion in customer deposits due to outflows.

⁴⁾ Net production in 3Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €2.9 billion in customer deposits due to outflows.

⁵⁾ Net production in 2Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €3.8 billion in customer deposits due to outflows.

ING 3.4 Customer lending/deposits: Retail Banking Netherlands

Customer lending/deposits Retail Banking Netherlands								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Residential mortgages								
Beginning of period				108.5	108.2	108.0	108.9	109.9
Net production				0.4	0.2	0.6	0.6	0.1
Treasury								
Acquisitions / divestments								
FX impact and other				-0.0	0.1	-0.3	-1.5	-1.1
End of period				108.9	108.5	108.2	108.0	108.9
Other customer lending								
Beginning of period				45.1	46.4	45.5	44.8	44.3
Net production				-0.3	0.1	-0.2	0.6	0.3
Treasury				-0.1	-1.4	1.0	0.1	0.2
Acquisitions / divestments								
FX impact and other ¹⁾				-0.7				
End of period				44.0	45.1	46.4	45.5	44.8
Customer deposits								
Beginning of period				201.1	219.1	206.7	195.7	185.6
Net production				-2.6	2.9	0.6	6.5	2.9
Treasury				13.0	-20.9	11.7	4.6	7.1
Acquisitions / divestments								
FX impact and other								
End of period				211.5	201.1	219.1	206.7	195.7

¹⁾ In 1Q2023, FX impact and other includes a reclassification of €0.7 billion from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium ¹⁾								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Residential mortgages								
Beginning of period				40.3	39.2	39.3	39.4	39.5
Net production				0.1	0.6	0.3	0.4	0.2
Treasury								
Acquisitions / divestments								
FX impact and other ²⁾				0.1	0.6	-0.4	-0.4	-0.3
End of period				40.5	40.3	39.2	39.3	39.4
Other customer lending²⁾								
Beginning of period				51.4	51.0	52.4	51.1	50.2
Net production				1.4	1.1	-1.4	1.5	0.9
Treasury				0.0	0.0	-0.1	-0.2	-0.0
Acquisitions / divestments								
FX impact and other ³⁾					-0.7			
End of period				52.7	51.4	51.0	52.4	51.1
Customer deposits								
Beginning of period				91.5	90.8	90.7	89.8	91.3
Net production				0.7	0.7	-0.4	0.8	-1.3
Treasury				0.8	-0.0	0.5	0.1	-0.3
Acquisitions / divestments								
FX impact and other								
End of period				93.0	91.5	90.8	90.7	89.8

¹⁾ Including ING Luxembourg.

²⁾ Other customer lending for 31 December 2022 has been lowered by €161 million to reflect a late year-end adjustment.

³⁾ In 4Q2022, FX impact and other includes a reclassification of €0.6 billion from Other customer lending to Residential mortgages.

ING 3.6 Customer lending/deposits: Retail Banking Germany

Customer lending/deposits Retail Banking Germany								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Residential mortgages								
Beginning of period				86.9	85.9	85.9	85.9	85.8
Net production				0.3	0.9	1.5	1.8	1.6
Treasury								
Acquisitions / divestments								
FX impact and other				0.3	0.0	-1.5	-1.8	-1.5
End of period				87.5	86.9	85.9	85.9	85.9
Other customer lending								
Beginning of period				11.4	11.9	12.2	11.7	11.3
Net production				-0.1	-0.2	0.2	0.2	0.0
Treasury				0.3	-0.3	-0.4	0.2	0.4
Acquisitions / divestments								
FX impact and other								
End of period				11.7	11.4	11.9	12.2	11.7
Customer deposits								
Beginning of period				135.9	131.7	127.8	127.3	134.6
Net production				0.5	3.3	4.4	0.5	-7.3
Treasury				-0.6	0.8	-0.4	-0.0	0.0
Acquisitions / divestments								
FX impact and other								
End of period				135.8	135.9	131.7	127.8	127.3

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

Customer lending/deposits Retail Banking Other Challengers & Growth Markets ¹⁾								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022 ³⁾	3Q2022 ⁴⁾	2Q2022 ⁵⁾	1Q2022
Residential mortgages								
Beginning of period				79.4	80.8	81.8	81.5	78.1
Net production				-0.1	-0.4	-0.7	1.1	1.7
Treasury								
Acquisitions / divestments								
FX impact and other				-1.2	-1.1	-0.4	-0.8	1.7
End of period				78.1	79.4	80.8	81.8	81.5
Other customer lending								
Beginning of period				28.8	29.0	29.3	28.9	28.5
Net production				0.3	-0.3	0.3	0.6	0.5
Treasury				0.0	-0.0	0.1	-0.0	-0.0
Acquisitions / divestments								
FX impact and other ²⁾				-2.6	0.2	-0.5	-0.3	-0.1
End of period				26.6	28.8	29.0	29.3	28.9
Customer deposits								
Beginning of period				137.7	136.5	138.8	141.8	141.4
Net production				3.1	2.1	-0.7	-2.8	-1.4
Treasury				1.1	-0.5	-0.4	0.8	0.7
Acquisitions / divestments								
FX impact and other				-1.3	-0.4	-1.2	-1.0	1.0
End of period				140.6	137.7	136.5	138.8	141.8

¹⁾ Includes: Australia, Italy, Spain, Poland, Romania, Turkey, Asian stakes, France (up to and including 4Q2022, after which ING discontinued its retail activities), Philippines (up to and including 4Q2022, after which ING discontinued its retail activities), and Other.

²⁾ FX impact and other in 1Q2023 includes the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Other Challengers & Growth Markets.

³⁾ Net production in 4Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €1.3 billion in customer deposits due to outflows.

⁴⁾ Net production in 3Q2022 includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €2.9 billion in customer deposits due to outflows.

⁵⁾ Net production in 2Q2022 includes a change in run-off portfolio in Retail Banking France, of which €0.1 billion in customer lending and €3.8 billion in customer deposits due to outflows.

ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Residential mortgages								
Beginning of period				-1.6	-1.7	-1.1	-0.1	0.4
Net production				-0.0	-0.0	-0.0	0.0	0.0
Treasury								
Acquisitions / divestments								
FX impact and other				0.2	0.1	-0.5	-1.0	-0.6
End of period				-1.4	-1.6	-1.7	-1.1	-0.1
Other customer lending¹⁾								
Beginning of period				191.1	198.7	189.4	181.5	184.4
Net production				-1.2	0.9	3.8	2.9	-5.3
Treasury				0.0	-0.7	0.6	0.1	0.7
Acquisitions / divestments								
FX impact and other ²⁾				0.8	-7.8	4.8	4.8	1.6
End of period				190.8	191.1	198.7	189.4	181.5
Customer deposits								
Beginning of period				74.5	86.2	78.1	75.3	64.3
Net production				-0.4	-3.2	3.6	-0.6	6.3
Treasury				5.2	-7.8	4.8	2.2	4.7
Acquisitions / divestments								
FX impact and other				-0.1	-0.7	-0.3	1.2	-0.0
End of period				79.2	74.5	86.2	78.1	75.3

¹⁾ Other customer lending for 31 December 2022 has been lowered by €331 million to reflect a late year-end adjustment.

²⁾ FX impact and other in 1Q2023 includes the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Other Challengers & Growth Markets.

ING 3.9 Customer lending/deposits: WB - Lending

Customer lending/deposits Wholesale Banking - Lending								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
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				152.1	155.4	146.3	141.5	140.5
Net production				1.8	2.4	5.7	1.4	-0.3
Treasury								
Acquisitions / divestments								
FX impact and other				-1.3	-5.7	3.4	3.4	1.2
End of period				152.6	152.1	155.4	146.3	141.5
Customer deposits								
Beginning of period				0.3	0.5	0.5	0.6	0.9
Net production				-0.0	-0.1	-0.0	-0.1	-0.3
Treasury								
Acquisitions / divestments								
FX impact and other				-0.0	-0.0	0.0	0.0	0.0
End of period				0.3	0.3	0.5	0.5	0.6

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

Customer lending/deposits Wholesale Banking - Daily Banking & Trade Finance								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
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				30.7	31.6	35.0	31.8	33.0
Net production				-2.3	0.9	-4.8	1.8	-1.6
Treasury								
Acquisitions / divestments								
FX impact and other				-0.4	-1.7	1.4	1.4	0.4
End of period				28.0	30.7	31.6	35.0	31.8
Customer deposits								
Beginning of period				63.3	65.6	63.6	63.4	57.4
Net production				-0.0	-1.8	2.2	-0.4	6.0
Treasury								
Acquisitions / divestments								
FX impact and other				-0.2	-0.5	-0.2	0.6	-0.1
End of period				63.1	63.3	65.6	63.6	63.4

ING 3.11 Customer lending/deposits: WB - Financial Markets

Customer lending/deposits Wholesale Banking - Financial Markets								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
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				4.1	3.5	3.6	3.6	7.2
Net production				-0.0	0.5	-0.1	-0.0	-3.6
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period				4.0	4.1	3.5	3.6	3.6
Customer deposits								
Beginning of period				3.4	4.4	2.9	2.8	1.5
Net production				-0.8	-0.9	1.5	-0.4	1.3
Treasury								
Acquisitions / divestments								
FX impact and other				-0.0	-0.1	-0.1	0.6	-0.0
End of period				2.6	3.4	4.4	2.9	2.8

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

Customer lending/deposits Wholesale Banking - Treasury & Other								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Residential mortgages								
Beginning of period				-1.6	-1.7	-1.1	-0.1	0.4
Net production				-0.0	-0.0	-0.0	0.0	0.0
Treasury								
Acquisitions / divestments								
FX impact and other				0.2	0.1	-0.5	-1.0	-0.6
End of period				-1.4	-1.6	-1.7	-1.1	-0.1
Other customer lending¹⁾								
Beginning of period				4.3	8.3	4.5	4.6	3.7
Net production				-0.6	-2.9	3.1	-0.3	0.2
Treasury				0.0	-0.7	0.6	0.1	0.7
Acquisitions / divestments								
FX impact and other ²⁾				2.5	-0.3	-0.0	-0.0	0.0
End of period				6.1	4.3	8.3	4.5	4.6
Customer deposits								
Beginning of period				7.6	15.8	11.1	8.5	4.5
Net production				0.4	-0.4	-0.1	0.3	-0.7
Treasury				5.2	-7.8	4.8	2.2	4.7
Acquisitions / divestments								
FX impact and other				0.1	-0.0	0.0	0.0	0.0
End of period				13.3	7.6	15.8	11.1	8.5

¹⁾ Other customer lending for 31 December 2022 has been lowered by €331 million to reflect a late year-end adjustment.

²⁾ FX impact and other in 1Q2023 includes the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Other Challengers & Growth Markets.

ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
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				0.2	0.2	0.2	0.2	0.2
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.0	-0.0	0.0	0.0
End of period								
Customer deposits								
Beginning of period								
Net production				0.0	0.0	0.0	0.0	0.0
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period								

ING 3.14 Customer lending/deposits: 1Q2023 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	313.5	108.0	40.2	85.9	64.8	14.6	0.0	0.0
Net production	0.7	0.4	0.1	0.3	0.1	-0.2		
Treasury								
Acquisitions / divestments								
FX impact and other	-0.6	0.0	0.1	0.5	-1.2	0.0		
End of period	313.6	108.3	40.4	86.7	63.7	14.4	0.0	0.0
Other customer lending¹⁾								
Beginning of period	328.0	74.5	68.3	41.0	26.5	29.4	88.0	0.2
Net production	0.2	-0.6	1.0	0.4	0.1	0.6	-1.3	-0.0
Treasury	0.3	-0.2	0.0	0.4	0.1	0.1	-0.1	
Acquisitions / divestments								
FX impact and other ²⁾	-2.6	-0.9	-0.1	-0.2	-2.9	-0.1	1.5	0.0
End of period	325.9	72.9	69.4	41.6	23.9	29.9	88.2	0.2
Customer deposits								
Beginning of period	640.8	234.2	109.5	138.9	90.1	54.8	13.2	0.0
Net production	1.3	-0.0	-0.6	0.7	1.2	1.3	-1.2	
Treasury	19.6	17.8	1.0	-0.8	0.0	1.3	0.2	
Acquisitions / divestments								
FX impact and other	-1.4				-1.1	-0.0	-0.3	
End of period	660.2	252.0	109.8	138.8	90.3	57.4	11.8	0.0

¹⁾ Other customer lending for 31 December 2022 has been lowered by €492 million to reflect a late year-end adjustment.

²⁾ FX impact and other in 1Q2023 includes the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Resto of World from Other Challengers, and a reclassification of €0.7 billion in Retail Banking Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Residential mortgages								
Beginning of period				108.0	107.7	107.5	109.0	110.3
Net production				0.4	0.2	0.6	0.6	0.1
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.1	-0.5	-2.1	-1.3
End of period				108.3	108.0	107.7	107.5	109.0
Other customer lending								
Beginning of period				74.5	75.4	72.9	71.2	75.6
Net production				-0.6	1.7	0.6	1.1	-5.3
Treasury				-0.2	-1.9	1.4	0.1	0.7
Acquisitions / divestments								
FX impact and other ¹⁾				-0.9	-0.7	0.4	0.4	0.2
End of period				72.9	74.5	75.4	72.9	71.2
Customer deposits								
Beginning of period				234.2	263.5	244.3	233.6	216.2
Net production				-0.0	-0.3	3.0	4.3	5.8
Treasury				17.8	-28.9	16.3	6.3	11.6
Acquisitions / divestments								
FX impact and other								
End of period				252.0	234.2	263.5	244.3	233.6

¹⁾ In 1Q2023, FX impact and other includes a reclassification of €0.7 billion in Retail Banking Netherlands from Other customer lending to Financial assets at fair value through profit or loss, following the introduction of IFRS17.

ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium ¹⁾								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Residential mortgages								
Beginning of period				40.2	39.0	39.3	39.4	39.6
Net production				0.1	0.6	0.3	0.4	0.2
Treasury								
Acquisitions / divestments								
FX impact and other ²⁾				0.1	0.6	-0.5	-0.5	-0.3
End of period				40.4	40.2	39.0	39.3	39.4
Other customer lending²⁾								
Beginning of period				68.3	71.8	69.5	67.3	66.8
Net production				1.0	-2.0	2.1	2.1	0.4
Treasury				0.0	0.1	0.0	-0.2	0.0
Acquisitions / divestments								
FX impact and other ³⁾				-0.1	-1.5	0.3	0.3	0.1
End of period				69.4	68.3	71.8	69.5	67.3
Customer deposits								
Beginning of period				109.5	109.4	109.7	107.8	109.2
Net production				-0.6	0.1	-0.8	1.8	-1.0
Treasury				1.0	-0.0	0.6	0.1	-0.3
Acquisitions / divestments								
FX impact and other								
End of period				109.8	109.5	109.4	109.7	107.8

¹⁾ Including ING Luxembourg.

²⁾ Other customer lending for 31 December 2022 has been lowered by €492 million to reflect a late year-end adjustment.

³⁾ In 4Q2022, FX impact and other includes a reclassification of €0.6 billion from Other customer lending to Residential mortgages in Retail Banking Belgium.

ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Residential mortgages								
Beginning of period				85.9	84.9	85.3	85.6	85.8
Net production				0.3	0.9	1.5	1.8	1.6
Treasury								
Acquisitions / divestments								
FX impact and other				0.5	0.0	-1.9	-2.1	-1.8
End of period				86.7	85.9	84.9	85.3	85.6
Other customer lending								
Beginning of period				41.0	41.9	41.4	41.2	41.7
Net production				0.4	0.3	0.4	-0.6	-1.1
Treasury				0.4	-0.3	-0.5	0.2	0.5
Acquisitions / divestments								
FX impact and other				-0.2	-0.8	0.5	0.6	0.2
End of period				41.6	41.0	41.9	41.4	41.2
Customer deposits								
Beginning of period				138.9	134.5	130.2	128.9	135.9
Net production				0.7	3.4	4.9	1.3	-7.1
Treasury				-0.8	1.0	-0.5	-0.0	0.0
Acquisitions / divestments								
FX impact and other								
End of period				138.8	138.9	134.5	130.2	128.9

ING 3.18 Customer lending/deposits: Geographical Other Challengers

Customer lending/deposits Geographical Other Challengers ¹⁾								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022 ³⁾	3Q2022 ⁴⁾	2Q2022 ⁵⁾	1Q2022
Residential mortgages								
Beginning of period				64.8	66.6	66.9	66.4	62.9
Net production				0.1	-0.3	-0.4	1.2	1.6
Treasury								
Acquisitions / divestments								
FX impact and other				-1.2	-1.5	0.0	-0.7	1.8
End of period				63.7	64.8	66.6	66.9	66.4
Other customer lending²⁾								
Beginning of period				26.5	26.9	25.3	25.0	25.4
Net production				0.1	0.1	1.5	0.5	-0.8
Treasury				0.1	0.0	0.0	-0.1	-0.1
Acquisitions / divestments								
FX impact and other				-2.9	-0.4	0.0	-0.1	0.5
End of period				23.9	26.5	26.9	25.3	25.0
Customer deposits								
Beginning of period				90.1	90.9	93.0	96.4	95.4
Net production				1.2	0.6	-2.2	-2.8	-0.6
Treasury				0.0	0.0	-0.0	0.0	-0.0
Acquisitions / divestments								
FX impact and other				-1.1	-1.3	0.0	-0.6	1.6
End of period				90.3	90.1	90.9	93.0	96.4

¹⁾ Including Australia, Italy, Spain and Portugal, Retail Banking France (up to and including 4Q2022, after which ING discontinued its retail activities), Other. As from 2023, financials of France are reported in Wholesale Banking Rest of World. Historical figures up to and including 4Q2022 of Wholesale Banking in France moved to Wholesale Banking Rest of World from Other Challengers, while historical figures up to and including 4Q2022 of Retail Banking in France remain reported in Other Challengers.

²⁾ FX impact and other in 1Q2023 includes the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Other Challengers & Growth Markets.

³⁾ Net production in 4Q2022 of Retail Banking Other Challengers includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €1.3 billion in customer deposits due to outflows.

⁴⁾ Net production in 3Q2022 of Retail Banking Other Challengers includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €2.9 billion in customer deposits due to outflows.

⁵⁾ Net production in 2Q2022 of Retail Banking Other Challengers includes a change in run-off portfolio of Retail Banking France, of which €0.1 billion in customer lending and €3.8 billion in customer deposits due to outflows.

ING 3.19 Customer lending/deposits: Geographical Growth Markets

Customer lending/deposits Geographical Growth Markets ¹⁾								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
Residential mortgages								
Beginning of period				14.6	14.2	15.0	15.2	15.2
Net production				-0.2	-0.1	-0.3	-0.1	0.1
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.4	-0.4	-0.1	-0.2
End of period				14.4	14.6	14.2	15.0	15.2
Other customer lending								
Beginning of period				29.4	28.5	28.3	27.7	26.7
Net production				0.6	0.6	0.8	0.7	1.3
Treasury				0.1	-0.1	0.1	0.1	0.0
Acquisitions / divestments								
FX impact and other				-0.1	0.3	-0.6	-0.2	-0.3
End of period				29.9	29.4	28.5	28.3	27.7
Customer deposits								
Beginning of period				54.8	52.5	53.2	51.3	50.8
Net production				1.3	1.9	1.1	1.5	0.2
Treasury				1.3	-0.6	-0.4	1.0	0.9
Acquisitions / divestments								
FX impact and other				-0.0	1.0	-1.4	-0.5	-0.7
End of period				57.4	54.8	52.5	53.2	51.3

¹⁾ Includes: Poland, Romania, Turkey, Asian stakes, and Retail Banking Philippines (up to and including 4Q2022, after which ING discontinued its retail activities). As from 2023, financials of the Philippines are reported in Wholesale Banking Rest of World. Historical figures up to and including 4Q2022 of Wholesale Banking in the Philippines moved to Wholesale Banking Rest of World from Growth Markets, while historical figures up to and including 4Q2022 of Retail banking in the Philippines remain reported in Growth Markets.

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

Customer lending/deposits Geographical Wholesale Banking Rest of World ¹⁾								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
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				88.0	92.5	91.3	85.6	82.5
Net production				-1.3	0.9	-2.6	2.0	2.0
Treasury				-0.1	-0.2	0.2	0.1	0.1
Acquisitions / divestments								
FX impact and other ²⁾				1.5	-5.2	3.7	3.6	1.0
End of period				88.2	88.0	92.5	91.3	85.6
Customer deposits								
Beginning of period				13.2	13.6	11.8	11.9	9.9
Net production				-1.2	0.2	1.6	-1.6	1.9
Treasury				0.2	0.2	0.3	0.3	0.1
Acquisitions / divestments								
FX impact and other				-0.3	-0.8	-0.1	1.3	-0.0
End of period				11.8	13.2	13.6	11.8	11.9

¹⁾ As from 2023 financials of France and the Philippines are reported in Wholesale Banking Rest of World. Historical figures up to and including 4Q2022 of Wholesale Banking in France moved to Wholesale Banking Rest of World from Other Challengers, while historical figures up to and including 4Q2022 of Retail Banking in France remain reported in Other Challengers. Historical figures up to and including 4Q2022 of Wholesale Banking in the Philippines moved to Wholesale Banking Rest of World from Growth Markets, while historical figures up to and including 4Q2022 of Retail Banking in the Philippines remain reported in Growth Markets.

²⁾ FX impact and other in 1Q2023 includes the transfer of the France retail lending legacy portfolio of €2.5 billion to Wholesale Banking Treasury & Other from Other Challengers & Growth Markets.

ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other ¹⁾								
In € billion	4Q2023	3Q2023	2Q2023	1Q2023	4Q2022	3Q2022	2Q2022	1Q2022
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				0.2	0.2	0.2	0.2	0.2
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.0	-0.0	0.0	0.0
End of period				0.2	0.2	0.2	0.2	0.2
Customer deposits								
Beginning of period								
Net production				0.0	0.0	0.0	0.0	0.0
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period				0.0	0.0	0.0	0.0	0.0

¹⁾ Region Other consists mainly of Corporate Line.

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 2022 ING Group consolidated annual accounts. All figures in this document are unaudited. Small differences are possible in the tables due to rounding.

Certain of the statements contained herein are not historical facts, including, without limitation, certain statements made of future expectations and other forward-looking statements that are based on management's current views and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in such statements.

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