

# ING Historical Trend Data 3Q2018 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.
- 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.
- ING analyses its results on an underlying basis. Underlying results are derived from results based on IFRS as adopted by the European Union (IFRS-EU), excluding the impact from divestments, special items and Insurance Other. In case of a divestment, historical results are revised by excluding both the transaction gain/loss and the operating results of the divested unit. Insurance Other comprises mainly the net result relating to warrants on the shares of Voya Financial and NN Group. On 18 March 2018 ING sold its remaining part of warrants on the shares of Voya Financial.
- IFRS 9 'Financial Instruments' has become effective as per 1 January 2018. ING applies the classification, measurement, and impairment requirements retrospectively by adjusting the opening balance sheet and opening equity as at 1 January 2018, and has decided not to restate comparative periods. ING furthermore decided to continue applying IAS 39 for hedge accounting including the application of the EU carve-out explicitly permitted by IFRS 9.
- Small differences are possible in the tables due to rounding.
- All figures are unaudited.

## Product segmentation Wholesale Banking

<u>Product Group</u>	<u>Sub products</u>
▪ Industry Lending	Project and Asset-based Finance Real Estate Finance
▪ General Lending & Transaction Services	Corporate & Financial Institutions Lending Payments & Cash Management General Lease and Commercial Finance Trade Finance Services
▪ Financial Markets	Financial Markets Clients & Products Corporate Finance
▪ Bank Treasury & Other	WB-part Bank Treasury (Asset & Liability Management and Treasury) General Lease run-off portfolio Real Estate run-off portfolio Other

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## ING 1.1 Profit or loss: Comparable quarters

Profit or loss												
In € million	Total Group			of which: Retail Banking			of which: Wholesale Banking			of which: Corporate Line		
	3Q2018	3Q2017	2Q2018	3Q2018	3Q2017	2Q2018	3Q2018	3Q2017	2Q2018	3Q2018	3Q2017	2Q2018
<b>Profit or loss</b>												
Net interest income	3,500	3,490	3,441	2,433	2,426	2,414	974	967	987	92	97	40
Net fee and commission income	720	643	717	412	391	428	310	252	290	-3	0	0
Investment income	89	82	38	86	87	23	3	-3	10	0	-3	4
Other income	337	193	287	188	91	131	194	166	176	-46	-64	-19
<b>Total underlying income</b>	<b>4,646</b>	<b>4,408</b>	<b>4,484</b>	<b>3,120</b>	<b>2,995</b>	<b>2,996</b>	<b>1,481</b>	<b>1,382</b>	<b>1,462</b>	<b>44</b>	<b>31</b>	<b>26</b>
Expenses excl. regulatory costs	2,216	2,195	2,249	1,521	1,488	1,524	643	625	658	52	82	67
Regulatory costs <sup>1)</sup>	91	94	98	85	80	85	10	13	9	-5	1	4
<b>Underlying operating expenses</b>	<b>2,307</b>	<b>2,289</b>	<b>2,347</b>	<b>1,606</b>	<b>1,569</b>	<b>1,609</b>	<b>654</b>	<b>638</b>	<b>667</b>	<b>47</b>	<b>83</b>	<b>71</b>
<b>Gross result</b>	<b>2,339</b>	<b>2,119</b>	<b>2,137</b>	<b>1,514</b>	<b>1,426</b>	<b>1,387</b>	<b>827</b>	<b>745</b>	<b>795</b>	<b>-3</b>	<b>-52</b>	<b>-45</b>
Addition to loan loss provisions	215	124	115	107	78	56	108	46	59	0	0	-0
<b>Underlying result before tax</b>	<b>2,124</b>	<b>1,995</b>	<b>2,022</b>	<b>1,407</b>	<b>1,348</b>	<b>1,331</b>	<b>720</b>	<b>698</b>	<b>736</b>	<b>-3</b>	<b>-52</b>	<b>-45</b>
Taxation	582	595	557	372	343	361	177	241	200	32	12	-5
Non-controlling interests	28	21	22	24	18	19	4	4	3	-0	-	-0
<b>Underlying net result</b>	<b>1,515</b>	<b>1,378</b>	<b>1,443</b>	<b>1,011</b>	<b>988</b>	<b>951</b>	<b>539</b>	<b>454</b>	<b>532</b>	<b>-35</b>	<b>-63</b>	<b>-40</b>
Special items after tax	-775	-	-	-	-	-	-	-	-	-775	-	-
<b>Net result Banking</b>	<b>740</b>	<b>1,378</b>	<b>1,443</b>	<b>1,011</b>	<b>988</b>	<b>951</b>	<b>539</b>	<b>454</b>	<b>532</b>	<b>-810</b>	<b>-63</b>	<b>-40</b>
Net result Insurance Other	36	-3	-14									
<b>Net result ING Group</b>	<b>776</b>	<b>1,376</b>	<b>1,429</b>									
<b>Key figures<sup>2)</sup></b>												
Interest margin	1.52%	1.57%	1.51%									
Cost/income ratio	49.7%	51.9%	52.3%	51.5%	52.4%	53.7%	44.1%	46.1%	45.6%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	12.7%	11.5%	12.0%									
Return on equity based on 12.0% CET1 <sup>3)</sup>	16.2%	15.0%	15.5%	21.4%	21.0%	20.0%	11.8%	10.3%	11.8%	-44.0%	-75.1%	-45.4%
Risk costs in bps of average RWA	27	16	15	27	19	14	28	12	15	1	2	-3
Risk-weighted assets (end of period)	316,313	311,036	318,729	159,648	159,884	162,712	153,978	148,158	153,437	2,688	2,994	2,579
Employees (internal FTEs, end of period)	52,519	51,550	52,189	39,644	39,579	39,556	12,871	11,968	12,630	3	3	3
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.53%	1.53%	1.54%									
Cost/income ratio	55.5%	53.8%	56.1%	56.9%	55.5%	57.2%	49.1%	45.1%	49.6%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	10.7%	11.0%	10.4%									
Return on equity based on 12.0% CET1 <sup>3)</sup>	13.9%	14.5%	13.6%	18.3%	19.0%	18.2%	10.9%	12.0%	10.5%	-68.8%	-80.7%	-75.8%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.2 Profit or loss: 3Q2018 Segment split

### Profit or loss 3Q2018

In € million	Total	Retail	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	General Lending & Transaction Services		Financial Markets	Bank Treasury & Other	Corporate Line
		Banking	Netherlands	Belgium	Germany	Other		Industry Lending				
Balance sheet related interest	3,500	2,433	874	466	408	686	1,100	595	304	32	168	-33
Capital charge on book equity	-	-2	1	0	10	-13	-129	-0	-0	-2	-126	131
Interest benefit on total capital	-	3	1	1	0	1	3	1	1	0	0	-6
Net interest income	3,500	2,433	876	467	418	673	974	596	305	30	42	92
Net fee and commission income	720	412	167	89	61	95	310	151	109	54	-4	-3
Investment income	92	85	1	0	-0	83	7	-	0	0	7	0
Realised gains and fair value changes on investments	-3	2	-7	-0	-1	10	-4	-0	-	-0	-4	-0
Total investment income	89	86	-6	0	-2	93	3	-0	0	-0	3	0
Valuation result and net trading income	281	157	87	20	44	7	166	-5	13	134	25	-43
Other income	56	31	9	3	4	15	28	1	-1	-0	29	-3
Total other income	337	188	96	23	47	22	194	-5	11	134	53	-46
<b>Total underlying income</b>	<b>4,646</b>	<b>3,120</b>	<b>1,134</b>	<b>580</b>	<b>525</b>	<b>883</b>	<b>1,481</b>	<b>743</b>	<b>425</b>	<b>218</b>	<b>95</b>	<b>44</b>
Expenses excl. regulatory costs	2,216	1,521	487	348	240	446	643	180	210	225	29	52
Regulatory costs <sup>1)</sup>	91	85	21	-1	19	46	10	0	2	1	7	-5
<b>Underlying operating expenses</b>	<b>2,307</b>	<b>1,606</b>	<b>508</b>	<b>347</b>	<b>259</b>	<b>493</b>	<b>654</b>	<b>180</b>	<b>212</b>	<b>226</b>	<b>36</b>	<b>47</b>
<b>Gross result</b>	<b>2,339</b>	<b>1,514</b>	<b>626</b>	<b>233</b>	<b>266</b>	<b>390</b>	<b>827</b>	<b>563</b>	<b>213</b>	<b>-8</b>	<b>59</b>	<b>-3</b>
Addition to loan loss provisions	215	107	-21	46	5	77	108	54	52	-1	3	0
<b>Underlying result before tax</b>	<b>2,124</b>	<b>1,407</b>	<b>647</b>	<b>187</b>	<b>260</b>	<b>313</b>	<b>720</b>	<b>509</b>	<b>162</b>	<b>-7</b>	<b>56</b>	<b>-3</b>
Taxation	582	372	158	64	93	57	177	76	66	-2	37	32
Non-controlling interests	28	24	-0	0	1	23	4	2	0	2	-1	-0
<b>Underlying net result</b>	<b>1,515</b>	<b>1,011</b>	<b>489</b>	<b>123</b>	<b>166</b>	<b>233</b>	<b>539</b>	<b>430</b>	<b>96</b>	<b>-7</b>	<b>20</b>	<b>-35</b>
Special items after tax	-775	-	-	-	-	-	-	-	-	-	-	-775
<b>Net result Banking</b>	<b>740</b>	<b>1,011</b>	<b>489</b>	<b>123</b>	<b>166</b>	<b>233</b>	<b>539</b>	<b>430</b>	<b>96</b>	<b>-7</b>	<b>20</b>	<b>-810</b>
Net result Insurance Other	36											
<b>Net result ING Group</b>	<b>776</b>											
<b>Key figures<sup>2)</sup></b>												
Interest margin	1.52%											
Cost/income ratio	49.7%	51.5%	44.8%	59.9%	49.3%	55.8%	44.1%	24.2%	49.9%	103.6%	37.5%	n.a.
Return on equity based on IFRS-EU equity	12.7%											
Return on equity based on 12.0% CET1 <sup>3)</sup>	16.2%	21.4%	34.0%	10.7%	21.4%	17.5%	11.8%	19.1%	6.4%	-0.8%	7.4%	-44.0%
Risk costs in bps of average RWA	27	27	-18	48	8	63	28	29	42	-2	13	1
Risk-weighted assets (end of period)	316,313	159,648	47,062	38,147	26,032	48,408	153,978	75,391	50,183	20,106	8,298	2,688
Employees (internal FTEs, end of period)	52,519	39,644	8,744	8,080	4,696	18,124	12,871					3
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.53%											
Cost/income ratio	55.5%	56.9%	48.5%	67.7%	53.0%	63.1%	49.1%	27.3%	52.9%	107.1%	48.5%	n.a.
Return on equity based on IFRS-EU equity	10.7%											
Return on equity based on 12.0% CET1 <sup>3)</sup>	13.9%	18.3%	30.9%	8.7%	21.3%	11.5%	10.9%	17.0%	9.2%	-0.7%	0.5%	-68.8%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.3 Profit or loss: Quarterly overview

Profit or loss										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
Interest income		6,721	6,635	6,462	10,921	10,952	10,959	11,127	19,818	33,038
Minus: interest expense		3,221	3,194	3,059	7,408	7,461	7,599	7,776	9,473	22,836
<b>Net interest income</b>		<b>3,500</b>	<b>3,441</b>	<b>3,404</b>	<b>3,512</b>	<b>3,490</b>	<b>3,359</b>	<b>3,352</b>	<b>10,345</b>	<b>10,201</b>
Net fee and commission income		720	717	661	674	643	714	682	2,098	2,040
Investment income		92	9	2	9	55	18	3	103	76
Realised gains and fair value changes on investments		-3	29	63	12	27	25	45	89	97
<b>Total investment income</b>		<b>89</b>	<b>38</b>	<b>65</b>	<b>20</b>	<b>82</b>	<b>43</b>	<b>48</b>	<b>192</b>	<b>173</b>
Valuation result and net trading income		281	210	253	94	100	267	215	744	583
Other income		56	77	74	68	92	148	99	207	339
<b>Total other income</b>		<b>337</b>	<b>287</b>	<b>327</b>	<b>162</b>	<b>193</b>	<b>415</b>	<b>314</b>	<b>951</b>	<b>922</b>
<b>Total underlying income</b>		<b>4,646</b>	<b>4,484</b>	<b>4,457</b>	<b>4,368</b>	<b>4,408</b>	<b>4,532</b>	<b>4,396</b>	<b>13,586</b>	<b>13,336</b>
Staff expenses		1,346	1,384	1,340	1,336	1,286	1,309	1,271	4,069	3,866
Regulatory costs <sup>1)</sup>		91	98	493	264	94	69	474	682	637
Other expenses		870	865	853	1,018	909	934	865	2,588	2,708
<b>Underlying operating expenses</b>		<b>2,307</b>	<b>2,347</b>	<b>2,686</b>	<b>2,618</b>	<b>2,289</b>	<b>2,311</b>	<b>2,611</b>	<b>7,339</b>	<b>7,211</b>
<b>Gross result</b>		<b>2,339</b>	<b>2,137</b>	<b>1,771</b>	<b>1,751</b>	<b>2,119</b>	<b>2,221</b>	<b>1,785</b>	<b>6,247</b>	<b>6,124</b>
Addition to loan loss provisions		215	115	85	190	124	229	133	415	486
<b>Underlying result before tax</b>		<b>2,124</b>	<b>2,022</b>	<b>1,686</b>	<b>1,560</b>	<b>1,995</b>	<b>1,992</b>	<b>1,652</b>	<b>5,833</b>	<b>5,639</b>
Taxation		582	557	464	543	595	565	456	1,603	1,617
Non-controlling interests		28	22	29	17	21	23	21	79	65
<b>Underlying net result</b>		<b>1,515</b>	<b>1,443</b>	<b>1,192</b>	<b>1,001</b>	<b>1,378</b>	<b>1,403</b>	<b>1,175</b>	<b>4,151</b>	<b>3,957</b>
Special items after tax		-775	-	-	-	0	-	-	-775	0
<b>Net result Banking</b>		<b>740</b>	<b>1,443</b>	<b>1,192</b>	<b>1,001</b>	<b>1,378</b>	<b>1,403</b>	<b>1,175</b>	<b>3,376</b>	<b>3,957</b>
Net result Insurance Other		36	-14	33	15	-3	-32	-32	55	-66
<b>Net result ING Group</b>		<b>776</b>	<b>1,429</b>	<b>1,225</b>	<b>1,015</b>	<b>1,376</b>	<b>1,371</b>	<b>1,143</b>	<b>3,431</b>	<b>3,890</b>
<b>Key figures<sup>2)</sup></b>										
Interest margin		1.52%	1.51%	1.52%	1.58%	1.57%	1.51%	1.52%	1.51%	1.53%
Cost/income ratio		49.7%	52.3%	60.3%	59.9%	51.9%	51.0%	59.4%	54.0%	54.1%
Return on equity based on IFRS-EU equity		12.7%	12.0%	10.0%	8.3%	11.5%	11.7%	9.6%	11.6%	10.9%
Return on equity based on 12.0% CET1 <sup>3)</sup>		16.2%	15.5%	13.1%	10.9%	15.0%	15.3%	12.8%	14.9%	14.4%
Risk costs in bps of average RWA		27	15	11	25	16	30	17	18	21
Risk-weighted assets (end of period)		316,313	318,729	312,434	309,887	311,036	310,336	309,796	316,313	311,036
Employees (internal FTEs, end of period)		52,519	52,189	51,752	51,815	51,550	51,342	51,464	52,519	51,550
<b>Four-quarter rolling average key figures</b>										
Interest margin		1.53%	1.54%	1.54%	1.54%	1.53%	1.52%	1.52%		
Cost/income ratio		55.5%	56.1%	55.7%	55.5%	53.8%	53.6%	53.1%		
Return on equity based on IFRS-EU equity		10.7%	10.4%	10.3%	10.2%	11.0%	10.8%	10.8%		
Return on equity based on 12.0% CET1 <sup>3)</sup>		13.9%	13.6%	13.6%	13.5%	14.5%	14.3%	14.3%		

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
Balance sheet related interest		2,433	2,395	2,381	2,404	2,411	2,357	2,344	7,209	7,112
Capital charge on book equity		-2	-2	-1	3	0	-2	1	-5	-1
Interest benefit on total capital		3	21	25	16	15	17	26	48	58
<b>Net interest income</b>		<b>2,433</b>	<b>2,414</b>	<b>2,405</b>	<b>2,423</b>	<b>2,426</b>	<b>2,372</b>	<b>2,371</b>	<b>7,252</b>	<b>7,169</b>
Net fee and commission income		412	428	399	395	391	419	403	1,239	1,214
Investment income		85	3	-1	4	55	13	1	87	69
Realised gains and fair value changes on investments		2	20	41	12	32	26	26	63	84
<b>Total investment income</b>		<b>86</b>	<b>23</b>	<b>40</b>	<b>16</b>	<b>87</b>	<b>39</b>	<b>27</b>	<b>150</b>	<b>153</b>
Valuation result and net trading income		157	79	128	105	35	88	73	364	196
Other income		31	52	55	38	56	55	38	138	149
<b>Total other income</b>		<b>188</b>	<b>131</b>	<b>183</b>	<b>144</b>	<b>91</b>	<b>144</b>	<b>111</b>	<b>502</b>	<b>346</b>
<b>Total underlying income</b>		<b>3,120</b>	<b>2,996</b>	<b>3,027</b>	<b>2,978</b>	<b>2,995</b>	<b>2,974</b>	<b>2,913</b>	<b>9,143</b>	<b>8,882</b>
Expenses excl. regulatory costs		1,521	1,524	1,521	1,629	1,488	1,493	1,459	4,566	4,441
Regulatory costs		85	85	378	152	80	61	384	548	525
<b>Underlying operating expenses</b>		<b>1,606</b>	<b>1,609</b>	<b>1,898</b>	<b>1,781</b>	<b>1,569</b>	<b>1,554</b>	<b>1,843</b>	<b>5,113</b>	<b>4,966</b>
<b>Gross result</b>		<b>1,514</b>	<b>1,387</b>	<b>1,128</b>	<b>1,197</b>	<b>1,426</b>	<b>1,420</b>	<b>1,071</b>	<b>4,030</b>	<b>3,916</b>
Addition to loan loss provisions		107	56	105	122	78	93	98	268	269
<b>Underlying result before tax</b>		<b>1,407</b>	<b>1,331</b>	<b>1,023</b>	<b>1,075</b>	<b>1,348</b>	<b>1,327</b>	<b>972</b>	<b>3,761</b>	<b>3,647</b>
Taxation		372	361	270	313	343	369	267	1,003	979
Non-controlling interests		24	19	25	13	18	20	17	68	54
<b>Underlying net result</b>		<b>1,011</b>	<b>951</b>	<b>728</b>	<b>749</b>	<b>988</b>	<b>938</b>	<b>688</b>	<b>2,690</b>	<b>2,614</b>
Special items after tax		-	-	-	-	-	-	-	-	-
<b>Net result</b>		<b>1,011</b>	<b>951</b>	<b>728</b>	<b>749</b>	<b>988</b>	<b>938</b>	<b>688</b>	<b>2,690</b>	<b>2,614</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio		51.5%	53.7%	62.7%	59.8%	52.4%	52.3%	63.3%	55.9%	55.9%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		21.4%	20.0%	15.8%	16.0%	21.0%	20.3%	15.1%	19.1%	18.8%
Risk costs in bps of average RWA		27	14	26	31	19	24	25	22	23
Risk-weighted assets (end of period)		159,648	162,712	160,062	157,632	159,884	159,683	154,677	159,648	159,884
Employees (internal FTEs, end of period)		39,644	39,556	39,745	39,645	39,579	39,492	39,728	39,644	39,579
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		56.9%	57.2%	56.8%	56.9%	55.5%	55.2%	55.1%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		18.3%	18.2%	18.3%	18.1%	19.0%	18.7%	18.4%		

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

# ING 1.5 Profit or loss: Retail Banking Benelux

Profit or loss Retail Banking Benelux										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
Balance sheet related interest		1,340	1,324	1,300	1,347	1,360	1,348	1,348	3,964	4,056
Capital charge on book equity		1	1	1	2	2	1	1	4	4
Interest benefit on total capital		2	12	14	9	8	10	15	28	33
<b>Net interest income</b>		<b>1,343</b>	<b>1,337</b>	<b>1,315</b>	<b>1,359</b>	<b>1,370</b>	<b>1,359</b>	<b>1,364</b>	<b>3,995</b>	<b>4,093</b>
Net fee and commission income		257	271	250	238	240	265	265	778	770
Investment income		2	2	-1	1	1	11	1	3	13
Realised gains and fair value changes on investments		-7	10	45	1	5	9	14	48	28
<b>Total investment income</b>		<b>-5</b>	<b>12</b>	<b>45</b>	<b>2</b>	<b>6</b>	<b>20</b>	<b>15</b>	<b>51</b>	<b>41</b>
Valuation result and net trading income		107	75	111	105	62	95	57	292	215
Other income		12	37	27	19	48	30	20	77	98
<b>Total other income</b>		<b>119</b>	<b>112</b>	<b>138</b>	<b>124</b>	<b>110</b>	<b>126</b>	<b>77</b>	<b>369</b>	<b>313</b>
<b>Total underlying income</b>		<b>1,713</b>	<b>1,732</b>	<b>1,748</b>	<b>1,723</b>	<b>1,726</b>	<b>1,770</b>	<b>1,721</b>	<b>5,193</b>	<b>5,218</b>
Expenses excl. regulatory costs		834	842	848	900	807	870	836	2,524	2,513
Regulatory costs		20	19	273	75	20	5	282	312	308
<b>Underlying operating expenses</b>		<b>855</b>	<b>860</b>	<b>1,121</b>	<b>975</b>	<b>827</b>	<b>875</b>	<b>1,118</b>	<b>2,836</b>	<b>2,820</b>
<b>Gross result</b>		<b>858</b>	<b>872</b>	<b>627</b>	<b>748</b>	<b>899</b>	<b>895</b>	<b>603</b>	<b>2,357</b>	<b>2,397</b>
Addition to loan loss provisions		25	-15	43	32	7	25	53	52	85
<b>Underlying result before tax</b>		<b>834</b>	<b>887</b>	<b>583</b>	<b>716</b>	<b>893</b>	<b>870</b>	<b>550</b>	<b>2,304</b>	<b>2,312</b>
Taxation		222	229	149	232	245	238	146	600	629
Non-controlling interests		-0	0	6	-5	0	2	2	6	3
<b>Underlying net result</b>		<b>612</b>	<b>658</b>	<b>428</b>	<b>489</b>	<b>647</b>	<b>630</b>	<b>402</b>	<b>1,698</b>	<b>1,679</b>
Special items after tax		-	-	-	-	-	-	-	-	-
<b>Net result</b>		<b>612</b>	<b>658</b>	<b>428</b>	<b>489</b>	<b>647</b>	<b>630</b>	<b>402</b>	<b>1,698</b>	<b>1,679</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio		49.9%	49.7%	64.1%	56.6%	47.9%	49.4%	65.0%	54.6%	54.1%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		23.6%	25.4%	17.2%	19.2%	25.4%	25.2%	16.3%	22.1%	22.3%
Risk costs in bps of average RWA		11	-7	20	15	3	12	26	8	14
Risk-weighted assets (end of period)		85,208	87,307	85,426	83,372	84,539	85,471	81,873	85,208	84,539
Employees (internal FTEs, end of period)		16,824	16,846	17,109	17,276	17,222	17,252	17,535	16,824	17,222
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		55.1%	54.6%	54.5%	54.7%	54.0%	55.0%	56.0%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		21.4%	21.8%	21.7%	21.5%	22.1%	21.1%	19.7%		

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.6 Profit or loss: Retail Banking Netherlands

Profit or loss Retail Banking Netherlands										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
Balance sheet related interest		874	878	859	901	918	883	879	2,611	2,679
Capital charge on book equity		1	1	1	2	2	1	1	3	4
Interest benefit on total capital		1	7	8	5	5	6	9	16	19
<b>Net interest income</b>		<b>876</b>	<b>886</b>	<b>869</b>	<b>908</b>	<b>924</b>	<b>889</b>	<b>889</b>	<b>2,630</b>	<b>2,702</b>
Net fee and commission income		167	165	155	152	148	150	151	488	449
Investment income		1	0	-	-	-	0	-	1	0
Realised gains and fair value changes on investments		-7	10	23	0	3	5	11	26	19
<b>Total investment income</b>		<b>-6</b>	<b>10</b>	<b>23</b>	<b>0</b>	<b>3</b>	<b>5</b>	<b>11</b>	<b>27</b>	<b>19</b>
Valuation result and net trading income		87	57	78	79	27	64	18	221	108
Other income		9	12	13	-2	37	9	8	34	53
<b>Total other income</b>		<b>96</b>	<b>69</b>	<b>91</b>	<b>76</b>	<b>64</b>	<b>73</b>	<b>25</b>	<b>256</b>	<b>162</b>
<b>Total underlying income</b>		<b>1,134</b>	<b>1,129</b>	<b>1,138</b>	<b>1,136</b>	<b>1,138</b>	<b>1,117</b>	<b>1,076</b>	<b>3,401</b>	<b>3,332</b>
Expenses excl. regulatory costs		487	479	487	550	454	520	496	1,453	1,470
Regulatory costs		21	21	92	65	21	19	86	134	126
<b>Underlying operating expenses</b>		<b>508</b>	<b>500</b>	<b>578</b>	<b>615</b>	<b>475</b>	<b>539</b>	<b>582</b>	<b>1,586</b>	<b>1,597</b>
<b>Gross result</b>		<b>626</b>	<b>629</b>	<b>559</b>	<b>521</b>	<b>663</b>	<b>578</b>	<b>494</b>	<b>1,814</b>	<b>1,735</b>
Addition to loan loss provisions		-21	-47	-4	5	-22	12	17	-72	7
<b>Underlying result before tax</b>		<b>647</b>	<b>676</b>	<b>563</b>	<b>516</b>	<b>685</b>	<b>565</b>	<b>477</b>	<b>1,886</b>	<b>1,727</b>
Taxation		158	170	137	133	171	140	121	465	433
Non-controlling interests		-0	-	-	-	-	-	-	-0	-
<b>Underlying net result</b>		<b>489</b>	<b>507</b>	<b>426</b>	<b>383</b>	<b>514</b>	<b>425</b>	<b>356</b>	<b>1,422</b>	<b>1,295</b>
Special items after tax		-	-	-	-	-	-	-	-	-
<b>Net result</b>		<b>489</b>	<b>507</b>	<b>426</b>	<b>383</b>	<b>514</b>	<b>425</b>	<b>356</b>	<b>1,422</b>	<b>1,295</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio		44.8%	44.3%	50.8%	54.1%	41.8%	48.3%	54.1%	46.6%	47.9%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		34.0%	34.4%	29.1%	26.2%	34.3%	29.0%	24.7%	32.5%	29.4%
Risk costs in bps of average RWA		-18	-38	-3	4	-17	10	14	-20	2
Risk-weighted assets (end of period)		47,062	48,831	49,236	48,235	49,254	50,680	46,898	47,062	49,254
Employees (internal FTEs, end of period)		8,744	8,630	8,768	8,811	8,737	8,637	8,849	8,744	8,737
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		48.5%	47.8%	48.8%	49.5%	49.4%	51.0%	55.2%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		30.9%	31.0%	29.7%	28.6%	28.2%	26.0%	22.3%		

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).



## ING 1.7 Profit or loss: Retail Banking Belgium

Profit or loss Retail Banking Belgium <sup>1)</sup>										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
Balance sheet related interest		466	446	440	447	443	466	469	1,353	1,377
Capital charge on book equity		0	0	0	0	0	0	0	0	0
Interest benefit on total capital		1	5	6	4	3	4	6	12	14
<b>Net interest income</b>		<b>467</b>	<b>451</b>	<b>446</b>	<b>451</b>	<b>446</b>	<b>470</b>	<b>475</b>	<b>1,365</b>	<b>1,391</b>
Net fee and commission income		89	106	95	86	93	115	114	290	321
Investment income		0	2	-1	1	1	11	1	1	13
Realised gains and fair value changes on investments		-0	0	22	1	2	4	3	23	10
<b>Total investment income</b>		<b>0</b>	<b>2</b>	<b>22</b>	<b>2</b>	<b>3</b>	<b>16</b>	<b>4</b>	<b>24</b>	<b>23</b>
Valuation result and net trading income		20	18	33	27	35	31	40	71	106
Other income		3	25	14	21	11	22	12	43	45
<b>Total other income</b>		<b>23</b>	<b>43</b>	<b>47</b>	<b>48</b>	<b>46</b>	<b>53</b>	<b>52</b>	<b>114</b>	<b>151</b>
<b>Total underlying income</b>		<b>580</b>	<b>603</b>	<b>610</b>	<b>587</b>	<b>588</b>	<b>654</b>	<b>645</b>	<b>1,792</b>	<b>1,886</b>
Expenses excl. regulatory costs		348	362	362	350	352	350	340	1,072	1,042
Regulatory costs		-1	-2	181	10	-1	-13	196	179	181
<b>Underlying operating expenses</b>		<b>347</b>	<b>360</b>	<b>543</b>	<b>360</b>	<b>351</b>	<b>336</b>	<b>536</b>	<b>1,250</b>	<b>1,224</b>
<b>Gross result</b>		<b>233</b>	<b>242</b>	<b>67</b>	<b>227</b>	<b>236</b>	<b>317</b>	<b>109</b>	<b>542</b>	<b>663</b>
Addition to loan loss provisions		46	32	47	27	28	13	36	124	78
<b>Underlying result before tax</b>		<b>187</b>	<b>211</b>	<b>21</b>	<b>200</b>	<b>208</b>	<b>304</b>	<b>73</b>	<b>418</b>	<b>585</b>
Taxation		64	60	12	99	74	98	25	135	197
Non-controlling interests		0	0	6	-5	0	2	2	6	3
<b>Underlying net result</b>		<b>123</b>	<b>151</b>	<b>3</b>	<b>107</b>	<b>134</b>	<b>205</b>	<b>46</b>	<b>276</b>	<b>385</b>
Special items after tax		-	-	-	-	-	-	-	-	-
<b>Net result</b>		<b>123</b>	<b>151</b>	<b>3</b>	<b>107</b>	<b>134</b>	<b>205</b>	<b>46</b>	<b>276</b>	<b>385</b>
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio		59.9%	59.8%	89.0%	61.3%	59.8%	51.4%	83.1%	69.8%	64.9%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		10.7%	13.5%	0.8%	9.6%	12.7%	19.7%	4.6%	8.5%	12.4%
Risk costs in bps of average RWA		48	34	52	30	32	15	42	45	30
Risk-weighted assets (end of period)		38,147	38,476	36,190	35,137	35,285	34,791	34,975	38,147	35,285
Employees (internal FTEs, end of period)		8,080	8,216	8,340	8,464	8,485	8,615	8,687	8,080	8,485
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		67.7%	67.6%	65.2%	64.0%	62.3%	62.1%	57.3%		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		8.7%	9.2%	10.7%	11.7%	13.3%	13.8%	15.6%		

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

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

Profit or loss Retail Banking Challengers & Growth Markets										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
Balance sheet related interest		1,093	1,071	1,081	1,057	1,051	1,008	996	3,245	3,056
Capital charge on book equity		-4	-3	-2	1	-1	-3	-0	-9	-5
Interest benefit on total capital		1	9	11	7	6	7	11	21	25
<b>Net interest income</b>		<b>1,091</b>	<b>1,077</b>	<b>1,090</b>	<b>1,065</b>	<b>1,056</b>	<b>1,013</b>	<b>1,007</b>	<b>3,257</b>	<b>3,076</b>
Net fee and commission income		156	157	149	157	151	154	138	461	443
Investment income		83	2	-0	3	54	2	0	85	56
Realised gains and fair value changes on investments		9	10	-5	10	27	17	12	14	56
<b>Total investment income</b>		<b>92</b>	<b>12</b>	<b>-5</b>	<b>14</b>	<b>81</b>	<b>18</b>	<b>12</b>	<b>99</b>	<b>112</b>
Valuation result and net trading income		51	4	17	0	-27	-7	16	72	-18
Other income		18	15	28	19	8	25	18	61	51
<b>Total other income</b>		<b>69</b>	<b>19</b>	<b>45</b>	<b>19</b>	<b>-19</b>	<b>18</b>	<b>34</b>	<b>133</b>	<b>33</b>
<b>Total underlying income</b>		<b>1,407</b>	<b>1,264</b>	<b>1,279</b>	<b>1,255</b>	<b>1,269</b>	<b>1,203</b>	<b>1,192</b>	<b>3,950</b>	<b>3,664</b>
Expenses excl. regulatory costs		686	682	673	730	682	623	623	2,042	1,928
Regulatory costs		65	66	105	76	60	55	102	235	217
<b>Underlying operating expenses</b>		<b>751</b>	<b>748</b>	<b>777</b>	<b>806</b>	<b>742</b>	<b>679</b>	<b>725</b>	<b>2,277</b>	<b>2,145</b>
<b>Gross result</b>		<b>656</b>	<b>516</b>	<b>501</b>	<b>449</b>	<b>527</b>	<b>525</b>	<b>467</b>	<b>1,673</b>	<b>1,519</b>
Addition to loan loss provisions		82	72	62	90	71	68	45	216	184
<b>Underlying result before tax</b>		<b>574</b>	<b>444</b>	<b>440</b>	<b>359</b>	<b>455</b>	<b>457</b>	<b>422</b>	<b>1,457</b>	<b>1,335</b>
Taxation		150	132	121	81	97	131	121	403	349
Non-controlling interests		24	18	19	19	17	18	15	62	51
<b>Underlying net result</b>		<b>399</b>	<b>294</b>	<b>300</b>	<b>259</b>	<b>341</b>	<b>308</b>	<b>286</b>	<b>992</b>	<b>935</b>
Special items after tax		-	-	-	-	-	-	-	-	-
<b>Net result</b>		<b>399</b>	<b>294</b>	<b>300</b>	<b>259</b>	<b>341</b>	<b>308</b>	<b>286</b>	<b>992</b>	<b>935</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio		53.4%	59.2%	60.8%	64.2%	58.5%	56.4%	60.8%	57.6%	58.6%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		18.8%	13.9%	14.3%	12.4%	16.0%	14.8%	13.8%	15.7%	14.9%
Risk costs in bps of average RWA		44	38	33	48	38	37	25	38	33
Risk-weighted assets (end of period)		74,439	75,405	74,636	74,259	75,344	74,212	72,804	74,439	75,344
Employees (internal FTEs, end of period)		22,820	22,710	22,636	22,369	22,357	22,240	22,193	22,820	22,357
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		59.2%	60.7%	60.0%	60.0%	57.6%	55.5%	53.8%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		14.8%	14.1%	14.3%	14.2%	15.6%	15.9%	17.0%		

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

# ING 1.9 Profit or loss: Retail Banking Germany

Profit or loss Retail Banking Germany <sup>1)</sup>										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
Balance sheet related interest		408	422	408	430	426	394	401	1,238	1,221
Capital charge on book equity		10	10	9	12	10	8	10	29	28
Interest benefit on total capital		0	4	4	3	2	3	5	8	10
<b>Net interest income</b>		<b>418</b>	<b>435</b>	<b>422</b>	<b>444</b>	<b>438</b>	<b>405</b>	<b>416</b>	<b>1,275</b>	<b>1,260</b>
Net fee and commission income		61	48	46	63	53	51	48	154	152
Investment income		-0	0	-0	-0	-0	0	0	-0	0
Realised gains and fair value changes on investments		-1	6	0	11	2	0	10	4	12
<b>Total investment income</b>		<b>-2</b>	<b>6</b>	<b>0</b>	<b>11</b>	<b>2</b>	<b>0</b>	<b>10</b>	<b>4</b>	<b>13</b>
Valuation result and net trading income		44	-10	9	-17	-25	-3	-14	43	-42
Other income		4	2	3	2	1	1	3	9	5
<b>Total other income</b>		<b>47</b>	<b>-8</b>	<b>12</b>	<b>-15</b>	<b>-24</b>	<b>-2</b>	<b>-11</b>	<b>51</b>	<b>-36</b>
<b>Total underlying income</b>		<b>525</b>	<b>481</b>	<b>479</b>	<b>503</b>	<b>470</b>	<b>455</b>	<b>463</b>	<b>1,485</b>	<b>1,388</b>
Expenses excl. regulatory costs		240	230	224	242	229	222	225	694	676
Regulatory costs		19	19	51	28	19	15	52	89	86
<b>Underlying operating expenses</b>		<b>259</b>	<b>249</b>	<b>275</b>	<b>270</b>	<b>248</b>	<b>237</b>	<b>277</b>	<b>783</b>	<b>762</b>
<b>Gross result</b>		<b>266</b>	<b>232</b>	<b>204</b>	<b>233</b>	<b>222</b>	<b>218</b>	<b>186</b>	<b>701</b>	<b>626</b>
Addition to loan loss provisions		5	3	9	-18	2	5	2	18	8
<b>Underlying result before tax</b>		<b>260</b>	<b>228</b>	<b>195</b>	<b>251</b>	<b>220</b>	<b>214</b>	<b>185</b>	<b>684</b>	<b>618</b>
Taxation		93	75	62	55	53	70	63	230	186
Non-controlling interests		1	1	0	1	1	1	1	2	2
<b>Underlying net result</b>		<b>166</b>	<b>153</b>	<b>132</b>	<b>195</b>	<b>167</b>	<b>142</b>	<b>121</b>	<b>451</b>	<b>430</b>
Special items after tax		-	-	-	-	-	-	-	-	-
<b>Net result</b>		<b>166</b>	<b>153</b>	<b>132</b>	<b>195</b>	<b>167</b>	<b>142</b>	<b>121</b>	<b>451</b>	<b>430</b>
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio		49.3%	51.8%	57.4%	53.7%	52.7%	52.1%	59.8%	52.8%	54.9%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		21.4%	20.0%	17.6%	26.1%	22.5%	19.6%	16.4%	19.7%	19.5%
Risk costs in bps of average RWA		8	5	15	-29	3	7	3	9	4
Risk-weighted assets (end of period)		26,032	25,909	25,328	24,872	25,047	24,497	24,207	26,032	25,047
Employees (internal FTEs, end of period)		4,696	4,706	4,737	4,718	4,683	4,647	4,614	4,696	4,683
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		53.0%	53.9%	54.0%	54.6%	51.2%	47.9%	45.4%		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		21.3%	21.5%	21.5%	21.2%	22.6%	22.9%	24.8%		

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

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

Profit or loss Retail Banking Other Challengers & Growth Markets <sup>1)</sup>										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
Balance sheet related interest		686	649	673	627	625	614	596	2,008	1,834
Capital charge on book equity		-13	-13	-11	-11	-11	-11	-11	-38	-33
Interest benefit on total capital		1	5	6	4	4	4	7	13	15
<b>Net interest income</b>		<b>673</b>	<b>642</b>	<b>668</b>	<b>620</b>	<b>618</b>	<b>607</b>	<b>591</b>	<b>1,983</b>	<b>1,816</b>
Net fee and commission income		95	109	103	94	98	103	91	307	291
Investment income		83	1	0	3	54	2	0	85	56
Realised gains and fair value changes on investments		10	5	-5	-0	25	17	2	10	43
<b>Total investment income</b>		<b>93</b>	<b>6</b>	<b>-5</b>	<b>3</b>	<b>79</b>	<b>18</b>	<b>2</b>	<b>95</b>	<b>99</b>
Valuation result and net trading income		7	14	8	17	-3	-4	30	29	23
Other income		15	13	25	17	7	23	15	52	46
<b>Total other income</b>		<b>22</b>	<b>27</b>	<b>33</b>	<b>35</b>	<b>5</b>	<b>20</b>	<b>45</b>	<b>81</b>	<b>70</b>
<b>Total underlying income</b>		<b>883</b>	<b>783</b>	<b>799</b>	<b>752</b>	<b>799</b>	<b>748</b>	<b>729</b>	<b>2,466</b>	<b>2,276</b>
Expenses excl. regulatory costs		446	453	448	488	453	401	398	1,347	1,252
Regulatory costs		46	47	54	48	41	40	50	147	131
<b>Underlying operating expenses</b>		<b>493</b>	<b>499</b>	<b>502</b>	<b>536</b>	<b>494</b>	<b>441</b>	<b>448</b>	<b>1,494</b>	<b>1,384</b>
<b>Gross result</b>		<b>390</b>	<b>284</b>	<b>297</b>	<b>216</b>	<b>305</b>	<b>307</b>	<b>281</b>	<b>972</b>	<b>892</b>
Addition to loan loss provisions		77	69	52	108	69	63	43	198	176
<b>Underlying result before tax</b>		<b>313</b>	<b>215</b>	<b>245</b>	<b>108</b>	<b>236</b>	<b>243</b>	<b>238</b>	<b>774</b>	<b>717</b>
Taxation		57	57	59	26	45	60	58	173	163
Non-controlling interests		23	18	19	18	17	18	15	60	49
<b>Underlying net result</b>		<b>233</b>	<b>141</b>	<b>167</b>	<b>64</b>	<b>174</b>	<b>165</b>	<b>165</b>	<b>541</b>	<b>505</b>
Special items after tax		-	-	-	-	-	-	-	-	-
<b>Net result</b>		<b>233</b>	<b>141</b>	<b>167</b>	<b>64</b>	<b>174</b>	<b>165</b>	<b>165</b>	<b>541</b>	<b>505</b>
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio		55.8%	63.7%	62.8%	71.3%	61.9%	59.0%	61.4%	60.6%	60.8%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		17.5%	10.7%	12.6%	5.5%	12.7%	12.4%	12.5%	13.6%	12.5%
Risk costs in bps of average RWA		63	56	42	87	55	51	36	54	48
Risk-weighted assets (end of period)		48,408	49,496	49,308	49,388	50,298	49,715	48,597	48,408	50,298
Employees (internal FTEs, end of period)		18,124	18,004	17,899	17,652	17,675	17,593	17,580	18,124	17,675
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		63.1%	64.8%	63.7%	63.4%	61.6%	60.2%	59.2%		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		11.5%	10.4%	10.8%	10.8%	12.0%	12.3%	12.9%		

<sup>1)</sup> Includes: Australia, Czech Republic, France, Italy, Spain, UK Legacy run-off portfolio, Poland, Romania, Turkey, Asian stakes.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.11 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
Balance sheet related interest		1,100	1,087	1,038	1,146	1,084	1,057	1,061	3,225	3,202
Capital charge on book equity		-129	-121	-129	-131	-131	-135	-134	-378	-400
Interest benefit on total capital		3	21	25	17	15	18	28	49	61
<b>Net interest income</b>		<b>974</b>	<b>987</b>	<b>935</b>	<b>1,031</b>	<b>967</b>	<b>941</b>	<b>955</b>	<b>2,895</b>	<b>2,864</b>
<b>Net fee and commission income</b>		<b>310</b>	<b>290</b>	<b>263</b>	<b>279</b>	<b>252</b>	<b>297</b>	<b>280</b>	<b>863</b>	<b>829</b>
Investment income		7	1	2	4	-0	4	5	11	8
Realised gains and fair value changes on investments		-4	8	22	0	-2	7	19	26	23
<b>Total investment income</b>		<b>3</b>	<b>10</b>	<b>24</b>	<b>5</b>	<b>-3</b>	<b>11</b>	<b>23</b>	<b>37</b>	<b>31</b>
Valuation result and net trading income		166	159	164	67	134	249	252	489	635
Other income		28	17	15	23	31	91	35	60	157
<b>Total other income</b>		<b>194</b>	<b>176</b>	<b>179</b>	<b>91</b>	<b>166</b>	<b>340</b>	<b>287</b>	<b>549</b>	<b>792</b>
<b>Total underlying income</b>		<b>1,481</b>	<b>1,462</b>	<b>1,402</b>	<b>1,406</b>	<b>1,382</b>	<b>1,588</b>	<b>1,545</b>	<b>4,345</b>	<b>4,516</b>
Expenses excl. regulatory costs		643	658	603	670	625	668	608	1,904	1,900
Regulatory costs		10	9	116	112	13	7	91	135	111
<b>Underlying operating expenses</b>		<b>654</b>	<b>667</b>	<b>719</b>	<b>781</b>	<b>638</b>	<b>675</b>	<b>698</b>	<b>2,040</b>	<b>2,010</b>
<b>Gross result</b>		<b>827</b>	<b>795</b>	<b>683</b>	<b>625</b>	<b>745</b>	<b>914</b>	<b>847</b>	<b>2,305</b>	<b>2,505</b>
Addition to loan loss provisions		108	59	-20	68	46	135	35	147	216
<b>Underlying result before tax</b>		<b>720</b>	<b>736</b>	<b>702</b>	<b>557</b>	<b>698</b>	<b>778</b>	<b>813</b>	<b>2,158</b>	<b>2,289</b>
Taxation		177	200	169	202	241	208	230	547	679
Non-controlling interests		4	3	4	4	4	3	4	11	11
<b>Underlying net result</b>		<b>539</b>	<b>532</b>	<b>529</b>	<b>351</b>	<b>454</b>	<b>566</b>	<b>579</b>	<b>1,600</b>	<b>1,599</b>
Special items after tax		-	-	-	-	-	-	-	-	-
<b>Net result</b>		<b>539</b>	<b>532</b>	<b>529</b>	<b>351</b>	<b>454</b>	<b>566</b>	<b>579</b>	<b>1,600</b>	<b>1,599</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio		44.1%	45.6%	51.3%	55.6%	46.1%	42.5%	45.2%	46.9%	44.5%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		11.8%	11.8%	11.9%	7.9%	10.3%	12.7%	12.7%	11.8%	11.9%
Risk costs in bps of average RWA		28	15	-5	18	12	36	9	13	19
Risk-weighted assets (end of period)		153,978	153,437	149,017	149,427	148,158	148,023	151,929	153,978	148,158
Employees (internal FTEs, end of period)		12,871	12,630	12,004	12,167	11,968	11,847	11,732	12,871	11,968
Value at Risk trading positions (average)		7.9	6.4	5.9	5.5	5.9	7.1	7.0		
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		49.1%	49.6%	48.7%	47.1%	45.1%	45.0%	44.5%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		10.9%	10.5%	10.7%	10.9%	12.0%	12.1%	11.6%		

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.12 Profit or loss: WB - Industry Lending

Profit or loss Wholesale Banking - Industry Lending										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
Balance sheet related interest		595	560	512	543	531	541	542	1,666	1,614
Capital charge on book equity		-0	0	-0	-0	0	0	-0	0	-0
Interest benefit on total capital		1	10	11	8	7	8	13	22	28
<b>Net interest income</b>		<b>596</b>	<b>569</b>	<b>523</b>	<b>550</b>	<b>538</b>	<b>549</b>	<b>555</b>	<b>1,689</b>	<b>1,642</b>
Net fee and commission income		151	163	132	145	147	156	155	447	458
Investment income		-	0	0	4	0	-	-	0	0
Realised gains and fair value changes on investments		-0	3	-3	0	-6	1	-4	0	-9
<b>Total investment income</b>		<b>-0</b>	<b>3</b>	<b>-3</b>	<b>4</b>	<b>-6</b>	<b>1</b>	<b>-4</b>	<b>0</b>	<b>-9</b>
Valuation result and net trading income		-5	-31	-30	-3	-18	8	-19	-66	-29
Other income		1	13	0	22	35	2	19	14	56
<b>Total other income</b>		<b>-5</b>	<b>-18</b>	<b>-30</b>	<b>19</b>	<b>17</b>	<b>10</b>	<b>-0</b>	<b>-53</b>	<b>27</b>
<b>Total underlying income</b>		<b>743</b>	<b>718</b>	<b>623</b>	<b>719</b>	<b>696</b>	<b>716</b>	<b>705</b>	<b>2,083</b>	<b>2,117</b>
Expenses excl. regulatory costs		180	181	171	177	167	174	161	532	502
Regulatory costs		0	-0	26	32	1	0	17	26	18
<b>Underlying operating expenses</b>		<b>180</b>	<b>181</b>	<b>197</b>	<b>208</b>	<b>168</b>	<b>174</b>	<b>178</b>	<b>558</b>	<b>520</b>
<b>Gross result</b>		<b>563</b>	<b>537</b>	<b>426</b>	<b>511</b>	<b>528</b>	<b>542</b>	<b>528</b>	<b>1,525</b>	<b>1,598</b>
Addition to loan loss provisions		54	49	-17	36	-4	94	17	86	107
<b>Underlying result before tax</b>		<b>509</b>	<b>488</b>	<b>443</b>	<b>474</b>	<b>532</b>	<b>448</b>	<b>511</b>	<b>1,439</b>	<b>1,491</b>
Taxation		76	136	105	152	157	108	120	317	385
Non-controlling interests		2	1	3	2	2	1	2	6	4
<b>Underlying net result</b>		<b>430</b>	<b>350</b>	<b>336</b>	<b>321</b>	<b>373</b>	<b>339</b>	<b>389</b>	<b>1,116</b>	<b>1,102</b>
Special items after tax		-	-	-	-	-	-	-	-	-
<b>Net result</b>		<b>430</b>	<b>350</b>	<b>336</b>	<b>321</b>	<b>373</b>	<b>339</b>	<b>389</b>	<b>1,116</b>	<b>1,102</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio		24.2%	25.2%	31.6%	29.0%	24.1%	24.4%	25.2%	26.8%	24.5%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		19.1%	16.4%	16.5%	15.7%	18.5%	16.5%	18.7%	17.4%	17.9%
Risk costs in bps of average RWA		29	28	-10	21	-2	54	10	16	21
Risk-weighted assets (end of period)		75,391	75,296	67,244	69,260	67,283	67,993	69,428	75,391	67,283
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		27.3%	27.4%	27.1%	25.7%	25.4%	25.1%	24.8%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		17.0%	16.8%	16.8%	17.4%	18.1%	17.6%	18.2%		

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.13 Profit or loss: WB - General Lending & Transaction Services

Profit or loss Wholesale Banking - General Lending & Transaction Services										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
Balance sheet related interest		304	293	276	283	277	279	260	873	817
Capital charge on book equity		-0	-0	-0	-0	-0	-0	-0	-1	-1
Interest benefit on total capital		1	7	8	5	5	6	8	16	19
<b>Net interest income</b>		<b>305</b>	<b>299</b>	<b>284</b>	<b>288</b>	<b>282</b>	<b>284</b>	<b>268</b>	<b>888</b>	<b>834</b>
Net fee and commission income		109	116	102	104	92	103	98	327	293
Investment income		0	0	0	0	0	0	0	1	0
Realised gains and fair value changes on investments		-	-	-	-	0	-	-	-	0
<b>Total investment income</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
Valuation result and net trading income		13	15	8	30	11	10	10	35	31
Other income		-1	2	10	1	1	-1	3	11	3
<b>Total other income</b>		<b>11</b>	<b>17</b>	<b>18</b>	<b>31</b>	<b>11</b>	<b>9</b>	<b>13</b>	<b>47</b>	<b>33</b>
<b>Total underlying income</b>		<b>425</b>	<b>433</b>	<b>403</b>	<b>423</b>	<b>385</b>	<b>396</b>	<b>379</b>	<b>1,262</b>	<b>1,160</b>
Expenses excl. regulatory costs		210	216	208	207	188	190	187	633	564
Regulatory costs		2	1	24	23	-0	1	19	27	20
<b>Underlying operating expenses</b>		<b>212</b>	<b>217</b>	<b>232</b>	<b>231</b>	<b>188</b>	<b>191</b>	<b>206</b>	<b>660</b>	<b>584</b>
<b>Gross result</b>		<b>213</b>	<b>216</b>	<b>172</b>	<b>192</b>	<b>198</b>	<b>205</b>	<b>174</b>	<b>601</b>	<b>576</b>
Addition to loan loss provisions		52	3	-17	4	21	5	-13	38	13
<b>Underlying result before tax</b>		<b>162</b>	<b>213</b>	<b>189</b>	<b>188</b>	<b>177</b>	<b>200</b>	<b>187</b>	<b>564</b>	<b>563</b>
Taxation		66	47	52	51	49	54	48	165	151
Non-controlling interests		0	2	2	1	1	2	2	4	5
<b>Underlying net result</b>		<b>96</b>	<b>164</b>	<b>135</b>	<b>136</b>	<b>126</b>	<b>144</b>	<b>136</b>	<b>395</b>	<b>406</b>
Special items after tax		-	-	-	-	-	-	-	-	-
<b>Net result</b>		<b>96</b>	<b>164</b>	<b>135</b>	<b>136</b>	<b>126</b>	<b>144</b>	<b>136</b>	<b>395</b>	<b>406</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio		49.9%	50.0%	57.4%	54.6%	48.7%	48.2%	54.2%	52.3%	50.4%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		6.4%	11.4%	9.5%	9.6%	9.2%	10.5%	10.0%	9.1%	9.9%
Risk costs in bps of average RWA		42	3	-14	3	18	4	-11	10	4
Risk-weighted assets (end of period)		50,183	49,032	48,609	48,019	46,998	45,828	46,333	50,183	46,998
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		52.9%	52.7%	52.3%	51.5%	51.1%	51.0%	52.4%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		9.2%	9.9%	9.7%	9.8%	9.9%	10.1%	9.1%		

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.14 Profit or loss: WB - Financial Markets

Profit or loss Wholesale Banking - Financial Markets										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
Balance sheet related interest		32	76	102	171	106	64	84	210	254
Capital charge on book equity		-2	-2	-2	-1	-1	-1	-1	-6	-3
Interest benefit on total capital		0	3	4	3	2	3	5	8	11
<b>Net interest income</b>		<b>30</b>	<b>78</b>	<b>105</b>	<b>172</b>	<b>107</b>	<b>66</b>	<b>89</b>	<b>213</b>	<b>261</b>
Net fee and commission income		54	16	34	34	21	39	27	104	88
Investment income		0	0	0	-	-	-	2	0	2
Realised gains and fair value changes on investments		-0	0	-0	-1	-0	-0	-0	-0	-0
<b>Total investment income</b>		<b>-0</b>	<b>0</b>	<b>-0</b>	<b>-1</b>	<b>-0</b>	<b>-0</b>	<b>1</b>	<b>-0</b>	<b>1</b>
Valuation result and net trading income		134	164	148	0	138	198	249	446	586
Other income		-0	-9	-6	-14	-13	-19	-10	-15	-42
<b>Total other income</b>		<b>134</b>	<b>155</b>	<b>142</b>	<b>-13</b>	<b>125</b>	<b>179</b>	<b>239</b>	<b>431</b>	<b>543</b>
<b>Total underlying income</b>		<b>218</b>	<b>249</b>	<b>281</b>	<b>192</b>	<b>253</b>	<b>285</b>	<b>356</b>	<b>747</b>	<b>894</b>
Expenses excl. regulatory costs		225	227	223	242	226	220	227	675	673
Regulatory costs		1	-0	39	50	6	2	31	40	39
<b>Underlying operating expenses</b>		<b>226</b>	<b>226</b>	<b>262</b>	<b>292</b>	<b>232</b>	<b>222</b>	<b>258</b>	<b>715</b>	<b>712</b>
<b>Gross result</b>		<b>-8</b>	<b>22</b>	<b>18</b>	<b>-100</b>	<b>21</b>	<b>63</b>	<b>98</b>	<b>33</b>	<b>182</b>
Addition to loan loss provisions		-1	1	0	-1	1	1	-0	0	1
<b>Underlying result before tax</b>		<b>-7</b>	<b>22</b>	<b>18</b>	<b>-99</b>	<b>20</b>	<b>63</b>	<b>98</b>	<b>33</b>	<b>181</b>
Taxation		-2	8	2	-55	21	25	27	8	73
Non-controlling interests		2	1	1	1	1	1	1	4	3
<b>Underlying net result</b>		<b>-7</b>	<b>13</b>	<b>15</b>	<b>-45</b>	<b>-2</b>	<b>37</b>	<b>70</b>	<b>20</b>	<b>105</b>
Special items after tax		-	-	-	-	-	-	-	-	-
<b>Net result</b>		<b>-7</b>	<b>13</b>	<b>15</b>	<b>-45</b>	<b>-2</b>	<b>37</b>	<b>70</b>	<b>20</b>	<b>105</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio		103.6%	91.0%	93.5%	152.0%	91.7%	77.8%	72.5%	95.6%	79.6%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		-0.8%	2.0%	2.2%	-6.2%	0.0%	4.9%	8.7%	1.2%	4.7%
Risk costs in bps of average RWA		-2	1	0	-1	1	1	-0	0	0
Risk-weighted assets (end of period)		20,106	20,223	24,606	23,175	24,922	24,645	26,253	20,106	24,922
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		107.1%	103.9%	99.7%	92.4%	82.9%	84.5%	80.5%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		-0.7%	-0.5%	0.3%	2.1%	3.9%	3.3%	4.4%		

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).



## ING 1.15 Profit or loss: WB - Bank Treasury & Other

Profit or loss Wholesale Banking - Bank Treasury & Other										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
Balance sheet related interest		168	158	148	150	170	174	174	475	518
Capital charge on book equity		-126	-119	-127	-130	-130	-133	-132	-372	-395
Interest benefit on total capital		0	1	1	1	1	1	2	3	4
<b>Net interest income</b>		<b>42</b>	<b>40</b>	<b>23</b>	<b>21</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>106</b>	<b>127</b>
Net fee and commission income		-4	-6	-5	-3	-9	-1	-0	-15	-10
Investment income		7	1	2	1	-0	4	3	10	7
Realised gains and fair value changes on investments		-4	5	25	1	4	6	23	27	33
<b>Total investment income</b>		<b>3</b>	<b>7</b>	<b>27</b>	<b>1</b>	<b>4</b>	<b>10</b>	<b>26</b>	<b>36</b>	<b>39</b>
Valuation result and net trading income		25	10	39	40	4	32	12	74	48
Other income		29	11	11	14	9	109	23	51	141
<b>Total other income</b>		<b>53</b>	<b>21</b>	<b>50</b>	<b>54</b>	<b>12</b>	<b>141</b>	<b>35</b>	<b>124</b>	<b>189</b>
<b>Total underlying income</b>		<b>95</b>	<b>62</b>	<b>95</b>	<b>73</b>	<b>49</b>	<b>192</b>	<b>104</b>	<b>252</b>	<b>344</b>
Expenses excl. regulatory costs		29	34	1	44	45	84	33	64	161
Regulatory costs		7	9	27	7	6	4	24	43	34
<b>Underlying operating expenses</b>		<b>36</b>	<b>43</b>	<b>28</b>	<b>51</b>	<b>51</b>	<b>88</b>	<b>57</b>	<b>107</b>	<b>195</b>
<b>Gross result</b>		<b>59</b>	<b>19</b>	<b>67</b>	<b>22</b>	<b>-2</b>	<b>104</b>	<b>48</b>	<b>145</b>	<b>149</b>
Addition to loan loss provisions		3	6	15	29	28	36	31	23	95
<b>Underlying result before tax</b>		<b>56</b>	<b>14</b>	<b>52</b>	<b>-7</b>	<b>-31</b>	<b>68</b>	<b>17</b>	<b>122</b>	<b>54</b>
Taxation		37	9	10	53	14	21	34	57	69
Non-controlling interests		-1	-0	-2	-0	-1	0	-1	-3	-2
<b>Underlying net result</b>		<b>20</b>	<b>5</b>	<b>44</b>	<b>-60</b>	<b>-44</b>	<b>47</b>	<b>-16</b>	<b>68</b>	<b>-14</b>
Special items after tax		-	-	-	-	-	-	-	-	-
<b>Net result</b>		<b>20</b>	<b>5</b>	<b>44</b>	<b>-60</b>	<b>-44</b>	<b>47</b>	<b>-16</b>	<b>68</b>	<b>-14</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio		37.5%	68.9%	29.6%	69.8%	104.4%	45.8%	54.3%	42.3%	56.7%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		7.4%	1.7%	15.9%	-22.4%	-16.2%	16.0%	-5.7%	8.3%	-1.8%
Risk costs in bps of average RWA		13	26	67	128	123	148	122	35	131
Risk-weighted assets (end of period)		8,298	8,886	8,558	8,973	8,956	9,557	9,914	8,298	8,956
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		48.5%	61.9%	53.3%	58.9%	48.9%	47.3%	43.8%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		0.5%	-5.5%	-1.5%	-6.6%	1.4%	9.4%	2.9%		

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.16 Profit or loss: Corporate Line

Profit or loss Corporate Line										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
Balance sheet related interest		-33	-41	-16	-38	-5	-55	-53	-89	-113
Capital charge on book equity		131	123	130	128	131	137	133	384	401
Interest benefit on total capital		-6	-43	-49	-33	-29	-36	-55	-98	-120
Net interest income		92	40	64	58	97	46	25	197	168
Net fee and commission income		-3	0	-1	-0	0	-2	-1	-4	-3
Investment income		0	4	1	-0	-0	1	-3	6	-2
Realised gains and fair value changes on investments		-0	-0	0	-0	-3	-7	0	-0	-10
Total investment income		0	4	1	-0	-3	-6	-3	5	-11
Valuation result and net trading income		-43	-27	-39	-79	-68	-70	-111	-109	-249
Other income		-3	8	4	6	5	2	26	9	33
Total other income		-46	-19	-35	-73	-64	-68	-85	-100	-216
<b>Total underlying income</b>		<b>44</b>	<b>26</b>	<b>29</b>	<b>-16</b>	<b>31</b>	<b>-30</b>	<b>-63</b>	<b>98</b>	<b>-62</b>
Expenses excl. regulatory costs		52	67	68	55	82	82	70	187	233
Regulatory costs		-5	4	-0	0	1	1	0	-1	2
<b>Underlying operating expenses</b>		<b>47</b>	<b>71</b>	<b>68</b>	<b>55</b>	<b>83</b>	<b>82</b>	<b>70</b>	<b>186</b>	<b>235</b>
<b>Gross result</b>		<b>-3</b>	<b>-45</b>	<b>-40</b>	<b>-71</b>	<b>-52</b>	<b>-113</b>	<b>-133</b>	<b>-88</b>	<b>-297</b>
Addition to loan loss provisions		0	-0	0	0	0	1	0	-0	1
<b>Underlying result before tax</b>		<b>-3</b>	<b>-45</b>	<b>-40</b>	<b>-71</b>	<b>-52</b>	<b>-113</b>	<b>-133</b>	<b>-87</b>	<b>-298</b>
Taxation		32	-5	25	28	12	-12	-41	53	-41
Non-controlling interests		-0	-0	-0	-	-	-	-	-0	-
<b>Underlying net result</b>		<b>-35</b>	<b>-40</b>	<b>-65</b>	<b>-99</b>	<b>-63</b>	<b>-101</b>	<b>-92</b>	<b>-140</b>	<b>-257</b>
Special items after tax		-775	-	-	-	0	-	-	-775	-
<b>Net result</b>		<b>-810</b>	<b>-40</b>	<b>-65</b>	<b>-99</b>	<b>-63</b>	<b>-101</b>	<b>-92</b>	<b>-915</b>	<b>-257</b>
<b>Key figures<sup>1)</sup></b>										
Risk-weighted assets (end of period)		2,688	2,579	3,355	2,828	2,994	2,630	3,190	2,688	2,994
Employees (internal FTEs, end of period)		3	3	3	3	3	3	3	3	3

<sup>1)</sup> Key figures based on underlying figures.

# ING 1.17 Geographical split: 3Q2018

## Geographical split 3Q2018

In € million	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Wholesale Banking Rest of World		Other <sup>1)</sup>		
	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Wholesale Banking	Total	Wholesale Banking	Corporate Line
<b>Profit or loss</b>																				
Net interest income	1,103	876	228	544	467	77	546	418	128	424	307	117	420	366	54	370	370	92	-1	92
Net fee and commission income	250	167	83	147	89	57	74	61	13	59	37	22	73	58	15	120	120	-3	-0	-3
Investment income	-4	-6	2	2	0	2	-2	-2	-0	10	10	-0	83	83	-0	-0	-0	0	0	0
Other income	130	96	34	28	23	5	61	47	13	3	-4	6	51	25	26	105	105	-41	4	-46
<b>Total underlying income</b>	<b>1,480</b>	<b>1,134</b>	<b>347</b>	<b>720</b>	<b>580</b>	<b>141</b>	<b>678</b>	<b>525</b>	<b>154</b>	<b>496</b>	<b>350</b>	<b>145</b>	<b>627</b>	<b>533</b>	<b>94</b>	<b>596</b>	<b>596</b>	<b>48</b>	<b>4</b>	<b>44</b>
Expenses excl. regulatory costs	661	487	175	418	348	70	273	240	33	282	237	45	242	209	33	286	286	53	1	52
Regulatory costs	24	21	3	-1	-1	-0	19	19	0	18	18	0	33	28	5	3	3	-5	-	-5
<b>Underlying operating expenses</b>	<b>685</b>	<b>508</b>	<b>177</b>	<b>417</b>	<b>347</b>	<b>70</b>	<b>292</b>	<b>259</b>	<b>33</b>	<b>300</b>	<b>255</b>	<b>45</b>	<b>275</b>	<b>237</b>	<b>38</b>	<b>289</b>	<b>289</b>	<b>48</b>	<b>1</b>	<b>47</b>
<b>Gross result</b>	<b>795</b>	<b>626</b>	<b>169</b>	<b>303</b>	<b>233</b>	<b>71</b>	<b>386</b>	<b>266</b>	<b>121</b>	<b>196</b>	<b>95</b>	<b>100</b>	<b>352</b>	<b>295</b>	<b>57</b>	<b>307</b>	<b>307</b>	<b>0</b>	<b>3</b>	<b>-3</b>
Addition to loan loss provisions	-19	-21	3	61	46	15	1	5	-5	32	17	15	79	60	19	60	60	0	-	0
<b>Underlying result before tax</b>	<b>813</b>	<b>647</b>	<b>167</b>	<b>242</b>	<b>187</b>	<b>55</b>	<b>386</b>	<b>260</b>	<b>125</b>	<b>163</b>	<b>78</b>	<b>85</b>	<b>273</b>	<b>235</b>	<b>38</b>	<b>246</b>	<b>246</b>	<b>0</b>	<b>3</b>	<b>-3</b>
Retail Banking	647	647		187	187		260	260		78	78		235	235						
Wholesale Banking	167		167	55		55	125		125	85		85	38		38	246	246	3	3	
Corporate Line																		-3		-3
<b>Underlying result before tax</b>	<b>813</b>	<b>647</b>	<b>167</b>	<b>242</b>	<b>187</b>	<b>55</b>	<b>386</b>	<b>260</b>	<b>125</b>	<b>163</b>	<b>78</b>	<b>85</b>	<b>273</b>	<b>235</b>	<b>38</b>	<b>246</b>	<b>246</b>	<b>0</b>	<b>3</b>	<b>-3</b>
<b>Customer lending/deposits (in € billion)</b>																				
Residential mortgages	111.9	111.3	0.7	38.0	37.9	0.0	72.7	72.7	0.0	52.6	52.6	0.0	9.6	9.6	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	83.0	40.3	42.8	63.9	48.0	15.9	44.4	11.2	33.2	32.4	8.3	24.2	27.0	18.1	8.9	67.7	67.7	0.4	0.0	0.4
Customer deposits	173.2	145.4	27.9	104.1	85.6	18.5	133.6	132.7	0.9	91.2	89.7	1.5	36.6	32.5	4.1	13.3	13.3	0.1	0.0	0.1
<b>Key figures<sup>2)</sup></b>																				
Cost/income ratio	46.3%	44.8%	51.2%	57.9%	59.9%	49.7%	43.0%	49.3%	21.5%	60.5%	72.9%	30.9%	43.9%	44.6%	39.8%	48.6%	48.6%	n.a.	30.5%	n.a.
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	27.1%	34.0%	15.2%	10.4%	10.7%	9.6%	19.3%	21.4%	16.2%	10.6%	11.3%	10.0%	18.0%	20.2%	10.3%	10.1%	10.1%	-35.8%	70.5%	-43.8%
Risk costs in bps of average RWA	-10	-18	4	47	48	43	1	8	-10	40	46	35	72	71	75	36	36	1	-	1
Risk-weighted assets (end of period)	73,942	47,062	26,880	52,105	38,147	13,958	44,188	26,032	18,157	32,534	14,950	17,584	43,486	33,458	10,028	67,174	67,174	2,885	197	2,688
Employees (internal FTEs, end of period)	14,423	8,744	5,679	9,424	8,080	1,344	5,034	4,696	338	5,173	4,542	631	14,868	13,582	1,286	3,588	3,588	8	5	3
<b>Four-quarter rolling average key figures</b>																				
Cost/income ratio	50.0%	48.5%	54.8%	66.6%	67.7%	61.9%	46.4%	53.0%	23.9%	62.2%	75.7%	31.4%	52.9%	53.8%	48.3%	53.1%	53.1%	n.a.	176.6%	n.a.
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	24.9%	30.9%	14.6%	8.6%	8.7%	8.1%	18.3%	21.3%	13.5%	10.2%	9.1%	11.1%	12.3%	12.6%	11.2%	9.0%	9.0%	-61.8%	32.9%	-75.8%

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

## ING 1.18 Geographical split: Comparable quarters

### Geographical split comparable quarters

In € million	Total Banking		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World		Other	
	3Q2018	3Q2017	3Q2018	3Q2017	3Q2018	3Q2017	3Q2018	3Q2017	3Q2018	3Q2017	3Q2018	3Q2017	3Q2018	3Q2017	3Q2018	3Q2017
<b>Profit or loss</b>																
Net interest income	3,500	3,490	1,103	1,153	544	512	546	556	424	385	420	388	370	398	92	97
Net fee and commission income	720	643	250	206	147	113	74	65	59	57	73	79	120	122	-3	0
Investment income	89	82	-4	5	2	4	-2	2	10	-2	83	79	-0	-4	0	-2
Other income	337	193	130	95	28	70	61	-25	3	-18	51	42	105	93	-41	-65
<b>Total underlying income</b>	<b>4,646</b>	<b>4,408</b>	<b>1,480</b>	<b>1,460</b>	<b>720</b>	<b>699</b>	<b>678</b>	<b>599</b>	<b>496</b>	<b>422</b>	<b>627</b>	<b>588</b>	<b>596</b>	<b>610</b>	<b>48</b>	<b>30</b>
Expenses excl. regulatory costs	2,216	2,195	661	625	418	444	273	258	282	283	242	246	286	255	53	84
Regulatory costs	91	94	24	21	-1	-1	19	19	18	16	33	29	3	9	-5	1
<b>Underlying operating expenses</b>	<b>2,307</b>	<b>2,289</b>	<b>685</b>	<b>646</b>	<b>417</b>	<b>443</b>	<b>292</b>	<b>277</b>	<b>300</b>	<b>299</b>	<b>275</b>	<b>276</b>	<b>289</b>	<b>264</b>	<b>48</b>	<b>85</b>
<b>Gross result</b>	<b>2,339</b>	<b>2,119</b>	<b>795</b>	<b>814</b>	<b>303</b>	<b>256</b>	<b>386</b>	<b>322</b>	<b>196</b>	<b>122</b>	<b>352</b>	<b>313</b>	<b>307</b>	<b>346</b>	<b>0</b>	<b>-55</b>
Addition to loan loss provisions	215	124	-19	-16	61	36	1	-2	32	44	79	55	60	7	0	0
<b>Underlying result before tax</b>	<b>2,124</b>	<b>1,995</b>	<b>813</b>	<b>830</b>	<b>242</b>	<b>220</b>	<b>386</b>	<b>324</b>	<b>163</b>	<b>79</b>	<b>273</b>	<b>258</b>	<b>246</b>	<b>339</b>	<b>0</b>	<b>-55</b>
Retail Banking	1,407	1,348	647	685	187	208	260	220	78	16	235	220	-	-	-	-
Wholesale Banking	720	698	167	145	55	12	125	104	85	63	38	38	246	339	3	-3
Corporate Line	-3	-52	-	-	-	-	-	-	-	-	-	-	-	-	-3	-52
<b>Underlying result before tax</b>	<b>2,124</b>	<b>1,995</b>	<b>813</b>	<b>830</b>	<b>242</b>	<b>220</b>	<b>386</b>	<b>324</b>	<b>163</b>	<b>79</b>	<b>273</b>	<b>258</b>	<b>246</b>	<b>339</b>	<b>0</b>	<b>-55</b>
Taxation	582	595	197	179	79	105	132	105	61	33	37	35	45	111	31	27
Non-controlling interests	28	21	0	-	0	0	1	1	-	-	27	21	-	-	-0	-
<b>Underlying net result</b>	<b>1,515</b>	<b>1,378</b>	<b>616</b>	<b>650</b>	<b>164</b>	<b>115</b>	<b>253</b>	<b>219</b>	<b>102</b>	<b>46</b>	<b>209</b>	<b>202</b>	<b>202</b>	<b>229</b>	<b>-30</b>	<b>-82</b>
Special items after tax	-775	-	-	-	-	-	-	-	-	-	-	-	-	-	-775	-
<b>Net result Banking</b>	<b>740</b>	<b>1,378</b>	<b>616</b>	<b>650</b>	<b>164</b>	<b>115</b>	<b>253</b>	<b>219</b>	<b>102</b>	<b>46</b>	<b>209</b>	<b>202</b>	<b>202</b>	<b>229</b>	<b>-805</b>	<b>-82</b>
<b>Key figures<sup>1)</sup></b>																
Cost/income ratio	49.7%	51.9%	46.3%	44.3%	57.9%	63.3%	43.0%	46.2%	60.5%	71.0%	43.9%	46.9%	48.6%	43.2%	99.8%	280.1%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	16.2%	15.0%	27.1%	26.6%	10.4%	7.5%	19.3%	19.3%	10.6%	5.1%	18.0%	16.8%	10.1%	12.1%	-35.8%	-87.7%
Risk costs in bps of average RWA	27	16	-10	-8	47	28	1	-2	40	59	72	50	36	4	1	2
Risk-weighted assets (end of period)	316,313	311,036	73,942	80,208	52,105	51,170	44,188	37,793	32,534	30,130	43,486	44,225	67,174	64,290	2,885	3,220
Employees (internal FTEs, end of period)	52,519	51,550	14,423	13,597	9,424	9,956	5,034	5,001	5,173	4,525	14,868	15,119	3,588	3,344	8	8
<b>Four-quarter rolling average key figures</b>																
Cost/income ratio	55.5%	53.8%	50.0%	49.6%	66.6%	63.0%	46.4%	45.3%	62.2%	61.2%	52.9%	52.9%	53.1%	44.5%	n.a.	n.a.
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	13.9%	14.5%	24.9%	22.5%	8.6%	10.8%	18.3%	20.3%	10.2%	10.7%	12.3%	11.5%	9.0%	12.0%	-61.8%	-58.1%

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

### Geographical split comparable quarters

In € billion	Total Banking		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World		Other	
	3Q2018	2Q2018	3Q2018	2Q2018	3Q2018	2Q2018	3Q2018	2Q2018	3Q2018	2Q2018	3Q2018	2Q2018	3Q2018	2Q2018	3Q2018	2Q2018
<b>Customer lending/deposits</b>																
Residential mortgages	284.9	281.7	111.9	111.7	38.0	37.2	72.7	71.6	52.6	51.9	9.6	9.3	0.0	0.0	0.0	0.0
Other customer lending	318.8	310.7	83.0	74.0	63.9	66.2	44.4	44.7	32.4	31.1	27.0	27.2	67.7	67.0	0.4	0.4
Customer deposits	552.0	556.7	173.2	175.0	104.1	102.0	133.6	137.5	91.2	91.3	36.6	36.8	13.3	14.0	0.1	0.0

## ING 1.19 Geographical split: Netherlands

Geographical split Netherlands										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
<b>Profit or loss</b>										
Net interest income		1,103	1,144	1,129	1,128	1,153	1,129	1,127	3,376	3,409
Net fee and commission income		250	238	232	217	206	224	224	721	654
Investment income		-4	17	35	-2	5	8	31	48	44
Other income		130	87	77	117	95	120	70	295	286
<b>Total underlying income</b>		<b>1,480</b>	<b>1,486</b>	<b>1,474</b>	<b>1,460</b>	<b>1,460</b>	<b>1,482</b>	<b>1,451</b>	<b>4,441</b>	<b>4,393</b>
Expenses excl. regulatory costs		661	649	659	723	625	686	664	1,969	1,975
Regulatory costs		24	20	126	86	21	19	105	170	145
<b>Underlying operating expenses</b>		<b>685</b>	<b>669</b>	<b>784</b>	<b>809</b>	<b>646</b>	<b>705</b>	<b>769</b>	<b>2,139</b>	<b>2,120</b>
<b>Gross result</b>		<b>795</b>	<b>817</b>	<b>690</b>	<b>650</b>	<b>814</b>	<b>777</b>	<b>682</b>	<b>2,302</b>	<b>2,273</b>
Addition to loan loss provisions		-19	-84	-27	13	-16	17	-11	-129	-10
<b>Underlying result before tax</b>		<b>813</b>	<b>901</b>	<b>717</b>	<b>637</b>	<b>830</b>	<b>760</b>	<b>693</b>	<b>2,431</b>	<b>2,283</b>
Retail Banking		647	676	563	516	685	565	477	1,886	1,727
Wholesale Banking		167	224	154	122	145	195	216	545	555
Corporate Line										
<b>Underlying result before tax</b>		<b>813</b>	<b>901</b>	<b>717</b>	<b>637</b>	<b>830</b>	<b>760</b>	<b>693</b>	<b>2,431</b>	<b>2,283</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio		46.3%	45.0%	53.2%	55.5%	44.3%	47.6%	53.0%	48.2%	48.3%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		27.1%	29.2%	23.4%	19.9%	26.6%	23.4%	21.1%	26.6%	23.7%
Risk costs in bps of average RWA		-10	-44	-14	6	-8	8	-5	-22	-2
Risk-weighted assets (end of period)		73,942	77,750	76,342	78,340	80,208	82,514	79,738	73,942	80,208
Employees (internal FTEs, end of period)		14,423	14,153	13,745	13,859	13,597	13,431	13,517	14,423	13,597
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		50.0%	49.5%	50.1%	50.1%	49.6%	51.0%	54.5%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		24.9%	24.8%	23.4%	22.8%	22.5%	20.6%	17.9%		

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

### Customer lending/deposits

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	1 Jan 18
<b>Customer lending/deposits</b>					
Residential mortgages		111.9	111.7	111.8	112.6
Other customer lending		83.0	74.0	75.2	74.2
Customer deposits		173.2	175.0	173.8	167.4

## ING 1.20 Geographical split: Belgium

Geographical split Belgium <sup>1)</sup>										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
<b>Profit or loss</b>										
Net interest income		544	533	511	508	512	528	551	1,588	1,591
Net fee and commission income		147	133	120	118	113	148	139	399	401
Investment income		2	1	33	1	4	20	7	35	31
Other income		28	85	82	111	70	125	142	194	337
<b>Total underlying income</b>		<b>720</b>	<b>751</b>	<b>745</b>	<b>739</b>	<b>699</b>	<b>822</b>	<b>839</b>	<b>2,216</b>	<b>2,360</b>
Expenses excl. regulatory costs		418	439	405	457	444	481	428	1,261	1,353
Regulatory costs		-1	1	206	41	-1	-13	226	207	211
<b>Underlying operating expenses</b>		<b>417</b>	<b>440</b>	<b>611</b>	<b>498</b>	<b>443</b>	<b>468</b>	<b>654</b>	<b>1,468</b>	<b>1,564</b>
<b>Gross result</b>		<b>303</b>	<b>311</b>	<b>134</b>	<b>240</b>	<b>256</b>	<b>354</b>	<b>185</b>	<b>748</b>	<b>795</b>
Addition to loan loss provisions		61	33	35	46	36	19	58	128	114
<b>Underlying result before tax</b>		<b>242</b>	<b>278</b>	<b>99</b>	<b>194</b>	<b>220</b>	<b>335</b>	<b>127</b>	<b>620</b>	<b>682</b>
Retail Banking		187	211	21	200	208	304	73	418	585
Wholesale Banking		55	68	78	-6	12	30	54	202	97
Corporate Line										
<b>Underlying result before tax</b>		<b>242</b>	<b>278</b>	<b>99</b>	<b>194</b>	<b>220</b>	<b>335</b>	<b>127</b>	<b>620</b>	<b>682</b>
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio		57.9%	58.6%	82.1%	67.5%	63.3%	56.9%	77.9%	66.2%	66.3%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		10.4%	13.1%	4.7%	5.9%	7.5%	14.1%	5.4%	9.4%	9.0%
Risk costs in bps of average RWA		47	25	27	36	28	15	45	33	30
Risk-weighted assets (end of period)		52,105	52,933	50,532	50,783	51,170	51,640	51,242	52,105	51,170
Employees (internal FTEs, end of period)		9,424	9,568	9,692	9,914	9,956	10,103	10,200	9,424	9,956
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		66.6%	67.9%	67.2%	66.6%	63.0%	61.6%	54.9%		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		8.6%	7.8%	8.1%	8.2%	10.8%	12.3%	14.4%		

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

Customer lending/deposits					
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	1 Jan 18
<b>Customer lending/deposits</b>					
Residential mortgages		38.0	37.2	36.6	36.2
Other customer lending		63.9	66.2	62.1	61.3
Customer deposits		104.1	102.0	100.4	98.8

## ING 1.21 Geographical split: Germany

Geographical split Germany <sup>1)</sup>										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
<b>Profit or loss</b>										
Net interest income		546	567	550	566	556	522	528	1,663	1,607
Net fee and commission income		74	61	57	79	65	65	60	191	190
Investment income		-2	7	0	11	2	0	11	5	14
Other income		61	-9	16	-14	-25	3	-6	67	-28
<b>Total underlying income</b>		<b>678</b>	<b>625</b>	<b>623</b>	<b>641</b>	<b>599</b>	<b>590</b>	<b>594</b>	<b>1,926</b>	<b>1,783</b>
Expenses excl. regulatory costs		273	264	257	273	258	250	252	794	761
Regulatory costs		19	19	54	33	19	15	53	92	87
<b>Underlying operating expenses</b>		<b>292</b>	<b>283</b>	<b>311</b>	<b>306</b>	<b>277</b>	<b>265</b>	<b>306</b>	<b>886</b>	<b>848</b>
<b>Gross result</b>		<b>386</b>	<b>342</b>	<b>312</b>	<b>335</b>	<b>322</b>	<b>325</b>	<b>288</b>	<b>1,040</b>	<b>935</b>
Addition to loan loss provisions		1	41	10	-15	-2	2	-1	52	-0
<b>Underlying result before tax</b>		<b>386</b>	<b>300</b>	<b>302</b>	<b>350</b>	<b>324</b>	<b>322</b>	<b>289</b>	<b>988</b>	<b>935</b>
Retail Banking		260	228	195	251	220	214	185	684	618
Wholesale Banking		125	72	108	99	104	109	104	305	317
Corporate Line										
<b>Underlying result before tax</b>		<b>386</b>	<b>300</b>	<b>302</b>	<b>350</b>	<b>324</b>	<b>322</b>	<b>289</b>	<b>988</b>	<b>935</b>
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio		43.0%	45.3%	49.9%	47.7%	46.2%	45.0%	51.5%	46.0%	47.6%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		19.3%	15.9%	16.4%	21.7%	19.3%	19.2%	17.2%	17.3%	18.6%
Risk costs in bps of average RWA		1	39	10	-15	-2	3	-1	17	-0
Risk-weighted assets (end of period)		44,188	43,338	40,984	39,420	37,793	38,011	36,616	44,188	37,793
Employees (internal FTEs, end of period)		5,034	5,048	5,076	5,045	5,001	4,954	4,914	5,034	5,001
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		46.4%	47.3%	47.2%	47.6%	45.3%	42.8%	41.2%		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		18.3%	18.3%	19.1%	19.4%	20.3%	21.1%	22.6%		

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

Customer lending/deposits					
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	1 Jan 18
<b>Customer lending/deposits</b>					
Residential mortgages		72.7	71.6	70.4	70.0
Other customer lending		44.4	44.7	42.3	38.5
Customer deposits		133.6	137.5	133.6	133.7

## ING 1.22 Geographical split: Other Challengers

Geographical split Other Challengers <sup>1)</sup>										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
<b>Profit or loss</b>										
Net interest income		424	410	437	394	385	373	375	1,271	1,134
Net fee and commission income		59	65	63	61	57	57	56	187	170
Investment income		10	3	-13	2	-2	3	3	0	3
Other income		3	-3	28	13	-18	5	17	28	4
<b>Total underlying income</b>		<b>496</b>	<b>476</b>	<b>516</b>	<b>470</b>	<b>422</b>	<b>439</b>	<b>450</b>	<b>1,487</b>	<b>1,311</b>
Expenses excl. regulatory costs		282	276	266	307	283	235	237	824	755
Regulatory costs		18	18	23	26	16	15	23	60	54
<b>Underlying operating expenses</b>		<b>300</b>	<b>294</b>	<b>289</b>	<b>334</b>	<b>299</b>	<b>250</b>	<b>260</b>	<b>884</b>	<b>809</b>
<b>Gross result</b>		<b>196</b>	<b>181</b>	<b>226</b>	<b>136</b>	<b>122</b>	<b>189</b>	<b>191</b>	<b>603</b>	<b>502</b>
Addition to loan loss provisions		32	30	37	61	44	57	40	99	140
<b>Underlying result before tax</b>		<b>163</b>	<b>152</b>	<b>189</b>	<b>75</b>	<b>79</b>	<b>132</b>	<b>151</b>	<b>504</b>	<b>362</b>
Retail Banking		78	68	89	6	16	84	107	235	207
Wholesale Banking		85	84	100	69	63	48	44	269	155
Corporate Line										
<b>Underlying result before tax</b>		<b>163</b>	<b>152</b>	<b>189</b>	<b>75</b>	<b>79</b>	<b>132</b>	<b>151</b>	<b>504</b>	<b>362</b>
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio		60.5%	61.9%	56.1%	71.0%	71.0%	57.0%	57.6%	59.4%	61.7%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		10.6%	10.7%	13.9%	5.3%	5.1%	10.3%	12.5%	11.7%	9.2%
Risk costs in bps of average RWA		40	38	48	80	59	77	56	42	64
Risk-weighted assets (end of period)		32,534	31,799	31,380	30,836	30,130	29,688	29,035	32,534	30,130
Employees (internal FTEs, end of period)		5,173	5,028	4,824	4,564	4,525	4,448	4,377	5,173	4,525
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		62.2%	64.6%	63.5%	64.2%	61.2%	57.8%	56.3%		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		10.2%	8.8%	8.7%	8.2%	10.7%	12.4%	13.8%		

<sup>1)</sup> Including Australia, Czech Republic, France, Italy, Spain and Portugal, UK Legacy run-off portfolio.

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

Customer lending/deposits					
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	1 Jan 18
<b>Customer lending/deposits</b>					
Residential mortgages		52.6	51.9	50.4	50.8
Other customer lending		32.4	31.1	29.9	29.5
Customer deposits		91.2	91.3	89.5	90.5



## ING 1.23 Geographical split: Growth Markets

Geographical split Growth Markets <sup>1)</sup>										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
<b>Profit or loss</b>										
Net interest income		420	391	394	385	388	384	359	1,205	1,130
Net fee and commission income		73	85	79	76	79	88	73	236	240
Investment income		83	4	10	3	79	22	1	97	102
Other income		51	58	48	50	42	35	64	158	141
<b>Total underlying income</b>		<b>627</b>	<b>538</b>	<b>531</b>	<b>514</b>	<b>588</b>	<b>529</b>	<b>496</b>	<b>1,696</b>	<b>1,613</b>
Expenses excl. regulatory costs		242	255	261	261	246	244	233	757	724
Regulatory costs		33	34	47	38	29	31	43	114	103
<b>Underlying operating expenses</b>		<b>275</b>	<b>289</b>	<b>307</b>	<b>299</b>	<b>276</b>	<b>275</b>	<b>276</b>	<b>871</b>	<b>827</b>
<b>Gross result</b>		<b>352</b>	<b>249</b>	<b>224</b>	<b>215</b>	<b>313</b>	<b>253</b>	<b>220</b>	<b>825</b>	<b>787</b>
Addition to loan loss provisions		79	54	31	76	55	57	53	163	165
<b>Underlying result before tax</b>		<b>273</b>	<b>195</b>	<b>193</b>	<b>138</b>	<b>258</b>	<b>197</b>	<b>168</b>	<b>662</b>	<b>622</b>
Retail Banking		235	148	156	102	220	159	131	539	510
Wholesale Banking		38	47	38	37	38	37	37	123	112
Corporate Line										
<b>Underlying result before tax</b>		<b>273</b>	<b>195</b>	<b>193</b>	<b>138</b>	<b>258</b>	<b>197</b>	<b>168</b>	<b>662</b>	<b>622</b>
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio		43.9%	53.7%	57.8%	58.2%	46.9%	52.0%	55.6%	51.3%	51.3%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		18.0%	11.3%	12.1%	7.8%	16.8%	11.5%	10.2%	13.8%	12.8%
Risk costs in bps of average RWA		72	50	28	70	50	52	49	50	50
Risk-weighted assets (end of period)		43,486	44,156	43,400	42,904	44,225	43,916	43,922	43,486	44,225
Employees (internal FTEs, end of period)		14,868	14,875	14,962	15,054	15,119	15,108	15,158	14,868	15,119
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		52.9%	53.9%	53.5%	52.9%	52.9%	53.3%	53.0%		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		12.3%	12.0%	12.1%	11.6%	11.5%	11.2%	11.4%		

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

Customer lending/deposits					
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	1 Jan 18
<b>Customer lending/deposits</b>					
Residential mortgages		9.6	9.3	9.2	8.9
Other customer lending		27.0	27.2	26.8	27.5
Customer deposits		36.6	36.8	36.5	36.6

Geographical split Growth Markets - Asian stakes								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Underlying result before tax		94	11	12	13	72	13	13
Risk-weighted assets (end of period) <sup>4)</sup>		10,316	11,347	11,053	11,220	11,052	11,210	11,800

Market value <sup>4)</sup> - Asian stakes	
In € million	30 Sep 2018
TMB (25.0% held at ING Bank NV + 4.9% held at ING Group) <sup>4)</sup>	804
Bank of Beijing (13.0%)	2,109
Kotak Mahindra Bank (3.7%)	968
<b>Total valuation</b>	<b>3,881</b>

<sup>4)</sup> Value of ING's stake, Bloomberg end of quarter data and FX rates; 4.9% of TMB P&L and RWA are included in Geographical split Other (Corporate Line) and not in Growth Markets.

## ING 1.24 Geographical split: Wholesale Banking Rest of World

Geographical split Wholesale Banking Rest of World										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
<b>Profit or loss</b>										
Net interest income		370	357	320	475	398	376	387	1,047	1,161
Net fee and commission income		120	136	111	123	122	133	131	367	386
Investment income		-0	2	-1	5	-4	-4	-2	0	-10
Other income		105	88	109	-44	93	99	101	302	293
<b>Total underlying income</b>		<b>596</b>	<b>582</b>	<b>539</b>	<b>559</b>	<b>610</b>	<b>604</b>	<b>617</b>	<b>1,717</b>	<b>1,831</b>
Expenses excl. regulatory costs		286	294	276	273	255	261	251	856	767
Regulatory costs		3	1	37	39	9	1	24	41	34
<b>Underlying operating expenses</b>		<b>289</b>	<b>295</b>	<b>313</b>	<b>312</b>	<b>264</b>	<b>263</b>	<b>275</b>	<b>897</b>	<b>801</b>
<b>Gross result</b>		<b>307</b>	<b>287</b>	<b>226</b>	<b>247</b>	<b>346</b>	<b>341</b>	<b>342</b>	<b>820</b>	<b>1,030</b>
Addition to loan loss provisions		60	41	-1	9	7	76	-7	101	76
<b>Underlying result before tax</b>		<b>246</b>	<b>246</b>	<b>227</b>	<b>238</b>	<b>339</b>	<b>265</b>	<b>349</b>	<b>719</b>	<b>954</b>
Retail Banking										
Wholesale Banking		246	246	227	238	339	265	349	719	954
Corporate Line										
<b>Underlying result before tax</b>		<b>246</b>	<b>246</b>	<b>227</b>	<b>238</b>	<b>339</b>	<b>265</b>	<b>349</b>	<b>719</b>	<b>954</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio		48.6%	50.7%	58.0%	55.8%	43.2%	43.5%	44.5%	52.3%	43.8%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		10.1%	9.0%	9.6%	7.4%	12.1%	10.0%	12.7%	9.6%	11.6%
Risk costs in bps of average RWA		36	25	-0	5	4	48	-4	20	16
Risk-weighted assets (end of period)		67,174	65,965	66,220	64,571	64,290	61,541	65,766	67,174	64,290
Employees (internal FTEs, end of period)		3,588	3,509	3,446	3,371	3,344	3,290	3,289	3,588	3,344
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		53.1%	51.7%	49.8%	46.6%	44.5%	45.4%	45.5%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>		9.0%	9.5%	9.8%	10.6%	12.0%	11.1%	10.7%		

<sup>1)</sup> Key figures based on underlying figures.

<sup>2)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

### Customer lending/deposits

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	1 Jan 18
<b>Customer lending/deposits</b>					
Residential mortgages		0.0	0.0	0.0	0.0
Other customer lending		67.7	67.0	63.3	60.7
Customer deposits		13.3	14.0	13.3	13.0

## ING 1.25 Geographical split: Other

Geographical split Other <sup>1)</sup>										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	9M2018	9M2017
<b>Profit or loss</b>										
Net interest income		92	39	62	58	97	47	26	193	169
Net fee and commission income		-3	0	-1	-0	0	-2	-1	-4	-3
Investment income		0	5	1	-0	-2	-6	-3	6	-12
Other income		-41	-18	-34	-70	-65	27	-73	-93	-111
<b>Total underlying income</b>		<b>48</b>	<b>26</b>	<b>29</b>	<b>-13</b>	<b>30</b>	<b>66</b>	<b>-52</b>	<b>102</b>	<b>44</b>
Expenses excl. regulatory costs		53	72	70	59	84	84	72	195	240
Regulatory costs		-5	4	-0	0	1	1	0	-1	2
<b>Underlying operating expenses</b>		<b>48</b>	<b>76</b>	<b>70</b>	<b>59</b>	<b>85</b>	<b>85</b>	<b>72</b>	<b>194</b>	<b>241</b>
<b>Gross result</b>		<b>0</b>	<b>-50</b>	<b>-42</b>	<b>-72</b>	<b>-55</b>	<b>-19</b>	<b>-124</b>	<b>-91</b>	<b>-197</b>
Addition to loan loss provisions		0	-0	0	0	0	1	0	-0	1
<b>Underlying result before tax</b>		<b>0</b>	<b>-50</b>	<b>-42</b>	<b>-72</b>	<b>-55</b>	<b>-19</b>	<b>-124</b>	<b>-91</b>	<b>-198</b>
Retail Banking										
Wholesale Banking		3	-5	-2	-1	-3	94	9	-4	100
Corporate Line		-3	-45	-40	-71	-52	-113	-133	-87	-298
<b>Underlying result before tax</b>		<b>0</b>	<b>-50</b>	<b>-42</b>	<b>-72</b>	<b>-55</b>	<b>-19</b>	<b>-124</b>	<b>-91</b>	<b>-198</b>
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio		n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	189.2%	n.a.
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		-35.8%	-45.3%	-66.9%	-96.9%	-87.7%	-10.0%	-70.4%	-50.1%	-56.8%
Risk costs in bps of average RWA		1	-3	1	3	2	7	0	-0	3
Risk-weighted assets (end of period)		2,885	2,788	3,576	3,033	3,220	3,027	3,477	2,885	3,220
Employees (internal FTEs, end of period)		8	8	8	8	8	8	8	8	8
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio		n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>		-61.8%	-74.0%	-64.8%	-66.0%	-58.1%	-49.4%	-36.8%		

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

<sup>2)</sup> Key figures based on underlying figures.

<sup>3)</sup> Underlying after-tax return divided by average equity based on 12.0% common equity Tier 1 ratio (annualised).

Customer lending/deposits					
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	1 Jan 18
<b>Customer lending/deposits</b>					
Residential mortgages		0.0	0.0	0.0	0.0
Other customer lending		0.4	0.4	0.3	0.3
Customer deposits		0.1	0.0	-0.2	-0.2

## ING 2.1 Consolidated Balance Sheet: Assets - Comparable quarters

ING Group: Assets						
In € million	ING Group		ING Bank N.V.		Holding/Eliminations	
	30 Sep 2018	30 Jun 2018	30 Sep 2018	30 Jun 2018	30 Sep 2018	30 Jun 2018
Cash and balances with central banks	40,290	38,276	40,290	38,276		
Loans and advances to banks	31,035	31,627	31,034	31,626	1	1
<b>Financial assets at fair value through profit or loss</b>						
- trading assets	59,825	63,817	59,835	63,838	-11	-20
- non-trading derivatives	2,671	2,743	2,640	2,728	31	15
- designated as at fair value through profit or loss	2,858	2,775	2,858	2,775		
- mandatorily at fair value through profit or loss	70,214	82,168	70,214	82,168		
<b>Financial assets at fair value OCI</b>						
- equity securities FV OCI	3,425	3,667	3,425	3,667		
- debt securities FV OCI	25,164	24,968	25,164	24,968		
- loans and advances FV OCI	2,623	2,865	2,623	2,865		
Securities at amortised cost	47,789	48,966	47,789	48,966		
<b>Loans and advances to customers</b>						
- customer lending	603,708	592,392	604,074	592,773	-366	-381
- provision for loan losses	-4,907	-4,977	-4,907	-4,977		
Investments in associates and joint ventures	1,105	1,082	958	942	147	140
Property and equipment	1,772	1,775	1,772	1,775		
Intangible assets	1,751	1,785	1,751	1,785		
Current tax assets	228	401	228	401	0	
Deferred tax assets	980	984	980	984	0	
Other assets	11,054	10,667	11,046	10,659	9	9
<b>Total assets</b>	<b>901,585</b>	<b>905,984</b>	<b>901,774</b>	<b>906,220</b>	<b>-188</b>	<b>-236</b>

## ING 2.2 Consolidated Balance Sheet: Assets - Quarterly overview

### ING Group: Assets<sup>1)</sup>

In € million	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	Opening balance sheet 1 Jan 2018	Impact accounting change <sup>2)</sup>	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017
Cash and balances with central banks		40,290	38,276	32,879	21,992	3	21,989	20,667	17,894	40,466
Loans and advances to banks		31,035	31,627	29,441	28,690	145	28,546	30,291	27,783	30,649
<b>Financial assets at fair value through profit or loss</b>										
- trading assets		59,825	63,817	62,358	65,484	-52,640	118,124	135,159	136,834	131,053
- non-trading derivatives		2,671	2,743	2,584	2,808	-	2,808	2,847	3,581	3,179
- designated as at fair value through profit or loss		2,858	2,775	2,529	2,162	-2,081	4,242	5,015	4,971	4,848
- mandatorily at fair value through profit or loss		70,214	82,168	86,287	57,795	57,795				
<b>Financial assets at fair value OCI</b>										
- equity securities FV OCI		3,425	3,667	3,731	3,800	-184	3,983	3,854	3,936	4,145
- debt securities FV OCI		25,164	24,968	25,074	30,437	-35,309	65,746	66,493	69,199	74,082
- loans and advances FV OCI		2,623	2,865	3,117	3,364	3,364				
Securities at amortised cost		47,789	48,966	48,821	48,480	33,773	14,707	14,188	16,344	16,717
<b>Loans and advances to customers</b>										
- customer lending		603,708	592,392	578,167	570,670	-3,281	573,951	568,339	567,435	566,738
- provision for loan losses		-4,907	-4,977	-5,051	-5,269	-753	-4,515	-4,852	-5,034	-5,100
Investments in associates and joint ventures		1,105	1,082	1,088	1,060	-28	1,088	1,066	1,066	1,180
Property and equipment		1,772	1,775	1,786	1,801	-	1,801	1,885	1,938	1,990
Intangible assets		1,751	1,785	1,742	1,469	-	1,469	1,495	1,491	1,477
Current tax assets		228	401	351	399	75	324	267	350	394
Deferred tax assets		980	984	1,090	1,071	254	818	890	880	888
Other assets		11,054	10,667	11,026	8,867	-2,268	11,135	14,097	13,381	12,108
<b>Total assets</b>		<b>901,585</b>	<b>905,984</b>	<b>887,020</b>	<b>845,081</b>	<b>-1,135</b>	<b>846,216</b>	<b>861,701</b>	<b>862,051</b>	<b>884,815</b>

<sup>1)</sup> As from 1 January 2018, ING's financial figures are based on new accounting rules for IFRS 9 and accrued interest.

<sup>2)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest. The latter has no impact on total consolidated assets.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules. However, reported 2017 figures have been reclassified to show consistent information for its users.

## 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 Sep 2018	30 Jun 2018	30 Sep 2018	30 Jun 2018	30 Sep 2018	30 Jun 2018
Deposits from banks	39,481	38,776	39,481	38,776	0	0
Customer deposits	552,010	556,681	568,536	569,932	-16,526	-13,251
<b>Financial liabilities at fair value through profit or loss</b>						
- trading liabilities	44,710	42,711	44,710	42,711		
- non-trading derivatives	2,525	3,041	2,537	3,037	-12	4
- designated as at fair value through profit or loss	61,867	65,122	61,867	65,122	-0	-0
Current tax liability	559	725	588	754	-30	-29
Deferred tax liabilities	763	829	763	829		
Provisions	1,175	1,286	1,175	1,286	0	0
Other liabilities	15,316	13,772	15,275	13,722	41	50
Debt securities in issue	117,158	116,099	106,891	109,185	10,267	6,914
Subordinated loans	16,284	16,225	16,195	16,145	89	80
<b>Total liabilities</b>	<b>851,848</b>	<b>855,267</b>	<b>858,019</b>	<b>861,499</b>	<b>-6,171</b>	<b>-6,232</b>
Shareholders' equity	48,997	49,984	43,014	43,987	5,983	5,996
Non-controlling interests	740	734	740	734		
<b>Total equity</b>	<b>49,737</b>	<b>50,717</b>	<b>43,755</b>	<b>44,721</b>	<b>5,983</b>	<b>5,996</b>
<b>Total liabilities and equity</b>	<b>901,585</b>	<b>905,984</b>	<b>901,774</b>	<b>906,220</b>	<b>-188</b>	<b>-236</b>

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

### ING Group: Total liabilities and equity<sup>1)</sup>

In € million	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	Opening balance sheet 1 Jan 2018	Impact accounting change <sup>2)</sup>	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017
Deposits from banks		39,481	38,776	40,661	36,929	107	36,821	39,023	39,248	39,182
Customer deposits		552,010	556,681	546,755	539,852	53	539,799	538,098	533,210	533,737
<b>Financial liabilities at fair value through profit or loss</b>										
- trading liabilities		44,710	42,711	40,446	38,233	-37,139	75,371	93,101	90,527	97,355
- non-trading derivatives		2,525	3,041	2,274	2,657	-1	2,658	2,755	3,312	3,474
- designated as at fair value through profit or loss		61,867	65,122	63,162	48,479	37,264	11,215	11,084	11,586	11,716
Current tax liability		559	725	670	710	-40	750	858	570	560
Deferred tax liabilities		763	829	704	704	-48	752	715	682	734
Provisions		1,175	1,286	1,447	1,725	11	1,714	1,810	1,873	1,924
Other liabilities		15,316	13,772	14,506	12,695	-1,265	13,960	15,701	15,376	14,937
Debt securities in issue		117,158	116,099	107,824	96,826	740	96,086	91,450	98,968	113,048
Subordinated liabilities		16,284	16,225	17,672	16,209	241	15,968	16,653	16,339	16,752
<b>Total liabilities</b>		<b>851,848</b>	<b>855,267</b>	<b>836,121</b>	<b>795,018</b>	<b>-77</b>	<b>795,095</b>	<b>811,249</b>	<b>811,692</b>	<b>833,419</b>
Shareholders' equity (in parent)		48,997	49,984	50,164	49,363	-1,043	50,406	49,770	49,685	50,741
Non-controlling interests		740	734	735	700	-14	715	682	674	655
<b>Total equity</b>		<b>49,737</b>	<b>50,717</b>	<b>50,900</b>	<b>50,063</b>	<b>-1,057</b>	<b>51,121</b>	<b>50,452</b>	<b>50,359</b>	<b>51,396</b>
<b>Total liabilities and equity</b>		<b>901,585</b>	<b>905,984</b>	<b>887,020</b>	<b>845,081</b>	<b>-1,135</b>	<b>846,216</b>	<b>861,701</b>	<b>862,051</b>	<b>884,815</b>

<sup>1)</sup> As from 1 January 2018, ING's financial figures are based on new accounting rules for IFRS 9 and accrued interest.

<sup>2)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest. The latter has no impact on total consolidated assets.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules. However, reported 2017 figures have been reclassified to show consistent information for its users.

## ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank N.V.		Holdings/Eliminations	
	30 Sep 2018	30 Jun 2018	30 Sep 2018	30 Jun 2018	30 Sep 2018	30 Jun 2018
Share capital	39	39	525	525	-487	-487
Share premium	17,049	17,049	16,542	16,542	508	507
Revaluation reserve equity securities	1,994	2,263	1,994	2,263		
Revaluation reserve debt instruments	434	481	436	483	-2	-2
Revaluation reserve cashflow hedge	250	422	250	422		
Other revaluation reserve	196	201	194	199	2	2
Remeasurement of the net defined benefit asset/liability	-411	-394	-411	-394		
Currency translation reserve	-2,295	-1,941	-2,318	-1,960	23	19
Liability credit reserve	-111	-116	-111	-116		
Treasury shares	-11	-20			-11	-20
Retained earnings and other reserves	28,432	29,346	22,540	23,388	5,892	5,958
Net result year to date	3,431	2,654	3,374	2,636	57	18
<b>Shareholders' equity</b>	<b>48,997</b>	<b>49,984</b>	<b>43,014</b>	<b>43,987</b>	<b>5,983</b>	<b>5,996</b>
Non-controlling interests	740	734	740	734		
<b>Total equity</b>	<b>49,737</b>	<b>50,717</b>	<b>43,755</b>	<b>44,721</b>	<b>5,983</b>	<b>5,996</b>
<b>Key figures</b>						
Shareholders' equity per share in €	12.59	12.85				
Shares outstanding in the market (in million)	3,891	3,890				



## ING 2.6 Total Equity: Quarterly overview

### ING Group: Total equity

In € million	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	Opening balance sheet 1 Jan 2018	Impact accounting change <sup>3)</sup>	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017
Share capital		39	39	39	39		39	39	39	39
Share premium		17,049	17,049	17,049	17,006		17,006	17,005	17,003	16,997
Revaluation reserve equity securities		1,994	2,263	2,375	2,432	-42	2,474	2,562	2,647	2,802
Revaluation reserve debt securities		434	481	513	580	-393	973	999	1,007	1,044
Revaluation reserve cashflow hedge		250	422	222	263		263	379	382	565
Other revaluation reserve		196	201	201	203		203	193	199	203
Remeasurement of the net defined benefit asset/liability		-411	-394	-394	-400		-400	-384	-361	-362
Currency translation reserve		-2,295	-1,941	-1,928	-1,663	-1	-1,662	-1,486	-1,221	-801
Liability credit reserve		-111	-116	-144	-190	-190				
Treasury shares		-11	-20	-13	-15		-15	-10	-10	-12
Retained earnings and other reserves		28,432	29,346	31,019	31,109	-416	26,620	26,583	27,486	29,123
Net result year to date		3,431	2,654	1,225	0		4,905	3,890	2,514	1,143
<b>Shareholders' equity</b>		<b>48,997</b>	<b>49,984</b>	<b>50,164</b>	<b>49,363</b>	<b>-1,043</b>	<b>50,406</b>	<b>49,770</b>	<b>49,685</b>	<b>50,741</b>
Non-controlling interests		740	734	735	700	-14	715	682	674	655
<b>Total equity</b>		<b>49,737</b>	<b>50,717</b>	<b>50,900</b>	<b>50,063</b>	<b>-1,057</b>	<b>51,121</b>	<b>50,452</b>	<b>50,359</b>	<b>51,396</b>
<b>Key figures</b>										
Shareholders' equity per share in €		12.59	12.85	12.91	12.71	-0.27	12.97	12.81	12.79	13.07

<sup>1)</sup> As from 1 January 2018, ING's financial figures are based on new accounting rules for IFRS 9 and accrued interest.

<sup>2)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest. The latter has no impact on total consolidated assets.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules. However, reported 2017 figures have been reclassified to show consistent information for its users.

# ING 2.7 Capital position

## Capital position

In € million	ING Group				ING Bank			
	2019 rules (fully loaded)		2018 rules (phased in)		2019 rules (fully loaded)		2018 rules (phased in)	
	30 Sep 2018	30 Jun 2018	30 Sep 2018	30 Jun 2018	30 Sep 2018	30 Jun 2018	30 Sep 2018	30 Jun 2018
Shareholders' equity (parent)	48,997	49,984	48,997	49,984	43,014	43,987	43,014	43,987
- Interim profit not included in CET1 capital <sup>1)</sup>	-1,577	-1,735	-1,577	-1,735	-737	-867	-737	-867
- Minority interests, counting as CET1 capital	168	158	139	131	289	278	264	254
- Goodwill and intangibles deductible from CET1	-1,985	-2,013	-1,985	-2,013	-1,953	-1,982	-1,953	-1,982
- Shortfall on expected loan loss provision	-515	-534	-515	-534	-514	-534	-514	-534
- Adjustment Revaluation reserve bonds								
- Adjustment Revaluation reserve equity								
- Adjustment Revaluation reserve real estate								
- Adjustment Revaluation reserve cash flow hedge	-250	-422	-250	-422	-250	-422	-250	-422
- Treasury shares (ING Group)					-11	-20	-11	-20
- Prudent Valuation adjustment	-31	-16	-31	-16	-12	-15	-12	-15
- Own credit risk	111	116	111	116	111	116	111	116
- Defined benefit remeasurement			82	79			82	79
- Defined benefit pension fund assets	-415	-443	-415	-443	-415	-443	-415	-443
- Deferred tax assets	-105	-144	-105	-144	-105	-144	-105	-144
- Own credit risk adjustments to derivatives (DVA)	-24	-22	-24	-22	-24	-22	-24	-22
- Irrevocable Payment Commitment (IPC)	-147	-147	-147	-147	-147	-147	-147	-147
Regulatory adjustments	-4,770	-5,202	-4,717	-5,150	-3,768	-4,203	-3,711	-4,149
<b>Available common equity Tier 1 capital</b>	<b>44,227</b>	<b>44,782</b>	<b>44,280</b>	<b>44,833</b>	<b>39,247</b>	<b>39,784</b>	<b>39,304</b>	<b>39,839</b>
Subordinated loans qualifying as Tier 1 capital <sup>2), 3)</sup>	5,276	5,260	5,276	5,260	5,129	5,105	5,129	5,105
Regulatory adjustments additional Tier 1	47	45	45	43	58	55	58	55
<b>Available Tier 1 capital</b>	<b>49,550</b>	<b>50,087</b>	<b>49,601</b>	<b>50,137</b>	<b>44,434</b>	<b>44,944</b>	<b>44,491</b>	<b>44,999</b>
Supplementary capital - Tier 2 bonds <sup>4)</sup>	11,122	11,095	11,122	11,095	11,122	11,095	11,122	11,095
Regulatory adjustments Tier 2	-2,342	-2,358	-2,642	-2,661	53	49	54	51
<b>Available BIS capital</b>	<b>58,330</b>	<b>58,824</b>	<b>58,081</b>	<b>58,570</b>	<b>55,608</b>	<b>56,089</b>	<b>55,667</b>	<b>56,145</b>
Risk-weighted assets	316,313	318,729	316,313	318,729	315,734	318,299	315,734	318,299
<b>Common equity Tier 1 ratio</b>	<b>14.0%</b>	<b>14.1%</b>	<b>14.0%</b>	<b>14.1%</b>	<b>12.4%</b>	<b>12.5%</b>	<b>12.4%</b>	<b>12.5%</b>
Tier 1 ratio	15.7%	15.7%	15.7%	15.7%	14.1%	14.1%	14.1%	14.1%
Total capital ratio	18.4%	18.5%	18.4%	18.4%	17.6%	17.6%	17.6%	17.6%

<sup>1)</sup> Interim profit not included in CET1 capital ING Group as per 30 September 2018 was €1,577 million.

<sup>2)</sup> ING Group: Including €2,788 million which is CRR/CRD IV-compliant (2Q2018: €2,771 million), and €2,488 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (2Q2018: €2,489 million).

<sup>3)</sup> ING Bank: Including €3,233 million which is CRR/CRD IV-compliant (2Q2018: €3,214 million), and €1,897 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (2Q2018: €1,891 million).

<sup>4)</sup> Including €10,949 million which is CRR/CRD IV-compliant (2Q2018: €10,918 million), and €172 million to be replaced (by Group instruments) as capital recognition is subject to CRR/CRD IV grandfathering rules (2Q2018: €177 million).

## ING 2.8 Funding

### ING Group: Maturity ladder outstanding long-term debt 30 September 2018

In € million	Long-term debt issued			Maturing <sup>1)</sup>											
	2016	2017	2018	Remaining 2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	>2028
ING Bank senior debt <sup>2)</sup>	7,419	1,337	1,012	1,575	8,756	5,420	5,803	2,784	539	138	130	474	311	273	2,060
ING Bank covered bond	493		4,867	1,122	1,968	3,524	3,933	3,444	2,105	768	1,833	2,087	719	2,096	2,662
ING Bank RMBS	611	791		197	624	687	193								2,891
ING Group senior debt <sup>2)</sup>		6,214	4,474		30			3,647	1,990		994		1,289	2,485	159
ING Bank Tier 2	983	-983		69	53				4,550			1,549	150		
ING Group Tier 2		3,115	1,741	88	37								76	2,124	2,807

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

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

Note: In 2017 ING exercised the option to exchange € 1.0 billion of ING Bank Tier 2 securities into similar securities issued by ING Group.

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

	30 Sep 2018	30 Jun 2018
Loan-to-deposit ratio	1.08	1.06
<b>Key figures</b>		
Customer deposits (retail)	48%	48%
Customer deposits (corporate)	21%	21%
Lending / repurchase agreement	8%	8%
Interbank	5%	5%
CD/CP	7%	7%
Long-term public debt	9%	9%
Subordinated debt	2%	2%
<b>Total <sup>1)</sup></b>	<b>100%</b>	<b>100%</b>

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

## ING 2.9 Investments: Group

### ING Group: Total Investments - 30 September 2018

In € billion	Securities at amortised cost	Financial assets at fair value through other comprehensive income (FV OCI)		Fair value through profit or loss	Total	
	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total debt securities	47.8	25.2	0.3	3.4	76.4	0.3
of which Government bonds	24.7	14.8	0.3	0.3	39.9	0.3
of which Sub-sovereign, Supranationals and Agencies	11.5	6.0	0.1	0.4	17.9	0.1
of which Covered bonds	6.7	2.3	0.0	0.0	9.0	0.0
of which Financial institutions	2.4	0.4	0.0	1.5	4.3	0.0
of which Corporate bonds	0.8	0.5	0.0	0.2	1.5	0.0
of which asset-backed securities	1.7	1.1	-0.0	1.0	3.7	-0.0
Total equity securities		3.4	2.0		3.4	2.0
<b>Total Investments</b>	<b>47.8</b>	<b>28.6</b>	<b>2.3</b>	<b>3.4</b>	<b>79.8</b>	<b>2.3</b>

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

## ING 3.1 Customer lending/deposits: 3Q2018 Segment split

Customer lending/deposits												
In € billion	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	General Lending & Transaction Services		Financial Markets	Bank Treasury & Other	Corporate Line
			Netherlands	Belgium	Germany	Other		Industry Lending				
<b>Residential mortgages</b>												
<b>Beginning of period</b>	<b>281.7</b>	<b>280.8</b>	<b>110.9</b>	<b>37.2</b>	<b>71.6</b>	<b>61.1</b>	<b>0.8</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.8</b>	<b>0.0</b>
Net production	4.0	4.0	0.4	0.7	1.2	1.6	0.0				0.0	
Bank Treasury Acquisitions / divestments												
FX impact and other	-0.8	-0.7	-0.1	-0.0	-0.1	-0.5	-0.1				-0.1	
<b>End of period</b>	<b>284.9</b>	<b>284.1</b>	<b>111.3</b>	<b>37.9</b>	<b>72.7</b>	<b>62.2</b>	<b>0.8</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.8</b>	<b>0.0</b>
<b>Other customer lending</b>												
<b>Beginning of period</b>	<b>310.7</b>	<b>123.3</b>	<b>34.8</b>	<b>49.9</b>	<b>12.0</b>	<b>26.6</b>	<b>187.0</b>	<b>124.9</b>	<b>55.3</b>	<b>1.3</b>	<b>5.5</b>	<b>0.4</b>
Net production	2.4	-0.2	0.1	-1.6	0.3	1.1	2.6	0.9	1.9	0.0	-0.1	
Bank Treasury Acquisitions / divestments	6.7	4.1	5.3	-0.3	-1.0	0.0	2.6				2.6	
FX impact and other	-1.0	-1.3				-1.3	0.3	0.3	-0.0		-0.0	0.0
<b>End of period</b>	<b>318.8</b>	<b>125.9</b>	<b>40.3</b>	<b>48.0</b>	<b>11.2</b>	<b>26.4</b>	<b>192.6</b>	<b>126.1</b>	<b>57.2</b>	<b>1.4</b>	<b>8.0</b>	<b>0.4</b>
<b>Customer deposits</b>												
<b>Beginning of period</b>	<b>556.7</b>	<b>490.2</b>	<b>147.4</b>	<b>85.2</b>	<b>135.9</b>	<b>121.8</b>	<b>66.5</b>	<b>1.6</b>	<b>49.6</b>	<b>4.3</b>	<b>10.9</b>	<b>0.0</b>
Net production	3.4	1.2	-0.3	0.5	-0.5	1.6	2.2	0.4	1.1	0.7	-0.0	0.0
Bank Treasury Acquisitions / divestments	-6.9	-4.5	-1.7	-0.0	-2.7	-0.1	-2.4				-2.4	
FX impact and other	-1.2	-1.1				-1.1	-0.1	0.0	-0.0	-0.0	-0.0	0.0
<b>End of period</b>	<b>552.0</b>	<b>485.8</b>	<b>145.4</b>	<b>85.6</b>	<b>132.7</b>	<b>122.2</b>	<b>66.2</b>	<b>2.0</b>	<b>50.7</b>	<b>5.0</b>	<b>8.4</b>	<b>0.1</b>

## ING 3.2 Customer lending/deposits: Quarterly overview

### Customer lending/deposits

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>1)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		<b>281.7</b>	<b>278.3</b>	<b>278.6</b>	<b>281.4</b>	<b>280.4</b>	<b>280.0</b>	<b>281.4</b>	<b>280.2</b>
Net production		4.0	3.2	1.5		2.1	2.0	1.3	0.4
Bank Treasury									
Acquisitions / divestments				-0.2		-0.3	-0.8	-0.3	-0.3
FX impact and other		-0.8	0.2	-1.6	-2.9	-0.8	-0.8	-2.4	1.0
<b>End of period</b>		<b>284.9</b>	<b>281.7</b>	<b>278.3</b>	<b>278.6</b>	<b>281.4</b>	<b>280.4</b>	<b>280.0</b>	<b>281.4</b>
<b>Other customer lending</b>									
<b>Beginning of period</b>		<b>310.7</b>	<b>299.9</b>	<b>292.1</b>	<b>292.5</b>	<b>288.0</b>	<b>287.4</b>	<b>285.3</b>	<b>281.1</b>
Net production		2.4	10.6	10.4		4.1	5.5	4.6	4.7
Bank Treasury		6.7	-2.8	0.1		1.2	-1.7	2.8	0.9
Acquisitions / divestments									
FX impact and other		-1.0	3.1	-2.7	-0.4	-0.8	-3.2	-5.3	-1.4
<b>End of period</b>		<b>318.8</b>	<b>310.7</b>	<b>299.9</b>	<b>292.1</b>	<b>292.5</b>	<b>288.0</b>	<b>287.4</b>	<b>285.3</b>
<b>Customer deposits</b>									
<b>Beginning of period</b>		<b>556.7</b>	<b>546.8</b>	<b>539.9</b>	<b>539.8</b>	<b>538.1</b>	<b>533.2</b>	<b>533.7</b>	<b>522.9</b>
Net production		3.4	5.8	2.4		2.7	4.2	5.3	6.7
Bank Treasury		-6.9	4.9	6.4		-0.6	1.8	-3.5	2.1
Acquisitions / divestments									
FX impact and other		-1.2	-0.8	-1.9	0.1	-0.3	-1.2	-2.4	2.0
<b>End of period</b>		<b>552.0</b>	<b>556.7</b>	<b>546.8</b>	<b>539.9</b>	<b>539.8</b>	<b>538.1</b>	<b>533.2</b>	<b>533.7</b>

<sup>1)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

## ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking									
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>1)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		<b>280.8</b>	<b>277.4</b>	<b>277.7</b>	<b>280.5</b>	<b>279.4</b>	<b>279.0</b>	<b>280.3</b>	<b>279.1</b>
Net production		4.0	3.2	1.5		2.1	2.0	1.3	0.4
Bank Treasury									
Acquisitions / divestments				-0.2		-0.3	-0.8	-0.3	-0.3
FX impact and other		-0.7	0.2	-1.5	-2.8	-0.8	-0.7	-2.3	1.0
<b>End of period</b>		<b>284.1</b>	<b>280.8</b>	<b>277.4</b>	<b>277.7</b>	<b>280.5</b>	<b>279.4</b>	<b>279.0</b>	<b>280.3</b>
<b>Other customer lending</b>									
<b>Beginning of period</b>		<b>123.3</b>	<b>121.8</b>	<b>118.8</b>	<b>118.4</b>	<b>116.5</b>	<b>117.1</b>	<b>112.9</b>	<b>110.4</b>
Net production		-0.2	4.5	3.4		1.2	0.9	2.7	1.8
Bank Treasury		4.1	-2.1	0.3		0.8	-1.0	1.8	0.5
Acquisitions / divestments									
FX impact and other		-1.3	-0.9	-0.7	0.4	-0.1	-0.6	-0.2	0.2
<b>End of period</b>		<b>125.9</b>	<b>123.3</b>	<b>121.8</b>	<b>118.8</b>	<b>118.4</b>	<b>116.5</b>	<b>117.1</b>	<b>112.9</b>
<b>Customer deposits</b>									
<b>Beginning of period</b>		<b>490.2</b>	<b>479.3</b>	<b>474.9</b>	<b>474.9</b>	<b>473.9</b>	<b>471.2</b>	<b>466.7</b>	<b>458.3</b>
Net production		1.2	7.8	1.8		1.2	2.2	8.1	6.4
Bank Treasury		-4.5	4.1	4.2		0.0	1.6	-2.0	0.3
Acquisitions / divestments									
FX impact and other		-1.1	-1.0	-1.6	0.0	-0.2	-1.1	-1.7	1.7
<b>End of period</b>		<b>485.8</b>	<b>490.2</b>	<b>479.3</b>	<b>474.9</b>	<b>474.9</b>	<b>473.9</b>	<b>471.2</b>	<b>466.7</b>

<sup>1)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

## ING 3.4 Customer lending/deposits: Retail Banking Netherlands

### Customer lending/deposits Retail Banking Netherlands

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>1)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		<b>110.9</b>	<b>111.1</b>	<b>111.8</b>	<b>114.6</b>	<b>115.8</b>	<b>117.4</b>	<b>118.9</b>	<b>120.9</b>
Net production		0.4	-0.2	-0.6		-0.8	-0.6	-1.2	-1.5
Bank Treasury									
Acquisitions / divestments						-0.3	-0.8	-0.3	-0.3
FX impact and other		-0.1	0.0	-0.1	-2.8	-0.1	-0.1	-0.1	-0.2
<b>End of period</b>		<b>111.3</b>	<b>110.9</b>	<b>111.1</b>	<b>111.8</b>	<b>114.6</b>	<b>115.8</b>	<b>117.4</b>	<b>118.9</b>
<b>Other customer lending</b>									
<b>Beginning of period</b>		<b>34.8</b>	<b>35.7</b>	<b>35.3</b>	<b>35.3</b>	<b>35.0</b>	<b>36.8</b>	<b>34.6</b>	<b>34.4</b>
Net production		0.1	0.2	0.6		-0.6	-0.2	0.4	0.2
Bank Treasury		5.3	-1.1	-0.3		0.8	-1.6	1.8	0.0
Acquisitions / divestments									
FX impact and other					0.1				
<b>End of period</b>		<b>40.3</b>	<b>34.8</b>	<b>35.7</b>	<b>35.3</b>	<b>35.3</b>	<b>35.0</b>	<b>36.8</b>	<b>34.6</b>
<b>Customer deposits</b>									
<b>Beginning of period</b>		<b>147.4</b>	<b>142.7</b>	<b>139.3</b>	<b>139.3</b>	<b>140.5</b>	<b>138.3</b>	<b>137.1</b>	<b>134.7</b>
Net production		-0.3	4.2	-0.8		-1.2	0.6	3.1	2.1
Bank Treasury		-1.7	0.5	4.1		-0.0	1.6	-1.9	0.3
Acquisitions / divestments									
FX impact and other					0.0				
<b>End of period</b>		<b>145.4</b>	<b>147.4</b>	<b>142.7</b>	<b>139.3</b>	<b>139.3</b>	<b>140.5</b>	<b>138.3</b>	<b>137.1</b>

<sup>1)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.



# ING 3.5 Customer lending/deposits: Retail Banking Belgium

## Customer lending/deposits Retail Banking Belgium<sup>1)</sup>

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>2)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		37.2	36.5	36.2	36.2	35.4	34.4	33.9	33.5
Net production		0.7	0.7	0.5		1.0	1.0	0.7	0.5
Bank Treasury									
Acquisitions / divestments				-0.2					
FX impact and other		-0.0	-0.0	0.0	-0.0	-0.2	-0.0	-0.2	-0.0
<b>End of period</b>		<b>37.9</b>	<b>37.2</b>	<b>36.5</b>	<b>36.2</b>	<b>36.2</b>	<b>35.4</b>	<b>34.4</b>	<b>33.9</b>
<b>Other customer lending</b>									
<b>Beginning of period</b>		49.9	46.9	45.2	45.2	44.3	44.4	43.6	43.3
Net production		-1.6	2.7	1.7		0.8	-0.2	0.5	0.3
Bank Treasury		-0.3	0.4	-0.1		-0.1	0.0	0.0	0.0
Acquisitions / divestments									
FX impact and other					0.0	0.2	0.0	0.2	0.0
<b>End of period</b>		<b>48.0</b>	<b>49.9</b>	<b>46.9</b>	<b>45.2</b>	<b>45.2</b>	<b>44.3</b>	<b>44.4</b>	<b>43.6</b>
<b>Customer deposits</b>									
<b>Beginning of period</b>		85.2	83.7	82.5	82.5	83.5	82.7	80.8	81.1
Net production		0.5	1.4	1.2		-1.0	0.7	1.9	-0.2
Bank Treasury		-0.0	0.1	-0.0		-0.0	0.0	0.0	-0.1
Acquisitions / divestments									
FX impact and other									
<b>End of period</b>		<b>85.6</b>	<b>85.2</b>	<b>83.7</b>	<b>82.5</b>	<b>82.5</b>	<b>83.5</b>	<b>82.7</b>	<b>80.8</b>

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

<sup>2)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

# ING 3.6 Customer lending/deposits: Retail Banking Germany

## Customer lending/deposits Retail Banking Germany<sup>1)</sup>

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>2)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		<b>71.6</b>	<b>70.3</b>	<b>70.0</b>	<b>70.0</b>	<b>69.7</b>	<b>69.3</b>	<b>68.8</b>	<b>68.7</b>
Net production		1.2	1.2	0.4		0.3	0.4	0.6	0.3
Bank Treasury									
Acquisitions / divestments									
FX impact and other		-0.1	0.1	-0.1	0.0	-0.1	-0.0	-0.1	-0.2
<b>End of period</b>		<b>72.7</b>	<b>71.6</b>	<b>70.3</b>	<b>70.0</b>	<b>70.0</b>	<b>69.7</b>	<b>69.3</b>	<b>68.8</b>
<b>Other customer lending</b>									
<b>Beginning of period</b>		<b>12.0</b>	<b>13.0</b>	<b>12.1</b>	<b>12.1</b>	<b>11.9</b>	<b>11.0</b>	<b>10.7</b>	<b>9.8</b>
Net production		0.3	0.3	0.3		0.2	0.3	0.3	0.3
Bank Treasury		-1.0	-1.3	0.6		0.0	0.6	0.1	0.5
Acquisitions / divestments									
FX impact and other					0.1				
<b>End of period</b>		<b>11.2</b>	<b>12.0</b>	<b>13.0</b>	<b>12.1</b>	<b>12.1</b>	<b>11.9</b>	<b>11.0</b>	<b>10.7</b>
<b>Customer deposits</b>									
<b>Beginning of period</b>		<b>135.9</b>	<b>132.5</b>	<b>132.7</b>	<b>132.7</b>	<b>132.3</b>	<b>132.8</b>	<b>131.6</b>	<b>129.0</b>
Net production		-0.5	-0.2	-0.2		0.5	-0.5	1.1	2.7
Bank Treasury		-2.7	3.6	-0.0		-0.0	-0.0	0.0	0.0
Acquisitions / divestments									
FX impact and other					0.0				
<b>End of period</b>		<b>132.7</b>	<b>135.9</b>	<b>132.5</b>	<b>132.7</b>	<b>132.7</b>	<b>132.3</b>	<b>132.8</b>	<b>131.6</b>

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

<sup>2)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

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

### Customer lending/deposits Retail Banking Other Challengers & Growth Markets

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>1)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		<b>61.1</b>	<b>59.5</b>	<b>59.7</b>	<b>59.7</b>	<b>58.5</b>	<b>57.9</b>	<b>58.6</b>	<b>56.0</b>
Net production		1.6	1.5	1.2		1.5	1.2	1.1	1.2
Bank Treasury									
Acquisitions / divestments									
FX impact and other		-0.5	0.1	-1.4	0.0	-0.4	-0.6	-1.8	1.4
<b>End of period</b>		<b>62.2</b>	<b>61.1</b>	<b>59.5</b>	<b>59.7</b>	<b>59.7</b>	<b>58.5</b>	<b>57.9</b>	<b>58.6</b>
<b>Other customer lending</b>									
<b>Beginning of period</b>		<b>26.6</b>	<b>26.3</b>	<b>26.1</b>	<b>25.9</b>	<b>25.3</b>	<b>24.9</b>	<b>23.9</b>	<b>22.9</b>
Net production		1.1	1.4	0.8		0.9	1.0	1.5	0.9
Bank Treasury		0.0	-0.1	0.1		-0.0	0.0	-0.1	-0.1
Acquisitions / divestments									
FX impact and other		-1.3	-0.9	-0.7	0.2	-0.3	-0.6	-0.4	0.2
<b>End of period</b>		<b>26.4</b>	<b>26.6</b>	<b>26.3</b>	<b>26.1</b>	<b>25.9</b>	<b>25.3</b>	<b>24.9</b>	<b>23.9</b>
<b>Customer deposits</b>									
<b>Beginning of period</b>		<b>121.8</b>	<b>120.5</b>	<b>120.4</b>	<b>120.4</b>	<b>117.7</b>	<b>117.3</b>	<b>117.1</b>	<b>113.5</b>
Net production		1.6	2.3	1.6		2.8	1.4	2.0	1.8
Bank Treasury		-0.1	0.0	0.1		0.1	0.0	-0.1	0.1
Acquisitions / divestments									
FX impact and other		-1.1	-1.0	-1.6	0.0	-0.2	-1.1	-1.7	1.7
<b>End of period</b>		<b>122.2</b>	<b>121.8</b>	<b>120.5</b>	<b>120.4</b>	<b>120.4</b>	<b>117.7</b>	<b>117.3</b>	<b>117.1</b>

<sup>1)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

# ING 3.8 Customer lending/deposits: Wholesale Banking

## Customer lending/deposits Wholesale Banking

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>1)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		<b>0.8</b>	<b>0.8</b>	<b>0.9</b>	<b>0.9</b>	<b>1.0</b>	<b>1.0</b>	<b>1.1</b>	<b>1.1</b>
Net production		0.0	-0.0	0.1		0.0	-0.0	-0.0	-0.0
Bank Treasury									
Acquisitions / divestments									
FX impact and other		-0.1	0.0	-0.1	-0.1	-0.0	-0.0	-0.1	0.0
<b>End of period</b>		<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.9</b>	<b>0.9</b>	<b>1.0</b>	<b>1.0</b>	<b>1.1</b>
<b>Other customer lending</b>									
<b>Beginning of period</b>		<b>187.0</b>	<b>177.8</b>	<b>173.0</b>	<b>173.8</b>	<b>171.5</b>	<b>170.2</b>	<b>172.5</b>	<b>169.9</b>
Net production		2.6	6.0	7.0		2.9	4.6	1.9	2.9
Bank Treasury		2.6	-0.7	-0.1		0.4	-0.8	1.0	0.5
Acquisitions / divestments									
FX impact and other		0.3	4.0	-2.0	-0.8	-1.1	-2.6	-5.2	-0.8
<b>End of period</b>		<b>192.6</b>	<b>187.0</b>	<b>177.8</b>	<b>173.0</b>	<b>173.8</b>	<b>171.5</b>	<b>170.2</b>	<b>172.5</b>
<b>Customer deposits</b>									
<b>Beginning of period</b>		<b>66.5</b>	<b>67.7</b>	<b>65.1</b>	<b>65.1</b>	<b>64.3</b>	<b>62.4</b>	<b>67.2</b>	<b>64.8</b>
Net production		2.2	-2.0	0.6		1.5	2.0	-2.8	0.3
Bank Treasury		-2.4	0.8	2.1		-0.7	0.2	-1.5	1.8
Acquisitions / divestments									
FX impact and other		-0.1	-0.1	-0.2	0.0	-0.0	-0.3	-0.5	0.2
<b>End of period</b>		<b>66.2</b>	<b>66.5</b>	<b>67.7</b>	<b>65.1</b>	<b>65.1</b>	<b>64.3</b>	<b>62.4</b>	<b>67.2</b>

<sup>1)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

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

### Customer lending/deposits Wholesale Banking - Industry Lending

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>1)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production									
Bank Treasury									
Acquisitions / divestments									
FX impact and other									
<b>End of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>									
<b>Beginning of period</b>		124.9	115.2	112.4	113.2	109.6	110.8	113.6	114.6
Net production		0.9	6.3	4.4		4.4	0.9	1.5	-0.3
Bank Treasury									
Acquisitions / divestments									
FX impact and other		0.3	3.4	-1.6	-0.8	-0.9	-2.1	-4.2	-0.7
<b>End of period</b>		126.1	124.9	115.2	112.4	113.2	109.6	110.8	113.6
<b>Customer deposits</b>									
<b>Beginning of period</b>		1.6	1.6	1.6	1.6	1.8	1.6	1.8	1.7
Net production		0.4	0.0	-0.1		-0.1	0.3	-0.2	0.1
Bank Treasury									
Acquisitions / divestments									
FX impact and other		0.0	0.0	-0.0	0.0	-0.0	-0.0	-0.1	0.0
<b>End of period</b>		2.0	1.6	1.6	1.6	1.6	1.8	1.6	1.8

<sup>1)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

## ING 3.10 Customer lending/deposits: WB - General Lending & Transaction Services

### Customer lending/deposits Wholesale Banking - General Lending & Transaction Services

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>1)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production						0.0	0.0	0.0	-0.0
Bank Treasury									
Acquisitions / divestments									
FX impact and other						-0.0	-0.0	-0.0	0.0
<b>End of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>									
<b>Beginning of period</b>		55.3	54.3	53.2	53.1	54.6	51.0	51.6	48.1
Net production		1.9	0.4	1.6		-1.4	4.1	0.4	3.5
Bank Treasury									
Acquisitions / divestments									
FX impact and other		-0.0	0.6	-0.4	0.1	-0.2	-0.5	-0.9	-0.1
<b>End of period</b>		57.2	55.3	54.3	53.2	53.1	54.6	51.0	51.6
<b>Customer deposits</b>									
<b>Beginning of period</b>		49.6	51.4	50.5	50.5	49.2	47.4	50.5	50.4
Net production		1.1	-1.6	0.9		1.4	2.0	-3.0	-0.0
Bank Treasury									
Acquisitions / divestments									
FX impact and other		-0.0	-0.2	-0.1	0.0	-0.0	-0.2	-0.2	0.1
<b>End of period</b>		50.7	49.6	51.4	50.5	50.5	49.2	47.4	50.5

<sup>1)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

## ING 3.11 Customer lending/deposits: WB - Financial Markets

### Customer lending/deposits Wholesale Banking - Financial Markets

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>1)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production									
Bank Treasury									
Acquisitions / divestments									
FX impact and other									
<b>End of period</b>		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>									
<b>Beginning of period</b>		1.3	1.8	0.9	0.9	0.9	1.1	1.1	1.3
Net production		0.0	-0.5	0.9		-0.0	-0.2	0.0	-0.2
Bank Treasury									
Acquisitions / divestments									
FX impact and other					0.0				
<b>End of period</b>		1.4	1.3	1.8	0.9	0.9	0.9	1.1	1.1
<b>Customer deposits</b>									
<b>Beginning of period</b>		4.3	4.7	5.0	5.0	4.7	5.0	4.8	4.6
Net production		0.7	-0.4	-0.2		0.4	-0.3	0.5	0.2
Bank Treasury									
Acquisitions / divestments									
FX impact and other		-0.0	0.1	-0.1	0.0	-0.0	-0.1	-0.2	0.1
<b>End of period</b>		5.0	4.3	4.7	5.0	5.0	4.7	5.0	4.8

<sup>1)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

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

### Customer lending/deposits Wholesale Banking - Bank Treasury & Other

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>1)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		<b>0.8</b>	<b>0.8</b>	<b>0.9</b>	<b>0.9</b>	<b>1.0</b>	<b>1.0</b>	<b>1.1</b>	<b>1.1</b>
Net production		0.0	-0.0	0.1		0.0	-0.0	-0.0	-0.0
Bank Treasury									
Acquisitions / divestments									
FX impact and other		-0.1	0.0	-0.1	-0.1	-0.0	-0.0	-0.1	0.0
<b>End of period</b>		<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.9</b>	<b>0.9</b>	<b>1.0</b>	<b>1.0</b>	<b>1.1</b>
<b>Other customer lending</b>									
<b>Beginning of period</b>		<b>5.5</b>	<b>6.4</b>	<b>6.5</b>	<b>6.6</b>	<b>6.3</b>	<b>7.3</b>	<b>6.2</b>	<b>5.9</b>
Net production		-0.1	-0.2	0.0		-0.1	-0.2	-0.0	-0.1
Bank Treasury		2.6	-0.7	-0.1		0.4	-0.8	1.0	0.5
Acquisitions / divestments									
FX impact and other		-0.0	-0.0	-0.0	-0.1	-0.0	-0.0	-0.0	-0.0
<b>End of period</b>		<b>8.0</b>	<b>5.5</b>	<b>6.4</b>	<b>6.5</b>	<b>6.6</b>	<b>6.3</b>	<b>7.3</b>	<b>6.2</b>
<b>Customer deposits</b>									
<b>Beginning of period</b>		<b>10.9</b>	<b>10.1</b>	<b>8.0</b>	<b>7.9</b>	<b>8.7</b>	<b>8.4</b>	<b>10.1</b>	<b>8.2</b>
Net production		-0.0	0.0	-0.0		-0.1	0.1	-0.2	0.1
Bank Treasury		-2.4	0.8	2.1		-0.7	0.2	-1.5	1.8
Acquisitions / divestments									
FX impact and other		-0.0	-0.0	-0.0	0.0	0.0	-0.0	-0.0	0.0
<b>End of period</b>		<b>8.4</b>	<b>10.9</b>	<b>10.1</b>	<b>8.0</b>	<b>7.9</b>	<b>8.7</b>	<b>8.4</b>	<b>10.1</b>

<sup>1)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.



## ING 3.13 Customer lending/deposits: Corporate Line

### Customer lending/deposits Corporate Line

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>1)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>									
Net production									
Bank Treasury									
Acquisitions / divestments									
FX impact and other									
<b>End of period</b>									
<b>Other customer lending</b>									
<b>Beginning of period</b>		0.4	0.3	0.3	0.3	-0.0	0.0	-0.0	0.8
Net production									
Bank Treasury									
Acquisitions / divestments									
FX impact and other		0.0	0.0	-0.0	-0.0	0.4	-0.1	0.0	-0.8
<b>End of period</b>		0.4	0.4	0.3	0.3	0.3	-0.0	0.0	-0.0
<b>Customer deposits</b>									
<b>Beginning of period</b>		0.0	-0.2	-0.2	-0.2	-0.1	-0.3	-0.2	-0.2
Net production									
Bank Treasury									
Acquisitions / divestments									
FX impact and other		0.0	0.3	-0.1	0.0	-0.0	0.2	-0.2	0.0
<b>End of period</b>		0.1	0.0	-0.2	-0.2	-0.2	-0.1	-0.3	-0.2

<sup>1)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

## ING 3.14 Customer lending/deposits: 3Q2018 Geographical split

Customer lending/deposits Geographical split								
In € billion	Total	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World	Other
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>281.7</b>	<b>111.7</b>	<b>37.2</b>	<b>71.6</b>	<b>51.9</b>	<b>9.3</b>	<b>0.0</b>	<b>0.0</b>
Net production	4.0	0.4	0.7	1.2	1.2	0.4	-0.0	
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.8	-0.2	-0.0	-0.1	-0.5	-0.0		
<b>End of period</b>	<b>284.9</b>	<b>111.9</b>	<b>38.0</b>	<b>72.7</b>	<b>52.6</b>	<b>9.6</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>310.7</b>	<b>74.0</b>	<b>66.2</b>	<b>44.7</b>	<b>31.1</b>	<b>27.2</b>	<b>67.0</b>	<b>0.4</b>
Net production	2.4	0.7	-2.0	1.1	1.4	1.1	0.1	-0.0
Bank Treasury	6.7	8.3	-0.4	-1.2		0.0	-0.0	
Acquisitions / divestments								
FX impact and other	-1.0	0.1	0.0	-0.2	-0.1	-1.4	0.6	0.0
<b>End of period</b>	<b>318.8</b>	<b>83.0</b>	<b>63.9</b>	<b>44.4</b>	<b>32.4</b>	<b>27.0</b>	<b>67.7</b>	<b>0.4</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>556.7</b>	<b>175.0</b>	<b>102.0</b>	<b>137.5</b>	<b>91.3</b>	<b>36.8</b>	<b>14.0</b>	<b>0.0</b>
Net production	3.4	0.9	2.1	-0.8	0.3	0.8	0.2	-0.0
Bank Treasury	-6.9	-2.6	-0.1	-3.1	-0.0	-0.1	-1.0	
Acquisitions / divestments								
FX impact and other	-1.2				-0.4	-0.8	0.0	0.0
<b>End of period</b>	<b>552.0</b>	<b>173.2</b>	<b>104.1</b>	<b>133.6</b>	<b>91.2</b>	<b>36.6</b>	<b>13.3</b>	<b>0.1</b>

## ING 3.15 Customer lending/deposits: Geographical Netherlands

### Customer lending/deposits Geographical Netherlands

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>1)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		<b>111.7</b>	<b>111.8</b>	<b>112.6</b>	<b>115.4</b>	<b>116.7</b>	<b>118.3</b>	<b>119.9</b>	<b>121.9</b>
Net production		0.4	-0.2	-0.6		-0.8	-0.6	-1.2	-1.5
Bank Treasury									
Acquisitions / divestments						-0.3	-0.8	-0.3	-0.3
FX impact and other		-0.2	0.0	-0.1	-2.9	-0.1	-0.1	-0.2	-0.2
<b>End of period</b>		<b>111.9</b>	<b>111.7</b>	<b>111.8</b>	<b>112.6</b>	<b>115.4</b>	<b>116.7</b>	<b>118.3</b>	<b>119.9</b>
<b>Other customer lending</b>									
<b>Beginning of period</b>		<b>74.0</b>	<b>75.2</b>	<b>74.2</b>	<b>74.4</b>	<b>74.9</b>	<b>76.9</b>	<b>75.2</b>	<b>73.3</b>
Net production		0.7	-0.1	3.1		-1.5	0.8	1.1	1.7
Bank Treasury		8.3	-1.7	-0.7		1.3	-2.5	1.3	0.4
Acquisitions / divestments									
FX impact and other		0.1	0.5	-1.4	-0.3	-0.1	-0.3	-0.7	-0.1
<b>End of period</b>		<b>83.0</b>	<b>74.0</b>	<b>75.2</b>	<b>74.2</b>	<b>74.4</b>	<b>74.9</b>	<b>76.9</b>	<b>75.2</b>
<b>Customer deposits</b>									
<b>Beginning of period</b>		<b>175.0</b>	<b>173.8</b>	<b>167.4</b>	<b>167.4</b>	<b>169.1</b>	<b>164.5</b>	<b>166.0</b>	<b>165.2</b>
Net production		0.9	0.7	0.2		-1.7	2.2	1.4	-0.5
Bank Treasury		-2.6	0.5	6.1		0.0	2.3	-2.9	1.2
Acquisitions / divestments									
FX impact and other				0.0	0.0	-0.0	-0.0	-0.0	0.0
<b>End of period</b>		<b>173.2</b>	<b>175.0</b>	<b>173.8</b>	<b>167.4</b>	<b>167.4</b>	<b>169.1</b>	<b>164.5</b>	<b>166.0</b>

<sup>1)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

## ING 3.16 Customer lending/deposits: Geographical Belgium

### Customer lending/deposits Geographical Belgium<sup>1)</sup>

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>2)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		37.2	36.6	36.2	36.3	35.5	34.5	34.0	33.6
Net production		0.7	0.7	0.5		1.0	1.0	0.7	0.5
Bank Treasury									
Acquisitions / divestments				-0.2					
FX impact and other		-0.0	0.0	0.0	-0.0	-0.2	-0.0	-0.2	-0.0
<b>End of period</b>		<b>38.0</b>	<b>37.2</b>	<b>36.6</b>	<b>36.2</b>	<b>36.3</b>	<b>35.5</b>	<b>34.5</b>	<b>34.0</b>
<b>Other customer lending</b>									
<b>Beginning of period</b>		66.2	62.1	61.3	61.3	59.8	60.2	59.7	59.4
Net production		-2.0	3.3	1.4		1.4	-0.3	0.6	0.3
Bank Treasury		-0.4	0.5	-0.1		-0.1	0.1	0.0	0.0
Acquisitions / divestments									
FX impact and other		0.0	0.2	-0.5	-0.0	0.2	-0.2	-0.1	-0.0
<b>End of period</b>		<b>63.9</b>	<b>66.2</b>	<b>62.1</b>	<b>61.3</b>	<b>61.3</b>	<b>59.8</b>	<b>60.2</b>	<b>59.7</b>
<b>Customer deposits</b>									
<b>Beginning of period</b>		102.0	100.4	98.8	98.8	98.9	98.0	96.9	94.9
Net production		2.1	1.6	1.6		-0.1	0.8	1.1	2.1
Bank Treasury		-0.1	0.1	-0.1		-0.0	0.1	0.0	-0.1
Acquisitions / divestments									
FX impact and other					0.0				
<b>End of period</b>		<b>104.1</b>	<b>102.0</b>	<b>100.4</b>	<b>98.8</b>	<b>98.8</b>	<b>98.9</b>	<b>98.0</b>	<b>96.9</b>

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

<sup>2)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

## ING 3.17 Customer lending/deposits: Geographical Germany

### Customer lending/deposits Geographical Germany<sup>1)</sup>

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>2)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		71.6	70.4	70.0	70.0	69.7	69.4	68.9	68.8
Net production		1.2	1.2	0.4		0.3	0.4	0.6	0.3
Bank Treasury									
Acquisitions / divestments									
FX impact and other		-0.1	0.1	-0.1	0.0	-0.1	-0.1	-0.2	-0.2
<b>End of period</b>		72.7	71.6	70.4	70.0	70.0	69.7	69.4	68.9
<b>Other customer lending</b>									
<b>Beginning of period</b>		44.7	42.3	38.5	38.4	36.2	35.2	32.8	32.7
Net production		1.1	2.0	1.0		1.0	1.0	1.4	0.2
Bank Treasury		-1.2	-1.5	0.8		0.0	0.6	0.1	0.7
Acquisitions / divestments									
FX impact and other		-0.2	2.0	1.9	0.1	1.2	-0.7	0.9	-0.8
<b>End of period</b>		44.4	44.7	42.3	38.5	38.4	36.2	35.2	32.8
<b>Customer deposits</b>									
<b>Beginning of period</b>		137.5	133.6	133.7	133.7	133.1	133.8	132.7	129.9
Net production		-0.8	-0.3	-0.1		0.6	-0.6	1.0	2.8
Bank Treasury		-3.1	4.2	-0.0		-0.0	-0.0	0.1	0.0
Acquisitions / divestments									
FX impact and other					0.0				
<b>End of period</b>		133.6	137.5	133.6	133.7	133.7	133.1	133.8	132.7

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

<sup>2)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

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

### Customer lending/deposits Geographical Other Challengers<sup>1)</sup>

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>2)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		<b>51.9</b>	<b>50.4</b>	<b>50.8</b>	<b>50.8</b>	<b>50.1</b>	<b>49.6</b>	<b>50.6</b>	<b>48.3</b>
Net production		1.2	1.1	0.8		1.2	0.9	0.8	1.0
Bank Treasury									
Acquisitions / divestments									
FX impact and other		-0.5	0.4	-1.2	0.0	-0.5	-0.4	-1.8	1.3
<b>End of period</b>		<b>52.6</b>	<b>51.9</b>	<b>50.4</b>	<b>50.8</b>	<b>50.8</b>	<b>50.1</b>	<b>49.6</b>	<b>50.6</b>
<b>Other customer lending</b>									
<b>Beginning of period</b>		<b>31.1</b>	<b>29.9</b>	<b>29.5</b>	<b>29.8</b>	<b>28.5</b>	<b>26.6</b>	<b>26.9</b>	<b>25.9</b>
Net production		1.4	1.3	0.3		1.4	2.0	0.1	0.9
Bank Treasury			-0.2	0.0		0.0	0.1	-0.1	0.0
Acquisitions / divestments									
FX impact and other		-0.1	0.2	0.0	-0.3	-0.1	-0.1	-0.4	0.2
<b>End of period</b>		<b>32.4</b>	<b>31.1</b>	<b>29.9</b>	<b>29.5</b>	<b>29.8</b>	<b>28.5</b>	<b>26.6</b>	<b>26.9</b>
<b>Customer deposits</b>									
<b>Beginning of period</b>		<b>91.3</b>	<b>89.5</b>	<b>90.5</b>	<b>90.5</b>	<b>89.4</b>	<b>88.9</b>	<b>88.9</b>	<b>86.4</b>
Net production		0.3	1.6	0.0		1.5	1.0	1.5	1.4
Bank Treasury		-0.0	0.0	0.0		-0.0	-0.1	-0.0	0.0
Acquisitions / divestments									
FX impact and other		-0.4	0.3	-1.1	0.0	-0.4	-0.4	-1.5	1.1
<b>End of period</b>		<b>91.2</b>	<b>91.3</b>	<b>89.5</b>	<b>90.5</b>	<b>90.5</b>	<b>89.4</b>	<b>88.9</b>	<b>88.9</b>

<sup>1)</sup> Includes Australia, Czech Republic, France, Italy, Spain and Portugal, UK Legacy run-off portfolio.

<sup>2)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

## ING 3.19 Customer lending/deposits: Geographical Growth Markets

### Customer lending/deposits Geographical Growth Markets<sup>1)</sup>

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>2)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		9.3	9.2	8.9	8.9	8.4	8.3	8.0	7.7
Net production		0.4	0.4	0.3		0.4	0.3	0.3	0.2
Bank Treasury									
Acquisitions / divestments									
FX impact and other		-0.0	-0.3	-0.1	0.0	0.1	-0.2	-0.0	0.2
<b>End of period</b>		<b>9.6</b>	<b>9.3</b>	<b>9.2</b>	<b>8.9</b>	<b>8.9</b>	<b>8.4</b>	<b>8.3</b>	<b>8.0</b>
<b>Other customer lending</b>									
<b>Beginning of period</b>		27.2	26.8	27.5	27.5	27.6	27.6	26.8	26.0
Net production		1.1	1.4	0.6		0.2	0.6	1.1	0.8
Bank Treasury		0.0	0.0	0.0		-0.0	-0.0	-0.0	-0.1
Acquisitions / divestments									
FX impact and other		-1.4	-1.0	-1.4	0.1	-0.2	-0.7	-0.3	0.1
<b>End of period</b>		<b>27.0</b>	<b>27.2</b>	<b>26.8</b>	<b>27.5</b>	<b>27.5</b>	<b>27.6</b>	<b>27.6</b>	<b>26.8</b>
<b>Customer deposits</b>									
<b>Beginning of period</b>		36.8	36.5	36.6	36.6	34.2	34.0	34.1	32.8
Net production		0.8	1.6	0.4		2.1	0.8	0.1	0.6
Bank Treasury		-0.1	0.0	0.1		0.1	0.2	-0.1	0.1
Acquisitions / divestments									
FX impact and other		-0.8	-1.4	-0.6	0.0	0.2	-0.8	-0.2	0.7
<b>End of period</b>		<b>36.6</b>	<b>36.8</b>	<b>36.5</b>	<b>36.6</b>	<b>36.6</b>	<b>34.2</b>	<b>34.0</b>	<b>34.1</b>

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

<sup>2)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

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

### Customer lending/deposits Geographical Wholesale Banking Rest of World

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>1)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>		<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
Net production									
Bank Treasury									
Acquisitions / divestments									
FX impact and other									
<b>End of period</b>		<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>									
<b>Beginning of period</b>		<b>67.0</b>	<b>63.3</b>	<b>60.7</b>	<b>60.7</b>	<b>61.0</b>	<b>60.8</b>	<b>63.9</b>	<b>63.0</b>
Net production		0.1	2.6	4.0		1.8	1.4	1.6	0.8
Bank Treasury		-0.0	-0.0	-0.0		-0.0	-0.0	-0.0	-0.1
Acquisitions / divestments									
FX impact and other		0.6	1.1	-1.4	0.0	-2.1	-1.2	-4.7	0.1
<b>End of period</b>		<b>67.7</b>	<b>67.0</b>	<b>63.3</b>	<b>60.7</b>	<b>60.7</b>	<b>61.0</b>	<b>60.8</b>	<b>63.9</b>
<b>Customer deposits</b>									
<b>Beginning of period</b>		<b>14.0</b>	<b>13.3</b>	<b>13.0</b>	<b>13.0</b>	<b>13.6</b>	<b>14.5</b>	<b>15.3</b>	<b>14.0</b>
Net production		0.2	0.5	0.2		0.2	-0.1	0.2	0.4
Bank Treasury		-1.0	0.1	0.2		-0.7	-0.5	-0.6	0.8
Acquisitions / divestments									
FX impact and other		0.0	0.1	-0.1	0.0	-0.1	-0.3	-0.5	0.1
<b>End of period</b>		<b>13.3</b>	<b>14.0</b>	<b>13.3</b>	<b>13.0</b>	<b>13.0</b>	<b>13.6</b>	<b>14.5</b>	<b>15.3</b>

<sup>1)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.



## ING 3.21 Customer lending/deposits: Geographical Other

### Customer lending/deposits Geographical Other<sup>1)</sup>

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change <sup>2)</sup>	4Q2017	3Q2017	2Q2017	1Q2017
<b>Residential mortgages</b>									
<b>Beginning of period</b>									
Net production									
Bank Treasury									
Acquisitions / divestments									
FX impact and other									
<b>End of period</b>									
<b>Other customer lending</b>									
<b>Beginning of period</b>		0.4	0.3	0.3	0.3	-0.0	0.1	-0.0	0.8
Net production							-0.0	0.0	
Bank Treasury									
Acquisitions / divestments									
FX impact and other		0.0	0.0	-0.0	-0.0	0.4	-0.1	0.0	-0.8
<b>End of period</b>		0.4	0.4	0.3	0.3	0.3	-0.0	0.1	-0.0
<b>Customer deposits</b>									
<b>Beginning of period</b>		0.0	-0.2	-0.2	-0.2	-0.1	-0.3	-0.2	-0.2
Net production						0.0			
Bank Treasury									
Acquisitions / divestments									
FX impact and other		0.0	0.3	-0.1	0.0	-0.0	0.2	-0.2	0.0
<b>End of period</b>		0.1	0.0	-0.2	-0.2	-0.2	-0.1	-0.3	-0.2

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

<sup>2)</sup> Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

## 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 2017 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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