

ING Historical Trend Data 2Q2021 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

Table of contents

1. Profit or loss	2. Balance sheet and other	3. Customer lending/deposits
1.1 Profit or loss: Comparable quarters	2.1 Consolidated Balance sheet: Assets - Comparable quarters	3.1 Customer lending/deposits: 2Q2021 Segment split
1.2 Profit or loss: 2Q2021 Segment split	2.2 Consolidated Balance sheet: Assets - Quarterly overview	3.2 Customer lending/deposits: Quarterly overview
1.3 Profit or loss: Quarterly overview	2.3 Consolidated Balance sheet: Liabilities and Equity - Comparable quarters	3.3 Customer lending/deposits: Retail Banking
1.4 Profit or loss: Retail Banking	2.4 Consolidated Balance sheet: Liabilities and Equity - Quarterly overview	3.4 Customer lending/deposits: Retail Banking Netherlands
1.5 Profit or loss: Retail Banking Benelux	2.5 Total equity: Comparable quarters	3.5 Customer lending/deposits: Retail Banking Belgium
1.6 Profit or loss: Retail Banking Netherlands	2.6 Total equity: Quarterly overview	3.6 Customer lending/deposits: Retail Banking Germany
1.7 Profit or loss: Retail Banking Belgium	2.7 Capital position	3.7 Customer lending/deposits: Retail Banking Other Challengers & Growth Markets
1.8 Profit or loss: Retail Banking Challengers & Growth Markets	2.8 Funding	3.8 Customer lending/deposits: Wholesale Banking
1.9 Profit or loss: Retail Banking Germany	2.9 Investments: ING Group	3.9 Customer lending/deposits: Wholesale Banking - Lending
1.10 Profit or loss: Retail Banking Other Challengers & Growth Markets		3.10 Customer lending/deposits: Wholesale Banking - Daily Banking & Trade Finance
1.11 Profit or loss: Wholesale Banking		3.11 Customer lending/deposits: Wholesale Banking - Financial Markets
1.12 Profit or loss: Wholesale Banking - Lending		3.12 Customer lending/deposits: Wholesale Banking - Treasury & Other
1.13 Profit or loss: Wholesale Banking - Daily Banking & Trade Finance		3.13 Customer lending/deposits: Corporate Line
1.14 Profit or loss: Wholesale Banking - Financial Markets		3.14 Customer lending/deposits: 2Q2021 Geographical split
1.15 Profit or loss: Wholesale Banking - Treasury & Other		3.15 Customer lending/deposits: Geographical Netherlands
1.16 Profit or loss: Corporate Line		3.16 Customer lending/deposits: Geographical Belgium
1.17 Geographical split: 2Q2021		3.17 Customer lending/deposits: Geographical Germany
1.18 Geographical split: Comparable quarters		3.18 Customer lending/deposits: Geographical Other Challengers
1.19 Geographical split: Netherlands		3.19 Customer lending/deposits: Geographical Growth Markets
1.20 Geographical split: Belgium		3.20 Customer lending/deposits: Geographical Wholesale Banking Rest of World
1.21 Geographical split: Germany		3.21 Customer lending/deposits: Geographical Other
1.22 Geographical split: Other Challengers		
1.23 Geographical split: Growth Markets		
1.24 Geographical split: Wholesale Banking Rest of World		
1.25 Geographical split: Other		

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		
	2Q2021	2Q2020	1Q2021	2Q2021	2Q2020	1Q2021	2Q2021	2Q2020	1Q2021	2Q2021	2Q2020	1Q2021
Profit or loss												
Net interest income	3,340	3,430	3,513	2,277	2,433	2,356	1,006	927	1,038	56	70	118
Net fee and commission income	855	723	854	553	460	573	302	264	278	0	-2	4
Investment income	10	19	39	7	16	31	2	3	8	0	0	0
Other income	312	499	296	175	210	170	84	315	173	52	-26	-47
Total income	4,517	4,671	4,702	3,013	3,119	3,130	1,394	1,509	1,497	109	42	75
Expenses excl. regulatory costs	2,372	2,656	2,429	1,593	1,635	1,676	656	909	640	123	111	113
Regulatory costs ¹⁾	172	137	587	163	116	440	9	20	148	-0	1	0
Operating expenses	2,543	2,793	3,016	1,756	1,751	2,115	665	929	787	123	112	113
Gross result	1,973	1,878	1,686	1,258	1,368	1,015	730	580	709	-14	-70	-39
Addition to loan loss provisions	-91	1,336	223	58	454	192	-149	882	30	-0	0	-0
Result before tax	2,065	542	1,463	1,200	913	823	879	-302	679	-14	-70	-39
Taxation	566	224	439	321	305	240	206	-10	149	38	-71	51
Non-controlling interests	40	19	18	32	14	16	8	4	2	0	-	-0
Net result	1,459	299	1,005	847	594	567	664	-296	528	-53	1	-89
Key figures												
Interest margin	1.36%	1.44%	1.46%									
Cost/income ratio	56.3%	59.8%	64.1%	58.3%	56.2%	67.6%	47.7%	61.6%	52.6%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	-6	85	15	5	42	18	-33	186	7	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	11.2%	2.3%	7.8%									
Return on equity based on 12.5% CET1 ²⁾	15.5%	3.1%	10.6%	17.3%	11.5%	11.6%	14.9%	-6.0%	11.7%	-58.9%	1.5%	-109.4%
Risk-weighted assets (end of period)	308,581	322,234	311,014	164,552	164,061	161,106	141,044	155,536	147,187	2,985	2,637	2,721
Employees (internal FTEs, end of period)	57,896	55,772	57,731	43,588	41,928	43,454	13,904	13,838	13,942	404	5	335
Four-quarter rolling average key figures												
Interest margin	1.40%	1.52%	1.42%									
Cost/income ratio	62.7%	58.9%	63.6%	63.5%	57.9%	63.0%	53.4%	59.1%	57.0%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	7.7%	6.1%	5.4%									
Return on equity based on 12.5% CET1 ²⁾	10.5%	8.1%	7.3%	12.6%	14.1%	11.1%	10.7%	1.7%	5.3%	-129.6%	-14.0%	-115.7%

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

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

ING 1.2 Profit or loss: 2Q2021 Segment split

Profit or loss 2Q2021												
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	3,340	2,318	816	442	352	708	1,044	663	173	138	70	-23
Capital charge on book equity	-	-7	2	3	11	-23	-8	-0	1	-8	-1	15
Interest benefit on total capital	-	-33	-9	-9	-6	-9	-30	-19	-5	-5	-1	63
Net interest income	3,340	2,277	809	437	356	676	1,006	644	169	125	68	56
Net fee and commission income	855	553	194	127	108	124	302	111	137	45	8	0
Investment income	12	9	7	0	0	2	3	0	0	1	2	0
Realised gains and fair value changes on investments	-2	-1	-0	-0	0	-1	-1	-	-	-0	-1	-0
Total investment income	10	7	7	0	0	1	2	0	0	1	1	0
Valuation result and net trading income	184	108	28	27	21	32	97	-12	17	107	-14	-21
Other income	128	68	14	9	2	42	-13	-1	-5	-9	2	73
Total other income	312	175	42	35	23	75	84	-12	11	98	-13	52
Total income	4,517	3,013	1,052	599	488	874	1,394	743	318	269	64	109
Expenses excl. regulatory costs	2,372	1,593	484	340	266	503	656	222	173	189	71	123
Regulatory costs ¹⁾	172	163	46	5	49	63	9	-0	1	2	7	-0
Operating expenses	2,543	1,756	530	345	315	566	665	222	174	191	78	123
Gross result	1,973	1,258	522	254	173	309	730	521	144	78	-14	-14
Addition to loan loss provisions	-91	58	-55	77	16	19	-149	-161	14	-1	-1	-0
Result before tax	2,065	1,200	576	177	158	289	879	682	131	79	-13	-14
Taxation	566	321	151	49	49	72	206	170	35	33	-32	38
Non-controlling interests	40	32	-	0	1	31	8	6	1	2	-1	0
Net result	1,459	847	426	128	107	186	664	506	94	45	20	-53
Key figures												
Interest margin	1.36%											
Cost/income ratio	56.3%	58.3%	50.4%	57.6%	64.5%	64.7%	47.7%	29.9%	54.6%	70.9%	121.6%	n.a.
Risk costs in bps of average customer lending	-6	5	-14	35	7	8	-33	-47	18	-4	-8	n.a.
Return on equity based on IFRS-EU equity	11.2%											
Return on equity based on 12.5% CET1 ²⁾	15.5%	17.3%	31.5%	10.0%	11.4%	14.3%	14.9%	17.9%	14.7%	6.1%	7.9%	-58.9%
Risk-weighted assets (end of period)	308,581	164,552	44,699	40,581	30,829	48,444	141,044	91,647	17,733	23,498	8,166	2,985
Employees (internal FTEs, end of period)	57,896	43,588	10,189	8,070	5,949	19,380	13,904					404
Four-quarter rolling average key figures												
Interest margin	1.40%											
Cost/income ratio	62.7%	63.5%	53.7%	70.1%	55.2%	77.1%	53.4%	32.6%	66.9%	76.1%	130.5%	n.a.
Return on equity based on IFRS-EU equity	7.7%											
Return on equity based on 12.5% CET1 ²⁾	10.5%	12.6%	28.1%	4.1%	16.0%	3.4%	10.7%	13.1%	10.3%	5.4%	0.2%	-129.6%

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

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

ING 1.3 Profit or loss: Quarterly overview

Profit or loss										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Interest income			5,368	5,354	5,262	5,377	5,723	6,335	10,722	12,059
Minus: interest expense			2,028	1,841	1,918	2,048	2,294	2,834	3,869	5,127
Net interest income			3,340	3,513	3,344	3,329	3,430	3,501	6,853	6,931
Net fee and commission income			855	854	771	734	723	783	1,710	1,506
Investment income			12	3	3	98	4	1	15	5
Realised gains and fair value changes on investments			-2	36	3	5	15	20	34	35
Total investment income			10	39	6	103	19	21	49	40
Valuation result and net trading income			184	240	85	311	437	-1	424	436
Other income			128	56	-37	-191	62	206	184	269
Total other income			312	296	48	120	499	205	608	704
Total income			4,517	4,702	4,169	4,286	4,671	4,511	9,219	9,182
Staff expenses			1,474	1,465	1,461	1,429	1,458	1,465	2,938	2,923
Regulatory costs ¹⁾			172	587	331	111	137	526	759	663
Other expenses			898	964	1,123	1,073	1,198	842	1,862	2,040
Operating expenses			2,543	3,016	2,914	2,613	2,793	2,833	5,560	5,626
Gross result			1,973	1,686	1,255	1,673	1,878	1,678	3,659	3,556
Addition to loan loss provisions			-91	223	208	469	1,336	661	131	1,998
Result before tax			2,065	1,463	1,046	1,204	542	1,017	3,528	1,558
Taxation			566	439	304	389	224	329	1,005	553
Non-controlling interests			40	18	15	27	19	17	59	36
Net result			1,459	1,005	727	788	299	670	2,464	969
Key figures										
Interest margin			1.36%	1.46%	1.41%	1.38%	1.44%	1.51%	1.41%	1.48%
Cost/income ratio			56.3%	64.1%	69.9%	61.0%	59.8%	62.8%	60.3%	61.3%
Risk costs in bps of average customer lending			-6	15	14	30	85	42	4	64
Return on equity based on IFRS-EU equity			11.2%	7.8%	5.6%	6.0%	2.3%	5.1%	9.5%	3.7%
Return on equity based on 12.5% CET1 ²⁾			15.5%	10.6%	7.7%	8.2%	3.1%	6.6%	13.1%	4.9%
Risk-weighted assets (end of period)			308,581	311,014	306,324	312,307	322,234	335,375	308,581	322,234
Employees (internal FTEs, end of period)			57,896	57,731	57,034	56,492	55,772	55,452	57,896	55,772
Four-quarter rolling average key figures										
interest margin			1.40%	1.42%	1.44%	1.48%	1.52%	1.54%		
Cost/income ratio			62.7%	63.6%	63.2%	60.9%	58.9%	57.0%		
Return on equity based on IFRS-EU equity			7.7%	5.4%	4.8%	5.1%	6.1%	8.4%		
Return on equity based on 12.5% CET1 ²⁾			10.5%	7.3%	6.4%	6.7%	8.1%	11.0%		

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

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

ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Balance sheet related interest			2,318	2,399	2,412	2,436	2,472	2,526	4,717	4,998
Capital charge on book equity			-7	-14	-15	-19	-32	-55	-21	-87
Interest benefit on total capital			-33	-28	-22	-12	-7	-11	-62	-18
Net interest income			2,277	2,356	2,376	2,405	2,433	2,461	4,634	4,894
Net fee and commission income			553	573	516	479	460	487	1,126	947
Investment income			9	2	1	97	4	1	11	4
Realised gains and fair value changes on investments			-1	29	3	4	13	17	28	29
Total investment income			7	31	4	102	16	18	39	34
Valuation result and net trading income			108	118	78	126	148	76	226	223
Other income			68	52	36	-178	63	119	120	181
Total other income			175	170	114	-52	210	195	346	405
Total income			3,013	3,130	3,009	2,934	3,119	3,160	6,144	6,279
Expenses excl. regulatory costs			1,593	1,676	1,704	1,763	1,635	1,597	3,269	3,232
Regulatory costs			163	440	244	99	116	396	602	512
Operating expenses			1,756	2,115	1,947	1,861	1,751	1,992	3,871	3,744
Gross result			1,258	1,015	1,062	1,073	1,368	1,168	2,273	2,535
Addition to loan loss provisions			58	192	258	324	454	285	250	739
Result before tax			1,200	823	804	749	913	883	2,023	1,796
Taxation			321	240	243	222	305	239	561	545
Non-controlling interests			32	16	7	23	14	14	48	28
Net result			847	567	554	503	594	630	1,414	1,224
Key figures										
Cost/income ratio			58.3%	67.6%	64.7%	63.4%	56.2%	63.0%	63.0%	59.6%
Risk costs in bps of average customer lending			5	18	24	30	42	26	11	34
Return on equity based on 12.5% CET1 ¹⁾			17.3%	11.6%	11.1%	10.3%	11.5%	12.0%	14.5%	11.7%
Risk-weighted assets (end of period)			164,552	161,106	160,045	163,099	164,061	174,557	164,552	164,061
Employees (internal FTEs, end of period)			43,588	43,454	42,699	42,407	41,928	41,771	43,588	41,928
Four-quarter rolling average key figures										
Cost/income ratio			63.5%	63.0%	61.8%	60.2%	57.9%	57.2%		
Return on equity based on 12.5% CET1 ¹⁾			12.6%	11.1%	11.2%	12.2%	14.1%	15.9%		

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

ING 1.5 Profit or loss: Retail Banking Benelux

Profit or loss Retail Banking Benelux										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Balance sheet related interest			1,258	1,318	1,324	1,332	1,355	1,375	2,577	2,729
Capital charge on book equity			5	-4	-4	-5	-6	-13	2	-19
Interest benefit on total capital			-18	-15	-12	-7	-4	-6	-33	-10
Net interest income			1,245	1,300	1,307	1,320	1,344	1,356	2,545	2,700
Net fee and commission income			322	295	281	273	262	277	616	539
Investment income			7	2	-1	1	0	1	9	1
Realised gains and fair value changes on investments			-0	23	2	2	9	16	23	25
Total investment income			7	25	1	3	9	17	32	26
Valuation result and net trading income			54	79	40	82	107	10	134	116
Other income			23	29	26	26	29	74	52	103
Total other income			77	108	66	108	136	83	186	219
Total income			1,651	1,728	1,655	1,704	1,751	1,734	3,379	3,485
Expenses excl. regulatory costs			824	895	893	863	888	851	1,719	1,738
Regulatory costs			51	323	135	25	42	276	374	318
Operating expenses			875	1,218	1,029	888	930	1,127	2,093	2,057
Gross result			776	510	627	816	821	607	1,286	1,428
Addition to loan loss provisions			23	107	66	184	276	145	129	421
Result before tax			753	403	561	632	545	462	1,156	1,007
Taxation			200	108	140	163	152	119	308	271
Non-controlling interests			0	0	0	-0	-0	-0	0	-1
Net result			553	294	421	470	393	343	848	737
Key figures										
Cost/income ratio			53.0%	70.5%	62.1%	52.1%	53.1%	65.0%	61.9%	59.0%
Risk costs in bps of average customer lending			4	17	11	29	44	23	11	33
Return on equity based on 12.5% CET1 ¹⁾			21.1%	11.4%	15.9%	17.2%	13.8%	11.8%	16.3%	12.8%
Risk-weighted assets (end of period)			85,280	82,622	82,535	86,760	87,671	94,665	85,280	87,671
Employees (internal FTEs, end of period)			18,259	18,145	17,594	17,651	17,533	17,726	18,259	17,533
Four-quarter rolling average key figures										
Cost/income ratio			59.5%	59.4%	58.1%	56.6%	56.5%	55.3%		
Return on equity based on 12.5% CET1 ¹⁾			16.4%	14.6%	14.6%	14.9%	15.2%	17.4%		

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

ING 1.6 Profit or loss: Retail Banking Netherlands

Profit or loss Retail Banking Netherlands										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Balance sheet related interest			816	849	881	873	884	882	1,665	1,766
Capital charge on book equity			2	2	2	2	1	1	3	3
Interest benefit on total capital			-9	-8	-6	-3	-2	-3	-17	-6
Net interest income			809	842	877	871	883	880	1,651	1,763
Net fee and commission income			194	173	175	174	164	168	368	332
Investment income			7	-	0	-	-0	0	7	-
Realised gains and fair value changes on investments			-0	23	1	2	10	1	23	11
Total investment income			7	23	2	2	10	1	30	11
Valuation result and net trading income			28	29	16	48	60	50	57	110
Other income			14	18	13	24	14	40	32	54
Total other income			42	47	29	72	73	90	89	164
Total income			1,052	1,086	1,083	1,119	1,130	1,139	2,138	2,269
Expenses excl. regulatory costs			484	537	507	507	487	480	1,021	967
Regulatory costs			46	114	110	25	35	86	160	121
Operating expenses			530	651	616	532	522	566	1,181	1,088
Gross result			522	435	466	587	609	573	957	1,182
Addition to loan loss provisions			-55	-10	-29	47	120	19	-65	139
Result before tax			576	445	495	540	489	554	1,022	1,043
Taxation			151	117	124	136	124	138	267	262
Non-controlling interests			-	-	0	-0	-0	-0	-	-1
Net result			426	329	371	404	365	416	754	781
Key figures										
Cost/income ratio			50.4%	59.9%	56.9%	47.5%	46.2%	49.7%	55.2%	47.9%
Risk costs in bps of average customer lending			-14	-3	-7	12	30	5	-8	17
Return on equity based on 12.5% CET1 ¹⁾			31.5%	25.0%	27.2%	28.6%	24.4%	26.2%	28.3%	25.4%
Risk-weighted assets (end of period)			44,699	41,892	42,068	45,225	45,149	50,385	44,699	45,149
Employees (internal FTEs, end of period)			10,189	10,184	9,963	9,833	9,728	9,755	10,189	9,728
Four-quarter rolling average key figures										
Cost/income ratio			53.7%	52.5%	50.0%	48.7%	48.8%	48.8%		
Return on equity based on 12.5% CET1 ¹⁾			28.1%	26.3%	26.6%	25.9%	24.8%	25.7%		

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

ING 1.7 Profit or loss: Retail Banking Belgium

Profit or loss Retail Banking Belgium ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Balance sheet related interest			442	470	443	458	471	493	912	964
Capital charge on book equity			3	-5	-7	-7	-8	-14	-2	-22
Interest benefit on total capital			-9	-7	-6	-3	-2	-3	-16	-5
Net interest income			437	457	430	448	461	476	894	937
Net fee and commission income			127	121	106	99	98	110	248	207
Investment income			0	2	-1	1	1	1	2	1
Realised gains and fair value changes on investments			-0	-0	1	0	-1	15	-0	14
Total investment income			0	2	-0	1	-0	16	2	15
Valuation result and net trading income			27	51	24	34	47	-41	77	7
Other income			9	11	13	3	15	33	20	49
Total other income			35	62	36	37	62	-7	97	55
Total income			599	642	572	585	621	595	1,241	1,215
Expenses excl. regulatory costs			340	358	387	356	401	370	698	771
Regulatory costs			5	209	25	0	8	190	214	198
Operating expenses			345	567	412	356	408	560	912	969
Gross result			254	74	160	229	212	34	328	247
Addition to loan loss provisions			77	117	95	137	156	126	194	282
Result before tax			177	-43	66	92	56	-92	134	-36
Taxation			49	-9	16	27	28	-20	41	9
Non-controlling interests			0	0	0	0	0	0	0	0
Net result			128	-34	50	65	28	-73	94	-44
Key figures										
Cost/income ratio			57.6%	88.4%	72.0%	60.8%	65.8%	94.2%	73.5%	79.7%
Risk costs in bps of average customer lending			35	52	42	60	68	55	43	62
Return on equity based on 12.5% CET1 ²⁾			10.0%	-2.7%	3.9%	5.0%	2.1%	-5.5%	3.7%	-1.7%
Risk-weighted assets (end of period)			40,581	40,729	40,467	41,535	42,522	44,280	40,581	42,522
Employees (internal FTEs, end of period)			8,070	7,961	7,631	7,818	7,805	7,971	8,070	7,805
Four-quarter rolling average key figures										
Cost/income ratio			70.1%	72.1%	73.2%	71.6%	71.1%	67.4%		
Return on equity based on 12.5% CET1 ²⁾			4.1%	2.1%	1.3%	1.9%	3.5%	6.9%		

¹⁾ Including ING Luxembourg.

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

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

Profit or loss Retail Banking Challengers & Growth Markets										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Balance sheet related interest			1,060	1,080	1,089	1,104	1,117	1,152	2,140	2,269
Capital charge on book equity			-12	-10	-10	-14	-25	-42	-23	-68
Interest benefit on total capital			-15	-13	-10	-5	-3	-5	-28	-8
Net interest income			1,032	1,057	1,069	1,085	1,089	1,105	2,089	2,193
Net fee and commission income			232	278	235	206	198	210	510	408
Investment income			2	0	2	97	3	0	2	3
Realised gains and fair value changes on investments			-1	6	1	2	4	1	5	4
Total investment income			1	6	2	99	7	1	7	8
Valuation result and net trading income			53	38	38	44	41	66	92	107
Other income			45	24	10	-204	34	45	68	79
Total other income			98	62	48	-160	74	111	160	186
Total income			1,362	1,403	1,354	1,230	1,368	1,426	2,765	2,794
Expenses excl. regulatory costs			769	780	810	899	748	746	1,549	1,494
Regulatory costs			112	117	109	74	74	120	229	193
Operating expenses			881	897	919	973	821	866	1,778	1,687
Gross result			482	505	435	256	547	561	987	1,107
Addition to loan loss provisions			35	85	193	140	178	140	120	318
Result before tax			447	420	243	116	369	421	867	789
Taxation			121	131	102	60	153	121	252	274
Non-controlling interests			32	16	7	24	15	14	48	28
Net result			293	272	134	33	201	286	566	487
Key figures										
Cost/income ratio			64.6%	64.0%	67.9%	79.2%	60.0%	60.7%	64.3%	60.4%
Risk costs in bps of average customer lending			7	18	41	30	39	30	12	35
Return on equity based on 12.5% CET1 ¹⁾			13.2%	11.8%	5.8%	2.4%	8.8%	12.2%	12.5%	10.5%
Risk-weighted assets (end of period)			79,272	78,484	77,510	76,339	76,390	79,892	79,272	76,390
Employees (internal FTEs, end of period)			25,330	25,309	25,105	24,756	24,395	24,045	25,330	24,395
Four-quarter rolling average key figures										
Cost/income ratio			68.6%	67.4%	66.6%	64.9%	59.6%	59.4%		
Return on equity based on 12.5% CET1 ¹⁾			8.4%	7.3%	7.3%	9.1%	12.7%	14.0%		

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

ING 1.9 Profit or loss: Retail Banking Germany

Profit or loss Retail Banking Germany ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Balance sheet related interest			352	373	385	388	398	389	724	787
Capital charge on book equity			11	11	10	10	9	8	22	17
Interest benefit on total capital			-6	-5	-4	-2	-1	-2	-12	-3
Net interest income			356	378	391	395	405	396	734	801
Net fee and commission income			108	148	125	97	109	106	257	215
Investment income			0	-0	2	2	1	0	0	1
Realised gains and fair value changes on investments			0	6	-0	1	-1	-0	6	-1
Total investment income			0	6	1	3	0	0	7	0
Valuation result and net trading income			21	13	14	18	25	17	34	42
Other income			2	2	-3	1	3	14	4	17
Total other income			23	15	11	19	28	31	38	59
Total income			488	548	528	515	542	533	1,036	1,075
Expenses excl. regulatory costs			266	256	250	253	253	255	522	508
Regulatory costs			49	33	22	19	19	40	82	58
Operating expenses			315	289	272	272	272	295	604	567
Gross result			173	259	256	243	270	238	432	508
Addition to loan loss provisions			16	3	17	26	8	6	19	14
Result before tax			158	255	239	217	262	232	413	494
Taxation			49	86	85	58	122	66	135	188
Non-controlling interests			1	1	1	1	1	1	2	2
Net result			107	168	153	158	139	165	275	304
Key figures										
Cost/income ratio			64.5%	52.8%	51.5%	52.8%	50.2%	55.4%	58.3%	52.7%
Risk costs in bps of average customer lending			7	1	7	12	4	3	4	3
Return on equity based on 12.5% CET1 ²⁾			11.4%	18.3%	16.7%	17.6%	15.7%	19.4%	14.8%	17.5%
Risk-weighted assets (end of period)			30,829	29,830	29,459	29,469	28,537	28,489	30,829	28,537
Employees (internal FTEs, end of period)			5,949	5,911	5,750	5,602	5,411	5,258	5,949	5,411
Four-quarter rolling average key figures										
Cost/income ratio			55.2%	51.8%	52.4%	52.9%	52.0%	53.5%		
Return on equity based on 12.5% CET1 ²⁾			16.0%	17.1%	17.3%	17.7%	18.8%	20.1%		

¹⁾ Including ING Austria.

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

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

Profit or loss Retail Banking Other Challengers & Growth Markets ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Balance sheet related interest			708	707	704	716	719	763	1,416	1,482
Capital charge on book equity			-23	-21	-21	-24	-34	-51	-45	-85
Interest benefit on total capital			-9	-8	-6	-3	-2	-3	-17	-5
Net interest income			676	679	678	690	683	709	1,354	1,392
Net fee and commission income			124	130	110	109	89	103	253	193
Investment income			2	0	0	95	2	-0	2	2
Realised gains and fair value changes on investments			-1	-1	1	1	5	1	-2	5
Total investment income			1	-0	1	96	7	1	0	7
Valuation result and net trading income			32	26	24	26	16	49	58	65
Other income			42	22	14	-205	31	31	64	62
Total other income			75	47	37	-179	47	80	122	127
Total income			874	855	826	715	826	894	1,729	1,720
Expenses excl. regulatory costs			503	524	560	647	494	491	1,027	985
Regulatory costs			63	84	87	55	55	80	147	135
Operating expenses			566	608	647	702	549	571	1,174	1,120
Gross result			309	247	179	13	277	323	555	599
Addition to loan loss provisions			19	82	176	114	170	134	102	304
Result before tax			289	165	3	-100	107	189	454	295
Taxation			72	45	17	2	31	54	117	85
Non-controlling interests			31	15	6	23	14	13	46	27
Net result			186	104	-19	-125	62	121	291	183
Key figures										
Cost/income ratio			64.7%	71.1%	78.3%	98.1%	66.5%	63.9%	67.9%	65.1%
Risk costs in bps of average customer lending			8	33	72	47	71	55	20	63
Return on equity based on 12.5% CET1 ²⁾			14.3%	7.9%	-0.9%	-6.9%	4.9%	8.3%	11.1%	6.6%
Risk-weighted assets (end of period)			48,444	48,654	48,051	46,870	47,853	51,403	48,444	47,853
Employees (internal FTEs, end of period)			19,380	19,397	19,354	19,154	18,984	18,786	19,380	18,984
Four-quarter rolling average key figures										
Cost/income ratio			77.1%	77.8%	75.7%	72.3%	64.0%	62.8%		
Return on equity based on 12.5% CET1 ²⁾			3.4%	1.2%	1.4%	3.9%	8.7%	10.0%		

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

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

ING 1.11 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Balance sheet related interest			1,044	1,071	974	931	953	988	2,115	1,942
Capital charge on book equity			-8	-7	-9	-10	-20	-41	-15	-61
Interest benefit on total capital			-30	-26	-20	-11	-7	-10	-56	-17
Net interest income			1,006	1,038	945	909	927	937	2,044	1,864
Net fee and commission income			302	278	255	253	264	297	580	561
Investment income			3	1	2	0	0	1	4	1
Realised gains and fair value changes on investments			-1	7	1	1	3	3	6	6
Total investment income			2	8	3	2	3	4	10	6
Valuation result and net trading income			97	170	43	217	314	-24	267	290
Other income			-13	3	-3	-7	1	56	-10	58
Total other income			84	173	40	210	315	33	257	348
Total income			1,394	1,497	1,242	1,374	1,509	1,270	2,891	2,780
Expenses excl. regulatory costs			656	640	746	644	909	669	1,295	1,578
Regulatory costs			9	148	92	8	20	130	157	151
Operating expenses			665	787	838	652	929	799	1,452	1,728
Gross result			730	709	405	722	580	471	1,439	1,051
Addition to loan loss provisions			-149	30	-50	145	882	373	-119	1,256
Result before tax			879	679	454	577	-302	98	1,558	-204
Taxation			206	149	110	161	-10	33	355	23
Non-controlling interests			8	2	8	4	4	4	10	8
Net result			664	528	335	412	-296	61	1,192	-235
Key figures										
Cost/income ratio			47.7%	52.6%	67.4%	47.4%	61.6%	62.9%	50.2%	62.2%
Risk costs in bps of average customer lending			-33	7	-12	33	186	80	-13	133
Return on equity based on 12.5% CET1 ¹⁾			14.9%	11.7%	7.6%	8.8%	-6.0%	1.3%	13.3%	-2.3%
Risk-weighted assets (end of period)			141,044	147,187	143,775	146,596	155,536	158,168	141,044	155,536
Employees (internal FTEs, end of period)			13,904	13,942	14,328	14,078	13,838	13,676	13,904	13,838
Value at Risk trading positions (average)			7.2	21.4	25.1	29.8	39.2	21.6		
Four-quarter rolling average key figures										
Cost/income ratio			53.4%	57.0%	59.6%	58.7%	59.1%	56.3%		
Return on equity based on 12.5% CET1 ¹⁾			10.7%	5.3%	2.8%	1.7%	1.7%	5.9%		

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

ING 1.12 Profit or loss: WB - Lending

Profit or loss Wholesale Banking - Lending										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Balance sheet related interest			663	678	630	625	645	629	1,341	1,273
Capital charge on book equity			-0	-0	-0	0	-0	0	-0	-0
Interest benefit on total capital			-19	-16	-13	-7	-4	-6	-35	-11
Net interest income			644	662	618	618	641	622	1,307	1,263
Net fee and commission income			111	107	104	122	97	131	218	227
Investment income			0	-	-	-	0	-	0	0
Realised gains and fair value changes on investments			-	-	-	-	-	-	-	-
Total investment income			0	-	-	-	0	-	0	0
Valuation result and net trading income			-12	6	-17	4	34	-94	-6	-60
Other income			-1	2	4	2	6	6	1	12
Total other income			-12	8	-12	7	40	-88	-5	-48
Total income			743	777	709	747	777	665	1,520	1,442
Expenses excl. regulatory costs			222	217	215	220	222	230	439	452
Regulatory costs			-0	54	41	0	6	45	53	51
Operating expenses			222	271	256	220	228	275	493	503
Gross result			521	507	454	526	549	390	1,028	939
Addition to loan loss provisions			-161	29	-56	146	833	306	-133	1,138
Result before tax			682	478	510	381	-284	84	1,160	-200
Taxation			170	129	118	120	-63	35	299	-27
Non-controlling interests			6	2	5	2	1	2	8	3
Net result			506	347	386	258	-222	47	853	-176
Key figures										
Cost/income ratio			29.9%	34.8%	36.1%	29.5%	29.3%	41.4%	32.4%	34.9%
Risk costs in bps of average customer lending			-47	8	-17	41	223	84	-20	154
Return on equity based on 12.5% CET1 ¹⁾			17.9%	12.4%	13.6%	8.6%	-7.1%	1.6%	15.2%	-2.8%
Risk-weighted assets (end of period)			91,647	91,253	89,368	94,421	99,208	99,200	91,647	99,208
Four-quarter rolling average key figures										
Cost/income ratio			32.6%	32.4%	33.8%	34.7%	34.7%	34.8%		
Return on equity based on 12.5% CET1 ¹⁾			13.1%	6.6%	4.0%	2.7%	2.9%	7.4%		

¹⁾ After-tax return divided by average equity based on 12.5% 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	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Balance sheet related interest			173	176	164	152	151	182	349	333
Capital charge on book equity			1	1	1	1	1	1	2	1
Interest benefit on total capital			-5	-4	-3	-2	-1	-2	-9	-3
Net interest income			169	173	161	152	151	181	342	332
Net fee and commission income			137	129	130	106	117	124	266	241
Investment income			0	-	0	-	-0	0	0	-
Realised gains and fair value changes on investments			-	-	-	-	-	-	-	-
Total investment income			0	-	0	-	-0	0	0	-
Valuation result and net trading income			17	16	11	12	14	11	33	25
Other income			-5	-4	-3	-3	-5	-2	-9	-7
Total other income			11	12	7	9	9	9	24	18
Total income			318	314	299	267	276	314	632	591
Expenses excl. regulatory costs			173	181	208	186	187	182	354	368
Regulatory costs			1	39	15	0	3	25	40	28
Operating expenses			174	220	222	186	190	207	394	396
Gross result			144	94	77	81	87	108	239	194
Addition to loan loss provisions			14	5	3	-4	46	62	19	108
Result before tax			131	89	74	85	41	46	220	87
Taxation			35	23	19	22	9	17	59	26
Non-controlling interests			1	1	1	1	1	2	2	3
Net result			94	65	54	62	31	28	159	58
Key figures										
Cost/income ratio			54.6%	70.0%	74.3%	69.8%	68.6%	65.7%	62.3%	67.1%
Risk costs in bps of average customer lending			18	7	4	-6	62	79	12	71
Return on equity based on 12.5% CET1 ¹⁾			14.7%	9.1%	8.2%	9.5%	4.6%	3.9%	11.8%	4.2%
Risk-weighted assets (end of period)			17,733	23,673	22,665	20,956	21,677	22,668	17,733	21,677
Four-quarter rolling average key figures										
Cost/income ratio			66.9%	70.7%	69.6%	65.1%	60.5%	56.3%		
Return on equity based on 12.5% CET1 ¹⁾			10.3%	7.8%	6.4%	5.1%	7.0%	9.8%		

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

ING 1.14 Profit or loss: WB - Financial Markets

Profit or loss Wholesale Banking - Financial Markets										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Balance sheet related interest			138	122	110	97	105	126	260	231
Capital charge on book equity			-8	-7	-8	-9	-13	-23	-15	-35
Interest benefit on total capital			-5	-4	-3	-2	-1	-1	-10	-3
Net interest income			125	111	98	86	91	102	236	193
Net fee and commission income			45	44	19	26	43	37	89	80
Investment income			1	-0	-0	-0	-0	0	1	-0
Realised gains and fair value changes on investments			-0	-	-	0	-	-	-0	-
Total investment income			1	-0	-0	0	-0	0	1	-0
Valuation result and net trading income			107	146	74	191	281	23	252	304
Other income			-9	-2	-9	-6	-9	-9	-10	-18
Total other income			98	144	65	184	272	14	242	286
Total income			269	299	181	297	406	154	568	560
Expenses excl. regulatory costs			189	183	175	183	185	194	372	379
Regulatory costs			2	38	26	1	3	38	39	41
Operating expenses			191	220	201	184	188	232	411	420
Gross result			78	79	-20	113	218	-78	157	140
Addition to loan loss provisions			-1	-2	0	2	1	-0	-2	1
Result before tax			79	80	-20	111	217	-78	159	139
Taxation			33	22	-5	33	63	-22	54	41
Non-controlling interests			2	1	2	1	3	2	3	5
Net result			45	57	-18	77	151	-58	102	93
Key figures										
Cost/income ratio			70.9%	73.7%	111.0%	61.8%	46.3%	150.8%	72.4%	75.0%
Risk costs in bps of average customer lending			-4	-11	3	64	29	-2	-7	14
Return on equity based on 12.5% CET1 ¹⁾			6.1%	7.6%	-2.0%	9.9%	19.6%	-8.3%	6.9%	6.7%
Risk-weighted assets (end of period)			23,498	24,693	24,837	24,402	26,139	24,159	23,498	26,139
Four-quarter rolling average key figures										
Cost/income ratio			76.1%	67.0%	77.5%	84.8%	92.3%	123.0%		
Return on equity based on 12.5% CET1 ¹⁾			5.4%	8.8%	5.3%	3.7%	1.8%	-4.9%		

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

Return on equity of ING's total Financial Markets activities, including Retail Banking										
	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Key figures										
Return on equity based on 12.5% CET1 ¹⁾			9.2%	10.7%	1.0%	12.5%	21.2%	-4.6%	10.0%	9.3%
Four-quarter rolling average key figures										
Return on equity based on 12.5% CET1 ¹⁾			8.4%	11.4%	8.0%	6.7%	4.9%	-1.2%		

ING 1.15 Profit or loss: WB - Treasury & Other

Profit or loss Wholesale Banking - Treasury & Other										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Balance sheet related interest			70	94	70	56	53	51	164	104
Capital charge on book equity			-1	-1	-1	-2	-8	-19	-2	-27
Interest benefit on total capital			-1	-1	-1	-1	-1	-1	-3	-1
Net interest income			68	92	68	53	45	32	159	77
Net fee and commission income			8	-1	1	-1	8	5	7	12
Investment income			2	1	2	0	0	0	3	1
Realised gains and fair value changes on investments			-1	7	1	1	3	3	6	6
Total investment income			1	8	2	1	3	4	8	6
Valuation result and net trading income			-14	2	-25	10	-15	36	-13	22
Other income			2	7	6	-0	9	62	9	71
Total other income			-13	9	-19	10	-5	98	-4	93
Total income			64	107	53	64	50	138	171	188
Expenses excl. regulatory costs			71	59	148	55	316	63	131	379
Regulatory costs			7	17	10	6	8	23	24	31
Operating expenses			78	77	158	62	324	86	155	410
Gross result			-14	30	-106	2	-274	52	16	-222
Addition to loan loss provisions			-1	-2	4	1	2	6	-3	8
Result before tax			-13	32	-110	1	-276	46	19	-230
Taxation			-32	-24	-22	-13	-19	3	-57	-16
Non-controlling interests			-1	-2	-1	-1	-1	-2	-2	-3
Net result			20	58	-88	15	-256	44	78	-211
Key figures										
Cost/income ratio			121.6%	71.9%	301.2%	96.9%	n.a.	62.3%	90.5%	218.2%
Risk costs in bps of average customer lending			-8	-13	32	7	9	29	-11	19
Return on equity based on 12.5% CET1 ¹⁾			7.9%	24.8%	-41.1%	6.0%	-79.5%	12.8%	16.0%	-32.6%
Risk-weighted assets (end of period)			8,166	7,569	6,906	6,818	8,512	12,142	8,166	8,512
Four-quarter rolling average key figures										
Cost/income ratio			130.5%	227.5%	207.2%	176.7%	191.0%	106.7%		
Return on equity based on 12.5% CET1 ¹⁾			0.2%	-27.3%	-25.9%	-20.9%	-22.4%	3.8%		

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

ING 1.16 Profit or loss: Corporate Line

Profit or loss Corporate Line										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Balance sheet related interest			-23	43	-42	-38	5	-13	21	-8
Capital charge on book equity			15	21	23	30	51	96	36	147
Interest benefit on total capital			63	54	42	23	14	20	118	35
Net interest income			56	118	24	15	70	103	174	173
Net fee and commission income			0	4	-0	2	-2	-1	4	-2
Investment income			0	0	0	0	0	0	0	0
Realised gains and fair value changes on investments			-0	-	-	-	-0	0	-0	-
Total investment income			0	0	0	0	0	0	0	0
Valuation result and net trading income			-21	-47	-35	-33	-25	-53	-68	-78
Other income			73	-0	-71	-6	-2	31	73	30
Total other income			52	-47	-106	-39	-26	-22	5	-48
Total income			109	75	-83	-22	42	80	184	123
Expenses excl. regulatory costs			123	113	134	95	111	42	237	153
Regulatory costs			-0	0	-5	5	1	-0	-0	1
Operating expenses			123	113	129	100	112	42	237	154
Gross result			-14	-39	-212	-122	-70	39	-53	-31
Addition to loan loss provisions			-0	-0	-0	-0	0	3	-0	3
Result before tax			-14	-39	-212	-122	-70	36	-53	-34
Taxation			38	51	-49	5	-71	57	89	-14
Non-controlling interests			0	-0	-	-	-	-0	-0	-0
Net result			-53	-89	-162	-127	1	-20	-142	-19
Key figures										
Risk-weighted assets (end of period)			2,985	2,721	2,503	2,612	2,637	2,650	2,985	2,637
Employees (internal FTEs, end of period)			404	335	7	7	5	5	404	5

ING 1.17 Geographical split: 2Q2021

Geographical split 2Q2021

In € million	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Wholesale Banking Rest of World		Other ¹⁾		
	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Wholesale Banking	Total	Wholesale Banking	Corporate Line
Profit or loss																				
Net interest income	994	809	185	522	437	86	488	356	131	465	343	122	375	332	43	439	439	56	0	56
Net fee and commission income	271	194	77	184	127	56	112	108	4	77	55	22	82	69	14	128	128	1	0	0
Investment income	10	7	3	0	0	0	0	0	0	-2	-1	-1	2	2	0	0	0	0	-	0
Other income	38	42	-4	41	35	6	39	23	16	29	21	8	80	53	27	31	31	52	-0	52
Total income	1,313	1,052	261	747	599	148	640	488	152	570	419	151	540	456	84	598	598	109	0	109
Expenses excl. regulatory costs	655	484	171	404	340	64	312	266	46	325	279	47	260	224	36	292	292	123	-0	123
Regulatory costs	45	46	-1	7	5	2	49	49	0	26	24	1	44	38	6	1	1	0	0	-0
Operating expenses	699	530	170	411	345	66	361	315	46	351	303	48	305	262	42	293	293	123	-0	123
Gross result	614	522	92	336	254	82	279	173	106	218	116	103	235	193	42	305	305	-14	0	-14
Addition to loan loss provisions	-47	-55	8	19	77	-58	30	16	14	6	10	-4	-7	10	-16	-93	-93	-0	-	-0
Result before tax	660	576	84	317	177	140	249	158	91	213	106	107	242	183	58	398	398	-14	0	-14
Retail Banking	576	576		177	177		158	158		106	106		183	183		398	398	0	0	
Wholesale Banking	84		84	140		140	91		91	107		107	58		58					
Corporate Line																		-14		-14
Result before tax	660	576	84	317	177	140	249	158	91	213	106	107	242	183	58	398	398	-14	0	-14
Customer lending/deposits (in € billion)																				
Residential mortgages	110.5	110.0	0.4	39.2	39.2	0.1	82.4	82.3	0.1	60.5	60.5	0.0	14.5	14.4	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	73.8	45.2	28.6	65.5	50.4	15.1	43.1	11.2	31.9	33.1	10.4	22.8	25.4	17.5	8.0	67.8	67.8	0.4	0.0	0.4
Customer deposits	212.9	179.4	33.5	110.7	91.7	19.0	144.8	143.7	1.1	95.0	93.0	2.0	49.3	45.1	4.3	7.9	7.9	0.0	0.0	0.0
Key figures																				
Cost/income ratio	53.3%	50.4%	64.9%	55.0%	57.6%	44.6%	56.4%	64.5%	30.4%	61.7%	72.4%	31.9%	56.4%	57.6%	50.1%	48.9%	48.9%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	-10	-14	10	7	35	-148	10	7	18	2	6	-7	-7	12	-80	-55	-55	-1	n.a.	-1
Return on equity based on 12.5% CET1 ²⁾	21.4%	31.5%	6.8%	13.8%	10.0%	25.5%	12.7%	11.4%	15.2%	13.0%	11.6%	14.5%	15.4%	16.1%	13.0%	17.1%	17.1%	-59.1%	n.a.	-58.9%
Risk-weighted assets (end of period)	74,333	44,699	29,634	53,291	40,581	12,710	46,531	30,829	15,702	35,591	19,043	16,548	37,372	29,401	7,971	58,479	58,479	2,985	-0	2,985
Employees (internal FTEs, end of period)	16,848	10,189	6,659	9,234	8,070	1,164	6,397	5,949	448	6,055	5,426	629	15,274	13,954	1,320	3,681	3,681	408	4	404
Four-quarter rolling average key figures																				
Cost/income ratio	58.4%	53.7%	76.9%	66.8%	70.1%	52.8%	49.1%	55.2%	27.4%	73.0%	89.2%	30.5%	62.8%	64.6%	49.5%	55.3%	55.4%	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 ²⁾	18.2%	28.1%	3.4%	6.4%	4.1%	13.5%	15.4%	16.0%	14.3%	6.8%	1.1%	13.0%	7.1%	5.7%	13.3%	11.6%	11.5%	-124.5%	112.7%	-129.6%

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

²⁾ After-tax return divided by average equity based on 12.5% 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	
	2Q2021	2Q2020	2Q2021	2Q2020	2Q2021	2Q2020	2Q2021	2Q2020	2Q2021	2Q2020	2Q2021	2Q2020	2Q2021	2Q2020	2Q2021	2Q2020
Profit or loss																
Net interest income	3,340	3,430	994	1,041	522	534	488	534	465	444	375	389	439	418	56	69
Net fee and commission income	855	723	271	238	184	154	112	118	77	66	82	62	128	86	1	-2
Investment income	10	19	10	12	0	-0	0	-0	-2	0	2	7	0	0	0	0
Other income	312	499	38	178	41	83	39	39	29	-8	80	95	31	136	52	-24
Total income	4,517	4,671	1,313	1,470	747	770	640	691	570	502	540	553	598	640	109	44
Expenses excl. regulatory costs	2,372	2,656	655	925	404	464	312	294	325	315	260	259	292	286	123	112
Regulatory costs	172	137	45	40	7	10	49	19	26	20	44	42	1	5	0	1
Operating expenses	2,543	2,793	699	965	411	474	361	313	351	336	305	301	293	290	123	113
Gross result	1,973	1,878	614	505	336	296	279	378	218	167	235	252	305	350	-14	-69
Addition to loan loss provisions	-91	1,336	-47	256	19	194	30	228	6	137	-7	118	-93	402	-0	0
Result before tax	2,065	542	660	248	317	102	249	150	213	29	242	134	398	-52	-14	-69
Retail Banking	1,200	913	576	489	177	56	158	262	106	10	183	97	-	-	-	-
Wholesale Banking	879	-302	84	-240	140	45	91	-112	107	20	58	37	398	-52	0	0
Corporate Line	-14	-70	-	-	-	-	-	-	-	-	-	-	-	-	-14	-70
Result before tax	2,065	542	660	248	317	102	249	150	213	29	242	134	398	-52	-14	-69
Taxation	566	224	170	141	84	37	65	70	67	11	58	33	84	-3	38	-66
Non-controlling interests	40	19	-	-0	0	0	1	1	-	-	39	18	-	-	0	-
Net result	1,459	299	490	107	233	64	183	79	146	18	145	83	315	-49	-53	-3
Customer lending/deposits (in € billion)																
Residential mortgages	307.0	298.7	110.5	111.9	39.2	39.0	82.4	77.5	60.5	57.7	14.5	12.6	0.0	0.0	0.0	-0.0
Other customer lending	309.3	324.0	73.8	79.3	65.5	68.2	43.1	44.8	33.1	33.9	25.4	26.0	67.8	71.4	0.4	0.4
Customer deposits	620.6	605.8	212.9	196.4	110.7	111.3	144.8	141.0	95.0	98.0	49.3	47.1	7.9	12.0	0.0	0.0
Key figures																
Cost/income ratio	56.3%	59.8%	53.3%	65.7%	55.0%	61.6%	56.4%	45.3%	61.7%	66.8%	56.4%	54.4%	48.9%	45.4%	113.2%	258.9%
Risk costs in bps of average customer lending	-6	85	-10	54	7	72	10	75	2	61	-7	122	-55	209	-1	11
Return on equity based on 12.5% CET1 ¹⁾	15.5%	3.1%	21.4%	4.5%	13.8%	3.6%	12.7%	5.5%	13.0%	1.6%	15.4%	7.7%	17.1%	-2.3%	-59.1%	-3.5%
Risk-weighted assets (end of period)	308,581	322,234	74,333	73,763	53,291	56,232	46,531	46,640	35,591	35,038	37,372	39,810	58,479	68,024	2,985	2,726
Employees (internal FTEs, end of period)	57,896	55,772	16,848	16,351	9,234	8,920	6,397	5,839	6,055	5,990	15,274	14,928	3,681	3,733	408	10
Four-quarter rolling average key figures																
Cost/income ratio	62.7%	58.9%	58.4%	59.5%	66.8%	69.2%	49.1%	46.4%	73.0%	63.7%	62.8%	55.7%	55.3%	53.1%	n.a.	n.a.
Return on equity based on 12.5% CET1 ¹⁾	10.5%	8.1%	18.2%	13.2%	6.4%	3.7%	15.4%	13.6%	6.8%	7.1%	7.1%	10.3%	11.6%	1.6%	-124.5%	-13.3%

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

ING 1.19 Geographical split: Netherlands

Geographical split Netherlands										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Profit or loss										
Net interest income			994	1,029	1,047	1,034	1,041	1,056	2,023	2,097
Net fee and commission income			271	246	239	249	238	255	518	494
Investment income			10	30	2	3	12	2	40	14
Other income			38	70	25	171	178	6	108	184
Total income			1,313	1,375	1,312	1,457	1,470	1,319	2,688	2,788
Expenses excl. regulatory costs			655	715	780	677	925	650	1,370	1,575
Regulatory costs			45	163	130	25	40	121	208	161
Operating expenses			699	878	909	702	965	771	1,577	1,736
Gross result			614	497	403	755	505	548	1,111	1,052
Addition to loan loss provisions			-47	-4	-27	129	256	64	-51	320
Result before tax			660	502	430	626	248	484	1,162	732
Retail Banking			576	445	495	540	489	554	1,022	1,043
Wholesale Banking			84	56	-65	86	-240	-70	140	-310
Corporate Line									-	-
Result before tax			660	502	430	626	248	484	1,162	732
Customer lending/deposits (in € billion)										
Residential mortgages			110.5	110.3	110.8	111.4	111.9	112.2	110.5	111.9
Other customer lending			73.8	80.0	72.0	73.5	79.3	77.7	73.8	79.3
Customer deposits			212.9	212.8	199.0	197.7	196.4	188.1	212.9	196.4
Key figures										
Cost/income ratio			53.3%	63.8%	69.3%	48.2%	65.7%	58.5%	58.7%	62.3%
Risk costs in bps of average customer lending			-10	-1	-6	27	54	14	-5	34
Return on equity based on 12.5% CET1 ¹⁾			21.4%	16.6%	14.2%	20.3%	4.5%	15.2%	19.0%	9.9%
Risk-weighted assets (end of period)			74,333	72,511	71,383	73,582	73,763	78,807	74,333	73,763
Employees (internal FTEs, end of period)			16,848	16,811	17,095	16,675	16,351	16,217	16,848	16,351
Four-quarter rolling average key figures										
Cost/income ratio			58.4%	61.5%	60.2%	58.0%	59.5%	56.1%		
Return on equity based on 12.5% CET1 ¹⁾			18.2%	13.8%	13.5%	13.8%	13.2%	16.6%		

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

ING 1.20 Geographical split: Belgium

Geographical split Belgium ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Profit or loss										
Net interest income			522	549	503	523	534	556	1,072	1,090
Net fee and commission income			184	172	149	132	154	149	356	302
Investment income			0	2	-0	1	-0	18	2	18
Other income			41	84	40	56	83	-3	125	80
Total income			747	807	693	712	770	720	1,554	1,491
Expenses excl. regulatory costs			404	423	455	421	464	441	827	905
Regulatory costs			7	231	35	-0	10	211	238	221
Operating expenses			411	654	490	421	474	652	1,065	1,126
Gross result			336	153	202	291	296	68	489	365
Addition to loan loss provisions			19	120	121	130	194	144	139	338
Result before tax			317	32	81	161	102	-76	349	26
Retail Banking			177	-43	66	92	56	-92	134	-36
Wholesale Banking			140	75	16	69	45	16	215	62
Corporate Line									-	-
Result before tax			317	32	81	161	102	-76	349	26
Customer lending/deposits (in € billion)										
Residential mortgages			39.2	38.8	38.7	38.7	39.0	39.1	39.2	39.0
Other customer lending			65.5	66.4	64.8	66.5	68.2	70.8	65.5	68.2
Customer deposits			110.7	110.7	108.9	108.3	111.3	109.9	110.7	111.3
Key figures										
Cost/income ratio			55.0%	81.1%	70.8%	59.1%	61.6%	90.5%	68.6%	75.5%
Risk costs in bps of average customer lending			7	46	46	49	72	53	27	62
Return on equity based on 12.5% CET1 ²⁾			13.8%	1.4%	3.5%	6.9%	3.6%	-3.6%	7.6%	0.0%
Risk-weighted assets (end of period)			53,291	54,507	54,014	54,807	56,232	58,547	53,291	56,232
Employees (internal FTEs, end of period)			9,234	9,127	8,750	8,936	8,920	9,105	9,234	8,920
Four-quarter rolling average key figures										
Cost/income ratio			66.8%	68.4%	70.4%	69.6%	69.2%	66.0%		
Return on equity based on 12.5% CET1 ²⁾			6.4%	3.9%	2.6%	2.8%	3.7%	6.6%		

¹⁾ Including ING Luxembourg.

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

ING 1.21 Geographical split: Germany

Geographical split Germany ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Profit or loss										
Net interest income			488	522	512	519	534	525	1,010	1,059
Net fee and commission income			112	150	136	104	118	110	263	228
Investment income			0	8	1	3	-0	0	8	-0
Other income			39	30	17	25	39	41	70	80
Total income			640	711	666	651	691	676	1,350	1,367
Expenses excl. regulatory costs			312	296	287	290	294	296	608	590
Regulatory costs			49	34	23	19	19	43	83	62
Operating expenses			361	330	310	309	313	339	691	652
Gross result			279	381	357	342	378	337	660	715
Addition to loan loss provisions			30	13	7	19	228	13	43	241
Result before tax			249	367	350	323	150	324	616	474
Retail Banking			158	255	239	217	262	232	413	494
Wholesale Banking			91	112	110	106	-112	92	203	-20
Corporate Line			-	-	-	-	-	-	-	-
Result before tax			249	367	350	323	150	324	616	474
Customer lending/deposits (in € billion)										
Residential mortgages			82.4	81.3	80.3	78.8	77.5	76.4	82.4	77.5
Other customer lending			43.1	44.6	41.9	43.7	44.8	45.1	43.1	44.8
Customer deposits			144.8	148.0	145.6	142.9	141.0	138.4	144.8	141.0
Key figures										
Cost/income ratio			56.4%	46.4%	46.5%	47.5%	45.3%	50.1%	51.2%	47.7%
Risk costs in bps of average customer lending			10	4	2	6	75	4	7	40
Return on equity based on 12.5% CET1 ²⁾			12.7%	17.1%	16.4%	15.3%	5.5%	15.4%	14.9%	10.4%
Risk-weighted assets (end of period)			46,531	46,128	45,852	47,009	46,640	47,017	46,531	46,640
Employees (internal FTEs, end of period)			6,397	6,359	6,183	6,031	5,839	5,677	6,397	5,839
Four-quarter rolling average key figures										
Cost/income ratio			49.1%	46.4%	47.3%	47.5%	46.4%	47.3%		
Return on equity based on 12.5% CET1 ²⁾			15.4%	13.5%	13.1%	12.9%	13.6%	16.6%		

¹⁾ Including ING Austria.

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

ING 1.22 Geographical split: Other Challengers

Geographical split Other Challengers ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Profit or loss										
Net interest income			465	508	448	439	444	449	974	893
Net fee and commission income			77	83	72	68	66	70	161	136
Investment income			-2	-1	0	0	0	0	-3	1
Other income			29	19	7	6	-8	21	48	13
Total income			570	610	527	514	502	541	1,179	1,043
Expenses excl. regulatory costs			325	343	370	464	315	308	668	623
Regulatory costs			26	31	44	19	20	26	56	46
Operating expenses			351	373	414	483	336	334	724	669
Gross result			218	237	113	31	167	207	455	374
Addition to loan loss provisions			6	49	43	43	137	75	55	212
Result before tax			213	187	70	-12	29	132	400	162
Retail Banking			106	54	5	-105	10	64	160	74
Wholesale Banking			107	133	66	93	20	68	240	88
Corporate Line									-	-
Result before tax			213	187	70	-12	29	132	400	162
Customer lending/deposits (in € billion)										
Residential mortgages			60.5	60.6	59.1	57.6	57.7	54.8	60.5	57.7
Other customer lending			33.1	34.0	32.0	32.7	33.9	32.9	33.1	33.9
Customer deposits			95.0	98.5	100.4	98.7	98.0	92.5	95.0	98.0
Key figures										
Cost/income ratio			61.7%	61.2%	78.5%	94.0%	66.8%	61.7%	61.4%	64.1%
Risk costs in bps of average customer lending			2	21	19	19	61	34	12	47
Return on equity based on 12.5% CET1 ²⁾			13.0%	11.8%	3.8%	-1.8%	1.6%	7.9%	12.4%	4.8%
Risk-weighted assets (end of period)			35,591	36,473	35,649	34,765	35,038	34,976	35,591	35,038
Employees (internal FTEs, end of period)			6,055	6,108	6,110	6,115	5,990	5,817	6,055	5,990
Four-quarter rolling average key figures										
Cost/income ratio			73.0%	74.6%	75.1%	70.4%	63.7%	62.0%		
Return on equity based on 12.5% CET1 ²⁾			6.8%	3.9%	2.9%	4.6%	7.1%	9.3%		

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

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

ING 1.23 Geographical split: Growth Markets

Geographical split Growth Markets ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Profit or loss										
Net interest income			375	374	383	396	389	410	749	799
Net fee and commission income			82	81	76	78	62	69	163	131
Investment income			2	-	1	96	7	0	2	7
Other income			80	71	70	-155	95	100	152	195
Total income			540	526	530	415	553	579	1,066	1,133
Expenses excl. regulatory costs			260	263	265	267	259	271	523	530
Regulatory costs			44	69	53	42	42	72	113	114
Operating expenses			305	332	318	309	301	343	636	644
Gross result			235	195	212	106	252	237	430	489
Addition to loan loss provisions			-7	52	141	66	118	87	45	205
Result before tax			242	143	71	40	134	150	384	284
Retail Banking			183	110	-1	5	97	125	294	222
Wholesale Banking			58	33	72	35	37	26	91	62
Corporate Line									-	-
Result before tax			242	143	71	40	134	150	384	284
Customer lending/deposits (in € billion)										
Residential mortgages			14.5	13.5	13.1	12.6	12.6	12.0	14.5	12.6
Other customer lending			25.4	24.9	24.9	25.2	26.0	27.2	25.4	26.0
Customer deposits			49.3	48.0	46.6	46.9	47.1	43.9	49.3	47.1
Key figures										
Cost/income ratio			56.4%	63.0%	60.0%	74.5%	54.4%	59.1%	59.7%	56.8%
Risk costs in bps of average customer lending			-7	54	149	69	122	88	23	104
Return on equity based on 12.5% CET1 ²⁾			15.4%	9.7%	3.3%	0.2%	7.7%	8.1%	12.5%	7.9%
Risk-weighted assets (end of period)			37,372	39,082	38,361	37,811	39,810	43,955	37,372	39,810
Employees (internal FTEs, end of period)			15,274	15,252	15,181	14,984	14,928	14,910	15,274	14,928
Four-quarter rolling average key figures										
Cost/income ratio			62.8%	62.2%	61.2%	61.4%	55.7%	55.5%		
Return on equity based on 12.5% CET1 ²⁾			7.1%	5.3%	5.0%	6.3%	10.3%	11.2%		

¹⁾ Including Poland, Romania, Turkey, Philippines, Asian stakes.

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

Geographical split Growth Markets - Asian stakes										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Result before tax			15	13	6	-121	25	9	28	35
Risk-weighted assets (end of period)			7,287	7,360	7,161	6,580	7,546	7,342	7,287	7,546

Market value ³⁾ - Asian stakes	
In € million	30 Jun 2021
TMB (23.0%)	654
Bank of Beijing (13.0%)	1,752
Total valuation	2,407

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

ING 1.24 Geographical split: Wholesale Banking Rest of World

Geographical split Wholesale Banking Rest of World										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Profit or loss										
Net interest income			439	411	427	403	418	405	850	823
Net fee and commission income			128	118	100	101	86	131	246	217
Investment income			0	0	0	0	0	0	0	0
Other income			31	69	-9	55	136	61	101	197
Total income			598	599	518	560	640	597	1,197	1,237
Expenses excl. regulatory costs			292	276	291	285	286	300	568	586
Regulatory costs			1	60	51	2	5	53	62	58
Operating expenses			293	336	343	286	290	353	629	644
Gross result			305	262	175	273	350	244	568	594
Addition to loan loss provisions			-93	-8	-77	83	402	276	-101	678
Result before tax			398	270	251	191	-52	-32	669	-85
Retail Banking									-	-
Wholesale Banking			398	270	251	191	-52	-32	669	-85
Corporate Line									-	-
Result before tax			398	270	251	191	-52	-32	669	-85
Customer lending/deposits (in € billion)										
Residential mortgages			0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending			67.8	68.5	65.8	66.6	71.4	82.9	67.8	71.4
Customer deposits			7.9	10.2	9.2	11.1	12.0	13.5	7.9	12.0
Key figures										
Cost/income ratio			48.9%	56.2%	66.3%	51.2%	45.4%	59.2%	52.6%	52.0%
Risk costs in bps of average customer lending			-55	-5	-46	48	209	144	-30	177
Return on equity based on 12.5% CET1 ¹⁾			17.1%	11.7%	10.7%	7.2%	-2.3%	-1.2%	14.4%	-1.8%
Risk-weighted assets (end of period)			58,479	59,592	58,473	61,630	68,024	69,331	58,479	68,024
Employees (internal FTEs, end of period)			3,681	3,734	3,703	3,739	3,733	3,716	3,681	3,733
Four-quarter rolling average key figures										
Cost/income ratio			55.3%	54.2%	55.0%	54.3%	53.1%	54.5%		
Return on equity based on 12.5% CET1 ¹⁾			11.6%	6.5%	3.3%	1.2%	1.6%	5.7%		

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

ING 1.25 Geographical split: Other

Geographical split Other ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	6M2021	6M2020
Profit or loss										
Net interest income			56	119	24	14	69	101	175	169
Net fee and commission income			1	3	-0	2	-2	-1	4	-3
Investment income			0	0	2	0	0	0	0	0
Other income			52	-48	-103	-39	-24	-21	4	-44
Total income			109	75	-77	-23	44	79	184	123
Expenses excl. regulatory costs			123	113	135	97	112	42	237	155
Regulatory costs			0	0	-5	5	1	0	0	1
Operating expenses			123	113	130	102	113	42	237	155
Gross result			-14	-39	-207	-125	-69	37	-53	-33
Addition to loan loss provisions			-0	-0	-0	-0	0	3	-0	3
Result before tax			-14	-39	-207	-125	-69	34	-53	-35
Retail Banking									-	-
Wholesale Banking			0	0	4	-3	0	-2	0	-2
Corporate Line			-14	-39	-212	-122	-70	36	-53	-34
Result before tax			-14	-39	-207	-125	-69	34	-53	-35
Customer lending/deposits (in € billion)										
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
Key figures										
Cost/income ratio			n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending			-1	-1	-4	-10	11	196	-1	102
Return on equity based on 12.5% CET1 ²⁾			-59.1%	-105.1%	-192.2%	-146.3%	-3.5%	-26.6%	-81.3%	-14.8%
Risk-weighted assets (end of period)			2,985	2,721	2,592	2,704	2,726	2,741	2,985	2,726
Employees (internal FTEs, end of period)			408	340	12	12	10	9	408	10
Four-quarter rolling average key figures										
Cost/income ratio			n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 ²⁾			-124.5%	-111.1%	-91.8%	-52.7%	-13.3%	-12.8%		

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

²⁾ After-tax return divided by average equity based on 12.5% 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 2021	31 Mar 2021	30 Jun 2021	31 Mar 2021	30 Jun 2021	31 Mar 2021
Cash and balances with central banks	121,331	112,703	121,331	112,703		
Loans and advances to banks	26,198	31,033	26,197	31,032	1	1
Financial assets at fair value through profit or loss						
- trading assets	50,652	50,453	50,660	50,460	-8	-7
- non-trading derivatives	2,112	2,442	2,112	2,442		
- designated as at fair value through profit or loss	5,421	5,030	5,421	5,030		
- mandatorily at fair value through profit or loss	63,217	62,677	63,217	62,677		
Financial assets at fair value OCI						
- equity securities FV OCI	2,434	1,924	2,434	1,924		
- debt securities FV OCI	29,693	30,851	29,693	30,851		
- loans and advances FV OCI	889	963	889	963		
Securities at amortised cost	49,467	49,893	49,467	49,893		
Loans and advances to customers						
- customer lending	616,284	623,488	616,413	623,650	-129	-162
- provision for loan losses	-5,347	-5,785	-5,347	-5,785		
Investments in associates and joint ventures	1,461	1,502	1,461	1,502		
Property and equipment	2,631	2,724	2,631	2,724		
Intangible assets	1,315	1,362	1,315	1,362		
Current tax assets	679	766	660	750	19	15
Deferred tax assets	787	838	787	838		
Other assets	7,743	7,487	7,727	7,447	16	40
Assets held for sale	1,278	518	1,278	518		
Total assets	978,246	980,870	978,347	980,982	-101	-112

ING 2.2 Consolidated Balance Sheet: Assets - Quarterly overview

ING Group: Assets								
In € million	31 Dec 2021	30 Sep 2021	30 Jun 2021	31 Mar 2021	31 Dec 2020	30 Sep 2020	30 Jun 2020	31 Mar 2020
Cash and balances with central banks			121,331	112,703	111,087	111,081	118,971	63,819
Loans and advances to banks			26,198	31,033	25,364	29,019	30,664	32,998
Financial assets at fair value through profit or loss								
- trading assets			50,652	50,453	51,356	52,592	53,781	62,071
- non-trading derivatives			2,112	2,442	3,583	2,752	2,488	2,415
- designated as at fair value through profit or loss			5,421	5,030	4,126	3,890	3,700	2,793
- mandatorily at fair value through profit or loss			63,217	62,677	44,305	53,137	51,142	52,264
Financial assets at fair value OCI								
- equity securities FV OCI			2,434	1,924	1,862	1,817	1,998	1,980
- debt securities FV OCI			29,693	30,851	32,977	34,248	35,650	34,102
- loans and advances FV OCI			889	963	1,056	1,180	1,345	1,525
Securities at amortised cost			49,467	49,893	50,587	50,526	51,085	47,534
Loans and advances to customers								
- customer lending			616,284	623,488	603,956	607,599	622,738	631,569
- provision for loan losses			-5,347	-5,785	-5,779	-6,185	-6,029	-4,998
Investments in associates and joint ventures			1,461	1,502	1,475	1,467	1,775	1,693
Property and equipment			2,631	2,724	2,841	2,987	3,086	3,119
Intangible assets			1,315	1,362	1,394	1,418	1,586	1,917
Current tax assets			679	766	419	474	515	475
Deferred tax assets			787	838	773	836	806	818
Other assets			7,743	7,487	5,893	7,642	9,543	8,591
Assets held for sale			1,278	518				
Total assets			978,246	980,870	937,275	956,481	984,842	944,685

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 2021	31 Mar 2021	30 Jun 2021	31 Mar 2021	30 Jun 2021	31 Mar 2021
Deposits from banks	89,134	85,095	89,134	85,095		
Customer deposits	620,593	628,233	659,418	664,821	-38,824	-36,587
Financial liabilities at fair value through profit or loss						
- trading liabilities	26,845	29,700	26,845	29,700		
- non-trading derivatives	1,925	2,853	1,925	2,853		
- designated as at fair value through profit or loss	58,370	59,437	58,370	59,437	-0	-0
Current tax liability	290	351	290	351		
Deferred tax liabilities	596	585	596	585		
Provisions	756	744	726	716	30	28
Other liabilities	13,652	13,363	13,644	13,353	8	10
Debt securities in issue	91,840	90,033	61,262	61,201	30,578	28,832
Subordinated loans	14,791	14,494	14,883	14,590	-92	-96
Liabilities held for sale	2,243		2,243			
Total liabilities	921,037	924,887	929,336	932,701	-8,300	-7,814
Shareholders' equity	56,222	55,041	48,024	47,340	8,199	7,702
Non-controlling interests	987	941	987	941		
Total equity	57,209	55,982	49,011	48,281	8,199	7,702
Total liabilities and equity	978,246	980,870	978,347	980,982	-101	-112

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

ING Group: Total liabilities and equity								
In € million	31 Dec 2021	30 Sep 2021	30 Jun 2021	31 Mar 2021	31 Dec 2020	30 Sep 2020	30 Jun 2020	31 Mar 2020
Deposits from banks			89,134	85,095	78,098	78,173	78,649	45,908
Customer deposits			620,593	628,233	609,642	605,620	605,798	586,193
Financial liabilities at fair value through profit or loss								
- trading liabilities			26,845	29,700	32,709	32,089	35,745	44,794
- non-trading derivatives			1,925	2,853	1,629	2,449	2,435	3,074
- designated as at fair value through profit or loss			58,370	59,437	48,444	56,292	52,461	49,823
Current tax liability			290	351	342	349	387	454
Deferred tax liabilities			596	585	584	702	758	834
Provisions			756	744	691	545	566	607
Other liabilities			13,652	13,363	11,609	12,667	14,879	16,255
Debt securities in issue			91,840	90,033	82,065	95,972	121,138	124,501
Subordinated loans			14,791	14,494	15,805	16,393	16,697	16,951
Liabilities held for sale			2,243					
Total liabilities			921,037	924,887	881,616	901,251	929,515	889,395
Shareholders' equity (in parent)			56,222	55,041	54,637	54,204	54,305	54,334
Non-controlling interests			987	941	1,022	1,025	1,022	956
Total equity			57,209	55,982	55,659	55,230	55,327	55,290
Total liabilities and equity			978,246	980,870	937,275	956,481	984,842	944,685

ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank N.V.		Holdings/Eliminations	
	30 Jun 2021	31 Mar 2021	30 Jun 2021	31 Mar 2021	30 Jun 2021	31 Mar 2021
Share capital	39	39	525	525	-486	-486
Share premium	17,105	17,105	16,542	16,542	563	563
Revaluation reserve equity securities	1,270	1,240	1,270	1,240		
Revaluation reserve debt instruments	165	197	165	197		
Revaluation reserve cashflow hedge	873	1,009	873	1,009	-0	
Other revaluation reserve	215	219	215	219		
Remeasurement of the net defined benefit asset/liability	-278	-285	-278	-285	-0	
Currency translation reserve	-3,485	-3,336	-3,485	-3,336	0	0
Treasury shares	-8	-7			-8	-7
Liability credit reserve	-100	-100	-100	-100		
Retained earnings and other reserves	37,962	37,954	29,829	30,323	8,133	7,632
Net result year to date	2,464	1,005	2,467	1,005	-2	0
Shareholders' equity	56,222	55,041	48,024	47,340	8,199	7,702
Non-controlling interests	987	941	987	941		
Total equity	57,209	55,982	49,011	48,281	8,199	7,702
Key figures						
Shareholders' equity per share in €	14.40	14.10				
Shares outstanding in the market (in million)	3,903	3,903				

ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
In € million	31 Dec 2021	30 Sep 2021	30 Jun 2021	31 Mar 2021	31 Dec 2020	30 Sep 2020	30 Jun 2020	31 Mar 2020
Share capital			39	39	39	39	39	39
Share premium			17,105	17,105	17,089	17,089	17,089	17,088
Revaluation reserve equity securities			1,270	1,240	1,181	1,130	1,270	1,258
Revaluation reserve debt instruments			165	197	296	250	200	113
Revaluation reserve cashflow hedge			873	1,009	1,450	1,602	1,709	1,567
Other revaluation reserve			215	219	221	231	262	248
Remeasurement of the net defined benefit asset/liability			-278	-285	-307	-291	-252	-167
Currency translation reserve			-3,485	-3,336	-3,636	-3,419	-2,729	-2,677
Treasury shares			-8	-7	-4	-9	-3	-6
Liability credit reserve			-100	-100	-117	-119	-103	350
Retained earnings and other reserves			37,962	37,954	35,941	35,946	35,855	35,852
Net result year to date			2,464	1,005	2,485	1,757	969	670
Shareholders' equity			56,222	55,041	54,637	54,204	54,305	54,334
Non-controlling interests			987	941	1,022	1,025	1,022	956
Total equity			57,209	55,982	55,659	55,230	55,327	55,290
Key figures								
Shareholders' equity per share in €			14.40	14.10	14.01	13.90	13.92	13.93

ING 2.7 Capital position

Capital position	ING Group		ING Bank	
	30 Jun 2021	31 Mar 2021	30 Jun 2021	31 Mar 2021
In € million				
Shareholders' equity (parent)	56,222	55,041	48,024	47,340
- Reserved profit not included in CET1 capital ¹⁾	-4,031	-3,301	-731	-502
- Minority interests, counting as CET1 capital	175	168	343	325
- Goodwill and intangibles deductible from CET1	-924	-1,115	-924	-1,115
- Deferred tax liabilities associated to intangible assets	15	16	15	16
- Shortfall on expected loan loss provision	-38		-38	
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	-873	-1,009	-873	-1,009
- Treasury shares (ING Group)			-8	-7
- Prudent Valuation adjustment	-460	-458	-460	-458
- Own credit risk	100	100	100	100
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-595	-587	-595	-587
- Deferred tax assets	-160	-130	-160	-130
- Own credit risk adjustments to derivatives (DVA)	-19	-19	-19	-19
- Irrevocable Payment Commitment (IPC)	-388	-340	-388	-340
- Excess of provisions over expected losses eligible	31	149	31	149
- Non-Performing Exposure Prudential Backstop	-530	-398	-	-
Regulatory adjustments	-7,697	-6,923	-3,707	-3,576
Available common equity Tier 1 capital	48,525	48,118	44,317	43,764
Subordinated loans qualifying as Tier 1 capital ^{2), 3)}	5,737	5,801	5,485	5,549
Regulatory adjustments additional Tier 1	52	49	73	69
Available Tier 1 capital	54,314	53,968	49,874	49,382
Supplementary capital - Tier 2 bonds ⁴⁾	8,336	7,896	8,336	7,896
Regulatory adjustments Tier 2	-168	-181	29	23
Available BIS capital	62,482	61,682	58,239	57,300
Risk-weighted assets	308,581	311,014	308,272	310,669
Common equity Tier 1 ratio	15.7%	15.5%	14.4%	14.1%
Tier 1 ratio	17.6%	17.4%	16.2%	15.9%
Total capital ratio	20.2%	19.8%	18.9%	18.4%

¹⁾ The reserved profit not included in CET1 capital ING Group as per 30 June 2021 was €4,031 million, of which €1,232 million relates to the result of 2021, €1,044 million to the result of 2020 and €1,754 million to the result of 2019.

²⁾ ING Group: Including €4,815 million which is CRR/CRD IV-compliant (1Q2021: €4,878 million), and €922 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (1Q2020: €922 million).

³⁾ ING Bank: Including €4,807 million which is CRR/CRD IV-compliant (1Q2021: €4,872 million), and €677 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (1Q2020: €677 million).

⁴⁾ Including €8,183 million which is CRR/CRD IV-compliant (1Q2021: €7,743 million), and €153 million to be replaced (by Group instruments) as capital recognition is subject to CRR/CRD IV grandfathering rules (1Q2021: €153 million).

ING 2.8 Funding

ING Group: Maturity ladder outstanding long-term debt 30 June 2021

In € million	Long-term debt issued			Maturing ¹⁾										
	2019	2020	2021	Remaining 2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	>2030
ING Bank senior debt ²⁾	4,616	1,160	596	2,795	3,607	481	149	531	497	462	234	171	108	1,256
ING Bank covered bond	4,266	1,250		3,152	3,335	3,009	1,258	1,759	2,009	1,369	2,063	2,444	1,600	2,393
ING Bank RMBS	949		89											1,473
ING Group senior debt ²⁾	6,277	2,065	4,332		3,856	4,501	1,518	2,000	4,059	2,524	4,630	2,574	3,217	979
ING Bank Tier 2						682			2	150				
ING Group Tier 2	995	1,500	500							76	2,052	1,841	1,750	2,219

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

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

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

	30 Jun 2021	31 Mar 2021
Loan-to-deposit ratio	0.98	0.98
Key figures		
Customer deposits (retail)	50%	50%
Customer deposits (corporate)	20%	21%
Repurchase agreement	7%	7%
Interbank	10%	9%
CD/CP	3%	3%
Long-term senior debt	8%	8%
Subordinated debt	2%	2%
Total ¹⁾	100%	100%

¹⁾ Financial liabilities excluding trading securities and IFRS equity.

ING 2.9 Investments: Group

ING Group: Total Investments - 30 June 2021

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	49.5	29.7	0.1	5.7	84.9	0.1
of which Government bonds	27.9	19.2	0.1	0.0	47.2	0.1
of which Sub-sovereign, Supranationals and Agencies	14.0	7.6	0.0	3.3	24.8	0.0
of which Covered bonds	5.2	1.7	0.0	0.0	7.0	0.0
of which Financial institutions	1.5	0.3	0.0	1.6	3.5	0.0
of which Corporate bonds	0.1	0.2	0.0	0.0	0.3	0.0
of which asset-backed securities	0.7	0.7	0.0	0.7	2.1	0.0
Total equity securities		2.4	1.3		2.4	1.3
Total Investments	49.5	32.1	1.4	5.7	87.3	1.4

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

ING 3.1 Customer lending/deposits: 2Q2021 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 ¹⁾	Other ²⁾						
Residential mortgages												
Beginning of period	304.6	304.0	109.9	38.7	81.3	74.1	0.6	0.0	0.0	0.0	0.6	0.0
Net production	3.2	3.2	0.2	0.5	1.1	1.4	0.0				0.0	
Treasury												
Acquisitions / divestments												
FX impact and other	-0.8	-0.8	-0.1	-0.0	-0.1	-0.7	-0.0				-0.0	
End of period	307.0	306.4	110.0	39.2	82.3	74.9	0.6	0.0	0.0	0.0	0.6	0.0
Other customer lending												
Beginning of period	318.9	134.1	45.7	50.4	11.0	26.9	184.4	139.1	31.7	9.5	4.1	0.4
Net production	-8.4	0.7	-0.0	0.1	-0.1	0.8	-9.1	-3.6	-1.1	-4.3	-0.1	
Treasury	-0.3	-0.2	-0.5	0.0	0.3	-0.0	-0.1				-0.1	
Acquisitions / divestments												
FX impact and other	-1.0	0.1				0.1	-1.1	-0.9	-0.2		-0.0	0.0
End of period	309.3	134.7	45.2	50.4	11.2	27.8	174.2	134.6	30.4	5.3	3.9	0.4
Customer deposits												
Beginning of period	628.2	557.2	177.2	93.1	146.6	140.2	71.1	0.6	62.1	3.9	4.4	0.0
Net production	-3.4	-1.0	4.2	-1.3	-2.4	-1.5	-2.5	-0.2	-0.8	-1.5	0.0	-0.0
Treasury	-4.2	-3.2	-2.1	-0.1	-0.5	-0.6	-0.9				-0.9	
Acquisitions / divestments												
FX impact and other	-0.0	-0.1				-0.1	0.1	-0.0	0.1	-0.0	0.0	-0.0
End of period	620.6	552.9	179.4	91.7	143.7	138.1	67.7	0.4	61.4	2.4	3.5	-0.0

¹⁾ Net production in customer lending of Retail Banking Germany in 2Q2021 includes €-1.2 billion change in run-off portfolio of Retail Banking Austria due to transfer to assets held for sale (of which €-0.8 billion in mortgages and €-0.4 billion in other customer lending). Net production in customer deposits of Retail Banking Germany in 2Q2021 includes €-6.2 billion change in run-off portfolio of Retail Banking Austria due to outflows (€-4.0 billion) and transfer to liabilities held for sale (€-2.2 billion).

²⁾ Net production in 2Q2021 of Retail Banking Other Challengers & Growth Markets includes run-off in Retail Banking Czech Republic, of which €-2.1 billion in customer deposits.

ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits								
In € billion	4Q2021	3Q2021	2Q2021 ¹⁾	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			304.6	302.2	298.9	298.7	294.6	298.0
Net production			3.2	2.5	2.1	0.8	0.9	0.4
Treasury								
Acquisitions / divestments								
FX impact and other			-0.8	-0.1	1.1	-0.5	3.3	-3.9
End of period			307.0	304.6	302.2	298.9	298.7	294.6
Other customer lending								
Beginning of period			318.9	301.8	308.7	324.0	337.0	318.3
Net production			-8.4	15.1	-3.3	-8.0	-8.2	11.6
Treasury			-0.3	-1.2	-0.6	-3.0	-3.5	7.6
Acquisitions / divestments								
FX impact and other			-1.0	3.2	-3.0	-4.3	-1.3	-0.6
End of period			309.3	318.9	301.8	308.7	324.0	337.0
Customer deposits								
Beginning of period			628.2	609.6	605.6	605.8	586.2	574.4
Net production			-3.4	8.1	7.8	3.4	20.9	9.2
Treasury			-4.2	10.3	-4.8	-1.5	-4.4	8.9
Acquisitions / divestments								
FX impact and other			-0.0	0.2	1.0	-2.1	3.1	-6.3
End of period			620.6	628.2	609.6	605.6	605.8	586.2

¹⁾ Net production in customer lending in 2Q2021 includes change in run-off portfolio of Retail Banking Austria due to transfer to assets held for sale (of which €-0.8 billion in mortgages and €-0.4 billion in other customer lending). Net production in customer deposits in 2Q2021 includes €-6.2 billion change in run-off portfolio of Retail Banking Austria due to outflows (€-4.0 billion) and transfer to liabilities held for sale (€-2.2 billion), and €-2.1 billion change in run-off portfolio of Retail Banking Czech Republic due to outflows.

ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In € billion	4Q2021	3Q2021	2Q2021 ¹⁾	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			304.0	301.4	298.2	297.9	293.8	297.3
Net production			3.2	2.6	2.1	0.8	0.9	0.4
Treasury								
Acquisitions / divestments								
FX impact and other			-0.8	0.0	1.1	-0.5	3.2	-3.9
End of period			306.4	304.0	301.4	298.2	297.9	293.8
Other customer lending								
Beginning of period			134.1	135.5	138.6	141.7	141.2	139.8
Net production			0.7	-0.1	-2.6	0.1	-2.6	2.2
Treasury			-0.2	-0.9	-0.5	-2.4	2.8	0.6
Acquisitions / divestments								
FX impact and other			0.1	-0.3	-0.1	-0.8	0.3	-1.5
End of period			134.7	134.1	135.5	138.6	141.7	141.2
Customer deposits								
Beginning of period			557.2	544.2	537.7	536.0	515.9	510.9
Net production			-1.0	4.8	8.8	4.4	20.6	3.2
Treasury			-3.2	8.2	-3.3	-1.2	-3.4	7.5
Acquisitions / divestments								
FX impact and other			-0.1	0.0	1.0	-1.6	2.9	-5.6
End of period			552.9	557.2	544.2	537.7	536.0	515.9

¹⁾ Net production in customer lending in 2Q2021 includes change in run-off portfolio of Retail Banking Austria due to transfer to assets held for sale (of which €-0.8 billion in mortgages and €-0.4 billion in other customer lending). Net production in customer deposits in 2Q2021 includes €-6.2 billion change in run-off portfolio of Retail Banking Austria due to outflows (€-4.0 billion) and transfer to liabilities held for sale (€-2.2 billion), and €-2.1 billion change in run-off portfolio of Retail Banking Czech Republic due to outflows.

ING 3.4 Customer lending/deposits: Retail Banking Netherlands

Customer lending/deposits Retail Banking Netherlands								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			109.9	110.2	110.8	111.3	111.7	111.9
Net production			0.2	0.1	-0.5	-0.5	-0.5	-0.5
Treasury								
Acquisitions / divestments								
FX impact and other			-0.1	-0.5	-0.0	-0.0	0.1	0.3
End of period			110.0	109.9	110.2	110.8	111.3	111.7
Other customer lending								
Beginning of period			45.7	46.6	47.7	51.3	49.4	48.3
Net production			-0.0	-0.1	-1.0	-0.9	-0.7	0.1
Treasury			-0.5	-0.8	-0.1	-2.7	2.6	0.9
Acquisitions / divestments								
FX impact and other								
End of period			45.2	45.7	46.6	47.7	51.3	49.4
Customer deposits								
Beginning of period			177.2	165.2	165.2	164.8	158.1	150.3
Net production			4.2	5.1	3.0	1.2	9.6	1.5
Treasury			-2.1	6.9	-3.0	-0.8	-2.9	6.3
Acquisitions / divestments								
FX impact and other								
End of period			179.4	177.2	165.2	165.2	164.8	158.1

ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium ¹⁾								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			38.7	38.7	38.6	39.0	39.1	39.3
Net production			0.5	0.1	-0.0	-0.3	-0.1	-0.2
Treasury								
Acquisitions / divestments								
FX impact and other ²⁾			-0.0	-0.1	0.1	-0.0	0.0	0.0
End of period			39.2	38.7	38.7	38.6	39.0	39.1
Other customer lending								
Beginning of period			50.4	50.8	52.3	51.8	53.0	52.0
Net production			0.1	-0.4	-1.3	0.5	-1.3	1.3
Treasury			0.0	-0.0	-0.0	0.0	0.0	-0.3
Acquisitions / divestments								
FX impact and other ²⁾					-0.1			
End of period			50.4	50.4	50.8	52.3	51.8	53.0
Customer deposits								
Beginning of period			93.1	93.5	92.6	93.6	90.9	89.7
Net production			-1.3	-0.5	1.2	-0.5	2.9	0.5
Treasury			-0.1	0.1	-0.3	-0.4	-0.2	0.8
Acquisitions / divestments								
FX impact and other								
End of period			91.7	93.1	93.5	92.6	93.6	90.9

¹⁾ Including ING Luxembourg.

ING 3.6 Customer lending/deposits: Retail Banking Germany

Customer lending/deposits Retail Banking Germany ¹⁾								
In € billion	4Q2021	3Q2021	2Q2021 ²⁾	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			81.3	80.2	78.6	77.4	76.3	76.0
Net production			1.1	1.2	1.6	1.3	1.0	0.3
Treasury								
Acquisitions / divestments								
FX impact and other			-0.1	-0.2	-0.0	0.0	0.0	0.0
End of period			82.3	81.3	80.2	78.6	77.4	76.3
Other customer lending								
Beginning of period			11.0	11.1	11.4	11.0	10.9	10.7
Net production			-0.1	0.1	0.1	0.1	-0.1	0.3
Treasury			0.3	-0.1	-0.4	0.3	0.2	-0.1
Acquisitions / divestments								
FX impact and other								
End of period			11.2	11.0	11.1	11.4	11.0	10.9
Customer deposits								
Beginning of period			146.6	144.3	141.5	139.7	137.4	138.5
Net production			-2.4	1.7	2.9	1.7	2.4	-1.2
Treasury			-0.5	0.6	-0.1	0.0	-0.1	0.1
Acquisitions / divestments								
FX impact and other								
End of period			143.7	146.6	144.3	141.5	139.7	137.4

¹⁾ Including ING Austria.

²⁾ Net production in customer lending of Retail Banking Germany in 2Q2021 includes €-1.2 billion change in run-off portfolio of Retail Banking Austria due to transfer to assets held for sale (of which €-0.8 billion in mortgages and €-0.4 billion in other customer lending). Net production in customer deposits of Retail Banking Germany in 2Q2021 includes €-6.2 billion change in run-off portfolio of Retail Banking Austria due to outflows (€-4.0 billion) and transfer to liabilities held for sale (€-2.2 billion).

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

Customer lending/deposits Retail Banking Other Challengers & Growth Markets ¹⁾								
In € billion	4Q2021	3Q2021	2Q2021 ²⁾	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			74.1	72.2	70.1	70.3	66.8	70.1
Net production			1.4	1.2	1.1	0.3	0.5	0.8
Treasury								
Acquisitions / divestments								
FX impact and other			-0.7	0.8	1.0	-0.5	3.0	-4.2
End of period			74.9	74.1	72.2	70.1	70.3	66.8
Other customer lending								
Beginning of period			26.9	26.9	27.2	27.7	27.9	28.8
Net production			0.8	0.4	-0.3	0.3	-0.5	0.5
Treasury			-0.0	0.0	-0.0	-0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other			0.1	-0.3	0.1	-0.8	0.3	-1.5
End of period			27.8	26.9	26.9	27.2	27.7	27.9
Customer deposits								
Beginning of period			140.2	141.1	138.4	137.9	129.5	132.5
Net production			-1.5	-1.5	1.7	2.0	5.8	2.3
Treasury			-0.6	0.5	0.0	-0.0	-0.2	0.3
Acquisitions / divestments								
FX impact and other			-0.1	0.0	1.0	-1.6	2.9	-5.6
End of period			138.1	140.2	141.1	138.4	137.9	129.5

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

²⁾ Net production in customer deposits of Retail Banking Other Challengers & Growth Markets in 2Q2021 includes €-2.1 billion change in run-off portfolio of Retail Banking Czech Republic due to outflows.

ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			0.6	0.8	0.8	0.8	0.8	0.8
Net production			0.0	-0.1	0.1	-0.0	0.0	-0.0
Treasury								
Acquisitions / divestments								
FX impact and other			-0.0	-0.1	-0.0	0.0	0.0	-0.0
End of period			0.6	0.6	0.8	0.8	0.8	0.8
Other customer lending								
Beginning of period			184.4	165.9	169.7	181.9	195.5	178.1
Net production			-9.1	15.2	-0.7	-8.1	-5.6	9.4
Treasury			-0.1	-0.3	-0.1	-0.6	-6.3	7.1
Acquisitions / divestments								
FX impact and other			-1.1	3.6	-3.0	-3.5	-1.6	0.9
End of period			174.2	184.4	165.9	169.7	181.9	195.5
Customer deposits								
Beginning of period			71.1	65.4	67.9	69.8	70.3	63.5
Net production			-2.5	3.3	-0.9	-1.0	0.3	6.0
Treasury			-0.9	2.1	-1.5	-0.3	-1.0	1.4
Acquisitions / divestments								
FX impact and other			0.1	0.1	-0.1	-0.5	0.2	-0.6
End of period			67.7	71.1	65.4	67.9	69.8	70.3

ING 3.9 Customer lending/deposits: WB - Lending

Customer lending/deposits Wholesale Banking - Lending								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period			0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period			139.1	130.6	137.8	147.0	151.8	140.1
Net production			-3.6	5.8	-5.0	-6.4	-3.6	11.2
Treasury								
Acquisitions / divestments								
FX impact and other			-0.9	2.7	-2.2	-2.7	-1.2	0.5
End of period			134.6	139.1	130.6	137.8	147.0	151.8
Customer deposits								
Beginning of period			0.6	1.0	0.5	0.4	0.5	0.5
Net production			-0.2	-0.4	0.5	0.1	-0.0	0.0
Treasury								
Acquisitions / divestments								
FX impact and other			-0.0	0.0	-0.0	-0.0	-0.0	0.0
End of period			0.4	0.6	1.0	0.5	0.4	0.5

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

Customer lending/deposits Wholesale Banking - Daily Banking & Trade Finance								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period			0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period			31.7	29.1	26.2	28.8	30.4	32.0
Net production			-1.1	1.7	3.6	-1.8	-1.2	-2.0
Treasury								
Acquisitions / divestments								
FX impact and other			-0.2	0.8	-0.7	-0.8	-0.4	0.4
End of period			30.4	31.7	29.1	26.2	28.8	30.4
Customer deposits								
Beginning of period			62.1	58.9	58.5	59.7	58.2	54.0
Net production			-0.8	3.2	0.4	-0.9	1.5	4.6
Treasury								
Acquisitions / divestments								
FX impact and other			0.1	-0.0	-0.0	-0.3	0.1	-0.4
End of period			61.4	62.1	58.9	58.5	59.7	58.2

ING 3.11 Customer lending/deposits: WB - Financial Markets

Customer lending/deposits Wholesale Banking - Financial Markets								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period			0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period			9.5	2.0	1.4	1.6	2.1	1.4
Net production			-4.3	7.5	0.6	-0.2	-0.6	0.7
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period			5.3	9.5	2.0	1.4	1.6	2.1
Customer deposits								
Beginning of period			3.9	3.3	5.0	5.5	6.4	4.6
Net production			-1.5	0.5	-1.6	-0.3	-1.0	2.0
Treasury								
Acquisitions / divestments								
FX impact and other			-0.0	0.1	-0.1	-0.3	0.1	-0.2
End of period			2.4	3.9	3.3	5.0	5.5	6.4

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

Customer lending/deposits Wholesale Banking - Treasury & Other								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			0.6	0.8	0.8	0.8	0.8	0.8
Net production			0.0	-0.1	0.1	-0.0	0.0	-0.0
Treasury								
Acquisitions / divestments								
FX impact and other			-0.0	-0.1	-0.0	0.0	0.0	-0.0
End of period			0.6	0.6	0.8	0.8	0.8	0.8
Other customer lending								
Beginning of period			4.1	4.2	4.2	4.6	11.1	4.6
Net production			-0.1	0.1	0.1	0.3	-0.2	-0.5
Treasury			-0.1	-0.3	-0.1	-0.6	-6.3	7.1
Acquisitions / divestments								
FX impact and other			-0.0	0.0	-0.0	-0.0	-0.0	
End of period			3.9	4.1	4.2	4.2	4.6	11.1
Customer deposits								
Beginning of period			4.4	2.3	4.0	4.1	5.3	4.4
Net production			0.0	0.0	-0.2	0.2	-0.1	-0.5
Treasury			-0.9	2.1	-1.5	-0.3	-1.0	1.4
Acquisitions / divestments								
FX impact and other			0.0	-0.0	-0.0	-0.0	-0.0	-0.0
End of period			3.5	4.4	2.3	4.0	4.1	5.3

ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period								
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period								
Other customer lending								
Beginning of period								
Net production			0.4	0.4	0.4	0.4	0.4	0.4
Treasury								
Acquisitions / divestments								
FX impact and other			0.0	0.0	0.0	0.0	0.0	0.0
End of period								
			0.4	0.4	0.4	0.4	0.4	0.4
Customer deposits								
Beginning of period								
Net production			0.0	0.0	0.0	0.0	0.0	0.0
Treasury								
Acquisitions / divestments								
FX impact and other					-0.0	-0.0	0.0	-0.0
End of period								
			0.0	0.0	-0.0	0.0	0.0	0.0

ING 3.14 Customer lending/deposits: 2Q2021 Geographical split of the segments

Customer lending/deposits Geographical split of the segments								
In € billion	Total	Netherlands	Belgium	Germany ¹⁾	Other Challengers ²⁾	Growth Markets	WB Rest of World	Other
Residential mortgages								
Beginning of period	304.6	110.3	38.8	81.3	60.6	13.5	0.0	0.0
Net production	3.2	0.2	0.5	1.1	0.8	0.6		
Treasury								
Acquisitions / divestments								
FX impact and other	-0.8	-0.1	-0.0	-0.1	-0.9	0.3		
End of period	307.0	110.5	39.2	82.4	60.5	14.5	0.0	0.0
Other customer lending								
Beginning of period	318.9	80.0	66.4	44.6	34.0	24.9	68.5	0.4
Net production	-8.4	-5.4	-0.9	-1.8	-0.6	0.3	-0.0	-0.0
Treasury	-0.3	-0.7	0.0	0.4	-0.0	-0.0	0.0	
Acquisitions / divestments								
FX impact and other	-1.0	-0.1	-0.0	-0.1	-0.3	0.2	-0.7	0.0
End of period	309.3	73.8	65.5	43.1	33.1	25.4	67.8	0.4
Customer deposits								
Beginning of period	628.2	212.8	110.7	148.0	98.5	48.0	10.2	0.0
Net production	-3.4	2.7	0.0	-2.6	-2.8	1.4	-2.1	
Treasury	-4.2	-2.6	-0.1	-0.6	0.1	-0.7	-0.2	
Acquisitions / divestments								
FX impact and other	-0.0				-0.8	0.7	0.0	
End of period	620.6	212.9	110.7	144.8	95.0	49.3	7.9	0.0

¹⁾ Net production in customer lending of Germany in 2Q2021 includes €-1.2 billion change in run-off portfolio of Retail Banking Austria due to transfer to assets held for sale (of which €-0.8 billion in mortgages and €-0.4 billion in other customer lending). Net production in customer deposits of Germany in 2Q2021 includes €-6.2 billion change in run-off portfolio of Retail Banking Austria due to outflows (€-4.0 billion) and transfer to liabilities held for sale (€-2.2 billion).

²⁾ Net production in customer deposits of Other Challengers in 2Q2021 includes €-2.1 billion change in run-off portfolio of Retail Banking Czech Republic due to outflows.

ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			110.3	110.8	111.4	111.9	112.2	112.4
Net production			0.2	0.1	-0.5	-0.5	-0.5	-0.5
Treasury								
Acquisitions / divestments								
FX impact and other			-0.1	-0.6	-0.1	-0.1	0.2	0.2
End of period			110.5	110.3	110.8	111.4	111.9	112.2
Other customer lending								
Beginning of period			80.0	72.0	73.5	79.3	77.7	75.6
Net production			-5.4	8.5	-1.0	-2.0	-1.4	1.0
Treasury			-0.7	-0.9	-0.1	-3.4	3.2	0.9
Acquisitions / divestments								
FX impact and other			-0.1	0.4	-0.4	-0.4	-0.2	0.2
End of period			73.8	80.0	72.0	73.5	79.3	77.7
Customer deposits								
Beginning of period			212.8	199.0	197.7	196.4	188.1	178.7
Net production			2.7	5.1	4.9	2.3	11.9	1.9
Treasury			-2.6	8.8	-3.7	-1.0	-3.6	7.5
Acquisitions / divestments								
FX impact and other								
End of period			212.9	212.8	199.0	197.7	196.4	188.1

ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium ¹⁾								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			38.8	38.8	38.7	39.0	39.1	39.3
Net production			0.5	0.0	0.0	-0.3	-0.1	-0.2
Treasury								
Acquisitions / divestments								
FX impact and other			-0.0	-0.0	0.1	-0.0	0.0	0.0
End of period			39.2	38.8	38.8	38.7	39.0	39.1
Other customer lending								
Beginning of period			66.4	64.7	66.5	68.2	70.8	67.6
Net production			-0.9	1.6	-1.5	-1.5	-2.5	3.4
Treasury			0.0	-0.0	-0.0	0.0	0.0	-0.4
Acquisitions / divestments								
FX impact and other			-0.0	0.2	-0.3	-0.2	-0.1	0.1
End of period			65.5	66.4	64.7	66.5	68.2	70.8
Customer deposits								
Beginning of period			110.7	108.9	108.3	111.3	109.9	105.2
Net production			0.0	1.6	1.1	-2.5	1.6	3.8
Treasury			-0.1	0.2	-0.5	-0.5	-0.2	0.9
Acquisitions / divestments								
FX impact and other								
End of period			110.7	110.7	108.9	108.3	111.3	109.9

¹⁾ Including ING Luxembourg.

ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany ¹⁾								
In € billion	4Q2021	3Q2021	2Q2021 ²⁾	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			81.3	80.3	78.8	77.5	76.4	76.1
Net production			1.1	1.2	1.6	1.3	1.0	0.3
Treasury								
Acquisitions / divestments								
FX impact and other			-0.1	-0.2	-0.0	0.0	0.0	0.1
End of period			82.4	81.3	80.3	78.8	77.5	76.4
Other customer lending								
Beginning of period			44.6	41.9	43.7	44.8	45.1	44.3
Net production			-1.8	2.4	-0.8	-0.9	-0.2	0.6
Treasury			0.4	-0.1	-0.5	0.4	0.2	-0.1
Acquisitions / divestments								
FX impact and other			-0.1	0.5	-0.5	-0.5	-0.3	0.3
End of period			43.1	44.6	41.9	43.7	44.8	45.1
Customer deposits								
Beginning of period			148.0	145.6	142.9	141.0	138.4	139.5
Net production			-2.6	1.7	2.8	1.8	2.6	-1.2
Treasury			-0.6	0.7	-0.1	0.1	-0.1	0.1
Acquisitions / divestments								
FX impact and other								
End of period			144.8	148.0	145.6	142.9	141.0	138.4

¹⁾ Including ING Austria.

²⁾ Net production in customer lending of Germany in 2Q2021 includes €-1.2 billion change in run-off portfolio of Retail Banking Austria due to transfer to assets held for sale (of which €-0.8 billion in mortgages and €-0.4 billion in other customer lending). Net production in customer deposits of Germany in 2Q2021 includes €-6.2 billion change in run-off portfolio of Retail Banking Austria due to outflows (€-4.0 billion) and transfer to liabilities held for sale (€-2.2 billion).

ING 3.18 Customer lending/deposits: Geographical Other Challengers

Customer lending/deposits Geographical Other Challengers ¹⁾								
In € billion	4Q2021	3Q2021	2Q2021 ²⁾	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			60.6	59.1	57.6	57.7	54.8	58.1
Net production			0.8	0.4	0.5	0.0	0.0	0.2
Treasury								
Acquisitions / divestments								
FX impact and other			-0.9	1.0	1.1	-0.2	2.9	-3.5
End of period			60.5	60.6	59.1	57.6	57.7	54.8
Other customer lending								
Beginning of period			34.0	32.0	32.7	33.9	32.9	32.6
Net production			-0.6	1.7	-0.9	-1.0	0.3	1.0
Treasury			-0.0	-0.0	0.0	0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other			-0.3	0.3	0.2	-0.1	0.6	-0.7
End of period			33.1	34.0	32.0	32.7	33.9	32.9
Customer deposits								
Beginning of period			98.5	100.4	98.7	98.0	92.5	95.3
Net production			-2.8	-2.7	0.5	1.0	3.0	0.5
Treasury			0.1	-0.1	-0.0	-0.0	-0.1	0.1
Acquisitions / divestments								
FX impact and other			-0.8	1.0	1.1	-0.2	2.6	-3.5
End of period			95.0	98.5	100.4	98.7	98.0	92.5

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

²⁾ Net production in customer deposits of Other Challengers in 2Q2021 includes €-2.1 billion change in run-off portfolio of Retail Banking Czech Republic due to outflows.

ING 3.19 Customer lending/deposits: Geographical Growth Markets

Customer lending/deposits Geographical Growth Markets ¹⁾								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			13.5	13.1	12.6	12.6	12.0	12.1
Net production			0.6	0.7	0.5	0.3	0.4	0.6
Treasury								
Acquisitions / divestments								
FX impact and other			0.3	-0.3	-0.0	-0.3	0.2	-0.7
End of period			14.5	13.5	13.1	12.6	12.6	12.0
Other customer lending								
Beginning of period			24.9	24.9	25.2	26.0	27.2	27.8
Net production			0.3	0.5	-0.2	0.2	-1.2	0.7
Treasury			-0.0	0.0	-0.0	-0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other			0.2	-0.5	-0.1	-1.0	0.0	-1.3
End of period			25.4	24.9	24.9	25.2	26.0	27.2
Customer deposits								
Beginning of period			48.0	46.6	46.9	47.1	43.9	43.7
Net production			1.4	1.7	-0.2	1.3	3.1	2.3
Treasury			-0.7	0.7	0.0	0.0	-0.2	0.3
Acquisitions / divestments								
FX impact and other			0.7	-1.0	-0.1	-1.5	0.3	-2.4
End of period			49.3	48.0	46.6	46.9	47.1	43.9

¹⁾ 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	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period			0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period			0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period			68.5	65.8	66.6	71.4	82.9	70.1
Net production			-0.0	0.4	1.1	-2.7	-3.2	4.8
Treasury			0.0	-0.1	0.0	-0.0	-7.0	7.1
Acquisitions / divestments								
FX impact and other			-0.7	2.3	-1.9	-2.1	-1.2	0.9
End of period			67.8	68.5	65.8	66.6	71.4	82.9
Customer deposits								
Beginning of period			10.2	9.2	11.1	12.0	13.5	12.0
Net production			-2.1	0.8	-1.3	-0.4	-1.3	1.8
Treasury			-0.2	-0.0	-0.6	-0.1	-0.2	-0.0
Acquisitions / divestments								
FX impact and other			0.0	0.2	-0.1	-0.4	0.1	-0.4
End of period			7.9	10.2	9.2	11.1	12.0	13.5

ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other ¹⁾								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period								
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period								
Other customer lending								
Beginning of period			0.4	0.4	0.4	0.4	0.4	0.4
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other			0.0	0.0	0.0	0.0	0.0	0.0
End of period			0.4	0.4	0.4	0.4	0.4	0.4
Customer deposits								
Beginning of period			0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other					0.0	0.0	0.0	-0.0
End of period			0.0	0.0	0.0	0.0	0.0	0.0

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

Important legal information

ING Group's annual accounts are prepared in accordance with International Financial Reporting Standards as adopted by the European Union ('IFRS-EU'). In preparing the financial information in this document, except as described otherwise, the same accounting principles are applied as in the 2020 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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