

# ING Historical Trend Data 2Q2020 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		
	2Q2020	2Q2019	1Q2020	2Q2020	2Q2019	1Q2020	2Q2020	2Q2019	1Q2020	2Q2020	2Q2019	1Q2020
<b>Profit or loss</b>												
Net interest income	3,430	3,470	3,501	2,433	2,440	2,461	927	901	937	70	129	103
Net fee and commission income	723	711	783	460	438	487	264	276	297	-2	-3	-1
Investment income	19	25	21	16	19	18	3	6	4	0	0	0
Other income	499	459	205	210	276	195	315	128	33	-26	54	-22
<b>Total income</b>	<b>4,671</b>	<b>4,665</b>	<b>4,511</b>	<b>3,119</b>	<b>3,174</b>	<b>3,160</b>	<b>1,509</b>	<b>1,311</b>	<b>1,270</b>	<b>42</b>	<b>180</b>	<b>80</b>
Expenses excl. regulatory costs	2,656	2,354	2,307	1,635	1,600	1,597	909	655	669	111	98	42
Regulatory costs <sup>1)</sup>	137	97	526	116	89	396	20	11	130	1	-2	-0
<b>Operating expenses</b>	<b>2,793</b>	<b>2,451</b>	<b>2,833</b>	<b>1,751</b>	<b>1,689</b>	<b>1,992</b>	<b>929</b>	<b>666</b>	<b>799</b>	<b>112</b>	<b>96</b>	<b>42</b>
<b>Gross result</b>	<b>1,878</b>	<b>2,214</b>	<b>1,678</b>	<b>1,368</b>	<b>1,485</b>	<b>1,168</b>	<b>580</b>	<b>644</b>	<b>471</b>	<b>-70</b>	<b>84</b>	<b>39</b>
Addition to loan loss provisions	1,336	209	661	454	118	285	882	91	373	0	0	3
<b>Result before tax</b>	<b>542</b>	<b>2,005</b>	<b>1,017</b>	<b>913</b>	<b>1,367</b>	<b>883</b>	<b>-302</b>	<b>553</b>	<b>98</b>	<b>-70</b>	<b>84</b>	<b>36</b>
Taxation	224	540	329	305	400	239	-10	61	33	-71	79	57
Non-controlling interests	19	26	17	14	22	14	4	5	4	-	-0	-0
<b>Net result</b>	<b>299</b>	<b>1,438</b>	<b>670</b>	<b>594</b>	<b>946</b>	<b>630</b>	<b>-296</b>	<b>487</b>	<b>61</b>	<b>1</b>	<b>5</b>	<b>-20</b>
<b>Key figures</b>												
Interest margin	1.44%	1.52%	1.51%									
Cost/income ratio	59.8%	52.5%	62.8%	56.2%	53.2%	63.0%	61.6%	50.8%	62.9%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	2.3%	11.4%	5.1%									
Return on equity based on 13.5% CET1 <sup>2)</sup>	2.9%	13.8%	6.2%	10.6%	17.4%	11.1%	-5.5%	9.9%	1.2%	1.4%	4.6%	-23.9%
Risk costs in bps of average customer lending	85	14	42	42	11	26	186	20	80	n.a.	n.a.	n.a.
Risk-weighted assets (end of period)	322,234	318,253	335,375	164,061	169,096	174,557	155,536	146,046	158,168	2,637	3,111	2,650
Employees (internal FTEs, end of period)	55,772	53,525	55,452	41,928	40,245	41,771	13,838	13,277	13,676	5	2	5
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.52%	1.54%	1.54%									
Cost/income ratio	58.9%	59.0%	57.0%	57.9%	55.9%	57.2%	59.1%	52.8%	56.3%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	6.1%	9.4%	8.4%									
Return on equity based on 13.5% CET1 <sup>2)</sup>	7.5%	11.1%	10.2%	13.0%	16.3%	14.7%	1.6%	8.6%	5.5%	-13.0%	-160.0%	-11.6%

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

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

## ING 1.2 Profit or loss: 2Q2020 Segment split

Profit or loss 2Q2020												
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	3,430	2,472	884	471	398	719	953	645	151	105	53	5
Capital charge on book equity	-	-32	1	-8	9	-34	-20	-0	1	-13	-8	51
Interest benefit on total capital	-	-7	-2	-2	-1	-2	-7	-4	-1	-1	-1	14
Net interest income	3,430	2,433	883	461	405	683	927	641	151	91	45	70
Net fee and commission income	723	460	164	98	109	89	264	97	117	43	8	-2
Investment income	4	4	-0	1	1	2	0	0	-0	-0	0	0
Realised gains and fair value changes on investments	15	13	10	-1	-1	5	3	-	-	-	3	-0
Total investment income	19	16	10	-0	0	7	3	0	-0	-0	3	0
Valuation result and net trading income	437	148	60	47	25	16	314	34	14	281	-15	-25
Other income	62	63	14	15	3	31	1	6	-5	-9	9	-2
Total other income	499	210	73	62	28	47	315	40	9	272	-5	-26
<b>Total income</b>	<b>4,671</b>	<b>3,119</b>	<b>1,130</b>	<b>621</b>	<b>542</b>	<b>826</b>	<b>1,509</b>	<b>777</b>	<b>276</b>	<b>406</b>	<b>50</b>	<b>42</b>
Expenses excl. regulatory costs	2,656	1,635	487	401	253	494	909	222	187	185	316	111
Regulatory costs <sup>1)</sup>	137	116	35	8	19	55	20	6	3	3	8	1
<b>Operating expenses</b>	<b>2,793</b>	<b>1,751</b>	<b>522</b>	<b>408</b>	<b>272</b>	<b>549</b>	<b>929</b>	<b>228</b>	<b>190</b>	<b>188</b>	<b>324</b>	<b>112</b>
<b>Gross result</b>	<b>1,878</b>	<b>1,368</b>	<b>609</b>	<b>212</b>	<b>270</b>	<b>277</b>	<b>580</b>	<b>549</b>	<b>87</b>	<b>218</b>	<b>-274</b>	<b>-70</b>
Addition to loan loss provisions	1,336	454	120	156	8	170	882	833	46	1	2	0
<b>Result before tax</b>	<b>542</b>	<b>913</b>	<b>489</b>	<b>56</b>	<b>262</b>	<b>107</b>	<b>-302</b>	<b>-284</b>	<b>41</b>	<b>217</b>	<b>-276</b>	<b>-70</b>
Taxation	224	305	124	28	122	31	-10	-63	9	63	-19	-71
Non-controlling interests	19	14	-0	0	1	14	4	1	1	3	-1	-
<b>Net result</b>	<b>299</b>	<b>594</b>	<b>365</b>	<b>28</b>	<b>139</b>	<b>62</b>	<b>-296</b>	<b>-222</b>	<b>31</b>	<b>151</b>	<b>-256</b>	<b>1</b>
<b>Key figures</b>												
Interest margin	1.44%											
Cost/income ratio	59.8%	56.2%	46.2%	65.8%	50.2%	66.5%	61.6%	29.3%	68.6%	46.3%	n.a.	n.a.
Return on equity based on IFRS-EU equity	2.3%											
Return on equity based on 13.5% CET1 <sup>2)</sup>	2.9%	10.6%	22.6%	1.9%	14.5%	4.5%	-5.5%	-6.6%	4.3%	18.1%	-73.6%	1.4%
Risk costs in bps of average customer lending	85	42	30	68	4	71	186	223	62	29	9	n.a.
Risk-weighted assets (end of period)	322,234	164,061	45,149	42,522	28,537	47,853	155,536	99,208	21,677	26,139	8,512	2,637
Employees (internal FTEs, end of period)	55,772	41,928	9,728	7,805	5,411	18,984	13,838					5
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.52%											
Cost/income ratio	58.9%	57.9%	48.8%	71.1%	52.0%	64.0%	59.1%	34.7%	60.5%	92.3%	191.0%	n.a.
Return on equity based on IFRS-EU equity	6.1%											
Return on equity based on 13.5% CET1 <sup>2)</sup>	7.5%	13.0%	22.9%	3.3%	17.4%	8.7%	1.6%	2.7%	6.5%	1.7%	-20.7%	-13.0%

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

<sup>2)</sup> 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	6M2020	6M2019
Interest income			5,723	6,335	6,749	7,330	7,186	7,189	12,059	14,375
Minus: interest expense			2,294	2,834	3,152	3,801	3,716	3,706	5,127	7,422
Net interest income			3,430	3,501	3,597	3,529	3,470	3,483	6,931	6,953
Net fee and commission income			723	783	735	747	711	675	1,506	1,386
Investment income			4	1	10	99	3	122	5	125
Realised gains and fair value changes on investments			15	20	17	5	22	28	35	50
Total investment income			19	21	26	104	25	150	40	175
Valuation result and net trading income			437	-1	32	175	330	218	436	548
Other income			62	206	49	71	129	50	269	179
Total other income			499	205	81	246	459	268	704	727
<b>Total income</b>			<b>4,671</b>	<b>4,511</b>	<b>4,439</b>	<b>4,626</b>	<b>4,665</b>	<b>4,576</b>	<b>9,182</b>	<b>9,241</b>
Staff expenses			1,458	1,465	1,482	1,462	1,437	1,374	2,923	2,811
Regulatory costs <sup>1)</sup>			137	526	303	106	97	515	663	612
Other expenses			1,198	842	890	872	917	898	2,040	1,815
<b>Operating expenses</b>			<b>2,793</b>	<b>2,833</b>	<b>2,675</b>	<b>2,440</b>	<b>2,451</b>	<b>2,787</b>	<b>5,626</b>	<b>5,238</b>
<b>Gross result</b>			<b>1,878</b>	<b>1,678</b>	<b>1,764</b>	<b>2,187</b>	<b>2,214</b>	<b>1,789</b>	<b>3,556</b>	<b>4,003</b>
Addition to loan loss provisions			1,336	661	428	276	209	207	1,998	416
<b>Result before tax</b>			<b>542</b>	<b>1,017</b>	<b>1,337</b>	<b>1,911</b>	<b>2,005</b>	<b>1,582</b>	<b>1,558</b>	<b>3,586</b>
Taxation			224	329	428	543	540	443	553	983
Non-controlling interests			19	17	28	23	26	21	36	47
<b>Net result</b>			<b>299</b>	<b>670</b>	<b>880</b>	<b>1,344</b>	<b>1,438</b>	<b>1,119</b>	<b>969</b>	<b>2,556</b>
<b>Key figures</b>										
Interest margin			1.44%	1.51%	1.57%	1.54%	1.52%	1.55%	1.48%	1.54%
Cost/income ratio			59.8%	62.8%	60.3%	52.7%	52.5%	60.9%	61.3%	56.7%
Return on equity based on IFRS-EU equity			2.3%	5.1%	6.8%	10.5%	11.4%	9.0%	3.7%	10.2%
Return on equity based on 13.5% CET1 <sup>2)</sup>			2.9%	6.2%	8.3%	12.7%	13.8%	10.8%	4.5%	12.3%
Risk costs in bps of average customer lending			85	42	28	18	14	14	64	14
Risk-weighted assets (end of period)			322,234	335,375	326,414	319,683	318,253	311,884	322,234	318,253
Employees (internal FTEs, end of period)			55,772	55,452	54,514	53,981	53,525	52,658	55,772	53,525
<b>Four-quarter rolling average key figures</b>										
interest margin			1.52%	1.54%	1.54%	1.54%	1.54%	1.54%		
Cost/income ratio			58.9%	57.0%	56.6%	55.7%	59.0%	59.0%		
Return on equity based on IFRS-EU equity			6.1%	8.4%	9.4%	10.4%	9.4%	9.5%		
Return on equity based on 13.5% CET1 <sup>2)</sup>			7.5%	10.2%	11.4%	12.4%	11.1%	11.0%		

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

<sup>2)</sup> 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	6M2020	6M2019
Balance sheet related interest			2,472	2,526	2,542	2,578	2,543	2,520	4,998	5,063
Capital charge on book equity			-32	-55	-63	-73	-84	-87	-87	-171
Interest benefit on total capital			-7	-11	-17	-22	-20	-3	-18	-23
Net interest income			2,433	2,461	2,462	2,483	2,440	2,429	4,894	4,869
Net fee and commission income			460	487	432	454	438	415	947	853
Investment income			4	1	7	101	1	0	4	1
Realised gains and fair value changes on investments			13	17	17	3	18	23	29	41
Total investment income			16	18	25	105	19	23	34	42
Valuation result and net trading income			148	76	93	111	221	136	223	358
Other income			63	119	35	32	55	33	181	88
Total other income			210	195	128	143	276	169	405	445
<b>Total income</b>			<b>3,119</b>	<b>3,160</b>	<b>3,047</b>	<b>3,183</b>	<b>3,174</b>	<b>3,036</b>	<b>6,279</b>	<b>6,210</b>
Expenses excl. regulatory costs			1,635	1,597	1,617	1,629	1,600	1,537	3,232	3,137
Regulatory costs			116	396	161	94	89	383	512	472
<b>Operating expenses</b>			<b>1,751</b>	<b>1,992</b>	<b>1,778</b>	<b>1,723</b>	<b>1,689</b>	<b>1,920</b>	<b>3,744</b>	<b>3,609</b>
<b>Gross result</b>			<b>1,368</b>	<b>1,168</b>	<b>1,269</b>	<b>1,460</b>	<b>1,485</b>	<b>1,116</b>	<b>2,535</b>	<b>2,602</b>
Addition to loan loss provisions			454	285	174	160	118	136	739	254
<b>Result before tax</b>			<b>913</b>	<b>883</b>	<b>1,096</b>	<b>1,301</b>	<b>1,367</b>	<b>980</b>	<b>1,796</b>	<b>2,348</b>
Taxation			305	239	304	345	400	262	545	662
Non-controlling interests			14	14	24	22	22	17	28	39
<b>Net result</b>			<b>594</b>	<b>630</b>	<b>767</b>	<b>933</b>	<b>946</b>	<b>701</b>	<b>1,224</b>	<b>1,647</b>
<b>Key figures</b>										
Cost/income ratio			56.2%	63.0%	58.3%	54.1%	53.2%	63.2%	59.6%	58.1%
Return on equity based on 13.5% CET1 <sup>1)</sup>			10.6%	11.1%	13.8%	16.6%	17.4%	13.2%	10.9%	15.3%
Risk costs in bps of average customer lending			42	26	16	15	11	13	34	12
Risk-weighted assets (end of period)			164,061	174,557	168,918	171,506	169,096	160,374	164,061	169,096
Employees (internal FTEs, end of period)			41,928	41,771	40,808	40,470	40,245	39,720	41,928	40,245
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			57.9%	57.2%	57.1%	56.8%	55.9%	55.8%		
Return on equity based on 13.5% CET1 <sup>1)</sup>			13.0%	14.7%	15.3%	15.6%	16.3%	16.5%		

<sup>1)</sup> 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	6M2020	6M2019
Balance sheet related interest			1,355	1,375	1,387	1,408	1,382	1,375	2,729	2,757
Capital charge on book equity			-6	-13	-11	-13	-22	-23	-19	-45
Interest benefit on total capital			-4	-6	-10	-13	-11	-2	-10	-13
Net interest income			1,344	1,356	1,366	1,383	1,349	1,350	2,700	2,699
Net fee and commission income			262	277	256	274	262	256	539	518
Investment income			0	1	5	6	-1	0	1	-1
Realised gains and fair value changes on investments			9	16	3	-3	11	8	25	19
Total investment income			9	17	8	3	10	8	26	17
Valuation result and net trading income			107	10	41	53	168	76	116	244
Other income			29	74	29	15	25	16	103	40
Total other income			136	83	70	67	193	92	219	285
<b>Total income</b>			<b>1,751</b>	<b>1,734</b>	<b>1,701</b>	<b>1,727</b>	<b>1,814</b>	<b>1,705</b>	<b>3,485</b>	<b>3,519</b>
Expenses excl. regulatory costs			888	851	877	876	859	824	1,738	1,683
Regulatory costs			42	276	76	22	23	262	318	285
<b>Operating expenses</b>			<b>930</b>	<b>1,127</b>	<b>953</b>	<b>898</b>	<b>882</b>	<b>1,086</b>	<b>2,057</b>	<b>1,968</b>
<b>Gross result</b>			<b>821</b>	<b>607</b>	<b>748</b>	<b>829</b>	<b>932</b>	<b>619</b>	<b>1,428</b>	<b>1,551</b>
Addition to loan loss provisions			276	145	99	87	38	52	421	90
<b>Result before tax</b>			<b>545</b>	<b>462</b>	<b>648</b>	<b>742</b>	<b>894</b>	<b>567</b>	<b>1,007</b>	<b>1,461</b>
Taxation			152	119	165	199	255	131	271	387
Non-controlling interests			-0	-0	-0	-0	0	0	-1	0
<b>Net result</b>			<b>393</b>	<b>343</b>	<b>484</b>	<b>543</b>	<b>638</b>	<b>435</b>	<b>737</b>	<b>1,074</b>
<b>Key figures</b>										
Cost/income ratio			53.1%	65.0%	56.0%	52.0%	48.6%	63.7%	59.0%	55.9%
Return on equity based on 13.5% CET1 <sup>1)</sup>			12.8%	11.0%	15.5%	17.2%	21.0%	14.8%	11.9%	18.0%
Risk costs in bps of average customer lending			44	23	16	14	6	8	33	7
Risk-weighted assets (end of period)			87,671	94,665	90,821	94,636	93,013	87,072	87,671	93,013
Employees (internal FTEs, end of period)			17,533	17,726	17,642	17,471	17,381	17,225	17,533	17,381
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			56.5%	55.3%	55.0%	54.8%	54.0%	53.9%		
Return on equity based on 13.5% CET1 <sup>1)</sup>			14.1%	16.1%	17.1%	17.5%	18.6%	19.2%		

<sup>1)</sup> 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	6M2020	6M2019
Balance sheet related interest			884	882	909	900	876	873	1,766	1,749
Capital charge on book equity			1	1	3	2	-3	1	3	-2
Interest benefit on total capital			-2	-3	-6	-7	-6	-1	-6	-7
Net interest income			883	880	906	895	866	874	1,763	1,740
Net fee and commission income			164	168	167	178	164	166	332	329
Investment income			-0	0	-0	1	0	-	-	0
Realised gains and fair value changes on investments			10	1	3	-0	6	1	11	7
Total investment income			10	1	3	1	6	1	11	8
Valuation result and net trading income			60	50	46	34	103	54	110	157
Other income			14	40	14	3	19	7	54	26
Total other income			73	90	59	37	122	61	164	183
<b>Total income</b>			<b>1,130</b>	<b>1,139</b>	<b>1,135</b>	<b>1,110</b>	<b>1,158</b>	<b>1,102</b>	<b>2,269</b>	<b>2,260</b>
Expenses excl. regulatory costs			487	480	517	508	509	486	967	995
Regulatory costs			35	86	66	24	28	72	121	100
<b>Operating expenses</b>			<b>522</b>	<b>566</b>	<b>583</b>	<b>532</b>	<b>537</b>	<b>558</b>	<b>1,088</b>	<b>1,095</b>
<b>Gross result</b>			<b>609</b>	<b>573</b>	<b>552</b>	<b>578</b>	<b>621</b>	<b>544</b>	<b>1,182</b>	<b>1,165</b>
Addition to loan loss provisions			120	19	15	43	22	11	139	33
<b>Result before tax</b>			<b>489</b>	<b>554</b>	<b>537</b>	<b>535</b>	<b>599</b>	<b>533</b>	<b>1,043</b>	<b>1,132</b>
Taxation			124	138	132	139	157	130	262	287
Non-controlling interests			-0	-0	-0	-0	0	0	-1	0
<b>Net result</b>			<b>365</b>	<b>416</b>	<b>405</b>	<b>396</b>	<b>442</b>	<b>403</b>	<b>781</b>	<b>845</b>
<b>Key figures</b>										
Cost/income ratio			46.2%	49.7%	51.3%	47.9%	46.4%	50.6%	47.9%	48.5%
Return on equity based on 13.5% CET1 <sup>1)</sup>			22.6%	24.3%	22.8%	22.0%	26.3%	25.0%	23.5%	25.7%
Risk costs in bps of average customer lending			30	5	4	11	5	3	17	4
Risk-weighted assets (end of period)			45,149	50,385	50,970	54,120	52,308	47,386	45,149	52,308
Employees (internal FTEs, end of period)			9,728	9,755	9,532	9,424	9,289	9,137	9,728	9,289
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			48.8%	48.8%	49.1%	49.2%	48.0%	47.0%		
Return on equity based on 13.5% CET1 <sup>1)</sup>			22.9%	23.8%	24.0%	24.1%	26.4%	27.7%		

<sup>1)</sup> 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 <sup>1)</sup>										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	6M2020	6M2019
Balance sheet related interest			471	493	478	508	506	501	964	1,008
Capital charge on book equity			-8	-14	-14	-15	-18	-24	-22	-43
Interest benefit on total capital			-2	-3	-4	-5	-5	-1	-5	-6
Net interest income			461	476	460	488	483	476	937	959
Net fee and commission income			98	110	89	96	98	90	207	188
Investment income			1	1	5	5	-2	0	1	-1
Realised gains and fair value changes on investments			-1	15	1	-2	5	6	14	11
Total investment income			-0	16	6	2	3	6	15	10
Valuation result and net trading income			47	-41	-4	19	66	22	7	88
Other income			15	33	15	12	6	8	49	14
Total other income			62	-7	11	31	72	31	55	102
<b>Total income</b>			<b>621</b>	<b>595</b>	<b>565</b>	<b>617</b>	<b>656</b>	<b>603</b>	<b>1,215</b>	<b>1,259</b>
Expenses excl. regulatory costs			401	370	360	367	350	338	771	688
Regulatory costs			8	190	10	-2	-5	190	198	185
<b>Operating expenses</b>			<b>408</b>	<b>560</b>	<b>370</b>	<b>366</b>	<b>345</b>	<b>528</b>	<b>969</b>	<b>873</b>
<b>Gross result</b>			<b>212</b>	<b>34</b>	<b>195</b>	<b>252</b>	<b>311</b>	<b>75</b>	<b>247</b>	<b>386</b>
Addition to loan loss provisions			156	126	84	44	16	42	282	58
<b>Result before tax</b>			<b>56</b>	<b>-92</b>	<b>111</b>	<b>207</b>	<b>295</b>	<b>33</b>	<b>-36</b>	<b>328</b>
Taxation			28	-20	32	60	99	1	9	100
Non-controlling interests			0	0	0	0	0	0	0	0
<b>Net result</b>			<b>28</b>	<b>-73</b>	<b>79</b>	<b>147</b>	<b>197</b>	<b>32</b>	<b>-44</b>	<b>229</b>
<b>Key figures</b>										
Cost/income ratio			65.8%	94.2%	65.5%	59.2%	52.6%	87.6%	79.7%	69.3%
Return on equity based on 13.5% CET1 <sup>2)</sup>			1.9%	-5.1%	5.8%	10.8%	14.5%	2.4%	-1.5%	8.5%
Risk costs in bps of average customer lending			68	55	37	20	7	19	62	13
Risk-weighted assets (end of period)			42,522	44,280	39,851	40,516	40,705	39,686	42,522	40,705
Employees (internal FTEs, end of period)			7,805	7,971	8,110	8,047	8,092	8,088	7,805	8,092
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			71.1%	67.4%	65.9%	65.2%	65.4%	67.5%		
Return on equity based on 13.5% CET1 <sup>2)</sup>			3.3%	6.4%	8.4%	9.1%	8.8%	8.1%		

<sup>1)</sup> Including ING Luxembourg.

<sup>2)</sup> 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	6M2020	6M2019
Balance sheet related interest			1,117	1,152	1,155	1,170	1,161	1,145	2,269	2,306
Capital charge on book equity			-25	-42	-51	-60	-62	-64	-68	-126
Interest benefit on total capital			-3	-5	-7	-9	-8	-1	-8	-10
Net interest income			1,089	1,105	1,096	1,100	1,091	1,079	2,193	2,170
Net fee and commission income			198	210	176	180	176	159	408	336
Investment income			3	0	2	95	2	-0	3	2
Realised gains and fair value changes on investments			4	1	14	6	7	15	4	23
Total investment income			7	1	16	101	10	15	8	25
Valuation result and net trading income			41	66	52	58	53	60	107	113
Other income			34	45	6	17	30	17	79	47
Total other income			74	111	58	75	83	78	186	161
<b>Total income</b>			<b>1,368</b>	<b>1,426</b>	<b>1,346</b>	<b>1,456</b>	<b>1,360</b>	<b>1,331</b>	<b>2,794</b>	<b>2,692</b>
Expenses excl. regulatory costs			748	746	740	753	741	713	1,494	1,454
Regulatory costs			74	120	85	72	66	121	193	186
<b>Operating expenses</b>			<b>821</b>	<b>866</b>	<b>824</b>	<b>825</b>	<b>806</b>	<b>834</b>	<b>1,687</b>	<b>1,641</b>
<b>Gross result</b>			<b>547</b>	<b>561</b>	<b>522</b>	<b>631</b>	<b>554</b>	<b>497</b>	<b>1,107</b>	<b>1,051</b>
Addition to loan loss provisions			178	140	75	73	80	84	318	164
<b>Result before tax</b>			<b>369</b>	<b>421</b>	<b>447</b>	<b>559</b>	<b>473</b>	<b>414</b>	<b>789</b>	<b>887</b>
Taxation			153	121	140	147	145	131	274	275
Non-controlling interests			15	14	24	22	22	17	28	39
<b>Net result</b>			<b>201</b>	<b>286</b>	<b>283</b>	<b>390</b>	<b>307</b>	<b>266</b>	<b>487</b>	<b>573</b>
<b>Key figures</b>										
Cost/income ratio			60.0%	60.7%	61.2%	56.7%	59.3%	62.6%	60.4%	61.0%
Return on equity based on 13.5% CET1 <sup>1)</sup>			8.2%	11.3%	11.8%	16.0%	13.0%	11.4%	9.7%	12.2%
Risk costs in bps of average customer lending			39	30	16	16	18	19	35	18
Risk-weighted assets (end of period)			76,390	79,892	78,097	76,869	76,083	73,302	76,390	76,083
Employees (internal FTEs, end of period)			24,395	24,045	23,166	22,999	22,864	22,496	24,395	22,864
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			59.6%	59.4%	59.9%	59.2%	58.4%	58.4%		
Return on equity based on 13.5% CET1 <sup>1)</sup>			11.8%	13.0%	13.0%	13.4%	13.6%	13.4%		

<sup>1)</sup> 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 <sup>1)</sup>										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	6M2020	6M2019
Balance sheet related interest			398	389	374	399	400	383	787	783
Capital charge on book equity			9	8	8	7	8	8	17	16
Interest benefit on total capital			-1	-2	-3	-4	-3	-0	-3	-4
Net interest income			405	396	380	403	405	391	801	796
Net fee and commission income			109	106	70	74	68	55	215	123
Investment income			1	0	1	-0	1	-0	1	0
Realised gains and fair value changes on investments			-1	-0	14	4	5	11	-1	16
Total investment income			0	0	15	4	6	11	0	17
Valuation result and net trading income			25	17	25	24	25	37	42	63
Other income			3	14	-20	4	3	3	17	6
Total other income			28	31	5	28	28	41	59	69
<b>Total income</b>			<b>542</b>	<b>533</b>	<b>471</b>	<b>509</b>	<b>507</b>	<b>498</b>	<b>1,075</b>	<b>1,005</b>
Expenses excl. regulatory costs			253	255	235	234	267	243	508	510
Regulatory costs			19	40	17	15	16	52	58	69
<b>Operating expenses</b>			<b>272</b>	<b>295</b>	<b>252</b>	<b>249</b>	<b>283</b>	<b>296</b>	<b>567</b>	<b>579</b>
<b>Gross result</b>			<b>270</b>	<b>238</b>	<b>219</b>	<b>260</b>	<b>223</b>	<b>203</b>	<b>508</b>	<b>426</b>
Addition to loan loss provisions			8	6	-23	-7	-25	2	14	-23
<b>Result before tax</b>			<b>262</b>	<b>232</b>	<b>241</b>	<b>268</b>	<b>248</b>	<b>201</b>	<b>494</b>	<b>449</b>
Taxation			122	66	89	86	81	71	188	153
Non-controlling interests			1	1	1	1	1	1	2	1
<b>Net result</b>			<b>139</b>	<b>165</b>	<b>151</b>	<b>181</b>	<b>166</b>	<b>129</b>	<b>304</b>	<b>295</b>
<b>Key figures</b>										
Cost/income ratio			50.2%	55.4%	53.5%	49.0%	55.9%	59.3%	52.7%	57.6%
Return on equity based on 13.5% CET1 <sup>2)</sup>			14.5%	18.0%	17.1%	20.3%	19.0%	15.1%	16.2%	17.1%
Risk costs in bps of average customer lending			4	3	-10	-3	-12	1	3	-5
Risk-weighted assets (end of period)			28,537	28,489	26,144	26,476	26,690	25,365	28,537	26,690
Employees (internal FTEs, end of period)			5,411	5,258	5,051	4,933	4,957	4,861	5,411	4,957
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			52.0%	53.5%	54.4%	53.6%	53.6%	52.6%		
Return on equity based on 13.5% CET1 <sup>2)</sup>			17.4%	18.6%	17.9%	19.3%	18.9%	18.6%		

<sup>1)</sup> Including ING Austria.

<sup>2)</sup> 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 <sup>1)</sup>										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	6M2020	6M2019
Balance sheet related interest			719	763	780	770	762	761	1,482	1,523
Capital charge on book equity			-34	-51	-60	-68	-70	-72	-85	-143
Interest benefit on total capital			-2	-3	-5	-6	-5	-1	-5	-6
Net interest income			683	709	716	697	686	688	1,392	1,374
Net fee and commission income			89	103	105	106	108	104	193	212
Investment income			2	-0	1	95	2	0	2	2
Realised gains and fair value changes on investments			5	1	0	2	2	4	5	7
Total investment income			7	1	1	97	4	4	7	8
Valuation result and net trading income			16	49	27	34	27	23	65	51
Other income			31	31	26	13	27	14	62	41
Total other income			47	80	53	47	55	37	127	92
<b>Total income</b>			<b>826</b>	<b>894</b>	<b>875</b>	<b>947</b>	<b>853</b>	<b>833</b>	<b>1,720</b>	<b>1,687</b>
Expenses excl. regulatory costs			494	491	505	519	474	470	985	944
Regulatory costs			55	80	67	56	49	69	135	118
<b>Operating expenses</b>			<b>549</b>	<b>571</b>	<b>572</b>	<b>576</b>	<b>523</b>	<b>538</b>	<b>1,120</b>	<b>1,061</b>
<b>Gross result</b>			<b>277</b>	<b>323</b>	<b>303</b>	<b>371</b>	<b>330</b>	<b>295</b>	<b>599</b>	<b>625</b>
Addition to loan loss provisions			170	134	97	80	105	82	304	187
<b>Result before tax</b>			<b>107</b>	<b>189</b>	<b>206</b>	<b>291</b>	<b>225</b>	<b>213</b>	<b>295</b>	<b>438</b>
Taxation			31	54	50	61	63	59	85	123
Non-controlling interests			14	13	23	21	21	17	27	38
<b>Net result</b>			<b>62</b>	<b>121</b>	<b>132</b>	<b>209</b>	<b>141</b>	<b>137</b>	<b>183</b>	<b>278</b>
<b>Key figures</b>										
Cost/income ratio			66.5%	63.9%	65.4%	60.8%	61.3%	64.6%	65.1%	62.9%
Return on equity based on 13.5% CET1 <sup>2)</sup>			4.5%	7.7%	9.0%	13.7%	9.8%	9.4%	6.1%	9.6%
Risk costs in bps of average customer lending			71	55	40	34	45	35	63	40
Risk-weighted assets (end of period)			47,853	51,403	51,953	50,394	49,393	47,937	47,853	49,393
Employees (internal FTEs, end of period)			18,984	18,786	18,115	18,066	17,907	17,635	18,984	17,907
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			64.0%	62.8%	63.0%	62.5%	61.2%	61.8%		
Return on equity based on 13.5% CET1 <sup>2)</sup>			8.7%	10.0%	10.5%	10.3%	10.7%	10.6%		

<sup>1)</sup> Includes: Australia, Czech Republic, France, Italy, Spain, Poland, Romania, Turkey, Philippines, Asian stakes and Other.

<sup>2)</sup> 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	6M2020	6M2019
Balance sheet related interest			953	988	1,087	1,012	983	996	1,942	1,978
Capital charge on book equity			-20	-41	-47	-55	-64	-62	-61	-126
Interest benefit on total capital			-7	-10	-15	-20	-18	-3	-17	-21
Net interest income			927	937	1,025	938	901	930	1,864	1,831
Net fee and commission income			264	297	303	294	276	262	561	538
Investment income			0	1	-4	-1	2	3	1	5
Realised gains and fair value changes on investments			3	3	-1	2	4	5	6	9
Total investment income			3	4	-5	1	6	8	6	14
Valuation result and net trading income			314	-24	-2	109	129	99	290	227
Other income			1	56	-0	18	-0	8	58	7
Total other income			315	33	-2	127	128	106	348	235
<b>Total income</b>			<b>1,509</b>	<b>1,270</b>	<b>1,322</b>	<b>1,359</b>	<b>1,311</b>	<b>1,307</b>	<b>2,780</b>	<b>2,618</b>
Expenses excl. regulatory costs			909	669	689	657	655	640	1,578	1,295
Regulatory costs			20	130	142	11	11	132	151	143
<b>Operating expenses</b>			<b>929</b>	<b>799</b>	<b>831</b>	<b>668</b>	<b>666</b>	<b>771</b>	<b>1,728</b>	<b>1,438</b>
<b>Gross result</b>			<b>580</b>	<b>471</b>	<b>490</b>	<b>692</b>	<b>644</b>	<b>536</b>	<b>1,051</b>	<b>1,180</b>
Addition to loan loss provisions			882	373	254	116	91	71	1,256	162
<b>Result before tax</b>			<b>-302</b>	<b>98</b>	<b>236</b>	<b>576</b>	<b>553</b>	<b>465</b>	<b>-204</b>	<b>1,018</b>
Taxation			-10	33	90	164	61	148	23	209
Non-controlling interests			4	4	5	1	5	3	8	8
<b>Net result</b>			<b>-296</b>	<b>61</b>	<b>141</b>	<b>410</b>	<b>487</b>	<b>313</b>	<b>-235</b>	<b>801</b>
<b>Key figures</b>										
Cost/income ratio			61.6%	62.9%	62.9%	49.1%	50.8%	59.0%	62.2%	54.9%
Return on equity based on 13.5% CET1 <sup>1)</sup>			-5.5%	1.2%	2.9%	8.4%	9.9%	6.3%	-2.1%	8.1%
Risk costs in bps of average customer lending			186	80	56	25	20	16	133	18
Risk-weighted assets (end of period)			155,536	158,168	155,072	145,419	146,046	148,508	155,536	146,046
Employees (internal FTEs, end of period)			13,838	13,676	13,701	13,509	13,277	12,935	13,838	13,277
Value at Risk trading positions (average)			39.2	21.6	11.4	4.7	9.3	8.0		
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			59.1%	56.3%	55.4%	53.8%	52.8%	51.8%		
Return on equity based on 13.5% CET1 <sup>1)</sup>			1.6%	5.5%	6.8%	8.2%	8.6%	8.5%		

<sup>1)</sup> 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	6M2020	6M2019
Balance sheet related interest			645	629	687	646	640	641	1,273	1,281
Capital charge on book equity			-0	0	-1	-0	-0	-0	-0	-1
Interest benefit on total capital			-4	-6	-9	-12	-12	-2	-11	-13
Net interest income			641	622	677	633	628	639	1,263	1,267
Net fee and commission income			97	131	132	121	118	112	227	230
Investment income			0	-	0	0	0	-	0	0
Realised gains and fair value changes on investments			-	-	-	-	-	-	-	-
Total investment income			0	-	0	0	0	-	0	0
Valuation result and net trading income			34	-94	-47	-12	-14	-9	-60	-24
Other income			6	6	12	1	4	-0	12	4
Total other income			40	-88	-35	-11	-10	-9	-48	-19
<b>Total income</b>			<b>777</b>	<b>665</b>	<b>774</b>	<b>744</b>	<b>736</b>	<b>741</b>	<b>1,442</b>	<b>1,477</b>
Expenses excl. regulatory costs			222	230	236	219	215	221	452	436
Regulatory costs			6	45	69	-0	1	48	51	49
<b>Operating expenses</b>			<b>228</b>	<b>275</b>	<b>306</b>	<b>219</b>	<b>217</b>	<b>269</b>	<b>503</b>	<b>486</b>
<b>Gross result</b>			<b>549</b>	<b>390</b>	<b>468</b>	<b>525</b>	<b>519</b>	<b>472</b>	<b>939</b>	<b>992</b>
Addition to loan loss provisions			833	306	131	129	71	57	1,138	128
<b>Result before tax</b>			<b>-284</b>	<b>84</b>	<b>337</b>	<b>396</b>	<b>448</b>	<b>416</b>	<b>-200</b>	<b>864</b>
Taxation			-63	35	93	116	128	135	-27	263
Non-controlling interests			1	2	3	-0	3	3	3	6
<b>Net result</b>			<b>-222</b>	<b>47</b>	<b>241</b>	<b>280</b>	<b>317</b>	<b>278</b>	<b>-176</b>	<b>595</b>
<b>Key figures</b>										
Cost/income ratio			29.3%	41.4%	39.5%	29.5%	29.4%	36.3%	34.9%	32.9%
Return on equity based on 13.5% CET1 <sup>1)</sup>			-6.6%	1.4%	7.4%	8.9%	10.1%	8.7%	-2.6%	9.4%
Risk costs in bps of average customer lending			223	84	37	36	20	16	154	18
Risk-weighted assets (end of period)			99,208	99,200	101,910	93,424	93,358	94,956	99,208	93,358
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			34.7%	34.8%	33.7%	30.9%	30.0%	30.0%		
Return on equity based on 13.5% CET1 <sup>1)</sup>			2.7%	6.9%	8.8%	10.3%	11.2%	11.5%		

<sup>1)</sup> 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	6M2020	6M2019
Balance sheet related interest			151	182	193	195	197	189	333	386
Capital charge on book equity			1	1	1	1	0	-0	1	-0
Interest benefit on total capital			-1	-2	-2	-3	-3	-0	-3	-3
Net interest income			151	181	191	192	194	188	332	383
Net fee and commission income			117	124	137	126	131	126	241	257
Investment income			-0	0	-0	1	0	0	-	0
Realised gains and fair value changes on investments			-	-	-	-	-	-	-	-
Total investment income			-0	0	-0	1	0	0	-	0
Valuation result and net trading income			14	11	15	19	15	12	25	27
Other income			-5	-2	-4	-2	-1	-1	-7	-2
Total other income			9	9	11	17	14	12	18	25
<b>Total income</b>			<b>276</b>	<b>314</b>	<b>339</b>	<b>335</b>	<b>340</b>	<b>326</b>	<b>591</b>	<b>666</b>
Expenses excl. regulatory costs			187	182	177	169	172	161	368	333
Regulatory costs			3	25	19	3	1	30	28	31
<b>Operating expenses</b>			<b>190</b>	<b>207</b>	<b>196</b>	<b>172</b>	<b>173</b>	<b>192</b>	<b>396</b>	<b>364</b>
<b>Gross result</b>			<b>87</b>	<b>108</b>	<b>143</b>	<b>163</b>	<b>167</b>	<b>134</b>	<b>194</b>	<b>301</b>
Addition to loan loss provisions			46	62	112	-5	5	18	108	24
<b>Result before tax</b>			<b>41</b>	<b>46</b>	<b>31</b>	<b>167</b>	<b>162</b>	<b>116</b>	<b>87</b>	<b>278</b>
Taxation			9	17	10	41	41	30	26	71
Non-controlling interests			1	2	2	1	1	1	3	2
<b>Net result</b>			<b>31</b>	<b>28</b>	<b>19</b>	<b>125</b>	<b>120</b>	<b>84</b>	<b>58</b>	<b>205</b>
<b>Key figures</b>										
Cost/income ratio			68.6%	65.7%	57.9%	51.4%	50.8%	58.8%	67.1%	54.7%
Return on equity based on 13.5% CET1 <sup>1)</sup>			4.3%	3.6%	2.5%	15.4%	14.6%	10.4%	3.9%	12.5%
Risk costs in bps of average customer lending			62	79	142	-6	6	23	71	15
Risk-weighted assets (end of period)			21,677	22,668	25,236	23,396	25,315	23,575	21,677	25,315
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			60.5%	56.3%	54.7%	51.9%	52.2%	51.5%		
Return on equity based on 13.5% CET1 <sup>1)</sup>			6.5%	9.1%	10.8%	14.0%	12.6%	12.5%		

<sup>1)</sup> 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	6M2020	6M2019
Balance sheet related interest			105	126	147	125	111	122	231	233
Capital charge on book equity			-13	-23	-26	-29	-30	-29	-35	-59
Interest benefit on total capital			-1	-1	-2	-2	-3	-0	-3	-3
Net interest income			91	102	119	94	79	92	193	171
Net fee and commission income			43	37	16	46	11	20	80	31
Investment income			-0	0	-3	0	-0	0	-0	-0
Realised gains and fair value changes on investments			-	-	-	1	1	-	-	1
Total investment income			-0	0	-3	1	1	0	-0	1
Valuation result and net trading income			281	23	24	95	104	84	304	188
Other income			-9	-9	-10	-3	-11	-0	-18	-12
Total other income			272	14	15	92	93	84	286	176
<b>Total income</b>			<b>406</b>	<b>154</b>	<b>147</b>	<b>232</b>	<b>183</b>	<b>196</b>	<b>560</b>	<b>379</b>
Expenses excl. regulatory costs			185	194	206	198	200	196	379	396
Regulatory costs			3	38	42	1	2	35	41	37
<b>Operating expenses</b>			<b>188</b>	<b>232</b>	<b>248</b>	<b>199</b>	<b>202</b>	<b>231</b>	<b>420</b>	<b>433</b>
<b>Gross result</b>			<b>218</b>	<b>-78</b>	<b>-101</b>	<b>33</b>	<b>-19</b>	<b>-35</b>	<b>140</b>	<b>-54</b>
Addition to loan loss provisions			1	-0	0	-0	1	-2	1	-1
<b>Result before tax</b>			<b>217</b>	<b>-78</b>	<b>-101</b>	<b>33</b>	<b>-20</b>	<b>-33</b>	<b>139</b>	<b>-53</b>
Taxation			63	-22	-29	12	-5	-8	41	-14
Non-controlling interests			3	2	1	1	1	1	5	3
<b>Net result</b>			<b>151</b>	<b>-58</b>	<b>-73</b>	<b>20</b>	<b>-16</b>	<b>-26</b>	<b>93</b>	<b>-42</b>
<b>Key figures</b>										
Cost/income ratio			46.3%	150.8%	168.5%	85.7%	110.4%	117.8%	75.0%	114.2%
Return on equity based on 13.5% CET1 <sup>1)</sup>			18.1%	-7.7%	-11.2%	3.3%	-2.2%	-3.6%	6.2%	-2.9%
Risk costs in bps of average customer lending			29	-2	6	-0	20	-54	14	-15
Risk-weighted assets (end of period)			26,139	24,159	18,744	19,351	17,913	21,012	26,139	17,913
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			92.3%	123.0%	116.0%	112.2%	116.7%	109.5%		
Return on equity based on 13.5% CET1 <sup>1)</sup>			1.7%	-4.6%	-3.5%	-2.9%	-3.5%	-2.2%		

<sup>1)</sup> 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	6M2020	6M2019
<b>Key figures</b>										
Return on equity based on 13.5% CET1 <sup>1)</sup>			19.6%	-4.3%	-6.6%	5.8%	1.3%	-1.1%	8.6%	0.1%
<b>Four-quarter rolling average key figures</b>										
Return on equity based on 13.5% CET1 <sup>1)</sup>			4.5%	-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	6M2020	6M2019
Balance sheet related interest			53	51	60	47	34	44	104	78
Capital charge on book equity			-8	-19	-21	-26	-33	-33	-27	-66
Interest benefit on total capital			-1	-1	-1	-1	-1	-0	-1	-1
Net interest income			45	32	38	19	-0	11	77	11
Net fee and commission income			8	5	18	1	16	4	12	20
Investment income			0	0	-1	-2	2	3	1	5
Realised gains and fair value changes on investments			3	3	-1	1	3	5	6	8
Total investment income			3	4	-2	-0	5	8	6	12
Valuation result and net trading income			-15	36	6	7	24	11	22	35
Other income			9	62	1	22	8	9	71	17
Total other income			-5	98	7	29	32	21	93	52
<b>Total income</b>			<b>50</b>	<b>138</b>	<b>61</b>	<b>49</b>	<b>52</b>	<b>44</b>	<b>188</b>	<b>96</b>
Expenses excl. regulatory costs			316	63	69	70	68	61	379	129
Regulatory costs			8	23	12	7	7	18	31	25
<b>Operating expenses</b>			<b>324</b>	<b>86</b>	<b>81</b>	<b>78</b>	<b>75</b>	<b>79</b>	<b>410</b>	<b>154</b>
<b>Gross result</b>			<b>-274</b>	<b>52</b>	<b>-20</b>	<b>-29</b>	<b>-23</b>	<b>-36</b>	<b>-222</b>	<b>-59</b>
Addition to loan loss provisions			2	6	11	-8	14	-2	8	12
<b>Result before tax</b>			<b>-276</b>	<b>46</b>	<b>-31</b>	<b>-21</b>	<b>-37</b>	<b>-34</b>	<b>-230</b>	<b>-71</b>
Taxation			-19	3	16	-5	-103	-8	-16	-111
Non-controlling interests			-1	-2	-2	-1	-1	-2	-3	-3
<b>Net result</b>			<b>-256</b>	<b>44</b>	<b>-46</b>	<b>-15</b>	<b>66</b>	<b>-23</b>	<b>-211</b>	<b>43</b>
<b>Key figures</b>										
Cost/income ratio			n.a.	62.3%	132.6%	159.6%	144.7%	181.1%	218.2%	161.4%
Return on equity based on 13.5% CET1 <sup>1)</sup>			-73.6%	11.8%	-15.2%	-5.0%	21.1%	-8.1%	-30.2%	6.5%
Risk costs in bps of average customer lending			9	29	82	-58	102	-14	19	43
Risk-weighted assets (end of period)			8,512	12,142	9,182	9,249	9,461	8,965	8,512	9,461
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			191.0%	106.7%	152.3%	480.1%	243.1%	194.6%		
Return on equity based on 13.5% CET1 <sup>1)</sup>			-20.7%	3.5%	-1.8%	-5.2%	-3.2%	-8.4%		

<sup>1)</sup> 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	6M2020	6M2019
Balance sheet related interest			5	-13	-32	-61	-56	-32	-8	-88
Capital charge on book equity			51	96	110	128	147	150	147	297
Interest benefit on total capital			14	20	32	42	38	6	35	43
Net interest income			70	103	109	108	129	123	173	253
Net fee and commission income			-2	-1	-0	0	-3	-2	-2	-6
Investment income			0	0	7	-1	0	119	0	119
Realised gains and fair value changes on investments			-0	0	0	-	0	-0	-	-0
Total investment income			0	0	7	-1	0	119	0	119
Valuation result and net trading income			-25	-53	-60	-45	-19	-18	-78	-37
Other income			-2	31	15	22	74	10	30	84
Total other income			-26	-22	-45	-23	54	-8	-48	47
<b>Total income</b>			<b>42</b>	<b>80</b>	<b>71</b>	<b>84</b>	<b>180</b>	<b>233</b>	<b>123</b>	<b>413</b>
Expenses excl. regulatory costs			111	42	66	49	98	96	153	194
Regulatory costs			1	-0	0	1	-2	-0	1	-3
<b>Operating expenses</b>			<b>112</b>	<b>42</b>	<b>66</b>	<b>49</b>	<b>96</b>	<b>96</b>	<b>154</b>	<b>192</b>
<b>Gross result</b>			<b>-70</b>	<b>39</b>	<b>5</b>	<b>35</b>	<b>84</b>	<b>137</b>	<b>-31</b>	<b>221</b>
Addition to loan loss provisions			0	3	-0	-0	0	-0	3	0
<b>Result before tax</b>			<b>-70</b>	<b>36</b>	<b>5</b>	<b>35</b>	<b>84</b>	<b>137</b>	<b>-34</b>	<b>221</b>
Taxation			-71	57	34	34	79	32	-14	112
Non-controlling interests			-	-0	-0	-0	-0	-0	-0	-0
<b>Net result</b>			<b>1</b>	<b>-20</b>	<b>-29</b>	<b>1</b>	<b>5</b>	<b>105</b>	<b>-19</b>	<b>109</b>
<b>Key figures</b>										
Risk-weighted assets (end of period)			2,637	2,650	2,425	2,758	3,111	3,002	2,637	3,111
Employees (internal FTEs, end of period)			5	5	5	2	2	2	5	2

# ING 1.17 Geographical split: 2Q2020

## Geographical split 2Q2020

In € million	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Wholesale Banking Rest of World		Other <sup>1)</sup>		
	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
<b>Profit or loss</b>																				
Net interest income	1,041	883	158	534	461	73	534	405	129	444	343	101	389	340	48	418	418	69	-2	70
Net fee and commission income	238	164	74	154	98	56	118	109	9	66	41	25	62	48	14	86	86	-2	-0	-2
Investment income	12	10	2	-0	-0	-0	-0	0	-0	0	0	0	7	6	1	0	0	0	-	0
Other income	178	73	105	83	62	21	39	28	11	-8	-14	6	95	61	34	136	136	-24	3	-26
<b>Total income</b>	<b>1,470</b>	<b>1,130</b>	<b>339</b>	<b>770</b>	<b>621</b>	<b>150</b>	<b>691</b>	<b>542</b>	<b>149</b>	<b>502</b>	<b>370</b>	<b>133</b>	<b>553</b>	<b>456</b>	<b>97</b>	<b>640</b>	<b>640</b>	<b>44</b>	<b>1</b>	<b>42</b>
Expenses excl. regulatory costs	925	487	438	464	401	64	294	253	41	315	272	44	259	223	36	286	286	112	1	111
Regulatory costs	40	35	6	10	8	2	19	19	0	20	19	2	42	36	6	5	5	1	0	1
<b>Operating expenses</b>	<b>965</b>	<b>522</b>	<b>443</b>	<b>474</b>	<b>408</b>	<b>66</b>	<b>313</b>	<b>272</b>	<b>41</b>	<b>336</b>	<b>290</b>	<b>45</b>	<b>301</b>	<b>259</b>	<b>42</b>	<b>290</b>	<b>290</b>	<b>113</b>	<b>1</b>	<b>112</b>
<b>Gross result</b>	<b>505</b>	<b>609</b>	<b>-104</b>	<b>296</b>	<b>212</b>	<b>84</b>	<b>378</b>	<b>270</b>	<b>108</b>	<b>167</b>	<b>79</b>	<b>87</b>	<b>252</b>	<b>197</b>	<b>55</b>	<b>350</b>	<b>350</b>	<b>-69</b>	<b>0</b>	<b>-70</b>
Addition to loan loss provisions	256	120	136	194	156	38	228	8	219	137	70	68	118	100	18	402	402	0	-	0
<b>Result before tax</b>	<b>248</b>	<b>489</b>	<b>-240</b>	<b>102</b>	<b>56</b>	<b>45</b>	<b>150</b>	<b>262</b>	<b>-112</b>	<b>29</b>	<b>10</b>	<b>20</b>	<b>134</b>	<b>97</b>	<b>37</b>	<b>-52</b>	<b>-52</b>	<b>-69</b>	<b>0</b>	<b>-70</b>
Retail Banking	489	489		56	56		262	262		10	10		97	97						
Wholesale Banking	-240		-240	45		45	-112		-112	20		20	37		37	-52	-52	0	0	
Corporate Line																		-70		-70
<b>Result before tax</b>	<b>248</b>	<b>489</b>	<b>-240</b>	<b>102</b>	<b>56</b>	<b>45</b>	<b>150</b>	<b>262</b>	<b>-112</b>	<b>29</b>	<b>10</b>	<b>20</b>	<b>134</b>	<b>97</b>	<b>37</b>	<b>-52</b>	<b>-52</b>	<b>-69</b>	<b>0</b>	<b>-70</b>
<b>Customer lending/deposits (in € billion)</b>																				
Residential mortgages	111.9	111.3	0.6	39.0	39.0	0.0	77.5	77.4	0.1	57.7	57.7	0.0	12.6	12.6	0.1	0.0	0.0	0.0	0.0	0.0
Other customer lending	79.3	51.3	28.0	68.2	51.8	16.4	44.8	11.0	33.8	33.9	10.4	23.4	26.0	17.3	8.8	71.4	71.4	0.4	0.0	0.4
Customer deposits	196.4	164.8	31.6	111.3	93.6	17.7	141.0	139.7	1.2	98.0	95.8	2.2	47.1	42.1	4.9	12.0	12.0	0.0	0.0	0.0
<b>Key figures</b>																				
Cost/income ratio	65.7%	46.2%	130.7%	61.6%	65.8%	44.0%	45.3%	50.2%	27.7%	66.8%	78.5%	34.2%	54.4%	56.8%	43.5%	45.4%	45.4%	n.a.	66.7%	n.a.
Return on equity based on 13.5% CET1 <sup>2)</sup>	4.2%	22.6%	-26.8%	3.3%	1.9%	7.6%	5.1%	14.5%	-9.6%	1.5%	0.1%	3.0%	7.1%	7.1%	7.3%	-2.1%	-2.1%	-3.3%	-139.1%	1.4%
Risk costs in bps of average customer lending	54	30	190	72	68	90	75	4	257	61	42	117	122	134	80	208	208	11	n.a.	11
Risk-weighted assets (end of period)	73,763	45,149	28,614	56,232	42,522	13,710	46,640	28,537	18,103	35,038	18,135	16,904	39,810	29,718	10,092	68,024	68,024	2,726	89	2,637
Employees (internal FTEs, end of period)	16,351	9,728	6,624	8,920	7,805	1,115	5,839	5,411	428	5,990	5,387	604	14,928	13,598	1,330	3,733	3,733	10	5	5
<b>Four-quarter rolling average key figures</b>																				
Cost/income ratio	59.5%	48.8%	109.8%	69.2%	71.1%	60.5%	46.4%	52.0%	27.4%	63.7%	73.8%	34.4%	55.7%	55.9%	51.2%	53.1%	53.3%	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 <sup>2)</sup>	12.2%	22.9%	-7.5%	3.4%	3.3%	3.9%	12.6%	17.4%	5.6%	6.6%	5.7%	7.6%	9.5%	10.6%	6.6%	1.5%	1.5%	-12.3%	4.7%	-13.0%

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

<sup>2)</sup> 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		Wholesale Banking Rest of World		Other	
	2Q2020	2Q2019	2Q2020	2Q2019	2Q2020	2Q2019	2Q2020	2Q2019	2Q2020	2Q2019	2Q2020	2Q2019	2Q2020	2Q2019	2Q2020	2Q2019
<b>Profit or loss</b>																
Net interest income	3,430	3,470	1,041	1,026	534	561	534	535	444	444	389	391	418	386	69	126
Net fee and commission income	723	711	238	243	154	141	118	77	66	73	62	82	86	99	-2	-3
Investment income	19	25	12	9	-0	6	-0	7	0	-1	7	4	0	1	0	0
Other income	499	459	178	78	83	103	39	36	-8	12	95	77	136	98	-24	56
<b>Total income</b>	<b>4,671</b>	<b>4,665</b>	<b>1,470</b>	<b>1,356</b>	<b>770</b>	<b>810</b>	<b>691</b>	<b>654</b>	<b>502</b>	<b>527</b>	<b>553</b>	<b>554</b>	<b>640</b>	<b>584</b>	<b>44</b>	<b>179</b>
Expenses excl. regulatory costs	2,656	2,354	925	686	464	414	294	305	315	297	259	261	286	292	112	99
Regulatory costs	137	97	40	30	10	-4	19	16	20	20	42	36	5	1	1	-2
<b>Operating expenses</b>	<b>2,793</b>	<b>2,451</b>	<b>965</b>	<b>716</b>	<b>474</b>	<b>409</b>	<b>313</b>	<b>321</b>	<b>336</b>	<b>317</b>	<b>301</b>	<b>297</b>	<b>290</b>	<b>294</b>	<b>113</b>	<b>97</b>
<b>Gross result</b>	<b>1,878</b>	<b>2,214</b>	<b>505</b>	<b>640</b>	<b>296</b>	<b>401</b>	<b>378</b>	<b>333</b>	<b>167</b>	<b>211</b>	<b>252</b>	<b>257</b>	<b>350</b>	<b>290</b>	<b>-69</b>	<b>83</b>
Addition to loan loss provisions	1,336	209	256	55	194	22	228	-14	137	48	118	70	402	29	0	0
<b>Result before tax</b>	<b>542</b>	<b>2,005</b>	<b>248</b>	<b>585</b>	<b>102</b>	<b>379</b>	<b>150</b>	<b>347</b>	<b>29</b>	<b>163</b>	<b>134</b>	<b>186</b>	<b>-52</b>	<b>262</b>	<b>-69</b>	<b>83</b>
Retail Banking	913	1,367	489	599	56	295	262	248	10	91	97	134	-	-	-	-
Wholesale Banking	-302	553	-240	-14	45	84	-112	99	20	71	37	53	-52	262	0	-1
Corporate Line	-70	84	-	-	-	-	-	-	-	-	-	-	-	-	-70	84
<b>Result before tax</b>	<b>542</b>	<b>2,005</b>	<b>248</b>	<b>585</b>	<b>102</b>	<b>379</b>	<b>150</b>	<b>347</b>	<b>29</b>	<b>163</b>	<b>134</b>	<b>186</b>	<b>-52</b>	<b>262</b>	<b>-69</b>	<b>83</b>
Taxation	224	540	141	146	37	119	70	113	11	50	33	42	-3	-15	-66	86
Non-controlling interests	19	26	-0	-0	0	0	1	1	-	-	18	26	-	-	-	-0
<b>Net result</b>	<b>299</b>	<b>1,438</b>	<b>107</b>	<b>439</b>	<b>64</b>	<b>260</b>	<b>79</b>	<b>234</b>	<b>18</b>	<b>112</b>	<b>83</b>	<b>118</b>	<b>-49</b>	<b>277</b>	<b>-3</b>	<b>-3</b>
<b>Customer lending/deposits (in € billion)</b>																
Residential mortgages	298.7	293.0	111.9	113.0	39.0	38.8	77.5	74.7	57.7	55.5	12.6	10.9	0.0	0.0	-0.0	0.0
Other customer lending	324.0	322.3	79.3	76.2	68.2	68.0	44.8	46.9	33.9	32.6	26.0	27.4	71.4	70.7	0.4	0.4
Customer deposits	605.8	571.1	196.4	176.3	111.3	105.1	141.0	138.0	98.0	96.0	47.1	40.8	12.0	14.9	0.0	0.0
<b>Key figures</b>																
Cost/income ratio	59.8%	52.5%	65.7%	52.8%	61.6%	50.5%	45.3%	49.1%	66.8%	60.1%	54.4%	53.7%	45.4%	50.3%	258.9%	53.9%
Return on equity based on 13.5% CET1 <sup>1)</sup>	2.9%	13.8%	4.2%	17.3%	3.3%	14.2%	5.1%	15.9%	1.5%	9.5%	7.1%	10.2%	-2.1%	13.2%	-3.3%	-2.9%
Risk costs in bps of average customer lending	85	14	54	12	72	8	75	-5	61	22	122	74	209	16	11	7
Risk-weighted assets (end of period)	322,234	318,253	73,763	79,115	56,232	54,193	46,640	44,917	35,038	35,561	39,810	41,180	68,024	60,047	2,726	3,241
Employees (internal FTEs, end of period)	55,772	53,525	16,351	15,272	8,920	9,309	5,839	5,331	5,990	5,219	14,928	14,639	3,733	3,748	10	6
<b>Four-quarter rolling average key figures</b>																
Cost/income ratio	58.9%	59.0%	59.5%	53.2%	69.2%	61.5%	46.4%	46.7%	63.7%	65.7%	55.7%	51.7%	53.1%	53.8%	n.a.	n.a.
Return on equity based on 13.5% CET1 <sup>1)</sup>	7.5%	11.1%	12.2%	18.6%	3.4%	9.5%	12.6%	16.9%	6.6%	6.7%	9.5%	11.6%	1.5%	9.4%	-12.3%	-152.4%

<sup>1)</sup> 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	6M2020	6M2019
<b>Profit or loss</b>										
Net interest income			1,041	1,056	1,095	1,057	1,026	1,035	2,097	2,061
Net fee and commission income			238	255	249	258	243	244	494	487
Investment income			12	2	3	2	9	3	14	12
Other income			178	6	4	20	78	0	184	78
<b>Total income</b>			<b>1,470</b>	<b>1,319</b>	<b>1,351</b>	<b>1,337</b>	<b>1,356</b>	<b>1,282</b>	<b>2,788</b>	<b>2,638</b>
Expenses excl. regulatory costs			925	650	707	692	686	640	1,575	1,326
Regulatory costs			40	121	98	26	30	116	161	146
<b>Operating expenses</b>			<b>965</b>	<b>771</b>	<b>805</b>	<b>717</b>	<b>716</b>	<b>756</b>	<b>1,736</b>	<b>1,472</b>
<b>Gross result</b>			<b>505</b>	<b>548</b>	<b>546</b>	<b>619</b>	<b>640</b>	<b>526</b>	<b>1,052</b>	<b>1,166</b>
Addition to loan loss provisions			256	64	49	19	55	23	320	78
<b>Result before tax</b>			<b>248</b>	<b>484</b>	<b>496</b>	<b>601</b>	<b>585</b>	<b>503</b>	<b>732</b>	<b>1,088</b>
Retail Banking			489	554	537	535	599	533	1,043	1,132
Wholesale Banking			-240	-70	-41	66	-14	-31	-310	-44
Corporate Line									-	-
<b>Result before tax</b>			<b>248</b>	<b>484</b>	<b>496</b>	<b>601</b>	<b>585</b>	<b>503</b>	<b>732</b>	<b>1,088</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages			111.9	112.2	112.4	113.2	113.0	112.7	111.9	113.0
Other customer lending			79.3	77.7	75.6	77.2	76.2	76.1	79.3	76.2
Customer deposits			196.4	188.1	178.7	176.4	176.3	170.8	196.4	176.3
<b>Key figures</b>										
Cost/income ratio			65.7%	58.5%	59.6%	53.7%	52.8%	59.0%	62.3%	55.8%
Return on equity based on 13.5% CET1 <sup>1)</sup>			4.2%	14.1%	14.0%	16.2%	17.3%	15.6%	9.2%	16.4%
Risk costs in bps of average customer lending			54	14	10	4	12	5	34	8
Risk-weighted assets (end of period)			73,763	78,807	78,334	81,602	79,115	71,353	73,763	79,115
Employees (internal FTEs, end of period)			16,351	16,217	15,926	15,601	15,272	14,834	16,351	15,272
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			59.5%	56.1%	56.2%	55.2%	53.2%	51.1%		
Return on equity based on 13.5% CET1 <sup>1)</sup>			12.2%	15.4%	15.8%	16.6%	18.6%	20.8%		

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

## ING 1.20 Geographical split: Belgium

Geographical split Belgium <sup>1)</sup>										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	6M2020	6M2019
<b>Profit or loss</b>										
Net interest income			534	556	565	556	561	551	1,090	1,112
Net fee and commission income			154	149	132	132	141	129	302	270
Investment income			-0	18	7	1	6	10	18	15
Other income			83	-3	-15	64	103	59	80	161
<b>Total income</b>			<b>770</b>	<b>720</b>	<b>687</b>	<b>753</b>	<b>810</b>	<b>748</b>	<b>1,491</b>	<b>1,558</b>
Expenses excl. regulatory costs			464	441	428	437	414	409	905	822
Regulatory costs			10	211	37	-2	-4	207	221	202
<b>Operating expenses</b>			<b>474</b>	<b>652</b>	<b>465</b>	<b>436</b>	<b>409</b>	<b>615</b>	<b>1,126</b>	<b>1,025</b>
<b>Gross result</b>			<b>296</b>	<b>68</b>	<b>222</b>	<b>317</b>	<b>401</b>	<b>133</b>	<b>365</b>	<b>534</b>
Addition to loan loss provisions			194	144	107	62	22	77	338	99
<b>Result before tax</b>			<b>102</b>	<b>-76</b>	<b>115</b>	<b>255</b>	<b>379</b>	<b>56</b>	<b>26</b>	<b>435</b>
Retail Banking			56	-92	111	207	295	33	-36	328
Wholesale Banking			45	16	4	48	84	22	62	106
Corporate Line									-	-
<b>Result before tax</b>			<b>102</b>	<b>-76</b>	<b>115</b>	<b>255</b>	<b>379</b>	<b>56</b>	<b>26</b>	<b>435</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages			39.0	39.1	39.3	39.4	38.8	38.5	39.0	38.8
Other customer lending			68.2	70.8	67.6	66.5	68.0	67.8	68.2	68.0
Customer deposits			111.3	109.9	105.2	110.5	105.1	104.0	111.3	105.1
<b>Key figures</b>										
Cost/income ratio			61.6%	90.5%	67.6%	57.9%	50.5%	82.2%	75.5%	65.7%
Return on equity based on 13.5% CET1 <sup>2)</sup>			3.3%	-3.3%	4.2%	9.7%	14.2%	2.3%	0.0%	8.3%
Risk costs in bps of average customer lending			72	53	40	23	8	29	62	19
Risk-weighted assets (end of period)			56,232	58,547	54,427	53,894	54,193	54,225	56,232	54,193
Employees (internal FTEs, end of period)			8,920	9,105	9,345	9,279	9,309	9,324	8,920	9,309
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			69.2%	66.0%	64.2%	61.5%	61.5%	63.7%		
Return on equity based on 13.5% CET1 <sup>2)</sup>			3.4%	6.1%	7.6%	9.6%	9.5%	8.8%		

<sup>1)</sup> Including ING Luxembourg.

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

## ING 1.21 Geographical split: Germany

Geographical split Germany <sup>1)</sup>										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	6M2020	6M2019
<b>Profit or loss</b>										
Net interest income			534	525	523	538	535	525	1,059	1,060
Net fee and commission income			118	110	88	85	77	65	228	142
Investment income			-0	0	13	5	7	13	-0	20
Other income			39	41	7	36	36	53	80	89
<b>Total income</b>			<b>691</b>	<b>676</b>	<b>632</b>	<b>664</b>	<b>654</b>	<b>656</b>	<b>1,367</b>	<b>1,310</b>
Expenses excl. regulatory costs			294	296	275	269	305	277	590	582
Regulatory costs			19	43	24	15	16	56	62	72
<b>Operating expenses</b>			<b>313</b>	<b>339</b>	<b>299</b>	<b>284</b>	<b>321</b>	<b>333</b>	<b>652</b>	<b>654</b>
<b>Gross result</b>			<b>378</b>	<b>337</b>	<b>333</b>	<b>380</b>	<b>333</b>	<b>323</b>	<b>715</b>	<b>656</b>
Addition to loan loss provisions			228	13	-10	2	-14	-18	241	-32
<b>Result before tax</b>			<b>150</b>	<b>324</b>	<b>342</b>	<b>377</b>	<b>347</b>	<b>341</b>	<b>474</b>	<b>689</b>
Retail Banking			262	232	241	268	248	201	494	449
Wholesale Banking			-112	92	101	110	99	141	-20	240
Corporate Line									-	-
<b>Result before tax</b>			<b>150</b>	<b>324</b>	<b>342</b>	<b>377</b>	<b>347</b>	<b>341</b>	<b>474</b>	<b>689</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages			77.5	76.4	76.1	75.8	74.7	73.9	77.5	74.7
Other customer lending			44.8	45.1	44.3	46.1	46.9	45.5	44.8	46.9
Customer deposits			141.0	138.4	139.5	138.1	138.0	138.2	141.0	138.0
<b>Key figures</b>										
Cost/income ratio			45.3%	50.1%	47.3%	42.8%	49.1%	50.7%	47.7%	49.9%
Return on equity based on 13.5% CET1 <sup>2)</sup>			5.1%	14.2%	14.6%	16.9%	15.9%	15.2%	9.6%	15.5%
Risk costs in bps of average customer lending			75	4	-3	1	-5	-6	40	-5
Risk-weighted assets (end of period)			46,640	47,017	46,126	44,335	44,917	42,622	46,640	44,917
Employees (internal FTEs, end of period)			5,839	5,677	5,440	5,307	5,331	5,226	5,839	5,331
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			46.4%	47.3%	47.5%	46.7%	46.7%	45.8%		
Return on equity based on 13.5% CET1 <sup>2)</sup>			12.6%	15.4%	15.6%	16.8%	16.9%	16.5%		

<sup>1)</sup> Including ING Austria.

<sup>2)</sup> 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 <sup>1)</sup>										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	6M2020	6M2019
<b>Profit or loss</b>										
Net interest income			444	449	473	449	444	441	893	885
Net fee and commission income			66	70	71	70	73	68	136	142
Investment income			0	0	0	0	-1	1	1	-1
Other income			-8	21	7	3	12	-6	13	6
<b>Total income</b>			<b>502</b>	<b>541</b>	<b>552</b>	<b>523</b>	<b>527</b>	<b>505</b>	<b>1,043</b>	<b>1,032</b>
Expenses excl. regulatory costs			315	308	300	326	297	296	623	593
Regulatory costs			20	26	32	22	20	26	46	45
<b>Operating expenses</b>			<b>336</b>	<b>334</b>	<b>332</b>	<b>348</b>	<b>317</b>	<b>321</b>	<b>669</b>	<b>638</b>
<b>Gross result</b>			<b>167</b>	<b>207</b>	<b>220</b>	<b>176</b>	<b>211</b>	<b>183</b>	<b>374</b>	<b>394</b>
Addition to loan loss provisions			137	75	45	35	48	44	212	92
<b>Result before tax</b>			<b>29</b>	<b>132</b>	<b>175</b>	<b>141</b>	<b>163</b>	<b>139</b>	<b>162</b>	<b>302</b>
Retail Banking			10	64	88	55	91	72	74	163
Wholesale Banking			20	68	87	86	71	67	88	139
Corporate Line									-	-
<b>Result before tax</b>			<b>29</b>	<b>132</b>	<b>175</b>	<b>141</b>	<b>163</b>	<b>139</b>	<b>162</b>	<b>302</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages			57.7	54.8	58.1	56.9	55.5	56.2	57.7	55.5
Other customer lending			33.9	32.9	32.6	33.1	32.6	31.4	33.9	32.6
Customer deposits			98.0	92.5	95.3	94.9	96.0	95.6	98.0	96.0
<b>Key figures</b>										
Cost/income ratio			66.8%	61.7%	60.2%	66.4%	60.1%	63.7%	64.1%	61.8%
Return on equity based on 13.5% CET1 <sup>2)</sup>			1.5%	7.3%	9.5%	7.9%	9.5%	7.5%	4.4%	8.5%
Risk costs in bps of average customer lending			61	34	20	16	22	20	47	21
Risk-weighted assets (end of period)			35,038	34,976	36,078	35,544	35,561	34,855	35,038	35,561
Employees (internal FTEs, end of period)			5,990	5,817	5,486	5,375	5,219	5,058	5,990	5,219
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			63.7%	62.0%	62.5%	67.2%	65.7%	66.3%		
Return on equity based on 13.5% CET1 <sup>2)</sup>			6.6%	8.6%	8.6%	6.4%	6.7%	6.6%		

<sup>1)</sup> Including Australia, Czech Republic, France, Italy, Spain and Portugal, Other.

<sup>2)</sup> 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 <sup>1)</sup>										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	6M2020	6M2019
<b>Profit or loss</b>										
Net interest income			389	410	410	400	391	409	799	800
Net fee and commission income			62	69	73	75	82	74	131	156
Investment income			7	0	-1	97	4	4	7	8
Other income			95	100	84	73	77	82	195	159
<b>Total income</b>			<b>553</b>	<b>579</b>	<b>567</b>	<b>644</b>	<b>554</b>	<b>569</b>	<b>1,133</b>	<b>1,123</b>
Expenses excl. regulatory costs			259	271	287	275	261	256	530	517
Regulatory costs			42	72	58	41	36	63	114	100
<b>Operating expenses</b>			<b>301</b>	<b>343</b>	<b>345</b>	<b>316</b>	<b>297</b>	<b>319</b>	<b>644</b>	<b>616</b>
<b>Gross result</b>			<b>252</b>	<b>237</b>	<b>222</b>	<b>328</b>	<b>257</b>	<b>250</b>	<b>489</b>	<b>507</b>
Addition to loan loss provisions			118	87	69	72	70	60	205	130
<b>Result before tax</b>			<b>134</b>	<b>150</b>	<b>152</b>	<b>256</b>	<b>186</b>	<b>191</b>	<b>284</b>	<b>377</b>
Retail Banking			97	125	117	236	134	141	222	275
Wholesale Banking			37	26	35	20	53	49	62	102
Corporate Line									-	-
<b>Result before tax</b>			<b>134</b>	<b>150</b>	<b>152</b>	<b>256</b>	<b>186</b>	<b>191</b>	<b>284</b>	<b>377</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages			12.6	12.0	12.1	11.2	10.9	10.4	12.6	10.9
Other customer lending			26.0	27.2	27.7	27.3	27.4	27.3	26.0	27.4
Customer deposits			47.1	43.9	43.7	41.4	40.8	39.3	47.1	40.8
<b>Key figures</b>										
Cost/income ratio			54.4%	59.1%	60.9%	49.0%	53.7%	56.1%	56.8%	54.9%
Return on equity based on 13.5% CET1 <sup>2)</sup>			7.1%	7.5%	8.0%	15.5%	10.2%	10.7%	7.3%	10.4%
Risk costs in bps of average customer lending			122	88	71	75	74	64	104	69
Risk-weighted assets (end of period)			39,810	43,955	43,896	40,965	41,180	40,038	39,810	41,180
Employees (internal FTEs, end of period)			14,928	14,910	14,564	14,634	14,639	14,520	14,928	14,639
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			55.7%	55.5%	54.7%	52.9%	51.7%	51.8%		
Return on equity based on 13.5% CET1 <sup>2)</sup>			9.5%	10.3%	11.1%	11.5%	11.6%	11.5%		

<sup>1)</sup> Including Poland, Romania, Turkey, Philippines, Asian stakes.

<sup>2)</sup> 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	6M2020	6M2019
Result before tax			25	9	9	93	7	9	35	16
Risk-weighted assets (end of period)			7,546	7,342	8,269	6,622	6,928	7,373	7,546	6,928

Market value <sup>3)</sup> - Asian stakes	
In € million	30 Jun 2020
TMB (23.0%)	671
Bank of Beijing (13.0%)	1,700
<b>Total valuation</b>	<b>2,371</b>

<sup>3)</sup> 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										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	6M2020	6M2019
<b>Profit or loss</b>										
Net interest income			418	405	424	422	386	401	823	787
Net fee and commission income			86	131	121	127	99	98	217	197
Investment income			0	0	-3	1	1	0	0	1
Other income			136	61	39	72	98	84	197	182
<b>Total income</b>			<b>640</b>	<b>597</b>	<b>581</b>	<b>622</b>	<b>584</b>	<b>583</b>	<b>1,237</b>	<b>1,167</b>
Expenses excl. regulatory costs			286	300	308	288	292	299	586	591
Regulatory costs			5	53	54	3	1	48	58	49
<b>Operating expenses</b>			<b>290</b>	<b>353</b>	<b>362</b>	<b>291</b>	<b>294</b>	<b>346</b>	<b>644</b>	<b>640</b>
<b>Gross result</b>			<b>350</b>	<b>244</b>	<b>219</b>	<b>331</b>	<b>290</b>	<b>237</b>	<b>594</b>	<b>527</b>
Addition to loan loss provisions			402	276	167	86	29	21	678	50
<b>Result before tax</b>			<b>-52</b>	<b>-32</b>	<b>52</b>	<b>245</b>	<b>262</b>	<b>216</b>	<b>-85</b>	<b>477</b>
Retail Banking			-						-	-
Wholesale Banking			-52	-32	52	245	262	216	-85	477
Corporate Line									-	-
<b>Result before tax</b>			<b>-52</b>	<b>-32</b>	<b>52</b>	<b>245</b>	<b>262</b>	<b>216</b>	<b>-85</b>	<b>477</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages			0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending			71.4	82.9	70.2	70.2	70.7	70.2	71.4	70.7
Customer deposits			12.0	13.5	12.0	12.9	14.9	13.4	12.0	14.9
<b>Key figures</b>										
Cost/income ratio			45.4%	59.2%	62.3%	46.8%	50.3%	59.4%	52.0%	54.8%
Return on equity based on 13.5% CET1 <sup>1)</sup>			-2.1%	-1.1%	1.4%	8.7%	13.2%	6.9%	-1.6%	10.0%
Risk costs in bps of average customer lending			209	144	95	49	16	12	177	14
Risk-weighted assets (end of period)			68,024	69,331	65,017	60,475	60,047	65,638	68,024	60,047
Employees (internal FTEs, end of period)			3,733	3,716	3,744	3,779	3,748	3,689	3,733	3,748
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			53.1%	54.5%	54.6%	53.4%	53.8%	53.8%		
Return on equity based on 13.5% CET1 <sup>1)</sup>			1.5%	5.4%	7.5%	9.3%	9.4%	8.1%		

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

## ING 1.25 Geographical split: Other

Geographical split Other <sup>1)</sup>										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	6M2020	6M2019
<b>Profit or loss</b>										
Net interest income			69	101	108	106	126	121	169	247
Net fee and commission income			-2	-1	-0	-0	-3	-3	-3	-6
Investment income			0	0	7	-1	0	120	0	120
Other income			-24	-21	-45	-21	56	-5	-44	52
<b>Total income</b>			<b>44</b>	<b>79</b>	<b>69</b>	<b>84</b>	<b>179</b>	<b>233</b>	<b>123</b>	<b>413</b>
Expenses excl. regulatory costs			112	42	66	48	99	97	155	196
Regulatory costs			1	0	0	1	-2	-0	1	-2
<b>Operating expenses</b>			<b>113</b>	<b>42</b>	<b>66</b>	<b>48</b>	<b>97</b>	<b>97</b>	<b>155</b>	<b>193</b>
<b>Gross result</b>			<b>-69</b>	<b>37</b>	<b>3</b>	<b>35</b>	<b>83</b>	<b>137</b>	<b>-33</b>	<b>219</b>
Addition to loan loss provisions			0	3	-0	-0	0	-0	3	0
<b>Result before tax</b>			<b>-69</b>	<b>34</b>	<b>3</b>	<b>35</b>	<b>83</b>	<b>137</b>	<b>-35</b>	<b>219</b>
Retail Banking			-	-	-	-	-	-	-	-
Wholesale Banking			0	-2	-2	1	-1	-0	-2	-2
Corporate Line			-70	36	5	35	84	137	-34	221
<b>Result before tax</b>			<b>-69</b>	<b>34</b>	<b>3</b>	<b>35</b>	<b>83</b>	<b>137</b>	<b>-35</b>	<b>219</b>
<b>Customer lending/deposits (in € billion)</b>										
Residential mortgages			-0.0	-0.0	0.0	0.0	0.0	0.0	-0.0	0.0
Other customer lending			0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
Customer deposits			0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Key figures</b>										
Cost/income ratio			n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 <sup>2)</sup>			-3.3%	-24.6%	-31.5%	7.2%	-2.9%	106.6%	-13.7%	50.5%
Risk costs in bps of average customer lending			11	196	-2	-4	7	-5	102	1
Risk-weighted assets (end of period)			2,726	2,741	2,536	2,868	3,241	3,154	2,726	3,241
Employees (internal FTEs, end of period)			10	9	9	6	6	6	10	6
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio			n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 <sup>2)</sup>			-12.3%	-11.8%	21.0%	30.5%	21.7%	11.8%		

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

<sup>2)</sup> 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	
	30 Jun 2020	31 Mar 2020	30 Jun 2020	31 Mar 2020	30 Jun 2020	31 Mar 2020
Cash and balances with central banks	118,971	63,819	118,971	63,819		
Loans and advances to banks	30,664	32,998	30,663	32,996	1	1
<b>Financial assets at fair value through profit or loss</b>						
- trading assets	53,781	62,071	53,784	62,078	-3	-6
- non-trading derivatives	2,488	2,415	2,530	2,455	-42	-40
- designated as at fair value through profit or loss	3,700	2,793	3,700	2,793		
- mandatorily at fair value through profit or loss	51,142	52,264	51,142	52,264		
<b>Financial assets at fair value OCI</b>						
- equity securities FV OCI	1,998	1,980	1,998	1,980		
- debt securities FV OCI	35,650	34,102	35,650	34,102		
- loans and advances FV OCI	1,345	1,525	1,345	1,525		
Securities at amortised cost	51,085	47,534	51,085	47,534		
<b>Loans and advances to customers</b>						
- customer lending	622,738	631,569	622,874	631,708	-136	-139
- provision for loan losses	-6,029	-4,998	-6,029	-4,998		
Investments in associates and joint ventures	1,775	1,693	1,775	1,693		
Property and equipment	3,086	3,119	3,086	3,119		
Intangible assets	1,586	1,917	1,586	1,917		
Current tax assets	515	475	604	545	-89	-70
Deferred tax assets	806	818	806	818	0	
Other assets	9,543	8,591	9,530	8,574	13	16
Assets held for sale						
<b>Total assets</b>	<b>984,842</b>	<b>944,685</b>	<b>985,099</b>	<b>944,923</b>	<b>-256</b>	<b>-238</b>

## 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			118,971	63,819	53,202	54,936	52,171	45,631
Loans and advances to banks			30,664	32,998	35,136	36,205	34,584	33,877
<b>Financial assets at fair value through profit or loss</b>								
- trading assets			53,781	62,071	49,254	57,641	54,212	54,697
- non-trading derivatives			2,488	2,415	2,257	2,534	2,397	2,543
- designated as at fair value through profit or loss			3,700	2,793	3,076	3,058	2,944	2,757
- mandatorily at fair value through profit or loss			51,142	52,264	41,600	58,751	59,376	60,855
<b>Financial assets at fair value OCI</b>								
- equity securities FV OCI			1,998	1,980	2,306	2,191	2,551	2,697
- debt securities FV OCI			35,650	34,102	30,483	30,944	26,776	28,512
- loans and advances FV OCI			1,345	1,525	1,680	1,841	1,967	2,160
Securities at amortised cost			51,085	47,534	46,108	45,371	45,970	47,227
<b>Loans and advances to customers</b>								
- customer lending			622,738	631,569	616,355	617,346	615,245	610,308
- provision for loan losses			-6,029	-4,998	-4,590	-4,559	-4,481	-4,546
Investments in associates and joint ventures			1,775	1,693	1,790	1,441	1,317	1,266
Property and equipment			3,086	3,119	3,172	3,100	2,825	2,920
Intangible assets			1,586	1,917	1,916	1,939	1,917	1,859
Current tax assets			515	475	251	244	392	193
Deferred tax assets			806	818	730	750	711	793
Other assets			9,543	8,591	7,018	8,657	11,363	9,967
Assets held for sale							1,154	1,218
<b>Total assets</b>			<b>984,842</b>	<b>944,685</b>	<b>891,744</b>	<b>922,391</b>	<b>913,390</b>	<b>904,935</b>

## 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	
	30 Jun 2020	31 Mar 2020	30 Jun 2020	31 Mar 2020	30 Jun 2020	31 Mar 2020
Deposits from banks	78,649	45,908	78,649	45,908		
Customer deposits	605,798	586,193	638,379	619,009	-32,581	-32,815
<b>Financial liabilities at fair value through profit or loss</b>						
- trading liabilities	35,745	44,794	35,745	44,794		
- non-trading derivatives	2,435	3,074	2,438	3,077	-2	-2
- designated as at fair value through profit or loss	52,461	49,823	52,461	49,823	-0	0
Current tax liability	387	454	387	454		
Deferred tax liabilities	758	834	758	834		
Provisions	566	607	566	607	0	0
Other liabilities	14,879	16,255	14,838	16,216	41	39
Debt securities in issue	121,138	124,501	95,592	98,897	25,546	25,604
Subordinated loans	16,697	16,951	16,801	16,875	-104	76
<b>Total liabilities</b>	<b>929,515</b>	<b>889,395</b>	<b>936,614</b>	<b>896,494</b>	<b>-7,099</b>	<b>-7,099</b>
Shareholders' equity	54,305	54,334	47,463	47,473	6,843	6,861
Non-controlling interests	1,022	956	1,022	956		
<b>Total equity</b>	<b>55,327</b>	<b>55,290</b>	<b>48,484</b>	<b>48,428</b>	<b>6,843</b>	<b>6,861</b>
<b>Total liabilities and equity</b>	<b>984,842</b>	<b>944,685</b>	<b>985,099</b>	<b>944,923</b>	<b>-256</b>	<b>-238</b>

## 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			78,649	45,908	34,826	38,173	38,095	37,647
Customer deposits			605,798	586,193	574,433	574,246	571,124	561,440
<b>Financial liabilities at fair value through profit or loss</b>								
- trading liabilities			35,745	44,794	28,042	32,315	33,575	34,288
- non-trading derivatives			2,435	3,074	2,215	3,112	2,381	2,733
- designated as at fair value through profit or loss			52,461	49,823	47,684	65,543	63,492	61,531
Current tax liability			387	454	554	613	487	710
Deferred tax liabilities			758	834	695	853	705	695
Provisions			566	607	688	851	853	912
Other liabilities			14,879	16,255	12,829	16,345	16,084	15,661
Debt securities in issue			121,138	124,501	118,528	119,921	118,929	120,626
Subordinated loans			16,697	16,951	16,588	16,007	14,205	15,069
<b>Total liabilities</b>			<b>929,515</b>	<b>889,395</b>	<b>837,082</b>	<b>867,981</b>	<b>859,930</b>	<b>851,312</b>
Shareholders' equity (in parent)			54,305	54,334	53,769	53,512	52,598	52,788
Non-controlling interests			1,022	956	893	899	862	835
<b>Total equity</b>			<b>55,327</b>	<b>55,290</b>	<b>54,662</b>	<b>54,410</b>	<b>53,460</b>	<b>53,623</b>
<b>Total liabilities and equity</b>			<b>984,842</b>	<b>944,685</b>	<b>891,744</b>	<b>922,391</b>	<b>913,390</b>	<b>904,935</b>

## ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank N.V.		Holdings/Eliminations	
	30 Jun 2020	31 Mar 2020	30 Jun 2020	31 Mar 2020	30 Jun 2020	31 Mar 2020
Share capital	39	39	525	525	-486	-486
Share premium	17,089	17,088	16,542	16,542	547	547
Revaluation reserve equity securities	1,270	1,258	1,270	1,258		0
Revaluation reserve debt instruments	200	113	200	113	0	0
Revaluation reserve cashflow hedge	1,709	1,567	1,709	1,567		0
Other revaluation reserve	262	248	262	248		
Remeasurement of the net defined benefit asset/liability	-252	-167	-252	-167	0	
Currency translation reserve	-2,729	-2,677	-2,729	-2,677	0	0
Treasury shares	-3	-6			-3	-6
Liability credit reserve	-103	350	-103	350		-0
Retained earnings and other reserves	35,855	35,852	29,018	29,013	6,837	6,838
Net result year to date	969	670	1,021	701	-51	-31
<b>Shareholders' equity</b>	<b>54,305</b>	<b>54,334</b>	<b>47,463</b>	<b>47,473</b>	<b>6,843</b>	<b>6,861</b>
Non-controlling interests	1,022	956	1,022	956		
<b>Total equity</b>	<b>55,327</b>	<b>55,290</b>	<b>48,484</b>	<b>48,428</b>	<b>6,843</b>	<b>6,861</b>
<b>Key figures</b>						
Shareholders' equity per share in €	13.92	13.93				
Shares outstanding in the market (in million)	3,900	3,899				



## 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	39
Share premium			17,089	17,088	17,078	17,077	17,077	17,076
Revaluation reserve equity securities			1,270	1,258	1,580	1,470	1,791	1,937
Revaluation reserve debt instruments			200	113	299	315	332	336
Revaluation reserve cashflow hedge			1,709	1,567	1,208	1,759	1,434	1,058
Other revaluation reserve			262	248	253	249	233	227
Remeasurement of the net defined benefit asset/liability			-252	-167	-336	-420	-418	-427
Currency translation reserve			-2,729	-2,677	-2,079	-1,815	-2,165	-2,016
Treasury shares			-3	-6	-10	-5	-8	-8
Liability credit reserve			-103	350	-114	-88	-82	-70
Retained earnings and other reserves			35,855	35,852	31,071	31,029	31,807	33,517
Net result year to date			969	670	4,781	3,901	2,556	1,119
<b>Shareholders' equity</b>			<b>54,305</b>	<b>54,334</b>	<b>53,769</b>	<b>53,512</b>	<b>52,598</b>	<b>52,788</b>
Non-controlling interests			1,022	956	893	899	862	835
<b>Total equity</b>			<b>55,327</b>	<b>55,290</b>	<b>54,662</b>	<b>54,410</b>	<b>53,460</b>	<b>53,623</b>
<b>Key figures</b>								
Shareholders' equity per share in €			13.92	13.93	13.80	13.74	13.50	13.56

## ING 2.7 Capital position

Capital position	ING Group		ING Bank	
	30 Jun 2020	31 Mar 2020	30 Jun 2020	31 Mar 2020
In € million				
Shareholders' equity (parent)	54,305	54,334	47,463	47,473
- Interim profit not included in CET1 capital <sup>1)</sup>	-1,754	-1,754	-	0
- Minority interests, counting as CET1 capital	207	203	386	346
- Goodwill and intangibles deductible from CET1	-1,785	-2,109	-1,785	-2,109
- Deferred tax liabilities associated to intangible assets	31	31	31	31
- Shortfall on expected loan loss provision	-	-447	-	-447
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	-1,709	-1,567	-1,709	-1,567
- Treasury shares (ING Group)			-3	-6
- Prudent Valuation adjustment	-205	-291	-205	-291
- Own credit risk	103	-350	103	-350
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-664	-765	-664	-765
- Deferred tax assets	-155	-139	-155	-139
- Own credit risk adjustments to derivatives (DVA)	-25	-32	-25	-32
- Irrevocable Payment Commitment (IPC)	-309	-266	-309	-266
- IRB Excess of provisions over expected losses eligible	182	-	182	-
Regulatory adjustments	-6,083	-7,485	-4,154	-5,594
<b>Available common equity Tier 1 capital</b>	<b>48,222</b>	<b>46,848</b>	<b>43,309</b>	<b>41,879</b>
Subordinated loans qualifying as Tier 1 capital <sup>2), 3)</sup>	6,085	6,195	6,093	6,205
Regulatory adjustments additional Tier 1	54	52	75	70
<b>Available Tier 1 capital</b>	<b>54,361</b>	<b>53,095</b>	<b>49,477</b>	<b>48,154</b>
Supplementary capital - Tier 2 bonds <sup>4)</sup>	9,696	8,288	9,696	8,288
Regulatory adjustments Tier 2	-914	-798	15	21
<b>Available BIS capital</b>	<b>63,143</b>	<b>60,585</b>	<b>59,188</b>	<b>56,463</b>
Risk-weighted assets	322,234	335,375	321,989	335,152
<b>Common equity Tier 1 ratio</b>	<b>15.0%</b>	<b>14.0%</b>	<b>13.5%</b>	<b>12.5%</b>
Tier 1 ratio	16.9%	15.8%	15.4%	14.4%
Total capital ratio	19.6%	18.1%	18.4%	16.8%

<sup>1)</sup> Interim profit not included in CET1 capital ING Group as per 30 June 2020 was €1,754 million and fully relates to the result of 2019.

<sup>2)</sup> ING Group: Including €5,103 million which is CRR/CRD IV-compliant (1Q2020: €5,213 million), and €982 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (1Q2020: €982 million).

<sup>3)</sup> ING Bank: Including €5,099 million which is CRR/CRD IV-compliant (1Q2020: €5,211 million), and €994 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (1Q2020: €994 million).

<sup>4)</sup> Including €9,546 million which is CRR/CRD IV-compliant (1Q2020: €8,137 million), and €150 million to be replaced (by Group instruments) as capital recognition is subject to CRR/CRD IV grandfathering rules (1Q2020: €151 million).

## ING 2.8 Funding

### ING Group: Maturity ladder outstanding long-term debt 30 June 2020

In € million	Long-term debt issued			Maturing <sup>1)</sup>										
	2018	2019	2020	Remaining 2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	>2029
ING Bank senior debt <sup>2)</sup>	6,569	4,616	896	5,168	9,402	4,721	534	175	546	556	443	238	220	1,450
ING Bank covered bond	6,381	4,266	1,247	2,297	3,881	3,541	3,136	1,318	1,904	2,207	1,503	2,286	2,718	5,032
ING Bank RMBS		949		112	454	1,085								414
ING Group senior debt <sup>2)</sup>	11,491	6,277				4,025	4,817	1,695	2,040	3,501	1,511	4,233	1,562	2,297
ING Bank Tier 2							972			1,519	150			
ING Group Tier 2	1,741	995	1,494								83	2,110	1,841	3,478

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

<sup>2)</sup> Figures shown for issued senior bonds are only included with original tenors  $\geq$  1 year.

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

	30 Jun 2020	31 Mar 2020
Loan-to-deposit ratio	1.02	1.07
<b>Key figures</b>		
Customer deposits (retail)	49%	49%
Customer deposits (corporate)	20%	21%
Repurchase agreement	6%	6%
Interbank	9%	5%
CD/CP	5%	6%
Long-term senior debt	9%	10%
Subordinated debt	2%	2%
<b>Total</b> <sup>1)</sup>	<b>100%</b>	<b>100%</b>

<sup>1)</sup> Liabilities excluding trading securities and IFRS equity.

## ING 2.9 Investments: Group

### ING Group: Total Investments - 30 June 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	51.1	35.7	0.1	3.6	90.4	0.1
of which Government bonds	28.4	24.7	0.1	0.1	53.3	0.1
of which Sub-sovereign, Supranationals and Agencies	13.0	7.9	0.0	1.4	22.3	0.0
of which Covered bonds	6.7	2.0	0.0		8.7	0.0
of which Financial institutions	1.9	0.4	0.0	1.4	3.7	0.0
of which Corporate bonds	0.1	0.3	-0.0		0.5	-0.0
of which asset-backed securities	0.9	0.4	-0.0	0.7	2.1	-0.0
Total equity securities		2.0	1.3		2.0	1.3
<b>Total Investments</b>	<b>51.1</b>	<b>37.7</b>	<b>1.4</b>	<b>3.6</b>	<b>92.4</b>	<b>1.4</b>

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

## ING 3.1 Customer lending/deposits: 2Q2020 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						
<b>Residential mortgages</b>												
<b>Beginning of period</b>	<b>294.6</b>	<b>293.8</b>	<b>111.7</b>	<b>39.1</b>	<b>76.3</b>	<b>66.8</b>	<b>0.8</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.8</b>	<b>0.0</b>
Net production	0.9	0.9	-0.5	-0.1	1.0	0.5	0.0				0.0	
Treasury												
Acquisitions / divestments												
FX impact and other	3.3	3.2	0.1	0.0	0.0	3.0	0.0				0.0	
<b>End of period</b>	<b>298.7</b>	<b>297.9</b>	<b>111.3</b>	<b>39.0</b>	<b>77.4</b>	<b>70.3</b>	<b>0.8</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.8</b>	<b>0.0</b>
<b>Other customer lending</b>												
<b>Beginning of period</b>	<b>337.0</b>	<b>141.2</b>	<b>49.4</b>	<b>53.0</b>	<b>10.9</b>	<b>27.9</b>	<b>195.5</b>	<b>151.8</b>	<b>30.4</b>	<b>2.1</b>	<b>11.1</b>	<b>0.4</b>
Net production	-8.2	-2.6	-0.7	-1.3	-0.1	-0.5	-5.6	-3.6	-1.2	-0.6	-0.2	
Treasury	-3.5	2.8	2.6	0.0	0.2	0.0	-6.3				-6.3	
Acquisitions / divestments												
FX impact and other	-1.3	0.3				0.3	-1.6	-1.2	-0.4		-0.0	0.0
<b>End of period</b>	<b>324.0</b>	<b>141.7</b>	<b>51.3</b>	<b>51.8</b>	<b>11.0</b>	<b>27.7</b>	<b>181.9</b>	<b>147.0</b>	<b>28.8</b>	<b>1.6</b>	<b>4.6</b>	<b>0.4</b>
<b>Customer deposits</b>												
<b>Beginning of period</b>	<b>586.2</b>	<b>515.9</b>	<b>158.1</b>	<b>90.9</b>	<b>137.4</b>	<b>129.5</b>	<b>70.3</b>	<b>0.5</b>	<b>58.2</b>	<b>6.4</b>	<b>5.3</b>	<b>0.0</b>
Net production	20.9	20.6	9.6	2.9	2.4	5.8	0.3	-0.0	1.5	-1.0	-0.1	-0.0
Treasury	-4.4	-3.4	-2.9	-0.2	-0.1	-0.2	-1.0				-1.0	
Acquisitions / divestments												
FX impact and other	3.1	2.9				2.9	0.2	-0.0	0.1	0.1	-0.0	0.0
<b>End of period</b>	<b>605.8</b>	<b>536.0</b>	<b>164.8</b>	<b>93.6</b>	<b>139.7</b>	<b>137.9</b>	<b>69.8</b>	<b>0.4</b>	<b>59.7</b>	<b>5.5</b>	<b>4.1</b>	<b>0.0</b>

## ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
<b>Residential mortgages</b>								
<b>Beginning of period</b>			294.6	298.0	296.5	293.0	291.6	287.7
Net production			0.9	0.4	1.7	3.2	1.7	2.6
Treasury								
Acquisitions / divestments								
FX impact and other			3.3	-3.9	-0.1	0.3	-0.4	1.3
<b>End of period</b>			298.7	294.6	298.0	296.5	293.0	291.6
<b>Other customer lending</b>								
<b>Beginning of period</b>			337.0	318.3	320.9	322.3	318.7	309.0
Net production			-8.2	11.6	0.0	-4.4	5.3	5.9
Treasury			-3.5	7.6	-0.6	-0.5	-0.2	2.2
Acquisitions / divestments								
FX impact and other			-1.3	-0.6	-2.0	3.5	-1.5	1.7
<b>End of period</b>			324.0	337.0	318.3	320.9	322.3	318.7
<b>Customer deposits</b>								
<b>Beginning of period</b>			586.2	574.4	574.2	571.1	561.4	555.8
Net production			20.9	9.2	2.5	4.4	11.7	4.8
Treasury			-4.4	8.9	-3.0	-1.1	-1.4	0.3
Acquisitions / divestments								
FX impact and other			3.1	-6.3	0.7	-0.2	-0.6	0.5
<b>End of period</b>			605.8	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
<b>Residential mortgages</b>								
<b>Beginning of period</b>			<b>293.8</b>	<b>297.3</b>	<b>295.5</b>	<b>292.1</b>	<b>290.8</b>	<b>286.8</b>
Net production			0.9	0.4	1.6	3.2	1.7	2.6
Treasury								
Acquisitions / divestments								
FX impact and other			3.2	-3.9	0.1	0.2	-0.4	1.4
<b>End of period</b>			<b>297.9</b>	<b>293.8</b>	<b>297.3</b>	<b>295.5</b>	<b>292.1</b>	<b>290.8</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>			<b>141.2</b>	<b>139.8</b>	<b>139.6</b>	<b>140.0</b>	<b>137.2</b>	<b>132.9</b>
Net production			-2.6	2.2	0.6	0.2	3.1	2.0
Treasury			2.8	0.6	-0.4	-0.5	-0.2	2.5
Acquisitions / divestments								
FX impact and other			0.3	-1.5	0.0	-0.1	-0.1	-0.2
<b>End of period</b>			<b>141.7</b>	<b>141.2</b>	<b>139.8</b>	<b>139.6</b>	<b>140.0</b>	<b>137.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>			<b>515.9</b>	<b>510.9</b>	<b>508.3</b>	<b>507.6</b>	<b>500.5</b>	<b>492.7</b>
Net production			20.6	3.2	4.4	1.7	8.5	5.6
Treasury			-3.4	7.5	-2.4	-0.7	-1.0	1.9
Acquisitions / divestments								
FX impact and other			2.9	-5.6	0.6	-0.3	-0.5	0.3
<b>End of period</b>			<b>536.0</b>	<b>515.9</b>	<b>510.9</b>	<b>508.3</b>	<b>507.6</b>	<b>500.5</b>

## 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
<b>Residential mortgages</b>								
<b>Beginning of period</b>			<b>111.7</b>	<b>111.9</b>	<b>112.6</b>	<b>112.4</b>	<b>112.1</b>	<b>111.4</b>
Net production			-0.5	-0.5	-0.4	-0.0	0.2	0.2
Treasury								
Acquisitions / divestments								
FX impact and other			0.1	0.3	-0.3	0.2	0.1	0.5
<b>End of period</b>			<b>111.3</b>	<b>111.7</b>	<b>111.9</b>	<b>112.6</b>	<b>112.4</b>	<b>112.1</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>			<b>49.4</b>	<b>48.3</b>	<b>49.3</b>	<b>48.6</b>	<b>47.9</b>	<b>46.0</b>
Net production			-0.7	0.1	-0.5	0.3	0.3	0.9
Treasury			2.6	0.9	-0.5	0.4	0.4	1.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>			<b>51.3</b>	<b>49.4</b>	<b>48.3</b>	<b>49.3</b>	<b>48.6</b>	<b>47.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>			<b>158.1</b>	<b>150.3</b>	<b>151.2</b>	<b>151.0</b>	<b>147.4</b>	<b>143.8</b>
Net production			9.6	1.5	1.2	1.0	4.8	1.4
Treasury			-2.9	6.3	-2.2	-0.8	-1.1	2.2
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>			<b>164.8</b>	<b>158.1</b>	<b>150.3</b>	<b>151.2</b>	<b>151.0</b>	<b>147.4</b>



## ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium <sup>1)</sup>								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
<b>Residential mortgages</b>								
<b>Beginning of period</b>			<b>39.1</b>	<b>39.3</b>	<b>39.3</b>	<b>38.7</b>	<b>38.4</b>	<b>37.9</b>
Net production			-0.1	-0.2	0.0	0.5	0.2	0.4
Treasury								
Acquisitions / divestments								
FX impact and other			0.0	0.0	0.0	0.0	0.1	0.1
<b>End of period</b>			<b>39.0</b>	<b>39.1</b>	<b>39.3</b>	<b>39.3</b>	<b>38.7</b>	<b>38.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>			<b>53.0</b>	<b>52.0</b>	<b>50.9</b>	<b>52.2</b>	<b>51.4</b>	<b>49.5</b>
Net production			-1.3	1.3	0.7	-0.7	1.5	0.6
Treasury			0.0	-0.3	0.3	-0.5	-0.7	1.4
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>			<b>51.8</b>	<b>53.0</b>	<b>52.0</b>	<b>50.9</b>	<b>52.2</b>	<b>51.4</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>			<b>90.9</b>	<b>89.7</b>	<b>90.0</b>	<b>89.3</b>	<b>87.5</b>	<b>85.5</b>
Net production			2.9	0.5	-0.4	0.7	1.8	2.0
Treasury			-0.2	0.8	0.0	0.0	-0.0	0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>			<b>93.6</b>	<b>90.9</b>	<b>89.7</b>	<b>90.0</b>	<b>89.3</b>	<b>87.5</b>

<sup>1)</sup> Including ING Luxembourg.

## ING 3.6 Customer lending/deposits: Retail Banking Germany

Customer lending/deposits Retail Banking Germany <sup>1)</sup>								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
<b>Residential mortgages</b>								
<b>Beginning of period</b>			<b>76.3</b>	<b>76.0</b>	<b>75.6</b>	<b>74.6</b>	<b>73.8</b>	<b>73.5</b>
Net production			1.0	0.3	0.5	0.9	0.8	0.2
Treasury								
Acquisitions / divestments								
FX impact and other			0.0	0.0	-0.1	0.1	0.1	0.1
<b>End of period</b>			<b>77.4</b>	<b>76.3</b>	<b>76.0</b>	<b>75.6</b>	<b>74.6</b>	<b>73.8</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>			<b>10.9</b>	<b>10.7</b>	<b>11.0</b>	<b>11.0</b>	<b>10.7</b>	<b>10.5</b>
Net production			-0.1	0.3	0.0	0.3	0.3	0.0
Treasury			0.2	-0.1	-0.3	-0.3	0.1	0.1
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>			<b>11.0</b>	<b>10.9</b>	<b>10.7</b>	<b>11.0</b>	<b>11.0</b>	<b>10.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>			<b>137.4</b>	<b>138.5</b>	<b>137.2</b>	<b>137.3</b>	<b>136.9</b>	<b>138.0</b>
Net production			2.4	-1.2	1.6	-0.2	0.3	-0.9
Treasury			-0.1	0.1	-0.2	0.1	0.1	-0.2
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>			<b>139.7</b>	<b>137.4</b>	<b>138.5</b>	<b>137.2</b>	<b>137.3</b>	<b>136.9</b>

<sup>1)</sup> Including ING Austria.

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

Customer lending/deposits Retail Banking Other Challengers & Growth Markets <sup>1)</sup>								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
<b>Residential mortgages</b>								
<b>Beginning of period</b>			<b>66.8</b>	<b>70.1</b>	<b>68.1</b>	<b>66.4</b>	<b>66.5</b>	<b>64.1</b>
Net production			0.5	0.8	1.6	1.7	0.6	1.8
Treasury								
Acquisitions / divestments								
FX impact and other			3.0	-4.2	0.5	-0.0	-0.7	0.7
<b>End of period</b>			<b>70.3</b>	<b>66.8</b>	<b>70.1</b>	<b>68.1</b>	<b>66.4</b>	<b>66.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>			<b>27.9</b>	<b>28.8</b>	<b>28.4</b>	<b>28.1</b>	<b>27.2</b>	<b>27.0</b>
Net production			-0.5	0.5	0.4	0.4	1.0	0.4
Treasury			0.0	0.0	0.0	-0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other			0.3	-1.5	0.0	-0.1	-0.1	-0.2
<b>End of period</b>			<b>27.7</b>	<b>27.9</b>	<b>28.8</b>	<b>28.4</b>	<b>28.1</b>	<b>27.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>			<b>129.5</b>	<b>132.5</b>	<b>129.9</b>	<b>130.0</b>	<b>128.8</b>	<b>125.4</b>
Net production			5.8	2.3	2.0	0.2	1.7	3.1
Treasury			-0.2	0.3	-0.0	0.0	0.1	-0.1
Acquisitions / divestments								
FX impact and other			2.9	-5.6	0.6	-0.3	-0.5	0.3
<b>End of period</b>			<b>137.9</b>	<b>129.5</b>	<b>132.5</b>	<b>129.9</b>	<b>130.0</b>	<b>128.8</b>

<sup>1)</sup> Includes: Australia, Czech Republic, France, Italy, Spain, Poland, Romania, Turkey, Philippines, Asian stakes and Other.

## ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
<b>Residential mortgages</b>								
<b>Beginning of period</b>			<b>0.8</b>	<b>0.8</b>	<b>0.9</b>	<b>0.8</b>	<b>0.8</b>	<b>0.9</b>
Net production			0.0	-0.0	0.0	0.0		0.0
Treasury								
Acquisitions / divestments								
FX impact and other			0.0	-0.0	-0.2	0.1	0.1	-0.2
<b>End of period</b>			<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.9</b>	<b>0.8</b>	<b>0.8</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>			<b>195.5</b>	<b>178.1</b>	<b>180.9</b>	<b>181.9</b>	<b>181.2</b>	<b>175.7</b>
Net production			-5.6	9.4	-0.6	-4.6	2.2	3.9
Treasury			-6.3	7.1	-0.2	-0.0	-0.0	-0.3
Acquisitions / divestments								
FX impact and other			-1.6	0.9	-2.0	3.6	-1.5	1.9
<b>End of period</b>			<b>181.9</b>	<b>195.5</b>	<b>178.1</b>	<b>180.9</b>	<b>181.9</b>	<b>181.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>			<b>70.3</b>	<b>63.5</b>	<b>66.0</b>	<b>63.5</b>	<b>60.9</b>	<b>63.1</b>
Net production			0.3	6.0	-1.9	2.8	3.1	-0.9
Treasury			-1.0	1.4	-0.6	-0.5	-0.4	-1.6
Acquisitions / divestments								
FX impact and other			0.2	-0.6	0.1	0.2	-0.1	0.2
<b>End of period</b>			<b>69.8</b>	<b>70.3</b>	<b>63.5</b>	<b>66.0</b>	<b>63.5</b>	<b>60.9</b>

## ING 3.9 Customer lending/deposits: WB - Lending

Customer lending/deposits Wholesale Banking - Lending								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
<b>Residential mortgages</b>								
<b>Beginning of period</b>			0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>			0.0	0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>			151.8	140.1	143.6	142.3	142.5	138.6
Net production			-3.6	11.2	-2.0	-1.4	1.0	2.5
Treasury								
Acquisitions / divestments								
FX impact and other			-1.2	0.5	-1.4	2.6	-1.2	1.5
<b>End of period</b>			147.0	151.8	140.1	143.6	142.3	142.5
<b>Customer deposits</b>								
<b>Beginning of period</b>			0.5	0.5	0.4	0.5	0.4	0.6
Net production			-0.0	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	0.0
<b>End of period</b>			0.4	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
<b>Residential mortgages</b>								
<b>Beginning of period</b>			0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>			0.0	0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>			30.4	32.0	31.1	33.2	32.8	30.9
Net production			-1.2	-2.0	1.5	-3.1	0.7	1.5
Treasury								
Acquisitions / divestments								
FX impact and other			-0.4	0.4	-0.6	1.0	-0.3	0.4
<b>End of period</b>			28.8	30.4	32.0	31.1	33.2	32.8
<b>Customer deposits</b>								
<b>Beginning of period</b>			58.2	54.0	55.1	50.5	49.7	51.4
Net production			1.5	4.6	-1.2	4.6	0.8	-1.8
Treasury								
Acquisitions / divestments								
FX impact and other			0.1	-0.4	0.1	0.1	-0.0	0.1
<b>End of period</b>			59.7	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
<b>Residential mortgages</b>								
<b>Beginning of period</b>			0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>			0.0	0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>			2.1	1.4	1.8	1.7	1.2	1.5
Net production			-0.6	0.7	-0.4	0.1	0.5	-0.3
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>			1.6	2.1	1.4	1.8	1.7	1.2
<b>Customer deposits</b>								
<b>Beginning of period</b>			6.4	4.6	5.8	7.4	5.4	4.3
Net production			-1.0	2.0	-1.1	-1.7	2.0	1.0
Treasury								
Acquisitions / divestments								
FX impact and other			0.1	-0.2	-0.0	0.1	-0.0	0.1
<b>End of period</b>			5.5	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
<b>Residential mortgages</b>								
<b>Beginning of period</b>			<b>0.8</b>	<b>0.8</b>	<b>0.9</b>	<b>0.8</b>	<b>0.8</b>	<b>0.9</b>
Net production			0.0	-0.0	0.0	0.0		0.0
Treasury								
Acquisitions / divestments								
FX impact and other			0.0	-0.0	-0.2	0.1	0.1	-0.2
<b>End of period</b>			<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.9</b>	<b>0.8</b>	<b>0.8</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>			<b>11.1</b>	<b>4.6</b>	<b>4.5</b>	<b>4.6</b>	<b>4.6</b>	<b>4.7</b>
Net production			-0.2	-0.5	0.3	-0.1	-0.0	0.2
Treasury			-6.3	7.1	-0.2	-0.0	-0.0	-0.3
Acquisitions / divestments								
FX impact and other			-0.0					
<b>End of period</b>			<b>4.6</b>	<b>11.1</b>	<b>4.6</b>	<b>4.5</b>	<b>4.6</b>	<b>4.6</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>			<b>5.3</b>	<b>4.4</b>	<b>4.7</b>	<b>5.2</b>	<b>5.4</b>	<b>6.9</b>
Net production			-0.1	-0.5	0.3	0.0	0.2	0.1
Treasury			-1.0	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	-0.0
<b>End of period</b>			<b>4.1</b>	<b>5.3</b>	<b>4.4</b>	<b>4.7</b>	<b>5.2</b>	<b>5.4</b>



## ING 3.13 Customer lending/deposits: Corporate Line

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

## ING 3.14 Customer lending/deposits: 2Q2020 Geographical split of the segments

Customer lending/deposits Geographical split of the segments								
In € billion	Total	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World	Other
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>294.6</b>	<b>112.2</b>	<b>39.1</b>	<b>76.4</b>	<b>54.8</b>	<b>12.0</b>	<b>0.0</b>	<b>0.0</b>
Net production	0.9	-0.5	-0.1	1.0	0.0	0.4	-0.0	
Treasury								
Acquisitions / divestments								
FX impact and other	3.3	0.2	0.0	0.0	2.9	0.2		
<b>End of period</b>	<b>298.7</b>	<b>111.9</b>	<b>39.0</b>	<b>77.5</b>	<b>57.7</b>	<b>12.6</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>337.0</b>	<b>77.7</b>	<b>70.8</b>	<b>45.1</b>	<b>32.9</b>	<b>27.2</b>	<b>82.9</b>	<b>0.4</b>
Net production	-8.2	-1.4	-2.5	-0.2	0.3	-1.2	-3.2	-0.0
Treasury	-3.5	3.2	0.0	0.2	0.0	0.0	-7.0	
Acquisitions / divestments								
FX impact and other	-1.3	-0.2	-0.1	-0.3	0.6	0.0	-1.2	0.0
<b>End of period</b>	<b>324.0</b>	<b>79.3</b>	<b>68.2</b>	<b>44.8</b>	<b>33.9</b>	<b>26.0</b>	<b>71.4</b>	<b>0.4</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>586.2</b>	<b>188.1</b>	<b>109.9</b>	<b>138.4</b>	<b>92.5</b>	<b>43.9</b>	<b>13.5</b>	<b>0.0</b>
Net production	20.9	11.9	1.6	2.6	3.0	3.1	-1.3	-0.0
Treasury	-4.4	-3.6	-0.2	-0.1	-0.1	-0.2	-0.2	
Acquisitions / divestments								
FX impact and other	3.1				2.6	0.3	0.1	0.0
<b>End of period</b>	<b>605.8</b>	<b>196.4</b>	<b>111.3</b>	<b>141.0</b>	<b>98.0</b>	<b>47.1</b>	<b>12.0</b>	<b>0.0</b>

## ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
<b>Residential mortgages</b>								
<b>Beginning of period</b>			<b>112.2</b>	<b>112.4</b>	<b>113.2</b>	<b>113.0</b>	<b>112.7</b>	<b>112.1</b>
Net production			-0.5	-0.5	-0.4	-0.0	0.2	0.2
Treasury								
Acquisitions / divestments								
FX impact and other			0.2	0.2	-0.4	0.2	0.2	0.4
<b>End of period</b>			<b>111.9</b>	<b>112.2</b>	<b>112.4</b>	<b>113.2</b>	<b>113.0</b>	<b>112.7</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>			<b>77.7</b>	<b>75.6</b>	<b>77.2</b>	<b>76.2</b>	<b>76.1</b>	<b>72.7</b>
Net production			-1.4	1.0	-0.7	-0.1	-0.2	2.7
Treasury			3.2	0.9	-0.6	0.5	0.5	0.4
Acquisitions / divestments								
FX impact and other			-0.2	0.2	-0.3	0.5	-0.2	0.3
<b>End of period</b>			<b>79.3</b>	<b>77.7</b>	<b>75.6</b>	<b>77.2</b>	<b>76.2</b>	<b>76.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>			<b>188.1</b>	<b>178.7</b>	<b>176.4</b>	<b>176.3</b>	<b>170.8</b>	<b>172.8</b>
Net production			11.9	1.9	5.1	1.3	6.9	-2.3
Treasury			-3.6	7.5	-2.8	-1.1	-1.5	0.3
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>			<b>196.4</b>	<b>188.1</b>	<b>178.7</b>	<b>176.4</b>	<b>176.3</b>	<b>170.8</b>

## ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium <sup>1)</sup>								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
<b>Residential mortgages</b>								
<b>Beginning of period</b>			<b>39.1</b>	<b>39.3</b>	<b>39.4</b>	<b>38.8</b>	<b>38.5</b>	<b>37.9</b>
Net production			-0.1	-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	0.1
<b>End of period</b>			<b>39.0</b>	<b>39.1</b>	<b>39.3</b>	<b>39.4</b>	<b>38.8</b>	<b>38.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>			<b>70.8</b>	<b>67.6</b>	<b>66.5</b>	<b>68.0</b>	<b>67.8</b>	<b>65.7</b>
Net production			-2.5	3.4	0.8	-1.1	1.1	0.4
Treasury			0.0	-0.4	0.4	-0.6	-0.8	1.6
Acquisitions / divestments								
FX impact and other			-0.1	0.1	-0.1	0.2	-0.1	0.1
<b>End of period</b>			<b>68.2</b>	<b>70.8</b>	<b>67.6</b>	<b>66.5</b>	<b>68.0</b>	<b>67.8</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>			<b>109.9</b>	<b>105.2</b>	<b>110.5</b>	<b>105.1</b>	<b>104.0</b>	<b>101.3</b>
Net production			1.6	3.8	-5.4	5.4	1.1	2.7
Treasury			-0.2	0.9	0.1	0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>			<b>111.3</b>	<b>109.9</b>	<b>105.2</b>	<b>110.5</b>	<b>105.1</b>	<b>104.0</b>

<sup>1)</sup> Including ING Luxembourg.

## ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany <sup>1)</sup>								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
<b>Residential mortgages</b>								
<b>Beginning of period</b>			<b>76.4</b>	<b>76.1</b>	<b>75.8</b>	<b>74.7</b>	<b>73.9</b>	<b>73.5</b>
Net production			1.0	0.3	0.5	0.9	0.8	0.2
Treasury								
Acquisitions / divestments								
FX impact and other			0.0	0.1	-0.2	0.1	0.1	0.2
<b>End of period</b>			<b>77.5</b>	<b>76.4</b>	<b>76.1</b>	<b>75.8</b>	<b>74.7</b>	<b>73.9</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>			<b>45.1</b>	<b>44.3</b>	<b>46.1</b>	<b>46.9</b>	<b>45.5</b>	<b>44.7</b>
Net production			-0.2	0.6	-0.4	0.1	1.1	0.6
Treasury			0.2	-0.1	-0.4	-0.4	0.1	0.2
Acquisitions / divestments								
FX impact and other			-0.3	0.3	-1.1	-0.4	0.2	-0.0
<b>End of period</b>			<b>44.8</b>	<b>45.1</b>	<b>44.3</b>	<b>46.1</b>	<b>46.9</b>	<b>45.5</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>			<b>138.4</b>	<b>139.5</b>	<b>138.1</b>	<b>138.0</b>	<b>138.2</b>	<b>138.8</b>
Net production			2.6	-1.2	1.6	-0.1	-0.2	-0.4
Treasury			-0.1	0.1	-0.3	0.2	0.1	-0.3
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>			<b>141.0</b>	<b>138.4</b>	<b>139.5</b>	<b>138.1</b>	<b>138.0</b>	<b>138.2</b>

<sup>1)</sup> Including ING Austria.

## ING 3.18 Customer lending/deposits: Geographical Other Challengers

Customer lending/deposits Geographical Other Challengers <sup>1)</sup>								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
<b>Residential mortgages</b>								
<b>Beginning of period</b>			54.8	58.1	56.9	55.5	56.2	54.0
Net production			0.0	0.2	1.0	1.2	0.1	1.4
Treasury								
Acquisitions / divestments								
FX impact and other			2.9	-3.5	0.3	0.2	-0.8	0.7
<b>End of period</b>			57.7	54.8	58.1	56.9	55.5	56.2
<b>Other customer lending</b>								
<b>Beginning of period</b>			32.9	32.6	33.1	32.6	31.4	31.1
Net production			0.3	1.0	-0.5	0.3	1.4	0.1
Treasury			0.0	0.0	-0.0	-0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other			0.6	-0.7	0.0	0.1	-0.2	0.2
<b>End of period</b>			33.9	32.9	32.6	33.1	32.6	31.4
<b>Customer deposits</b>								
<b>Beginning of period</b>			92.5	95.3	94.9	96.0	95.6	92.6
Net production			3.0	0.5	0.2	-1.1	1.0	2.2
Treasury			-0.1	0.1	-0.1	-0.1	0.1	0.1
Acquisitions / divestments								
FX impact and other			2.6	-3.5	0.3	0.1	-0.7	0.7
<b>End of period</b>			98.0	92.5	95.3	94.9	96.0	95.6

<sup>1)</sup> 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 <sup>1)</sup>								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
<b>Residential mortgages</b>								
<b>Beginning of period</b>			12.0	12.1	11.2	10.9	10.4	11.2
Net production			0.4	0.6	0.6	0.5	0.5	-0.8
Treasury								
Acquisitions / divestments								
FX impact and other			0.2	-0.7	0.2	-0.2	0.1	-0.1
<b>End of period</b>			12.6	12.0	12.1	11.2	10.9	10.4
<b>Other customer lending</b>								
<b>Beginning of period</b>			27.2	27.8	27.3	27.4	27.3	27.4
Net production			-1.2	0.7	0.4	-0.0	0.1	0.2
Treasury			0.0	0.0	0.0	-0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other			0.0	-1.3	0.0	-0.1	-0.0	-0.3
<b>End of period</b>			26.0	27.2	27.8	27.3	27.4	27.3
<b>Customer deposits</b>								
<b>Beginning of period</b>			43.9	43.7	41.4	40.8	39.3	38.9
Net production			3.1	2.3	2.0	1.1	1.2	1.0
Treasury			-0.2	0.3	0.0	0.1	0.1	-0.2
Acquisitions / divestments								
FX impact and other			0.3	-2.4	0.3	-0.5	0.2	-0.4
<b>End of period</b>			47.1	43.9	43.7	41.4	40.8	39.3

<sup>1)</sup> Includes: Poland, Romania, Turkey, Philippines, Asian stakes.

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

Customer lending/deposits Geographical Wholesale Banking Rest of World								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
<b>Residential mortgages</b>								
<b>Beginning of period</b>			0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>			0.0	0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>			82.9	70.1	70.2	70.7	70.2	66.9
Net production			-3.2	4.8	0.5	-3.7	1.7	1.9
Treasury			-7.0	7.1	-0.1	0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other			-1.2	0.9	-0.5	3.2	-1.2	1.5
<b>End of period</b>			71.4	82.9	70.1	70.2	70.7	70.2
<b>Customer deposits</b>								
<b>Beginning of period</b>			13.5	12.0	12.9	14.9	13.4	11.2
Net production			-1.3	1.8	-1.0	-2.0	1.8	1.6
Treasury			-0.2	-0.0	0.1	-0.3	-0.2	0.4
Acquisitions / divestments								
FX impact and other			0.1	-0.4	0.0	0.3	-0.1	0.3
<b>End of period</b>			12.0	13.5	12.0	12.9	14.9	13.4



## ING 3.21 Customer lending/deposits: Geographical Other

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

<sup>1)</sup> 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.

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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