

ING Historical Trend Data 3Q2020 Introduction

General comments

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

Product segmentation Wholesale Banking

Product Group

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

Sub products

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

Transaction Services
Trade & Commodity Finance

Financial Markets Clients & Products

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

Table of contents

1. Profit or loss	2. Balance sheet and other	3. Customer lending/deposits
1.1 Profit or loss: Comparable quarters	2.1 Consolidated Balance sheet: Assets - Comparable quarters	3.1 Customer lending/deposits: 3Q2020 Segment split
1.2 Profit or loss: 3Q2020 Segment split	2.2 Consolidated Balance sheet: Assets - Quarterly overview	3.2 Customer lending/deposits: Quarterly overview
1.3 Profit or loss: Quarterly overview	2.3 Consolidated Balance sheet: Liabilities and Equity - Comparable quarters	3.3 Customer lending/deposits: Retail Banking
1.4 Profit or loss: Retail Banking	2.4 Consolidated Balance sheet: Liabilities and Equity - Quarterly overview	3.4 Customer lending/deposits: Retail Banking Netherlands
1.5 Profit or loss: Retail Banking Benelux	2.5 Total equity: Comparable quarters	3.5 Customer lending/deposits: Retail Banking Belgium
1.6 Profit or loss: Retail Banking Netherlands	2.6 Total equity: Quarterly overview	3.6 Customer lending/deposits: Retail Banking Germany
1.7 Profit or loss: Retail Banking Belgium	2.7 Capital position	3.7 Customer lending/deposits: Retail Banking Other Challengers & Growth Markets
1.8 Profit or loss: Retail Banking Challengers & Growth Markets	2.8 Funding	3.8 Customer lending/deposits: Wholesale Banking
1.9 Profit or loss: Retail Banking Germany	2.9 Investments: ING Group	3.9 Customer lending/deposits: Wholesale Banking - Lending
1.10 Profit or loss: Retail Banking Other Challengers & Growth Markets		3.10 Customer lending/deposits: Wholesale Banking - Daily Banking & Trade Finance
1.11 Profit or loss: Wholesale Banking		3.11 Customer lending/deposits: Wholesale Banking - Financial Markets
1.12 Profit or loss: Wholesale Banking - Lending		3.12 Customer lending/deposits: Wholesale Banking - Treasury & Other
1.13 Profit or loss: Wholesale Banking - Daily Banking & Trade Finance		3.13 Customer lending/deposits: Corporate Line
1.14 Profit or loss: Wholesale Banking - Financial Markets		3.14 Customer lending/deposits: 3Q2020 Geographical split
1.15 Profit or loss: Wholesale Banking - Treasury & Other		3.15 Customer lending/deposits: Geographical Netherlands
1.16 Profit or loss: Corporate Line		3.16 Customer lending/deposits: Geographical Belgium
1.17 Geographical split: 3Q2020		3.17 Customer lending/deposits: Geographical Germany
1.18 Geographical split: Comparable quarters		3.18 Customer lending/deposits: Geographical Other Challengers
1.19 Geographical split: Netherlands		3.19 Customer lending/deposits: Geographical Growth Markets
1.20 Geographical split: Belgium		3.20 Customer lending/deposits: Geographical Wholesale Banking Rest of World
1.21 Geographical split: Germany		3.21 Customer lending/deposits: Geographical Other
1.22 Geographical split: Other Challengers		
1.23 Geographical split: Growth Markets		
1.24 Geographical split: Wholesale Banking Rest of World		
1.25 Geographical split: Other		

ING 1.1 Profit or loss: Comparable quarters

Profit or loss												
In € million	ING Group			of which: Retail Banking			of which: Wholesale Banking			of which: Corporate Line		
	3Q2020	3Q2019	2Q2020	3Q2020	3Q2019	2Q2020	3Q2020	3Q2019	2Q2020	3Q2020	3Q2019	2Q2020
Profit or loss												
Net interest income	3,329	3,529	3,430	2,405	2,483	2,433	909	938	927	15	108	70
Net fee and commission income	734	747	723	479	454	460	253	294	264	2	0	-2
Investment income	103	104	19	102	105	16	2	1	3	0	-1	0
Other income	120	246	499	-52	143	210	210	127	315	-39	-23	-26
Total income	4,286	4,626	4,671	2,934	3,183	3,119	1,374	1,359	1,509	-22	84	42
Expenses excl. regulatory costs	2,502	2,334	2,656	1,763	1,629	1,635	644	657	909	95	49	111
Regulatory costs ¹⁾	111	106	137	99	94	116	8	11	20	5	1	1
Operating expenses	2,613	2,440	2,793	1,861	1,723	1,751	652	668	929	100	49	112
Gross result	1,673	2,187	1,878	1,073	1,460	1,368	722	692	580	-122	35	-70
Addition to loan loss provisions	469	276	1,336	324	160	454	145	116	882	-0	-0	0
Result before tax	1,204	1,911	542	749	1,301	913	577	576	-302	-122	35	-70
Taxation	389	543	224	222	345	305	161	164	-10	5	34	-71
Non-controlling interests	27	23	19	23	22	14	4	1	4	-	-0	-
Net result	788	1,344	299	503	933	594	412	410	-296	-127	1	1
Key figures												
Interest margin	1.38%	1.54%	1.44%									
Cost/income ratio	61.0%	52.7%	59.8%	63.4%	54.1%	56.2%	47.4%	49.1%	61.6%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	6.0%	10.5%	2.3%									
Return on equity based on 13.5% CET1 ²⁾	7.6%	12.7%	2.9%	9.5%	16.6%	10.6%	8.2%	8.4%	-5.5%	-143.3%	1.0%	1.4%
Risk costs in bps of average customer lending	30	18	85	30	15	42	33	25	186	n.a.	n.a.	n.a.
Risk-weighted assets (end of period)	312,307	319,683	322,234	163,099	171,506	164,061	146,596	145,419	155,536	2,612	2,758	2,637
Employees (internal FTEs, end of period)	56,492	53,981	55,772	42,407	40,470	41,928	14,078	13,509	13,838	7	2	5
Four-quarter rolling average key figures												
Interest margin	1.48%	1.54%	1.52%									
Cost/income ratio	60.9%	55.7%	58.9%	60.2%	56.8%	57.9%	58.7%	53.8%	59.1%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	5.1%	10.4%	6.1%									
Return on equity based on 13.5% CET1 ²⁾	6.2%	12.4%	7.5%	11.3%	15.6%	13.0%	1.6%	8.2%	1.6%	-49.8%	42.6%	-13.0%

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

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

ING 1.2 Profit or loss: 3Q2020 Segment split

Profit or loss 3Q2020												
In € million	Total	Retail	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	Daily Banking & Lending		Financial Markets	Treasury & Other	Corporate Line
		Banking	Netherlands	Belgium	Germany	Other		Trade Finance				
Balance sheet related interest	3,329	2,436	873	458	388	716	931	625	152	97	56	-38
Capital charge on book equity	-	-19	2	-7	10	-24	-10	0	1	-9	-2	30
Interest benefit on total capital	-	-12	-3	-3	-2	-3	-11	-7	-2	-2	-1	23
Net interest income	3,329	2,405	871	448	395	690	909	618	152	86	53	15
Net fee and commission income	734	479	174	99	97	109	253	122	106	26	-1	2
Investment income	98	97	-	1	2	95	0	-	-	-0	0	0
Realised gains and fair value changes on investments	5	4	2	0	1	1	1	-	-	0	1	-
Total investment income	103	102	2	1	3	96	2	-	-	0	1	0
Valuation result and net trading income	311	126	48	34	18	26	217	4	12	191	10	-33
Other income	-191	-178	24	3	1	-205	-7	2	-3	-6	-0	-6
Total other income	120	-52	72	37	19	-179	210	7	9	184	10	-39
Total income	4,286	2,934	1,119	585	515	715	1,374	747	267	297	64	-22
Expenses excl. regulatory costs	2,502	1,763	507	356	253	647	644	220	186	183	55	95
Regulatory costs ¹⁾	111	99	25	0	19	55	8	0	0	1	6	5
Operating expenses	2,613	1,861	532	356	272	702	652	220	186	184	62	100
Gross result	1,673	1,073	587	229	243	13	722	526	81	113	2	-122
Addition to loan loss provisions	469	324	47	137	26	114	145	146	-4	2	1	-0
Result before tax	1,204	749	540	92	217	-100	577	381	85	111	1	-122
Taxation	389	222	136	27	58	2	161	120	22	33	-13	5
Non-controlling interests	27	23	-0	0	1	23	4	2	1	1	-1	-
Net result	788	503	404	65	158	-125	412	258	62	77	15	-127
Key figures												
Interest margin	1.38%											
Cost/income ratio	61.0%	63.4%	47.5%	60.8%	52.8%	98.1%	47.4%	29.5%	69.8%	61.8%	96.9%	n.a.
Return on equity based on IFRS-EU equity	6.0%											
Return on equity based on 13.5% CET1 ²⁾	7.6%	9.5%	26.5%	4.6%	16.3%	-6.4%	8.2%	8.0%	8.8%	9.1%	5.5%	-143.3%
Risk costs in bps of average customer lending	30	30	12	60	12	47	33	41	-6	64	7	n.a.
Risk-weighted assets (end of period)	312,307	163,099	45,225	41,535	29,469	46,870	146,596	94,421	20,956	24,402	6,818	2,612
Employees (internal FTEs, end of period)	56,492	42,407	9,833	7,818	5,602	19,154	14,078					7
Four-quarter rolling average key figures												
Interest margin	1.48%											
Cost/income ratio	60.9%	60.2%	48.7%	71.6%	52.9%	72.3%	58.7%	34.7%	65.1%	84.8%	176.7%	n.a.
Return on equity based on IFRS-EU equity	5.1%											
Return on equity based on 13.5% CET1 ²⁾	6.2%	11.3%	24.0%	1.8%	16.4%	3.9%	1.6%	2.5%	4.7%	3.4%	-19.3%	-49.8%

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

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

ING 1.3 Profit or loss: Quarterly overview

Profit or loss										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Interest income		5,377	5,723	6,335	6,749	7,330	7,186	7,189	17,435	21,705
Minus: interest expense		2,048	2,294	2,834	3,152	3,801	3,716	3,706	7,176	11,224
Net interest income		3,329	3,430	3,501	3,597	3,529	3,470	3,483	10,260	10,481
Net fee and commission income		734	723	783	735	747	711	675	2,240	2,133
Investment income		98	4	1	10	99	3	122	103	224
Realised gains and fair value changes on investments		5	15	20	17	5	22	28	40	55
Total investment income		103	19	21	26	104	25	150	144	279
Valuation result and net trading income		311	437	-1	32	175	330	218	746	723
Other income		-191	62	206	49	71	129	50	78	250
Total other income		120	499	205	81	246	459	268	824	973
Total income		4,286	4,671	4,511	4,439	4,626	4,665	4,576	13,468	13,867
Staff expenses		1,429	1,458	1,465	1,482	1,462	1,437	1,374	4,352	4,273
Regulatory costs ¹⁾		111	137	526	303	106	97	515	774	718
Other expenses		1,073	1,198	842	890	872	917	898	3,113	2,687
Operating expenses		2,613	2,793	2,833	2,675	2,440	2,451	2,787	8,239	7,678
Gross result		1,673	1,878	1,678	1,764	2,187	2,214	1,789	5,229	6,190
Addition to loan loss provisions		469	1,336	661	428	276	209	207	2,466	692
Result before tax		1,204	542	1,017	1,337	1,911	2,005	1,582	2,763	5,497
Taxation		389	224	329	428	543	540	443	942	1,526
Non-controlling interests		27	19	17	28	23	26	21	63	70
Net result		788	299	670	880	1,344	1,438	1,119	1,757	3,901
Key figures										
Interest margin		1.38%	1.44%	1.51%	1.57%	1.54%	1.52%	1.55%	1.45%	1.54%
Cost/income ratio		61.0%	59.8%	62.8%	60.3%	52.7%	52.5%	60.9%	61.2%	55.4%
Return on equity based on IFRS-EU equity		6.0%	2.3%	5.1%	6.8%	10.5%	11.4%	9.0%	4.5%	10.3%
Return on equity based on 13.5% CET1 ²⁾		7.6%	2.9%	6.2%	8.3%	12.7%	13.8%	10.8%	5.5%	12.4%
Risk costs in bps of average customer lending		30	85	42	28	18	14	14	53	15
Risk-weighted assets (end of period)		312,307	322,234	335,375	326,414	319,683	318,253	311,884	312,307	319,683
Employees (internal FTEs, end of period)		56,492	55,772	55,452	54,514	53,981	53,525	52,658	56,492	53,981
Four-quarter rolling average key figures										
interest margin		1.48%	1.52%	1.54%	1.54%	1.54%	1.54%	1.54%		
Cost/income ratio		60.9%	58.9%	57.0%	56.6%	55.7%	59.0%	59.0%		
Return on equity based on IFRS-EU equity		5.1%	6.1%	8.4%	9.4%	10.4%	9.4%	9.5%		
Return on equity based on 13.5% CET1 ²⁾		6.2%	7.5%	10.2%	11.4%	12.4%	11.1%	11.0%		

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

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

ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Balance sheet related interest		2,436	2,472	2,526	2,542	2,578	2,543	2,520	7,434	7,640
Capital charge on book equity		-19	-32	-55	-63	-73	-84	-87	-106	-244
Interest benefit on total capital		-12	-7	-11	-17	-22	-20	-3	-30	-45
Net interest income		2,405	2,433	2,461	2,462	2,483	2,440	2,429	7,298	7,352
Net fee and commission income		479	460	487	432	454	438	415	1,426	1,307
Investment income		97	4	1	7	101	1	0	102	102
Realised gains and fair value changes on investments		4	13	17	17	3	18	23	34	45
Total investment income		102	16	18	25	105	19	23	135	147
Valuation result and net trading income		126	148	76	93	111	221	136	350	468
Other income		-178	63	119	35	32	55	33	4	120
Total other income		-52	210	195	128	143	276	169	353	588
Total income		2,934	3,119	3,160	3,047	3,183	3,174	3,036	9,213	9,394
Expenses excl. regulatory costs		1,763	1,635	1,597	1,617	1,629	1,600	1,537	4,995	4,766
Regulatory costs		99	116	396	161	94	89	383	610	566
Operating expenses		1,861	1,751	1,992	1,778	1,723	1,689	1,920	5,605	5,332
Gross result		1,073	1,368	1,168	1,269	1,460	1,485	1,116	3,608	4,062
Addition to loan loss provisions		324	454	285	174	160	118	136	1,063	414
Result before tax		749	913	883	1,096	1,301	1,367	980	2,545	3,648
Taxation		222	305	239	304	345	400	262	767	1,007
Non-controlling interests		23	14	14	24	22	22	17	51	61
Net result		503	594	630	767	933	946	701	1,726	2,580
Key figures										
Cost/income ratio		63.4%	56.2%	63.0%	58.3%	54.1%	53.2%	63.2%	60.8%	56.8%
Return on equity based on 13.5% CET1 ¹⁾		9.5%	10.6%	11.1%	13.8%	16.6%	17.4%	13.2%	10.4%	15.8%
Risk costs in bps of average customer lending		30	42	26	16	15	11	13	32	13
Risk-weighted assets (end of period)		163,099	164,061	174,557	168,918	171,506	169,096	160,374	163,099	171,506
Employees (internal FTEs, end of period)		42,407	41,928	41,771	40,808	40,470	40,245	39,720	42,407	40,470
Four-quarter rolling average key figures										
Cost/income ratio		60.2%	57.9%	57.2%	57.1%	56.8%	55.9%	55.8%		
Return on equity based on 13.5% CET1 ¹⁾		11.3%	13.0%	14.7%	15.3%	15.6%	16.3%	16.5%		

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

ING 1.5 Profit or loss: Retail Banking Benelux

Profit or loss Retail Banking Benelux										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Balance sheet related interest		1,332	1,355	1,375	1,387	1,408	1,382	1,375	4,061	4,165
Capital charge on book equity		-5	-6	-13	-11	-13	-22	-23	-24	-57
Interest benefit on total capital		-7	-4	-6	-10	-13	-11	-2	-17	-26
Net interest income		1,320	1,344	1,356	1,366	1,383	1,349	1,350	4,020	4,082
Net fee and commission income		273	262	277	256	274	262	256	813	791
Investment income		1	0	1	5	6	-1	0	2	5
Realised gains and fair value changes on investments		2	9	16	3	-3	11	8	27	16
Total investment income		3	9	17	8	3	10	8	29	21
Valuation result and net trading income		82	107	10	41	53	168	76	199	297
Other income		26	29	74	29	15	25	16	129	55
Total other income		108	136	83	70	67	193	92	327	352
Total income		1,704	1,751	1,734	1,701	1,727	1,814	1,705	5,189	5,246
Expenses excl. regulatory costs		863	888	851	877	876	859	824	2,601	2,559
Regulatory costs		25	42	276	76	22	23	262	343	307
Operating expenses		888	930	1,127	953	898	882	1,086	2,944	2,866
Gross result		816	821	607	748	829	932	619	2,245	2,380
Addition to loan loss provisions		184	276	145	99	87	38	52	605	177
Result before tax		632	545	462	648	742	894	567	1,639	2,203
Taxation		163	152	119	165	199	255	131	434	585
Non-controlling interests		-0	-0	-0	-0	-0	0	0	-1	0
Net result		470	393	343	484	543	638	435	1,206	1,617
Key figures										
Cost/income ratio		52.1%	53.1%	65.0%	56.0%	52.0%	48.6%	63.7%	56.7%	54.6%
Return on equity based on 13.5% CET1 ¹⁾		15.9%	12.8%	11.0%	15.5%	17.2%	21.0%	14.8%	13.2%	17.7%
Risk costs in bps of average customer lending		29	44	23	16	14	6	8	32	9
Risk-weighted assets (end of period)		86,760	87,671	94,665	90,821	94,636	93,013	87,072	86,760	94,636
Employees (internal FTEs, end of period)		17,651	17,533	17,726	17,642	17,471	17,381	17,225	17,651	17,471
Four-quarter rolling average key figures										
Cost/income ratio		56.6%	56.5%	55.3%	55.0%	54.8%	54.0%	53.9%		
Return on equity based on 13.5% CET1 ¹⁾		13.8%	14.1%	16.1%	17.1%	17.5%	18.6%	19.2%		

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

ING 1.6 Profit or loss: Retail Banking Netherlands

Profit or loss Retail Banking Netherlands										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Balance sheet related interest		873	884	882	909	900	876	873	2,639	2,649
Capital charge on book equity		2	1	1	3	2	-3	1	4	0
Interest benefit on total capital		-3	-2	-3	-6	-7	-6	-1	-9	-14
Net interest income		871	883	880	906	895	866	874	2,634	2,635
Net fee and commission income		174	164	168	167	178	164	166	506	507
Investment income		-	-0	0	-0	1	0	-	-	2
Realised gains and fair value changes on investments		2	10	1	3	-0	6	1	13	7
Total investment income		2	10	1	3	1	6	1	13	9
Valuation result and net trading income		48	60	50	46	34	103	54	158	190
Other income		24	14	40	14	3	19	7	78	29
Total other income		72	73	90	59	37	122	61	235	219
Total income		1,119	1,130	1,139	1,135	1,110	1,158	1,102	3,388	3,370
Expenses excl. regulatory costs		507	487	480	517	508	509	486	1,474	1,503
Regulatory costs		25	35	86	66	24	28	72	145	124
Operating expenses		532	522	566	583	532	537	558	1,620	1,627
Gross result		587	609	573	552	578	621	544	1,769	1,742
Addition to loan loss provisions		47	120	19	15	43	22	11	186	76
Result before tax		540	489	554	537	535	599	533	1,583	1,667
Taxation		136	124	138	132	139	157	130	398	426
Non-controlling interests		-0	-0	-0	-0	-0	0	0	-1	-
Net result		404	365	416	405	396	442	403	1,185	1,241
Key figures										
Cost/income ratio		47.5%	46.2%	49.7%	51.3%	47.9%	46.4%	50.6%	47.8%	48.3%
Return on equity based on 13.5% CET1 ¹⁾		26.5%	22.6%	24.3%	22.8%	22.0%	26.3%	25.0%	24.4%	24.4%
Risk costs in bps of average customer lending		12	30	5	4	11	5	3	15	6
Risk-weighted assets (end of period)		45,225	45,149	50,385	50,970	54,120	52,308	47,386	45,225	54,120
Employees (internal FTEs, end of period)		9,833	9,728	9,755	9,532	9,424	9,289	9,137	9,833	9,424
Four-quarter rolling average key figures										
Cost/income ratio		48.7%	48.8%	48.8%	49.1%	49.2%	48.0%	47.0%		
Return on equity based on 13.5% CET1 ¹⁾		24.0%	22.9%	23.8%	24.0%	24.1%	26.4%	27.7%		

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

ING 1.7 Profit or loss: Retail Banking Belgium

Profit or loss Retail Banking Belgium ¹⁾										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Balance sheet related interest		458	471	493	478	508	506	501	1,422	1,516
Capital charge on book equity		-7	-8	-14	-14	-15	-18	-24	-29	-58
Interest benefit on total capital		-3	-2	-3	-4	-5	-5	-1	-8	-11
Net interest income		448	461	476	460	488	483	476	1,386	1,447
Net fee and commission income		99	98	110	89	96	98	90	307	285
Investment income		1	1	1	5	5	-2	0	2	3
Realised gains and fair value changes on investments		0	-1	15	1	-2	5	6	15	9
Total investment income		1	-0	16	6	2	3	6	17	12
Valuation result and net trading income		34	47	-41	-4	19	66	22	41	107
Other income		3	15	33	15	12	6	8	51	26
Total other income		37	62	-7	11	31	72	31	92	133
Total income		585	621	595	565	617	656	603	1,801	1,876
Expenses excl. regulatory costs		356	401	370	360	367	350	338	1,127	1,056
Regulatory costs		0	8	190	10	-2	-5	190	198	183
Operating expenses		356	408	560	370	366	345	528	1,325	1,239
Gross result		229	212	34	195	252	311	75	476	638
Addition to loan loss provisions		137	156	126	84	44	16	42	420	102
Result before tax		92	56	-92	111	207	295	33	56	536
Taxation		27	28	-20	32	60	99	1	35	160
Non-controlling interests		0	0	0	0	0	0	0	0	0
Net result		65	28	-73	79	147	197	32	21	376
Key figures										
Cost/income ratio		60.8%	65.8%	94.2%	65.5%	59.2%	52.6%	87.6%	73.6%	66.0%
Return on equity based on 13.5% CET1 ²⁾		4.6%	1.9%	-5.1%	5.8%	10.8%	14.5%	2.4%	0.5%	9.3%
Risk costs in bps of average customer lending		60	68	55	37	20	7	19	61	15
Risk-weighted assets (end of period)		41,535	42,522	44,280	39,851	40,516	40,705	39,686	41,535	40,516
Employees (internal FTEs, end of period)		7,818	7,805	7,971	8,110	8,047	8,092	8,088	7,818	8,047
Four-quarter rolling average key figures										
Cost/income ratio		71.6%	71.1%	67.4%	65.9%	65.2%	65.4%	67.5%		
Return on equity based on 13.5% CET1 ²⁾		1.8%	3.3%	6.4%	8.4%	9.1%	8.8%	8.1%		

¹⁾ Including ING Luxembourg.

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

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

Profit or loss Retail Banking Challengers & Growth Markets										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Balance sheet related interest		1,104	1,117	1,152	1,155	1,170	1,161	1,145	3,373	3,476
Capital charge on book equity		-14	-25	-42	-51	-60	-62	-64	-82	-187
Interest benefit on total capital		-5	-3	-5	-7	-9	-8	-1	-13	-19
Net interest income		1,085	1,089	1,105	1,096	1,100	1,091	1,079	3,279	3,270
Net fee and commission income		206	198	210	176	180	176	159	614	515
Investment income		97	3	0	2	95	2	-0	100	97
Realised gains and fair value changes on investments		2	4	1	14	6	7	15	6	29
Total investment income		99	7	1	16	101	10	15	106	126
Valuation result and net trading income		44	41	66	52	58	53	60	151	171
Other income		-204	34	45	6	17	30	17	-125	65
Total other income		-160	74	111	58	75	83	78	26	236
Total income		1,230	1,368	1,426	1,346	1,456	1,360	1,331	4,024	4,148
Expenses excl. regulatory costs		899	748	746	740	753	741	713	2,393	2,207
Regulatory costs		74	74	120	85	72	66	121	267	258
Operating expenses		973	821	866	824	825	806	834	2,660	2,466
Gross result		256	547	561	522	631	554	497	1,364	1,682
Addition to loan loss provisions		140	178	140	75	73	80	84	458	236
Result before tax		116	369	421	447	559	473	414	906	1,446
Taxation		60	153	121	140	147	145	131	333	422
Non-controlling interests		24	15	14	24	22	22	17	52	61
Net result		33	201	286	283	390	307	266	520	962
Key figures										
Cost/income ratio		79.2%	60.0%	60.7%	61.2%	56.7%	59.3%	62.6%	66.1%	59.4%
Return on equity based on 13.5% CET1 ¹⁾		2.2%	8.2%	11.3%	11.8%	16.0%	13.0%	11.4%	7.3%	13.5%
Risk costs in bps of average customer lending		30	39	30	16	16	18	19	33	18
Risk-weighted assets (end of period)		76,339	76,390	79,892	78,097	76,869	76,083	73,302	76,339	76,869
Employees (internal FTEs, end of period)		24,756	24,395	24,045	23,166	22,999	22,864	22,496	24,756	22,999
Four-quarter rolling average key figures										
Cost/income ratio		64.9%	59.6%	59.4%	59.9%	59.2%	58.4%	58.4%		
Return on equity based on 13.5% CET1 ¹⁾		8.4%	11.8%	13.0%	13.0%	13.4%	13.6%	13.4%		

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

ING 1.9 Profit or loss: Retail Banking Germany

Profit or loss Retail Banking Germany ¹⁾										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Balance sheet related interest		388	398	389	374	399	400	383	1,175	1,182
Capital charge on book equity		10	9	8	8	7	8	8	27	24
Interest benefit on total capital		-2	-1	-2	-3	-4	-3	-0	-5	-7
Net interest income		395	405	396	380	403	405	391	1,196	1,199
Net fee and commission income		97	109	106	70	74	68	55	312	198
Investment income		2	1	0	1	-0	1	-0	3	0
Realised gains and fair value changes on investments		1	-1	-0	14	4	5	11	-0	20
Total investment income		3	0	0	15	4	6	11	3	21
Valuation result and net trading income		18	25	17	25	24	25	37	60	87
Other income		1	3	14	-20	4	3	3	18	11
Total other income		19	28	31	5	28	28	41	78	97
Total income		515	542	533	471	509	507	498	1,589	1,514
Expenses excl. regulatory costs		253	253	255	235	234	267	243	761	745
Regulatory costs		19	19	40	17	15	16	52	77	84
Operating expenses		272	272	295	252	249	283	296	838	828
Gross result		243	270	238	219	260	223	203	751	686
Addition to loan loss provisions		26	8	6	-23	-7	-25	2	40	-30
Result before tax		217	262	232	241	268	248	201	711	716
Taxation		58	122	66	89	86	81	71	246	238
Non-controlling interests		1	1	1	1	1	1	1	3	2
Net result		158	139	165	151	181	166	129	462	476
Key figures										
Cost/income ratio		52.8%	50.2%	55.4%	53.5%	49.0%	55.9%	59.3%	52.8%	54.7%
Return on equity based on 13.5% CET1 ²⁾		16.3%	14.5%	18.0%	17.1%	20.3%	19.0%	15.1%	16.2%	18.2%
Risk costs in bps of average customer lending		12	4	3	-10	-3	-12	1	6	-5
Risk-weighted assets (end of period)		29,469	28,537	28,489	26,144	26,476	26,690	25,365	29,469	26,476
Employees (internal FTEs, end of period)		5,602	5,411	5,258	5,051	4,933	4,957	4,861	5,602	4,933
Four-quarter rolling average key figures										
Cost/income ratio		52.9%	52.0%	53.5%	54.4%	53.6%	53.6%	52.6%		
Return on equity based on 13.5% CET1 ²⁾		16.4%	17.4%	18.6%	17.9%	19.3%	18.9%	18.6%		

¹⁾ Including ING Austria.

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

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

Profit or loss Retail Banking Other Challengers & Growth Markets ¹⁾										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Balance sheet related interest		716	719	763	780	770	762	761	2,198	2,294
Capital charge on book equity		-24	-34	-51	-60	-68	-70	-72	-108	-211
Interest benefit on total capital		-3	-2	-3	-5	-6	-5	-1	-8	-12
Net interest income		690	683	709	716	697	686	688	2,082	2,071
Net fee and commission income		109	89	103	105	106	108	104	302	318
Investment income		95	2	-0	1	95	2	0	97	97
Realised gains and fair value changes on investments		1	5	1	0	2	2	4	6	8
Total investment income		96	7	1	1	97	4	4	103	105
Valuation result and net trading income		26	16	49	27	34	27	23	91	85
Other income		-205	31	31	26	13	27	14	-144	54
Total other income		-179	47	80	53	47	55	37	-52	139
Total income		715	826	894	875	947	853	833	2,435	2,633
Expenses excl. regulatory costs		647	494	491	505	519	474	470	1,632	1,463
Regulatory costs		55	55	80	67	56	49	69	190	174
Operating expenses		702	549	571	572	576	523	538	1,822	1,637
Gross result		13	277	323	303	371	330	295	613	996
Addition to loan loss provisions		114	170	134	97	80	105	82	418	267
Result before tax		-100	107	189	206	291	225	213	195	729
Taxation		2	31	54	50	61	63	59	87	184
Non-controlling interests		23	14	13	23	21	21	17	49	59
Net result		-125	62	121	132	209	141	137	58	486
Key figures										
Cost/income ratio		98.1%	66.5%	63.9%	65.4%	60.8%	61.3%	64.6%	74.8%	62.2%
Return on equity based on 13.5% CET1 ²⁾		-6.4%	4.5%	7.7%	9.0%	13.7%	9.8%	9.4%	2.1%	11.0%
Risk costs in bps of average customer lending		47	71	55	40	34	45	35	57	38
Risk-weighted assets (end of period)		46,870	47,853	51,403	51,953	50,394	49,393	47,937	46,870	50,394
Employees (internal FTEs, end of period)		19,154	18,984	18,786	18,115	18,066	17,907	17,635	19,154	18,066
Four-quarter rolling average key figures										
Cost/income ratio		72.3%	64.0%	62.8%	63.0%	62.5%	61.2%	61.8%		
Return on equity based on 13.5% CET1 ²⁾		3.9%	8.7%	10.0%	10.5%	10.3%	10.7%	10.6%		

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

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

ING 1.11 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Balance sheet related interest		931	953	988	1,087	1,012	983	996	2,872	2,990
Capital charge on book equity		-10	-20	-41	-47	-55	-64	-62	-71	-181
Interest benefit on total capital		-11	-7	-10	-15	-20	-18	-3	-28	-41
Net interest income		909	927	937	1,025	938	901	930	2,773	2,769
Net fee and commission income		253	264	297	303	294	276	262	814	832
Investment income		0	0	1	-4	-1	2	3	1	4
Realised gains and fair value changes on investments		1	3	3	-1	2	4	5	7	10
Total investment income		2	3	4	-5	1	6	8	8	15
Valuation result and net trading income		217	314	-24	-2	109	129	99	508	336
Other income		-7	1	56	-0	18	-0	8	51	25
Total other income		210	315	33	-2	127	128	106	558	361
Total income		1,374	1,509	1,270	1,322	1,359	1,311	1,307	4,153	3,977
Expenses excl. regulatory costs		644	909	669	689	657	655	640	2,222	1,951
Regulatory costs		8	20	130	142	11	11	132	158	154
Operating expenses		652	929	799	831	668	666	771	2,380	2,105
Gross result		722	580	471	490	692	644	536	1,773	1,872
Addition to loan loss provisions		145	882	373	254	116	91	71	1,400	278
Result before tax		577	-302	98	236	576	553	465	373	1,593
Taxation		161	-10	33	90	164	61	148	184	374
Non-controlling interests		4	4	4	5	1	5	3	12	9
Net result		412	-296	61	141	410	487	313	177	1,210
Key figures										
Cost/income ratio		47.4%	61.6%	62.9%	62.9%	49.1%	50.8%	59.0%	57.3%	52.9%
Return on equity based on 13.5% CET1 ¹⁾		8.2%	-5.5%	1.2%	2.9%	8.4%	9.9%	6.3%	1.2%	8.2%
Risk costs in bps of average customer lending		33	186	80	56	25	20	16	101	20
Risk-weighted assets (end of period)		146,596	155,536	158,168	155,072	145,419	146,046	148,508	146,596	145,419
Employees (internal FTEs, end of period)		14,078	13,838	13,676	13,701	13,509	13,277	12,935	14,078	13,509
Value at Risk trading positions (average)		29.8	39.2	21.6	11.4	4.7	9.3	8.0		
Four-quarter rolling average key figures										
Cost/income ratio		58.7%	59.1%	56.3%	55.4%	53.8%	52.8%	51.8%		
Return on equity based on 13.5% CET1 ¹⁾		1.6%	1.6%	5.5%	6.8%	8.2%	8.6%	8.5%		

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

ING 1.12 Profit or loss: WB - Lending

Profit or loss Wholesale Banking - Lending										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Balance sheet related interest		625	645	629	687	646	640	641	1,898	1,927
Capital charge on book equity		0	-0	0	-1	-0	-0	-0	0	-1
Interest benefit on total capital		-7	-4	-6	-9	-12	-12	-2	-18	-26
Net interest income		618	641	622	677	633	628	639	1,881	1,900
Net fee and commission income		122	97	131	132	121	118	112	349	351
Investment income		-	0	-	0	0	0	-	0	0
Realised gains and fair value changes on investments		-	-	-	-	-	-	-	-	-
Total investment income		-	0	-	0	0	0	-	0	0
Valuation result and net trading income		4	34	-94	-47	-12	-14	-9	-56	-35
Other income		2	6	6	12	1	4	-0	14	5
Total other income		7	40	-88	-35	-11	-10	-9	-42	-30
Total income		747	777	665	774	744	736	741	2,188	2,221
Expenses excl. regulatory costs		220	222	230	236	219	215	221	672	656
Regulatory costs		0	6	45	69	-0	1	48	51	49
Operating expenses		220	228	275	306	219	217	269	723	705
Gross result		526	549	390	468	525	519	472	1,465	1,516
Addition to loan loss provisions		146	833	306	131	129	71	57	1,284	257
Result before tax		381	-284	84	337	396	448	416	181	1,260
Taxation		120	-63	35	93	116	128	135	93	379
Non-controlling interests		2	1	2	3	-0	3	3	6	6
Net result		258	-222	47	241	280	317	278	83	875
Key figures										
Cost/income ratio		29.5%	29.3%	41.4%	39.5%	29.5%	29.4%	36.3%	33.1%	31.7%
Return on equity based on 13.5% CET1 ¹⁾		8.0%	-6.6%	1.4%	7.4%	8.9%	10.1%	8.7%	0.9%	9.2%
Risk costs in bps of average customer lending		41	223	84	37	36	20	16	117	24
Risk-weighted assets (end of period)		94,421	99,208	99,200	101,910	93,424	93,358	94,956	94,421	93,424
Four-quarter rolling average key figures										
Cost/income ratio		34.7%	34.7%	34.8%	33.7%	30.9%	30.0%	30.0%		
Return on equity based on 13.5% CET1 ¹⁾		2.5%	2.7%	6.9%	8.8%	10.3%	11.2%	11.5%		

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

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

Profit or loss Wholesale Banking - Daily Banking & Trade Finance										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Balance sheet related interest		152	151	182	193	195	197	189	485	581
Capital charge on book equity		1	1	1	1	1	0	-0	2	0
Interest benefit on total capital		-2	-1	-2	-2	-3	-3	-0	-4	-7
Net interest income		152	151	181	191	192	194	188	483	574
Net fee and commission income		106	117	124	137	126	131	126	347	383
Investment income		-	-0	0	-0	1	0	0	-	1
Realised gains and fair value changes on investments		-	-	-	-	-	-	-	-	-
Total investment income		-	-0	0	-0	1	0	0	-	1
Valuation result and net trading income		12	14	11	15	19	15	12	37	46
Other income		-3	-5	-2	-4	-2	-1	-1	-10	-4
Total other income		9	9	9	11	17	14	12	27	42
Total income		267	276	314	339	335	340	326	857	1,000
Expenses excl. regulatory costs		186	187	182	177	169	172	161	554	502
Regulatory costs		0	3	25	19	3	1	30	28	35
Operating expenses		186	190	207	196	172	173	192	582	536
Gross result		81	87	108	143	163	167	134	275	464
Addition to loan loss provisions		-4	46	62	112	-5	5	18	104	19
Result before tax		85	41	46	31	167	162	116	171	445
Taxation		22	9	17	10	41	41	30	47	112
Non-controlling interests		1	1	2	2	1	1	1	4	3
Net result		62	31	28	19	125	120	84	121	330
Key figures										
Cost/income ratio		69.8%	68.6%	65.7%	57.9%	51.4%	50.8%	58.8%	67.9%	53.6%
Return on equity based on 13.5% CET1 ¹⁾		8.8%	4.3%	3.6%	2.5%	15.4%	14.6%	10.4%	5.5%	13.5%
Risk costs in bps of average customer lending		-6	62	79	142	-6	6	23	47	8
Risk-weighted assets (end of period)		20,956	21,677	22,668	25,236	23,396	25,315	23,575	20,956	23,396
Four-quarter rolling average key figures										
Cost/income ratio		65.1%	60.5%	56.3%	54.7%	51.9%	52.2%	51.5%		
Return on equity based on 13.5% CET1 ¹⁾		4.7%	6.5%	9.1%	10.8%	14.0%	12.6%	12.5%		

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

ING 1.14 Profit or loss: WB - Financial Markets

Profit or loss Wholesale Banking - Financial Markets										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Balance sheet related interest		97	105	126	147	125	111	122	328	358
Capital charge on book equity		-9	-13	-23	-26	-29	-30	-29	-44	-88
Interest benefit on total capital		-2	-1	-1	-2	-2	-3	-0	-4	-5
Net interest income		86	91	102	119	94	79	92	279	265
Net fee and commission income		26	43	37	16	46	11	20	107	77
Investment income		-0	-0	0	-3	0	-0	0	-0	0
Realised gains and fair value changes on investments		0	-	-	-	1	1	-	0	1
Total investment income		0	-0	0	-3	1	1	0	0	1
Valuation result and net trading income		191	281	23	24	95	104	84	495	283
Other income		-6	-9	-9	-10	-3	-11	-0	-25	-15
Total other income		184	272	14	15	92	93	84	471	268
Total income		297	406	154	147	232	183	196	857	611
Expenses excl. regulatory costs		183	185	194	206	198	200	196	561	594
Regulatory costs		1	3	38	42	1	2	35	42	38
Operating expenses		184	188	232	248	199	202	231	603	632
Gross result		113	218	-78	-101	33	-19	-35	253	-21
Addition to loan loss provisions		2	1	-0	0	-0	1	-2	4	-1
Result before tax		111	217	-78	-101	33	-20	-33	250	-20
Taxation		33	63	-22	-29	12	-5	-8	74	-1
Non-controlling interests		1	3	2	1	1	1	1	6	4
Net result		77	151	-58	-73	20	-16	-26	170	-23
Key figures										
Cost/income ratio		61.8%	46.3%	150.8%	168.5%	85.7%	110.4%	117.8%	70.4%	103.4%
Return on equity based on 13.5% CET1 ¹⁾		9.1%	18.1%	-7.7%	-11.2%	3.3%	-2.2%	-3.6%	7.3%	-0.9%
Risk costs in bps of average customer lending		64	29	-2	6	-0	20	-54	29	-9
Risk-weighted assets (end of period)		24,402	26,139	24,159	18,744	19,351	17,913	21,012	24,402	19,351
Four-quarter rolling average key figures										
Cost/income ratio		84.8%	92.3%	123.0%	116.0%	112.2%	116.7%	109.5%		
Return on equity based on 13.5% CET1 ¹⁾		3.4%	1.7%	-4.6%	-3.5%	-2.9%	-3.5%	-2.2%		

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

Return on equity of ING's total Financial Markets activities, including Retail Banking										
	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Key figures										
Return on equity based on 13.5% CET1 ¹⁾		11.6%	19.6%	-4.3%	-6.6%	5.8%	1.3%	-1.1%	9.6%	1.9%
Four-quarter rolling average key figures										
Return on equity based on 13.5% CET1 ¹⁾		6.2%	4.5%	-1.1%	-0.2%	0.3%	-0.2%	1.0%		

ING 1.15 Profit or loss: WB - Treasury & Other

Profit or loss Wholesale Banking - Treasury & Other										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Balance sheet related interest		56	53	51	60	47	34	44	161	125
Capital charge on book equity		-2	-8	-19	-21	-26	-33	-33	-29	-92
Interest benefit on total capital		-1	-1	-1	-1	-1	-1	-0	-2	-3
Net interest income		53	45	32	38	19	-0	11	130	30
Net fee and commission income		-1	8	5	18	1	16	4	11	21
Investment income		0	0	0	-1	-2	2	3	1	3
Realised gains and fair value changes on investments		1	3	3	-1	1	3	5	7	9
Total investment income		1	3	4	-2	-0	5	8	8	12
Valuation result and net trading income		10	-15	36	6	7	24	11	31	42
Other income		-0	9	62	1	22	8	9	71	39
Total other income		10	-5	98	7	29	32	21	102	82
Total income		64	50	138	61	49	52	44	251	144
Expenses excl. regulatory costs		55	316	63	69	70	68	61	434	200
Regulatory costs		6	8	23	12	7	7	18	37	32
Operating expenses		62	324	86	81	78	75	79	471	232
Gross result		2	-274	52	-20	-29	-23	-36	-220	-88
Addition to loan loss provisions		1	2	6	11	-8	14	-2	9	4
Result before tax		1	-276	46	-31	-21	-37	-34	-229	-92
Taxation		-13	-19	3	16	-5	-103	-8	-29	-116
Non-controlling interests		-1	-1	-2	-2	-1	-1	-2	-3	-3
Net result		15	-256	44	-46	-15	66	-23	-196	28
Key figures										
Cost/income ratio		96.9%	n.a.	62.3%	132.6%	159.6%	144.7%	181.1%	187.5%	160.8%
Return on equity based on 13.5% CET1 ¹⁾		5.5%	-73.6%	11.8%	-15.2%	-5.0%	21.1%	-8.1%	-20.6%	2.6%
Risk costs in bps of average customer lending		7	9	29	82	-58	102	-14	16	10
Risk-weighted assets (end of period)		6,818	8,512	12,142	9,182	9,249	9,461	8,965	6,818	9,249
Four-quarter rolling average key figures										
Cost/income ratio		176.7%	191.0%	106.7%	152.3%	480.1%	243.1%	194.6%		
Return on equity based on 13.5% CET1 ¹⁾		-19.3%	-20.7%	3.5%	-1.8%	-5.2%	-3.2%	-8.4%		

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

ING 1.16 Profit or loss: Corporate Line

Profit or loss Corporate Line										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Balance sheet related interest		-38	5	-13	-32	-61	-56	-32	-46	-149
Capital charge on book equity		30	51	96	110	128	147	150	177	425
Interest benefit on total capital		23	14	20	32	42	38	6	57	85
Net interest income		15	70	103	109	108	129	123	188	361
Net fee and commission income		2	-2	-1	-0	0	-3	-2	-1	-6
Investment income		0	0	0	7	-1	0	119	0	118
Realised gains and fair value changes on investments		-	-0	0	0	-	0	-0	-	-0
Total investment income		0	0	0	7	-1	0	119	0	118
Valuation result and net trading income		-33	-25	-53	-60	-45	-19	-18	-111	-82
Other income		-6	-2	31	15	22	74	10	24	105
Total other income		-39	-26	-22	-45	-23	54	-8	-87	23
Total income		-22	42	80	71	84	180	233	101	497
Expenses excl. regulatory costs		95	111	42	66	49	98	96	248	243
Regulatory costs		5	1	-0	0	1	-2	-0	5	-2
Operating expenses		100	112	42	66	49	96	96	254	241
Gross result		-122	-70	39	5	35	84	137	-153	256
Addition to loan loss provisions		-0	0	3	-0	-0	0	-0	3	-0
Result before tax		-122	-70	36	5	35	84	137	-155	256
Taxation		5	-71	57	34	34	79	32	-9	145
Non-controlling interests		-	-	-0	-0	-0	-0	-0	-0	-0
Net result		-127	1	-20	-29	1	5	105	-146	110
Key figures										
Risk-weighted assets (end of period)			2,612	2,637	2,650	2,425	2,758	3,111	3,002	2,758
Employees (internal FTEs, end of period)			7	5	5	5	2	2	2	2

ING 1.17 Geographical split: 3Q2020

Geographical split 3Q2020

In € million	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Wholesale Banking Rest of World		Other ¹⁾		
	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Wholesale Banking	Total	Wholesale Banking	Corporate Line
Profit or loss																				
Net interest income	1,034	871	163	523	448	75	519	395	124	439	340	99	396	349	46	403	403	14	-1	15
Net fee and commission income	249	174	75	132	99	33	104	97	7	68	47	21	78	62	16	101	101	2	-0	2
Investment income	3	2	1	1	1	0	3	3	0	0	0	0	96	96	0	0	0	0	0	0
Other income	171	72	99	56	37	20	25	19	5	6	0	6	-155	-180	25	55	55	-39	-0	-39
Total income	1,457	1,119	338	712	585	127	651	515	136	514	388	126	415	328	88	560	560	-23	-1	-22
Expenses excl. regulatory costs	677	507	170	421	356	65	290	253	37	464	418	46	267	228	39	285	285	97	2	95
Regulatory costs	25	25	0	-0	0	-0	19	19	0	19	19	-0	42	37	6	2	2	5	-0	5
Operating expenses	702	532	170	421	356	65	309	272	37	483	437	46	309	265	44	286	286	102	2	100
Gross result	755	587	167	291	229	62	342	243	99	31	-49	80	106	63	43	273	273	-125	-3	-122
Addition to loan loss provisions	129	47	82	130	137	-7	19	26	-7	43	56	-13	66	58	8	83	83	-0	-	-0
Result before tax	626	540	86	161	92	69	323	217	106	-12	-105	93	40	5	35	191	191	-125	-3	-122
Retail Banking	540	540		92	92		217	217		-105	-105		5	5						
Wholesale Banking	86		86	69		69	106		106	93		93	35		35	191	191	-3	-3	
Corporate Line																		-122		-122
Result before tax	626	540	86	161	92	69	323	217	106	-12	-105	93	40	5	35	191	191	-125	-3	-122
Customer lending/deposits (in € billion)																				
Residential mortgages	111.4	110.8	0.6	38.7	38.6	0.0	78.8	78.6	0.1	57.6	57.6	0.0	12.6	12.5	0.1	0.0	0.0	0.0	0.0	0.0
Other customer lending	73.5	47.7	25.8	66.5	52.3	14.2	43.7	11.4	32.4	32.7	10.3	22.5	25.2	16.9	8.3	66.6	66.6	0.4	0.0	0.4
Customer deposits	197.7	165.2	32.5	108.3	92.6	15.7	142.9	141.5	1.4	98.7	96.8	2.0	46.9	41.6	5.2	11.1	11.1	0.0	0.0	0.0
Key figures																				
Cost/income ratio	48.2%	47.5%	50.4%	59.1%	60.8%	51.1%	47.5%	52.8%	27.3%	94.0%	112.7%	36.6%	74.5%	80.9%	50.7%	51.2%	51.2%	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ²⁾	18.8%	26.5%	6.7%	6.4%	4.6%	11.9%	14.1%	16.3%	10.7%	-1.6%	-12.8%	10.4%	0.2%	-2.5%	8.2%	6.7%	6.7%	-135.5%	92.0%	-143.3%
Risk costs in bps of average customer lending	27	12	119	49	60	-19	6	12	-8	19	33	-23	69	78	37	48	48	-10	n.a.	-10
Risk-weighted assets (end of period)	73,582	45,225	28,357	54,807	41,535	13,272	47,009	29,469	17,540	34,765	17,999	16,766	37,811	28,872	8,939	61,630	61,630	2,704	92	2,612
Employees (internal FTEs, end of period)	16,675	9,833	6,842	8,936	7,818	1,118	6,031	5,602	429	6,115	5,499	615	14,984	13,655	1,329	3,739	3,739	12	5	7
Four-quarter rolling average key figures																				
Cost/income ratio	58.0%	48.7%	97.1%	69.6%	71.6%	60.5%	47.5%	52.9%	28.7%	70.4%	82.5%	35.0%	61.4%	63.0%	52.5%	54.3%	54.4%	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ²⁾	12.8%	24.0%	-6.9%	2.6%	1.8%	5.2%	12.0%	16.4%	5.3%	4.2%	1.3%	7.4%	5.8%	5.5%	7.2%	1.1%	1.1%	-48.8%	-22.3%	-13.0%

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

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

ING 1.18 Geographical split: Comparable quarters

Geographical split comparable quarters

In € million	Total		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World		Other	
	3Q2020	3Q2019	3Q2020	3Q2019	3Q2020	3Q2019	3Q2020	3Q2019	3Q2020	3Q2019	3Q2020	3Q2019	3Q2020	3Q2019	3Q2020	3Q2019
Profit or loss																
Net interest income	3,329	3,529	1,034	1,057	523	556	519	538	439	449	396	400	403	422	14	106
Net fee and commission income	734	747	249	258	132	132	104	85	68	70	78	75	101	127	2	-0
Investment income	103	104	3	2	1	1	3	5	0	0	96	97	0	1	0	-1
Other income	120	246	171	20	56	64	25	36	6	3	-155	73	55	72	-39	-21
Total income	4,286	4,626	1,457	1,337	712	753	651	664	514	523	415	644	560	622	-23	84
Expenses excl. regulatory costs	2,502	2,334	677	692	421	437	290	269	464	326	267	275	285	288	97	48
Regulatory costs	111	106	25	26	-0	-2	19	15	19	22	42	41	2	3	5	1
Operating expenses	2,613	2,440	702	717	421	436	309	284	483	348	309	316	286	291	102	48
Gross result	1,673	2,187	755	619	291	317	342	380	31	176	106	328	273	331	-125	35
Addition to loan loss provisions	469	276	129	19	130	62	19	2	43	35	66	72	83	86	-0	-0
Result before tax	1,204	1,911	626	601	161	255	323	377	-12	141	40	256	191	245	-125	35
Retail Banking	749	1,301	540	535	92	207	217	268	-105	55	5	236	-	-	-	-
Wholesale Banking	577	576	86	66	69	48	106	110	93	86	35	20	191	245	-3	1
Corporate Line	-122	35	-	-	-	-	-	-	-	-	-	-	-	-	-122	35
Result before tax	1,204	1,911	626	601	161	255	323	377	-12	141	40	256	191	245	-125	35
Taxation	389	543	158	160	42	77	99	123	7	46	38	38	45	71	-1	28
Non-controlling interests	27	23	-0	-0	0	0	1	1	-	-	27	23	-	-	-	-0
Net result	788	1,344	468	441	119	178	222	254	-19	95	-25	195	146	174	-124	8
Customer lending/deposits (in € billion)																
Residential mortgages	298.9	296.5	111.4	113.2	38.7	39.4	78.8	75.8	57.6	56.9	12.6	11.2	0.0	0.0	-0.0	0.0
Other customer lending	308.7	320.9	73.5	77.2	66.5	66.5	43.7	46.1	32.7	33.1	25.2	27.3	66.6	70.2	0.4	0.4
Customer deposits	605.6	574.2	197.7	176.4	108.3	110.5	142.9	138.1	98.7	94.9	46.9	41.4	11.1	12.9	0.0	0.0
Key figures																
Cost/income ratio	61.0%	52.7%	48.2%	53.7%	59.1%	57.9%	47.5%	42.8%	94.0%	66.4%	74.5%	49.0%	51.2%	46.8%	n.a.	57.8%
Return on equity based on 13.5% CET1 ¹⁾	7.6%	12.7%	18.8%	16.2%	6.4%	9.7%	14.1%	16.9%	-1.6%	7.9%	0.2%	15.5%	6.7%	8.7%	-135.5%	7.2%
Risk costs in bps of average customer lending	30	18	27	4	49	23	6	1	19	16	69	75	48	49	-10	-4
Risk-weighted assets (end of period)	312,307	319,683	73,582	81,602	54,807	53,894	47,009	44,335	34,765	35,544	37,811	40,965	61,630	60,475	2,704	2,868
Employees (internal FTEs, end of period)	56,492	53,981	16,675	15,601	8,936	9,279	6,031	5,307	6,115	5,375	14,984	14,634	3,739	3,779	12	6
Four-quarter rolling average key figures																
Cost/income ratio	60.9%	55.7%	58.0%	55.2%	69.6%	61.5%	47.5%	46.7%	70.4%	67.2%	61.4%	52.9%	54.3%	53.4%	n.a.	n.a.
Return on equity based on 13.5% CET1 ¹⁾	6.2%	12.4%	12.8%	16.6%	2.6%	9.6%	12.0%	16.8%	4.2%	6.4%	5.8%	11.5%	1.1%	9.3%	-48.8%	39.0%

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

ING 1.19 Geographical split: Netherlands

Geographical split Netherlands										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Profit or loss										
Net interest income		1,034	1,041	1,056	1,095	1,057	1,026	1,035	3,131	3,118
Net fee and commission income		249	238	255	249	258	243	244	743	745
Investment income		3	12	2	3	2	9	3	16	14
Other income		171	178	6	4	20	78	0	354	98
Total income		1,457	1,470	1,319	1,351	1,337	1,356	1,282	4,245	3,974
Expenses excl. regulatory costs		677	925	650	707	692	686	640	2,252	2,018
Regulatory costs		25	40	121	98	26	30	116	186	172
Operating expenses		702	965	771	805	717	716	756	2,438	2,189
Gross result		755	505	548	546	619	640	526	1,807	1,785
Addition to loan loss provisions		129	256	64	49	19	55	23	449	97
Result before tax		626	248	484	496	601	585	503	1,358	1,689
Retail Banking		540	489	554	537	535	599	533	1,583	1,667
Wholesale Banking		86	-240	-70	-41	66	-14	-31	-225	22
Corporate Line									-	-
Result before tax		626	248	484	496	601	585	503	1,358	1,689
Customer lending/deposits (in € billion)										
Residential mortgages		111.4	111.9	112.2	112.4	113.2	113.0	112.7	111.4	113.2
Other customer lending		73.5	79.3	77.7	75.6	77.2	76.2	76.1	73.5	77.2
Customer deposits		197.7	196.4	188.1	178.7	176.4	176.3	170.8	197.7	176.4
Key figures										
Cost/income ratio		48.2%	65.7%	58.5%	59.6%	53.7%	52.8%	59.0%	57.4%	55.1%
Return on equity based on 13.5% CET1 ¹⁾		18.8%	4.2%	14.1%	14.0%	16.2%	17.3%	15.6%	12.3%	16.4%
Risk costs in bps of average customer lending		27	54	14	10	4	12	5	32	7
Risk-weighted assets (end of period)		73,582	73,763	78,807	78,334	81,602	79,115	71,353	73,582	81,602
Employees (internal FTEs, end of period)		16,675	16,351	16,217	15,926	15,601	15,272	14,834	16,675	15,601
Four-quarter rolling average key figures										
Cost/income ratio		58.0%	59.5%	56.1%	56.2%	55.2%	53.2%	51.1%		
Return on equity based on 13.5% CET1 ¹⁾		12.8%	12.2%	15.4%	15.8%	16.6%	18.6%	20.8%		

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

ING 1.20 Geographical split: Belgium

Geographical split Belgium ¹⁾										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Profit or loss										
Net interest income		523	534	556	565	556	561	551	1,613	1,668
Net fee and commission income		132	154	149	132	132	141	129	434	402
Investment income		1	-0	18	7	1	6	10	19	16
Other income		56	83	-3	-15	64	103	59	137	225
Total income		712	770	720	687	753	810	748	2,203	2,311
Expenses excl. regulatory costs		421	464	441	428	437	414	409	1,326	1,260
Regulatory costs		-0	10	211	37	-2	-4	207	221	200
Operating expenses		421	474	652	465	436	409	615	1,547	1,460
Gross result		291	296	68	222	317	401	133	656	851
Addition to loan loss provisions		130	194	144	107	62	22	77	468	161
Result before tax		161	102	-76	115	255	379	56	188	690
Retail Banking		92	56	-92	111	207	295	33	56	536
Wholesale Banking		69	45	16	4	48	84	22	131	154
Corporate Line									-	-
Result before tax		161	102	-76	115	255	379	56	188	690
Customer lending/deposits (in € billion)										
Residential mortgages		38.7	39.0	39.1	39.3	39.4	38.8	38.5	38.7	39.4
Other customer lending		66.5	68.2	70.8	67.6	66.5	68.0	67.8	66.5	66.5
Customer deposits		108.3	111.3	109.9	105.2	110.5	105.1	104.0	108.3	110.5
Key figures										
Cost/income ratio		59.1%	61.6%	90.5%	67.6%	57.9%	50.5%	82.2%	70.2%	63.2%
Return on equity based on 13.5% CET1 ²⁾		6.4%	3.3%	-3.3%	4.2%	9.7%	14.2%	2.3%	2.1%	8.8%
Risk costs in bps of average customer lending		49	72	53	40	23	8	29	58	20
Risk-weighted assets (end of period)		54,807	56,232	58,547	54,427	53,894	54,193	54,225	54,807	53,894
Employees (internal FTEs, end of period)		8,936	8,920	9,105	9,345	9,279	9,309	9,324	8,936	9,279
Four-quarter rolling average key figures										
Cost/income ratio		69.6%	69.2%	66.0%	64.2%	61.5%	61.5%	63.7%		
Return on equity based on 13.5% CET1 ²⁾		2.6%	3.4%	6.1%	7.6%	9.6%	9.5%	8.8%		

¹⁾ Including ING Luxembourg.

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

ING 1.21 Geographical split: Germany

Geographical split Germany ¹⁾										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Profit or loss										
Net interest income		519	534	525	523	538	535	525	1,578	1,599
Net fee and commission income		104	118	110	88	85	77	65	332	226
Investment income		3	-0	0	13	5	7	13	3	25
Other income		25	39	41	7	36	36	53	105	124
Total income		651	691	676	632	664	654	656	2,018	1,974
Expenses excl. regulatory costs		290	294	296	275	269	305	277	880	851
Regulatory costs		19	19	43	24	15	16	56	81	87
Operating expenses		309	313	339	299	284	321	333	961	938
Gross result		342	378	337	333	380	333	323	1,057	1,036
Addition to loan loss provisions		19	228	13	-10	2	-14	-18	260	-30
Result before tax		323	150	324	342	377	347	341	797	1,066
Retail Banking		217	262	232	241	268	248	201	711	716
Wholesale Banking		106	-112	92	101	110	99	141	86	350
Corporate Line									-	-
Result before tax		323	150	324	342	377	347	341	797	1,066
Customer lending/deposits (in € billion)										
Residential mortgages		78.8	77.5	76.4	76.1	75.8	74.7	73.9	78.8	75.8
Other customer lending		43.7	44.8	45.1	44.3	46.1	46.9	45.5	43.7	46.1
Customer deposits		142.9	141.0	138.4	139.5	138.1	138.0	138.2	142.9	138.1
Key figures										
Cost/income ratio		47.5%	45.3%	50.1%	47.3%	42.8%	49.1%	50.7%	47.6%	47.5%
Return on equity based on 13.5% CET1 ²⁾		14.1%	5.1%	14.2%	14.6%	16.9%	15.9%	15.2%	11.1%	16.0%
Risk costs in bps of average customer lending		6	75	4	-3	1	-5	-6	28	-3
Risk-weighted assets (end of period)		47,009	46,640	47,017	46,126	44,335	44,917	42,622	47,009	44,335
Employees (internal FTEs, end of period)		6,031	5,839	5,677	5,440	5,307	5,331	5,226	6,031	5,307
Four-quarter rolling average key figures										
Cost/income ratio		47.5%	46.4%	47.3%	47.5%	46.7%	46.7%	45.8%		
Return on equity based on 13.5% CET1 ²⁾		12.0%	12.6%	15.4%	15.6%	16.8%	16.9%	16.5%		

¹⁾ Including ING Austria.

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

ING 1.22 Geographical split: Other Challengers

Geographical split Other Challengers ¹⁾										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Profit or loss										
Net interest income		439	444	449	473	449	444	441	1,333	1,334
Net fee and commission income		68	66	70	71	70	73	68	204	212
Investment income		0	0	0	0	0	-1	1	1	-0
Other income		6	-8	21	7	3	12	-6	19	9
Total income		514	502	541	552	523	527	505	1,557	1,555
Expenses excl. regulatory costs		464	315	308	300	326	297	296	1,088	918
Regulatory costs		19	20	26	32	22	20	26	64	67
Operating expenses		483	336	334	332	348	317	321	1,152	986
Gross result		31	167	207	220	176	211	183	405	570
Addition to loan loss provisions		43	137	75	45	35	48	44	255	127
Result before tax		-12	29	132	175	141	163	139	150	443
Retail Banking		-105	10	64	88	55	91	72	-32	218
Wholesale Banking		93	20	68	87	86	71	67	181	225
Corporate Line									-	-
Result before tax		-12	29	132	175	141	163	139	150	443
Customer lending/deposits (in € billion)										
Residential mortgages		57.6	57.7	54.8	58.1	56.9	55.5	56.2	57.6	56.9
Other customer lending		32.7	33.9	32.9	32.6	33.1	32.6	31.4	32.7	33.1
Customer deposits		98.7	98.0	92.5	95.3	94.9	96.0	95.6	98.7	94.9
Key figures										
Cost/income ratio		94.0%	66.8%	61.7%	60.2%	66.4%	60.1%	63.7%	74.0%	63.4%
Return on equity based on 13.5% CET1 ²⁾		-1.6%	1.5%	7.3%	9.5%	7.9%	9.5%	7.5%	2.4%	8.3%
Risk costs in bps of average customer lending		19	61	34	20	16	22	20	38	19
Risk-weighted assets (end of period)		34,765	35,038	34,976	36,078	35,544	35,561	34,855	34,765	35,544
Employees (internal FTEs, end of period)		6,115	5,990	5,817	5,486	5,375	5,219	5,058	6,115	5,375
Four-quarter rolling average key figures										
Cost/income ratio		70.4%	63.7%	62.0%	62.5%	67.2%	65.7%	66.3%		
Return on equity based on 13.5% CET1 ²⁾		4.2%	6.6%	8.6%	8.6%	6.4%	6.7%	6.6%		

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

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

ING 1.23 Geographical split: Growth Markets

Geographical split Growth Markets ¹⁾										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Profit or loss										
Net interest income		396	389	410	410	400	391	409	1,195	1,200
Net fee and commission income		78	62	69	73	75	82	74	210	231
Investment income		96	7	0	-1	97	4	4	103	105
Other income		-155	95	100	84	73	77	82	41	232
Total income		415	553	579	567	644	554	569	1,548	1,767
Expenses excl. regulatory costs		267	259	271	287	275	261	256	797	791
Regulatory costs		42	42	72	58	41	36	63	157	141
Operating expenses		309	301	343	345	316	297	319	953	932
Gross result		106	252	237	222	328	257	250	595	835
Addition to loan loss provisions		66	118	87	69	72	70	60	271	202
Result before tax		40	134	150	152	256	186	191	324	633
Retail Banking		5	97	125	117	236	134	141	227	511
Wholesale Banking		35	37	26	35	20	53	49	97	122
Corporate Line									-	-
Result before tax		40	134	150	152	256	186	191	324	633
Customer lending/deposits (in € billion)										
Residential mortgages		12.6	12.6	12.0	12.1	11.2	10.9	10.4	12.6	11.2
Other customer lending		25.2	26.0	27.2	27.7	27.3	27.4	27.3	25.2	27.3
Customer deposits		46.9	47.1	43.9	43.7	41.4	40.8	39.3	46.9	41.4
Key figures										
Cost/income ratio		74.5%	54.4%	59.1%	60.9%	49.0%	53.7%	56.1%	61.6%	52.7%
Return on equity based on 13.5% CET1 ²⁾		0.2%	7.1%	7.5%	8.0%	15.5%	10.2%	10.7%	5.1%	12.1%
Risk costs in bps of average customer lending		69	122	88	71	75	74	64	93	71
Risk-weighted assets (end of period)		37,811	39,810	43,955	43,896	40,965	41,180	40,038	37,811	40,965
Employees (internal FTEs, end of period)		14,984	14,928	14,910	14,564	14,634	14,639	14,520	14,984	14,634
Four-quarter rolling average key figures										
Cost/income ratio		61.4%	55.7%	55.5%	54.7%	52.9%	51.7%	51.8%		
Return on equity based on 13.5% CET1 ²⁾		5.8%	9.5%	10.3%	11.1%	11.5%	11.6%	11.5%		

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

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

Geographical split Growth Markets - Asian stakes										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Result before tax		-121	25	9	9	93	7	9	-86	109
Risk-weighted assets (end of period)		6,580	7,546	7,342	8,269	6,622	6,928	7,373	6,580	6,622

Market value ³⁾ - Asian stakes	
In € million	30 Sep 2020
TMB (23.0%)	533
Bank of Beijing (13.0%)	1,616
Total valuation	2,150

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

ING 1.24 Geographical split: Wholesale Banking Rest of World

Geographical split Wholesale Banking Rest of World										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Profit or loss										
Net interest income		403	418	405	424	422	386	401	1,227	1,209
Net fee and commission income		101	86	131	121	127	99	98	318	324
Investment income		0	0	0	-3	1	1	0	0	1
Other income		55	136	61	39	72	98	84	252	254
Total income		560	640	597	581	622	584	583	1,797	1,789
Expenses excl. regulatory costs		285	286	300	308	288	292	299	871	879
Regulatory costs		2	5	53	54	3	1	48	59	52
Operating expenses		286	290	353	362	291	294	346	930	931
Gross result		273	350	244	219	331	290	237	867	858
Addition to loan loss provisions		83	402	276	167	86	29	21	761	136
Result before tax		191	-52	-32	52	245	262	216	106	722
Retail Banking									-	-
Wholesale Banking		191	-52	-32	52	245	262	216	106	722
Corporate Line									-	-
Result before tax		191	-52	-32	52	245	262	216	106	722
Customer lending/deposits (in € billion)										
Residential mortgages		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending		66.6	71.4	82.9	70.2	70.2	70.7	70.2	66.6	70.2
Customer deposits		11.1	12.0	13.5	12.0	12.9	14.9	13.4	11.1	12.9
Key figures										
Cost/income ratio		51.2%	45.4%	59.2%	62.3%	46.8%	50.3%	59.4%	51.8%	52.0%
Return on equity based on 13.5% CET1 ¹⁾		6.7%	-2.1%	-1.1%	1.4%	8.7%	13.2%	6.9%	1.1%	9.6%
Risk costs in bps of average customer lending		48	209	144	95	49	16	12	137	26
Risk-weighted assets (end of period)		61,630	68,024	69,331	65,017	60,475	60,047	65,638	61,630	60,475
Employees (internal FTEs, end of period)		3,739	3,733	3,716	3,744	3,779	3,748	3,689	3,739	3,779
Four-quarter rolling average key figures										
Cost/income ratio		54.3%	53.1%	54.5%	54.6%	53.4%	53.8%	53.8%		
Return on equity based on 13.5% CET1 ¹⁾		1.1%	1.5%	5.4%	7.5%	9.3%	9.4%	8.1%		

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

ING 1.25 Geographical split: Other

Geographical split Other ¹⁾										
In € million	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019	9M2020	9M2019
Profit or loss										
Net interest income		14	69	101	108	106	126	121	184	353
Net fee and commission income		2	-2	-1	-0	-0	-3	-3	-1	-7
Investment income		0	0	0	7	-1	0	120	1	119
Other income		-39	-24	-21	-45	-21	56	-5	-83	31
Total income		-23	44	79	69	84	179	233	100	497
Expenses excl. regulatory costs		97	112	42	66	48	99	97	252	244
Regulatory costs		5	1	0	0	1	-2	-0	5	-2
Operating expenses		102	113	42	66	48	97	97	257	242
Gross result		-125	-69	37	3	35	83	137	-157	255
Addition to loan loss provisions		-0	0	3	-0	-0	0	-0	3	-0
Result before tax		-125	-69	34	3	35	83	137	-160	255
Retail Banking		-	-	-	-	-	-	-	-	-
Wholesale Banking		-3	0	-2	-2	1	-1	-0	-5	-1
Corporate Line		-122	-70	36	5	35	84	137	-155	256
Result before tax		-125	-69	34	3	35	83	137	-160	255
Customer lending/deposits (in € billion)										
Residential mortgages		-0.0	-0.0	-0.0	0.0	0.0	0.0	0.0	-0.0	0.0
Other customer lending		0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
Customer deposits		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Key figures										
Cost/income ratio		n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ²⁾		-135.5%	-3.3%	-24.6%	-31.5%	7.2%	-2.9%	106.6%	-54.6%	36.3%
Risk costs in bps of average customer lending		-10	11	196	-2	-4	7	-5	64	-1
Risk-weighted assets (end of period)		2,704	2,726	2,741	2,536	2,868	3,241	3,154	2,704	2,868
Employees (internal FTEs, end of period)		12	10	9	9	6	6	6	12	6
Four-quarter rolling average key figures										
Cost/income ratio		n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 13.5% CET1 ²⁾		-48.8%	-12.3%	-11.8%	21.0%	30.5%	21.7%	11.8%		

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

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

ING 2.1 Consolidated Balance Sheet: Assets - Comparable quarters

ING Group: Assets						
In € million	ING Group		ING Bank N.V.		Holding/Eliminations	
	30 Sep 2020	30 Jun 2020	30 Sep 2020	30 Jun 2020	30 Sep 2020	30 Jun 2020
Cash and balances with central banks	111,081	118,971	111,081	118,971		
Loans and advances to banks	29,019	30,664	29,018	30,663	1	1
Financial assets at fair value through profit or loss						
- trading assets	52,592	53,781	52,601	53,784	-9	-3
- non-trading derivatives	2,752	2,488	2,795	2,530	-43	-42
- designated as at fair value through profit or loss	3,890	3,700	3,890	3,700		
- mandatorily at fair value through profit or loss	53,137	51,142	53,137	51,142		
Financial assets at fair value OCI						
- equity securities FV OCI	1,817	1,998	1,817	1,998		
- debt securities FV OCI	34,248	35,650	34,248	35,650		
- loans and advances FV OCI	1,180	1,345	1,180	1,345		
Securities at amortised cost	50,526	51,085	50,526	51,085		
Loans and advances to customers						
- customer lending	607,599	622,738	607,735	622,874	-136	-136
- provision for loan losses	-6,185	-6,029	-6,185	-6,029		
Investments in associates and joint ventures	1,467	1,775	1,467	1,775		
Property and equipment	2,987	3,086	2,987	3,086		
Intangible assets	1,418	1,586	1,418	1,586		
Current tax assets	474	515	518	604	-44	-89
Deferred tax assets	836	806	836	806		0
Other assets	7,642	9,543	7,631	9,530	11	13
Assets held for sale						
Total assets	956,481	984,842	956,701	985,099	-220	-256

ING 2.2 Consolidated Balance Sheet: Assets - Quarterly overview

ING Group: Assets								
In € million	31 Dec 2020	30 Sep 2020	30 Jun 2020	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019
Cash and balances with central banks		111,081	118,971	63,819	53,202	54,936	52,171	45,631
Loans and advances to banks		29,019	30,664	32,998	35,136	36,205	34,584	33,877
Financial assets at fair value through profit or loss								
- trading assets		52,592	53,781	62,071	49,254	57,641	54,212	54,697
- non-trading derivatives		2,752	2,488	2,415	2,257	2,534	2,397	2,543
- designated as at fair value through profit or loss		3,890	3,700	2,793	3,076	3,058	2,944	2,757
- mandatorily at fair value through profit or loss		53,137	51,142	52,264	41,600	58,751	59,376	60,855
Financial assets at fair value OCI								
- equity securities FV OCI		1,817	1,998	1,980	2,306	2,191	2,551	2,697
- debt securities FV OCI		34,248	35,650	34,102	30,483	30,944	26,776	28,512
- loans and advances FV OCI		1,180	1,345	1,525	1,680	1,841	1,967	2,160
Securities at amortised cost		50,526	51,085	47,534	46,108	45,371	45,970	47,227
Loans and advances to customers								
- customer lending		607,599	622,738	631,569	616,355	617,346	615,245	610,308
- provision for loan losses		-6,185	-6,029	-4,998	-4,590	-4,559	-4,481	-4,546
Investments in associates and joint ventures		1,467	1,775	1,693	1,790	1,441	1,317	1,266
Property and equipment		2,987	3,086	3,119	3,172	3,100	2,825	2,920
Intangible assets		1,418	1,586	1,917	1,916	1,939	1,917	1,859
Current tax assets		474	515	475	251	244	392	193
Deferred tax assets		836	806	818	730	750	711	793
Other assets		7,642	9,543	8,591	7,018	8,657	11,363	9,967
Assets held for sale							1,154	1,218
Total assets		956,481	984,842	944,685	891,744	922,391	913,390	904,935

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

ING Group: Total liabilities and equity						
In € million	ING Group		ING Bank N.V.		Holding/Eliminations	
	30 Sep 2020	30 Jun 2020	30 Sep 2020	30 Jun 2020	30 Sep 2020	30 Jun 2020
Deposits from banks	78,173	78,649	78,173	78,649		
Customer deposits	605,620	605,798	638,436	638,379	-32,816	-32,581
Financial liabilities at fair value through profit or loss						
- trading liabilities	32,089	35,745	32,089	35,745		
- non-trading derivatives	2,449	2,435	2,451	2,438	-3	-2
- designated as at fair value through profit or loss	56,292	52,461	56,292	52,461	-0	-0
Current tax liability	349	387	349	387		
Deferred tax liabilities	702	758	702	758		
Provisions	545	566	545	566	0	0
Other liabilities	12,667	14,879	12,628	14,838	40	41
Debt securities in issue	95,972	121,138	70,126	95,592	25,846	25,546
Subordinated loans	16,393	16,697	16,492	16,801	-100	-104
Total liabilities	901,251	929,515	908,284	936,614	-7,033	-7,099
Shareholders' equity	54,204	54,305	47,391	47,463	6,813	6,843
Non-controlling interests	1,025	1,022	1,025	1,022		
Total equity	55,230	55,327	48,417	48,484	6,813	6,843
Total liabilities and equity	956,481	984,842	956,701	985,099	-220	-256

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

ING Group: Total liabilities and equity								
In € million	31 Dec 2020	30 Sep 2020	30 Jun 2020	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019
Deposits from banks		78,173	78,649	45,908	34,826	38,173	38,095	37,647
Customer deposits		605,620	605,798	586,193	574,433	574,246	571,124	561,440
Financial liabilities at fair value through profit or loss								
- trading liabilities		32,089	35,745	44,794	28,042	32,315	33,575	34,288
- non-trading derivatives		2,449	2,435	3,074	2,215	3,112	2,381	2,733
- designated as at fair value through profit or loss		56,292	52,461	49,823	47,684	65,543	63,492	61,531
Current tax liability		349	387	454	554	613	487	710
Deferred tax liabilities		702	758	834	695	853	705	695
Provisions		545	566	607	688	851	853	912
Other liabilities		12,667	14,879	16,255	12,829	16,345	16,084	15,661
Debt securities in issue		95,972	121,138	124,501	118,528	119,921	118,929	120,626
Subordinated loans		16,393	16,697	16,951	16,588	16,007	14,205	15,069
Total liabilities		901,251	929,515	889,395	837,082	867,981	859,930	851,312
Shareholders' equity (in parent)		54,204	54,305	54,334	53,769	53,512	52,598	52,788
Non-controlling interests		1,025	1,022	956	893	899	862	835
Total equity		55,230	55,327	55,290	54,662	54,410	53,460	53,623
Total liabilities and equity		956,481	984,842	944,685	891,744	922,391	913,390	904,935

ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank N.V.		Holdings/Eliminations	
	30 Sep 2020	30 Jun 2020	30 Sep 2020	30 Jun 2020	30 Sep 2020	30 Jun 2020
Share capital	39	39	525	525	-486	-486
Share premium	17,089	17,089	16,542	16,542	547	547
Revaluation reserve equity securities	1,130	1,270	1,130	1,270	0	
Revaluation reserve debt instruments	250	200	250	200	0	0
Revaluation reserve cashflow hedge	1,602	1,709	1,602	1,709		
Other revaluation reserve	231	262	231	262	0	
Remeasurement of the net defined benefit asset/liability	-291	-252	-291	-252		0
Currency translation reserve	-3,419	-2,729	-3,420	-2,729	0	0
Treasury shares	-9	-3			-9	-3
Liability credit reserve	-119	-103	-119	-103		
Retained earnings and other reserves	35,946	35,855	29,110	29,018	6,836	6,837
Net result year to date	1,757	969	1,832	1,021	-75	-51
Shareholders' equity	54,204	54,305	47,391	47,463	6,813	6,843
Non-controlling interests	1,025	1,022	1,025	1,022		
Total equity	55,230	55,327	48,417	48,484	6,813	6,843
Key figures						
Shareholders' equity per share in €	13.90	13.92				
Shares outstanding in the market (in million)	3,899	3,900				

ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
In € million	31 Dec 2020	30 Sep 2020	30 Jun 2020	31 Mar 2020	31 Dec 2019	30 Sep 2019	30 Jun 2019	31 Mar 2019
Share capital		39	39	39	39	39	39	39
Share premium		17,089	17,089	17,088	17,078	17,077	17,077	17,076
Revaluation reserve equity securities		1,130	1,270	1,258	1,580	1,470	1,791	1,937
Revaluation reserve debt instruments		250	200	113	299	315	332	336
Revaluation reserve cashflow hedge		1,602	1,709	1,567	1,208	1,759	1,434	1,058
Other revaluation reserve		231	262	248	253	249	233	227
Remeasurement of the net defined benefit asset/liability		-291	-252	-167	-336	-420	-418	-427
Currency translation reserve		-3,419	-2,729	-2,677	-2,079	-1,815	-2,165	-2,016
Treasury shares		-9	-3	-6	-10	-5	-8	-8
Liability credit reserve		-119	-103	350	-114	-88	-82	-70
Retained earnings and other reserves		35,946	35,855	35,852	31,071	31,029	31,807	33,517
Net result year to date		1,757	969	670	4,781	3,901	2,556	1,119
Shareholders' equity		54,204	54,305	54,334	53,769	53,512	52,598	52,788
Non-controlling interests		1,025	1,022	956	893	899	862	835
Total equity		55,230	55,327	55,290	54,662	54,410	53,460	53,623
Key figures								
Shareholders' equity per share in €		13.90	13.92	13.93	13.80	13.74	13.50	13.56

ING 2.7 Capital position

Capital position	ING Group		ING Bank	
	30 Sep 2020	30 Jun 2020	30 Sep 2020	30 Jun 2020
In € million				
Shareholders' equity (parent)	54,204	54,305	47,391	47,463
- Interim profit not included in CET1 capital ¹⁾	-2,541	-1,754	-811	
- Minority interests, counting as CET1 capital	178	207	335	386
- Goodwill and intangibles deductible from CET1	-1,605	-1,785	-1,605	-1,785
- Deferred tax liabilities associated to intangible assets	29	31	29	31
- Shortfall on expected loan loss provision				
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	-1,602	-1,709	-1,602	-1,709
- Treasury shares (ING Group)			-9	-3
- Prudent Valuation adjustment	-165	-205	-164	-205
- Own credit risk	119	103	119	103
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-626	-664	-626	-664
- Deferred tax assets	-136	-155	-136	-155
- Own credit risk adjustments to derivatives (DVA)	-19	-25	-19	-25
- Irrevocable Payment Commitment (IPC)	-339	-309	-339	-309
- IRB Excess of provisions over expected losses eligible	290	182	290	182
Regulatory adjustments	-6,417	-6,083	-4,539	-4,154
Available common equity Tier 1 capital	47,787	48,222	42,852	43,309
Subordinated loans qualifying as Tier 1 capital ^{2), 3)}	5,865	6,085	5,872	6,093
Regulatory adjustments additional Tier 1	48	54	67	75
Available Tier 1 capital	53,700	54,361	48,791	49,477
Supplementary capital - Tier 2 bonds ⁴⁾	9,567	9,696	9,567	9,696
Regulatory adjustments Tier 2	-898	-914	20	15
Available BIS capital	62,369	63,143	58,378	59,188
Risk-weighted assets	312,307	322,234	312,103	321,989
Common equity Tier 1 ratio	15.3%	15.0%	13.7%	13.5%
Tier 1 ratio	17.2%	16.9%	15.6%	15.4%
Total capital ratio	20.0%	19.6%	18.7%	18.4%

¹⁾ Interim profit not included in CET1 capital ING Group as per 30 September 2020 was €2,541, of which €788 million relates to the result of 2020 and €1,754 million relates to the result of 2019.

²⁾ ING Group: Including €4,882 million which is CRR/CRD IV-compliant (2Q2020: €5,103 million), and €982 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (2Q2020: €982 million).

³⁾ ING Bank: Including €4,877 million which is CRR/CRD IV-compliant (2Q2020: €5,099 million), and €994 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (2Q2020: €994 million).

⁴⁾ Including €9,414 million which is CRR/CRD IV-compliant (2Q2020: €9,546 million), and €153 million to be replaced (by Group instruments) as capital recognition is subject to CRR/CRD IV grandfathering rules (2Q2020: €150 million).

ING 2.8 Funding

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

In € million	Long-term debt issued			Maturing ¹⁾										
	2018	2019	2020	Remaining 2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	>2029
ING Bank senior debt ²⁾	6,569	4,616	1,027	3,396	9,383	4,682	529	175	552	562	485	231	212	1,411
ING Bank covered bond	6,381	4,266	1,248	184	3,923	3,472	3,129	1,310	1,899	2,205	1,499	2,285	2,723	4,879
ING Bank RMBS		949		103	412	979								398
ING Group senior debt ²⁾	11,491	6,277	852			3,918	4,704	1,631	2,045	4,271	1,437	4,163	1,503	2,332
ING Bank Tier 2			0				924			1,513	150			
ING Group Tier 2	1,741	995	1,494									2,062	1,839	3,465

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

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

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

	30 Sep 2020	30 Jun 2020
Loan-to-deposit ratio	0.99	1.02
Key figures		
Customer deposits (retail)	50%	49%
Customer deposits (corporate)	20%	20%
Repurchase agreement	7%	6%
Interbank	9%	9%
CD/CP	3%	5%
Long-term senior debt	9%	9%
Subordinated debt	2%	2%
Total ¹⁾	100%	100%

¹⁾ Liabilities excluding trading securities and IFRS equity.

ING 2.9 Investments: Group

ING Group: Total Investments - 30 September 2020

In € billion	Securities at amortised cost	Financial assets at fair value through other comprehensive income (FV OCI)		Fair value through profit or loss	Total	
	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total debt securities	50.5	34.2	0.2	4.1	88.9	0.2
of which Government bonds	27.2	23.9	0.2	0.1	51.2	0.2
of which Sub-sovereign, Supranationals and Agencies	14.3	7.2	0.0	2.0	23.4	0.0
of which Covered bonds	6.4	1.8	0.0		8.2	0.0
of which Financial institutions	1.4	0.7	0.0	1.2	3.4	0.0
of which Corporate bonds	0.1	0.3	-0.0		0.4	-0.0
of which asset-backed securities	1.1	0.4	0.0	0.7	2.2	0.0
Total equity securities		1.8	1.1		1.8	1.1
Total Investments	50.5	36.1	1.3	4.1	90.7	1.3

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

ING 3.1 Customer lending/deposits: 3Q2020 Segment split

Customer lending/deposits												
In € billion	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	Lending	Daily Banking & Trade Finance	Financial Markets	Treasury & Other	Corporate Line
			Netherlands	Belgium	Germany	Other						
Residential mortgages												
Beginning of period	298.7	297.9	111.3	39.0	77.4	70.3	0.8	0.0	0.0	0.0	0.8	0.0
Net production	0.8	0.8	-0.5	-0.3	1.3	0.3	-0.0				-0.0	
Treasury												
Acquisitions / divestments												
FX impact and other	-0.5	-0.5	-0.0	-0.0	0.0	-0.5	0.0				0.0	
End of period	298.9	298.2	110.8	38.6	78.6	70.1	0.8	0.0	0.0	0.0	0.8	0.0
Other customer lending												
Beginning of period	324.0	141.7	51.3	51.8	11.0	27.7	181.9	147.0	28.8	1.6	4.6	0.4
Net production	-8.0	0.1	-0.9	0.5	0.1	0.3	-8.1	-6.4	-1.8	-0.2	0.3	
Treasury	-3.0	-2.4	-2.7	0.0	0.3	-0.0	-0.6				-0.6	
Acquisitions / divestments												
FX impact and other	-4.3	-0.8				-0.8	-3.5	-2.7	-0.8		-0.0	0.0
End of period	308.7	138.6	47.7	52.3	11.4	27.2	169.7	137.8	26.2	1.4	4.2	0.4
Customer deposits												
Beginning of period	605.8	536.0	164.8	93.6	139.7	137.9	69.8	0.4	59.7	5.5	4.1	0.0
Net production	3.4	4.4	1.2	-0.5	1.7	2.0	-1.0	0.1	-0.9	-0.3	0.2	0.0
Treasury	-1.5	-1.2	-0.8	-0.4	0.0	-0.0	-0.3				-0.3	
Acquisitions / divestments												
FX impact and other	-2.1	-1.6				-1.6	-0.5	-0.0	-0.3	-0.3	-0.0	-0.0
End of period	605.6	537.7	165.2	92.6	141.5	138.4	67.9	0.5	58.5	5.0	4.0	0.0

ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		298.7	294.6	298.0	296.5	293.0	291.6	287.7
Net production		0.8	0.9	0.4	1.7	3.2	1.7	2.6
Treasury								
Acquisitions / divestments								
FX impact and other		-0.5	3.3	-3.9	-0.1	0.3	-0.4	1.3
End of period		298.9	298.7	294.6	298.0	296.5	293.0	291.6
Other customer lending								
Beginning of period		324.0	337.0	318.3	320.9	322.3	318.7	309.0
Net production		-8.0	-8.2	11.6	0.0	-4.4	5.3	5.9
Treasury		-3.0	-3.5	7.6	-0.6	-0.5	-0.2	2.2
Acquisitions / divestments								
FX impact and other		-4.3	-1.3	-0.6	-2.0	3.5	-1.5	1.7
End of period		308.7	324.0	337.0	318.3	320.9	322.3	318.7
Customer deposits								
Beginning of period		605.8	586.2	574.4	574.2	571.1	561.4	555.8
Net production		3.4	20.9	9.2	2.5	4.4	11.7	4.8
Treasury		-1.5	-4.4	8.9	-3.0	-1.1	-1.4	0.3
Acquisitions / divestments								
FX impact and other		-2.1	3.1	-6.3	0.7	-0.2	-0.6	0.5
End of period		605.6	605.8	586.2	574.4	574.2	571.1	561.4

ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		297.9	293.8	297.3	295.5	292.1	290.8	286.8
Net production		0.8	0.9	0.4	1.6	3.2	1.7	2.6
Treasury								
Acquisitions / divestments								
FX impact and other		-0.5	3.2	-3.9	0.1	0.2	-0.4	1.4
End of period		298.2	297.9	293.8	297.3	295.5	292.1	290.8
Other customer lending								
Beginning of period		141.7	141.2	139.8	139.6	140.0	137.2	132.9
Net production		0.1	-2.6	2.2	0.6	0.2	3.1	2.0
Treasury		-2.4	2.8	0.6	-0.4	-0.5	-0.2	2.5
Acquisitions / divestments								
FX impact and other		-0.8	0.3	-1.5	0.0	-0.1	-0.1	-0.2
End of period		138.6	141.7	141.2	139.8	139.6	140.0	137.2
Customer deposits								
Beginning of period		536.0	515.9	510.9	508.3	507.6	500.5	492.7
Net production		4.4	20.6	3.2	4.4	1.7	8.5	5.6
Treasury		-1.2	-3.4	7.5	-2.4	-0.7	-1.0	1.9
Acquisitions / divestments								
FX impact and other		-1.6	2.9	-5.6	0.6	-0.3	-0.5	0.3
End of period		537.7	536.0	515.9	510.9	508.3	507.6	500.5

ING 3.4 Customer lending/deposits: Retail Banking Netherlands

Customer lending/deposits Retail Banking Netherlands								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		111.3	111.7	111.9	112.6	112.4	112.1	111.4
Net production		-0.5	-0.5	-0.5	-0.4	-0.0	0.2	0.2
Treasury								
Acquisitions / divestments								
FX impact and other		-0.0	0.1	0.3	-0.3	0.2	0.1	0.5
End of period		110.8	111.3	111.7	111.9	112.6	112.4	112.1
Other customer lending								
Beginning of period		51.3	49.4	48.3	49.3	48.6	47.9	46.0
Net production		-0.9	-0.7	0.1	-0.5	0.3	0.3	0.9
Treasury		-2.7	2.6	0.9	-0.5	0.4	0.4	1.0
Acquisitions / divestments								
FX impact and other								
End of period		47.7	51.3	49.4	48.3	49.3	48.6	47.9
Customer deposits								
Beginning of period		164.8	158.1	150.3	151.2	151.0	147.4	143.8
Net production		1.2	9.6	1.5	1.2	1.0	4.8	1.4
Treasury		-0.8	-2.9	6.3	-2.2	-0.8	-1.1	2.2
Acquisitions / divestments								
FX impact and other								
End of period		165.2	164.8	158.1	150.3	151.2	151.0	147.4

ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		39.0	39.1	39.3	39.3	38.7	38.4	37.9
Net production		-0.3	-0.1	-0.2	0.0	0.5	0.2	0.4
Treasury								
Acquisitions / divestments								
FX impact and other		-0.0	0.0	0.0	0.0	0.0	0.1	0.1
End of period		38.6	39.0	39.1	39.3	39.3	38.7	38.4
Other customer lending								
Beginning of period		51.8	53.0	52.0	50.9	52.2	51.4	49.5
Net production		0.5	-1.3	1.3	0.7	-0.7	1.5	0.6
Treasury		0.0	0.0	-0.3	0.3	-0.5	-0.7	1.4
Acquisitions / divestments								
FX impact and other								
End of period		52.3	51.8	53.0	52.0	50.9	52.2	51.4
Customer deposits								
Beginning of period		93.6	90.9	89.7	90.0	89.3	87.5	85.5
Net production		-0.5	2.9	0.5	-0.4	0.7	1.8	2.0
Treasury		-0.4	-0.2	0.8	0.0	0.0	-0.0	0.0
Acquisitions / divestments								
FX impact and other								
End of period		92.6	93.6	90.9	89.7	90.0	89.3	87.5

¹⁾ Including ING Luxembourg.

ING 3.6 Customer lending/deposits: Retail Banking Germany

Customer lending/deposits Retail Banking Germany ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		77.4	76.3	76.0	75.6	74.6	73.8	73.5
Net production		1.3	1.0	0.3	0.5	0.9	0.8	0.2
Treasury								
Acquisitions / divestments								
FX impact and other		0.0	0.0	0.0	-0.1	0.1	0.1	0.1
End of period		78.6	77.4	76.3	76.0	75.6	74.6	73.8
Other customer lending								
Beginning of period		11.0	10.9	10.7	11.0	11.0	10.7	10.5
Net production		0.1	-0.1	0.3	0.0	0.3	0.3	0.0
Treasury		0.3	0.2	-0.1	-0.3	-0.3	0.1	0.1
Acquisitions / divestments								
FX impact and other								
End of period		11.4	11.0	10.9	10.7	11.0	11.0	10.7
Customer deposits								
Beginning of period		139.7	137.4	138.5	137.2	137.3	136.9	138.0
Net production		1.7	2.4	-1.2	1.6	-0.2	0.3	-0.9
Treasury		0.0	-0.1	0.1	-0.2	0.1	0.1	-0.2
Acquisitions / divestments								
FX impact and other								
End of period		141.5	139.7	137.4	138.5	137.2	137.3	136.9

¹⁾ Including ING Austria.

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

Customer lending/deposits Retail Banking Other Challengers & Growth Markets ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		70.3	66.8	70.1	68.1	66.4	66.5	64.1
Net production		0.3	0.5	0.8	1.6	1.7	0.6	1.8
Treasury								
Acquisitions / divestments								
FX impact and other		-0.5	3.0	-4.2	0.5	-0.0	-0.7	0.7
End of period		70.1	70.3	66.8	70.1	68.1	66.4	66.5
Other customer lending								
Beginning of period		27.7	27.9	28.8	28.4	28.1	27.2	27.0
Net production		0.3	-0.5	0.5	0.4	0.4	1.0	0.4
Treasury		-0.0	0.0	0.0	0.0	-0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other		-0.8	0.3	-1.5	0.0	-0.1	-0.1	-0.2
End of period		27.2	27.7	27.9	28.8	28.4	28.1	27.2
Customer deposits								
Beginning of period		137.9	129.5	132.5	129.9	130.0	128.8	125.4
Net production		2.0	5.8	2.3	2.0	0.2	1.7	3.1
Treasury		-0.0	-0.2	0.3	-0.0	0.0	0.1	-0.1
Acquisitions / divestments								
FX impact and other		-1.6	2.9	-5.6	0.6	-0.3	-0.5	0.3
End of period		138.4	137.9	129.5	132.5	129.9	130.0	128.8

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

ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		0.8	0.8	0.8	0.9	0.8	0.8	0.9
Net production		-0.0	0.0	-0.0	0.0	0.0		0.0
Treasury								
Acquisitions / divestments								
FX impact and other		0.0	0.0	-0.0	-0.2	0.1	0.1	-0.2
End of period		0.8	0.8	0.8	0.8	0.9	0.8	0.8
Other customer lending								
Beginning of period		181.9	195.5	178.1	180.9	181.9	181.2	175.7
Net production		-8.1	-5.6	9.4	-0.6	-4.6	2.2	3.9
Treasury		-0.6	-6.3	7.1	-0.2	-0.0	-0.0	-0.3
Acquisitions / divestments								
FX impact and other		-3.5	-1.6	0.9	-2.0	3.6	-1.5	1.9
End of period		169.7	181.9	195.5	178.1	180.9	181.9	181.2
Customer deposits								
Beginning of period		69.8	70.3	63.5	66.0	63.5	60.9	63.1
Net production		-1.0	0.3	6.0	-1.9	2.8	3.1	-0.9
Treasury		-0.3	-1.0	1.4	-0.6	-0.5	-0.4	-1.6
Acquisitions / divestments								
FX impact and other		-0.5	0.2	-0.6	0.1	0.2	-0.1	0.2
End of period		67.9	69.8	70.3	63.5	66.0	63.5	60.9

ING 3.9 Customer lending/deposits: WB - Lending

Customer lending/deposits Wholesale Banking - Lending								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period		147.0	151.8	140.1	143.6	142.3	142.5	138.6
Net production		-6.4	-3.6	11.2	-2.0	-1.4	1.0	2.5
Treasury								
Acquisitions / divestments								
FX impact and other		-2.7	-1.2	0.5	-1.4	2.6	-1.2	1.5
End of period		137.8	147.0	151.8	140.1	143.6	142.3	142.5
Customer deposits								
Beginning of period		0.4	0.5	0.5	0.4	0.5	0.4	0.6
Net production		0.1	-0.0	0.0	0.1	-0.1	0.1	-0.2
Treasury								
Acquisitions / divestments								
FX impact and other		-0.0	-0.0	0.0	-0.0	0.0	-0.0	0.0
End of period		0.5	0.4	0.5	0.5	0.4	0.5	0.4

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

Customer lending/deposits Wholesale Banking - Daily Banking & Trade Finance								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period		28.8	30.4	32.0	31.1	33.2	32.8	30.9
Net production		-1.8	-1.2	-2.0	1.5	-3.1	0.7	1.5
Treasury								
Acquisitions / divestments								
FX impact and other		-0.8	-0.4	0.4	-0.6	1.0	-0.3	0.4
End of period		26.2	28.8	30.4	32.0	31.1	33.2	32.8
Customer deposits								
Beginning of period		59.7	58.2	54.0	55.1	50.5	49.7	51.4
Net production		-0.9	1.5	4.6	-1.2	4.6	0.8	-1.8
Treasury								
Acquisitions / divestments								
FX impact and other		-0.3	0.1	-0.4	0.1	0.1	-0.0	0.1
End of period		58.5	59.7	58.2	54.0	55.1	50.5	49.7

ING 3.11 Customer lending/deposits: WB - Financial Markets

Customer lending/deposits Wholesale Banking - Financial Markets								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period		1.6	2.1	1.4	1.8	1.7	1.2	1.5
Net production		-0.2	-0.6	0.7	-0.4	0.1	0.5	-0.3
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period		1.4	1.6	2.1	1.4	1.8	1.7	1.2
Customer deposits								
Beginning of period		5.5	6.4	4.6	5.8	7.4	5.4	4.3
Net production		-0.3	-1.0	2.0	-1.1	-1.7	2.0	1.0
Treasury								
Acquisitions / divestments								
FX impact and other		-0.3	0.1	-0.2	-0.0	0.1	-0.0	0.1
End of period		5.0	5.5	6.4	4.6	5.8	7.4	5.4

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

Customer lending/deposits Wholesale Banking - Treasury & Other								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		0.8	0.8	0.8	0.9	0.8	0.8	0.9
Net production		-0.0	0.0	-0.0	0.0	0.0		0.0
Treasury								
Acquisitions / divestments								
FX impact and other		0.0	0.0	-0.0	-0.2	0.1	0.1	-0.2
End of period		0.8	0.8	0.8	0.8	0.9	0.8	0.8
Other customer lending								
Beginning of period		4.6	11.1	4.6	4.5	4.6	4.6	4.7
Net production		0.3	-0.2	-0.5	0.3	-0.1	-0.0	0.2
Treasury		-0.6	-6.3	7.1	-0.2	-0.0	-0.0	-0.3
Acquisitions / divestments								
FX impact and other		-0.0	-0.0					
End of period		4.2	4.6	11.1	4.6	4.5	4.6	4.6
Customer deposits								
Beginning of period		4.1	5.3	4.4	4.7	5.2	5.4	6.9
Net production		0.2	-0.1	-0.5	0.3	0.0	0.2	0.1
Treasury		-0.3	-1.0	1.4	-0.6	-0.5	-0.4	-1.6
Acquisitions / divestments								
FX impact and other		-0.0	-0.0	-0.0	0.0	-0.0	-0.0	-0.0
End of period		4.0	4.1	5.3	4.4	4.7	5.2	5.4

ING 3.13 Customer lending/deposits: Corporate Line

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

ING 3.14 Customer lending/deposits: 3Q2020 Geographical split of the segments

Customer lending/deposits Geographical split of the segments								
In € billion	Total	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World	Other
Residential mortgages								
Beginning of period	298.7	111.9	39.0	77.5	57.7	12.6	0.0	0.0
Net production	0.8	-0.5	-0.3	1.3	0.0	0.3		
Treasury								
Acquisitions / divestments								
FX impact and other	-0.5	-0.1	-0.0	0.0	-0.2	-0.3		
End of period	298.9	111.4	38.7	78.8	57.6	12.6	0.0	0.0
Other customer lending								
Beginning of period	324.0	79.3	68.2	44.8	33.9	26.0	71.4	0.4
Net production	-8.0	-2.0	-1.5	-0.9	-1.0	0.2	-2.7	-0.0
Treasury	-3.0	-3.4	0.0	0.4	0.0	-0.0	-0.0	
Acquisitions / divestments								
FX impact and other	-4.3	-0.4	-0.2	-0.5	-0.1	-1.0	-2.1	0.0
End of period	308.7	73.5	66.5	43.7	32.7	25.2	66.6	0.4
Customer deposits								
Beginning of period	605.8	196.4	111.3	141.0	98.0	47.1	12.0	0.0
Net production	3.4	2.3	-2.5	1.8	1.0	1.3	-0.4	0.0
Treasury	-1.5	-1.0	-0.5	0.1	-0.0	0.0	-0.1	
Acquisitions / divestments								
FX impact and other	-2.1				-0.2	-1.5	-0.4	-0.0
End of period	605.6	197.7	108.3	142.9	98.7	46.9	11.1	0.0

ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		111.9	112.2	112.4	113.2	113.0	112.7	112.1
Net production		-0.5	-0.5	-0.5	-0.4	-0.0	0.2	0.2
Treasury								
Acquisitions / divestments								
FX impact and other		-0.1	0.2	0.2	-0.4	0.2	0.2	0.4
End of period		111.4	111.9	112.2	112.4	113.2	113.0	112.7
Other customer lending								
Beginning of period		79.3	77.7	75.6	77.2	76.2	76.1	72.7
Net production		-2.0	-1.4	1.0	-0.7	-0.1	-0.2	2.7
Treasury		-3.4	3.2	0.9	-0.6	0.5	0.5	0.4
Acquisitions / divestments								
FX impact and other		-0.4	-0.2	0.2	-0.3	0.5	-0.2	0.3
End of period		73.5	79.3	77.7	75.6	77.2	76.2	76.1
Customer deposits								
Beginning of period		196.4	188.1	178.7	176.4	176.3	170.8	172.8
Net production		2.3	11.9	1.9	5.1	1.3	6.9	-2.3
Treasury		-1.0	-3.6	7.5	-2.8	-1.1	-1.5	0.3
Acquisitions / divestments								
FX impact and other								
End of period		197.7	196.4	188.1	178.7	176.4	176.3	170.8

ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		39.0	39.1	39.3	39.4	38.8	38.5	37.9
Net production		-0.3	-0.1	-0.2	0.0	0.5	0.2	0.4
Treasury								
Acquisitions / divestments								
FX impact and other		-0.0	0.0	0.0	-0.0	0.1	0.1	0.1
End of period		38.7	39.0	39.1	39.3	39.4	38.8	38.5
Other customer lending								
Beginning of period		68.2	70.8	67.6	66.5	68.0	67.8	65.7
Net production		-1.5	-2.5	3.4	0.8	-1.1	1.1	0.4
Treasury		0.0	0.0	-0.4	0.4	-0.6	-0.8	1.6
Acquisitions / divestments								
FX impact and other		-0.2	-0.1	0.1	-0.1	0.2	-0.1	0.1
End of period		66.5	68.2	70.8	67.6	66.5	68.0	67.8
Customer deposits								
Beginning of period		111.3	109.9	105.2	110.5	105.1	104.0	101.3
Net production		-2.5	1.6	3.8	-5.4	5.4	1.1	2.7
Treasury		-0.5	-0.2	0.9	0.1	0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other								
End of period		108.3	111.3	109.9	105.2	110.5	105.1	104.0

¹⁾ Including ING Luxembourg.

ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		77.5	76.4	76.1	75.8	74.7	73.9	73.5
Net production		1.3	1.0	0.3	0.5	0.9	0.8	0.2
Treasury								
Acquisitions / divestments								
FX impact and other		0.0	0.0	0.1	-0.2	0.1	0.1	0.2
End of period		78.8	77.5	76.4	76.1	75.8	74.7	73.9
Other customer lending								
Beginning of period		44.8	45.1	44.3	46.1	46.9	45.5	44.7
Net production		-0.9	-0.2	0.6	-0.4	0.1	1.1	0.6
Treasury		0.4	0.2	-0.1	-0.4	-0.4	0.1	0.2
Acquisitions / divestments								
FX impact and other		-0.5	-0.3	0.3	-1.1	-0.4	0.2	-0.0
End of period		43.7	44.8	45.1	44.3	46.1	46.9	45.5
Customer deposits								
Beginning of period		141.0	138.4	139.5	138.1	138.0	138.2	138.8
Net production		1.8	2.6	-1.2	1.6	-0.1	-0.2	-0.4
Treasury		0.1	-0.1	0.1	-0.3	0.2	0.1	-0.3
Acquisitions / divestments								
FX impact and other								
End of period		142.9	141.0	138.4	139.5	138.1	138.0	138.2

¹⁾ Including ING Austria.

ING 3.18 Customer lending/deposits: Geographical Other Challengers

Customer lending/deposits Geographical Other Challengers ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		57.7	54.8	58.1	56.9	55.5	56.2	54.0
Net production		0.0	0.0	0.2	1.0	1.2	0.1	1.4
Treasury								
Acquisitions / divestments								
FX impact and other		-0.2	2.9	-3.5	0.3	0.2	-0.8	0.7
End of period		57.6	57.7	54.8	58.1	56.9	55.5	56.2
Other customer lending								
Beginning of period		33.9	32.9	32.6	33.1	32.6	31.4	31.1
Net production		-1.0	0.3	1.0	-0.5	0.3	1.4	0.1
Treasury		0.0	0.0	0.0	-0.0	-0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other		-0.1	0.6	-0.7	0.0	0.1	-0.2	0.2
End of period		32.7	33.9	32.9	32.6	33.1	32.6	31.4
Customer deposits								
Beginning of period		98.0	92.5	95.3	94.9	96.0	95.6	92.6
Net production		1.0	3.0	0.5	0.2	-1.1	1.0	2.2
Treasury		-0.0	-0.1	0.1	-0.1	-0.1	0.1	0.1
Acquisitions / divestments								
FX impact and other		-0.2	2.6	-3.5	0.3	0.1	-0.7	0.7
End of period		98.7	98.0	92.5	95.3	94.9	96.0	95.6

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

ING 3.19 Customer lending/deposits: Geographical Growth Markets

Customer lending/deposits Geographical Growth Markets ¹⁾								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		12.6	12.0	12.1	11.2	10.9	10.4	11.2
Net production		0.3	0.4	0.6	0.6	0.5	0.5	-0.8
Treasury								
Acquisitions / divestments								
FX impact and other		-0.3	0.2	-0.7	0.2	-0.2	0.1	-0.1
End of period		12.6	12.6	12.0	12.1	11.2	10.9	10.4
Other customer lending								
Beginning of period		26.0	27.2	27.8	27.3	27.4	27.3	27.4
Net production		0.2	-1.2	0.7	0.4	-0.0	0.1	0.2
Treasury		-0.0	0.0	0.0	0.0	-0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other		-1.0	0.0	-1.3	0.0	-0.1	-0.0	-0.3
End of period		25.2	26.0	27.2	27.8	27.3	27.4	27.3
Customer deposits								
Beginning of period		47.1	43.9	43.7	41.4	40.8	39.3	38.9
Net production		1.3	3.1	2.3	2.0	1.1	1.2	1.0
Treasury		0.0	-0.2	0.3	0.0	0.1	0.1	-0.2
Acquisitions / divestments								
FX impact and other		-1.5	0.3	-2.4	0.3	-0.5	0.2	-0.4
End of period		46.9	47.1	43.9	43.7	41.4	40.8	39.3

¹⁾ Includes: Poland, Romania, Turkey, Philippines, Asian stakes.

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

Customer lending/deposits Geographical Wholesale Banking Rest of World								
In € billion	4Q2020	3Q2020	2Q2020	1Q2020	4Q2019	3Q2019	2Q2019	1Q2019
Residential mortgages								
Beginning of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period		0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period		71.4	82.9	70.1	70.2	70.7	70.2	66.9
Net production		-2.7	-3.2	4.8	0.5	-3.7	1.7	1.9
Treasury		-0.0	-7.0	7.1	-0.1	0.0	-0.0	-0.0
Acquisitions / divestments								
FX impact and other		-2.1	-1.2	0.9	-0.5	3.2	-1.2	1.5
End of period		66.6	71.4	82.9	70.1	70.2	70.7	70.2
Customer deposits								
Beginning of period		12.0	13.5	12.0	12.9	14.9	13.4	11.2
Net production		-0.4	-1.3	1.8	-1.0	-2.0	1.8	1.6
Treasury		-0.1	-0.2	-0.0	0.1	-0.3	-0.2	0.4
Acquisitions / divestments								
FX impact and other		-0.4	0.1	-0.4	0.0	0.3	-0.1	0.3
End of period		11.1	12.0	13.5	12.0	12.9	14.9	13.4

ING 3.21 Customer lending/deposits: Geographical Other

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

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

Important legal information

ING Group's annual accounts are prepared in accordance with International Financial Reporting Standards as adopted by the European Union ('IFRS-EU'). In preparing the financial information in this document, except as described otherwise, the same accounting principles are applied as in the 2019 ING Group consolidated annual accounts. All figures in this document are unaudited. Small differences are possible in the tables due to rounding.

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

Actual results, performance or events may differ materially from those in such statements due to a number of factors, including, without limitation: (1) changes in general economic conditions, in particular economic conditions in ING's core markets, including changes affecting currency exchange rates, (2) the effects of the Covid-19 pandemic and related response measures, including lockdowns and travel restrictions, on economic conditions in countries in which ING operates, on ING's business and operations and on ING's employees, customers and counterparties, (3) changes affecting interest rate levels, (4) any default of a major market participant and related market disruption, (5) changes in performance of financial markets, including in Europe and developing markets, (6) changes in the fiscal position and the future economic performance of the United States, including potential consequences of a downgrade of the sovereign credit rating of the US government, (7) consequences of the United Kingdom's withdrawal from the European Union, (8) changes in or discontinuation of 'benchmark' indices, (9) inflation and deflation in our principal markets, (10) changes in conditions in the credit and capital markets generally, including changes in borrower and counterparty creditworthiness, (11) failures of banks falling under the scope of state compensation schemes, (12) non-compliance with or changes in laws and regulations, including those financial services and tax laws, and the interpretation and application thereof, (13) geopolitical risks, political instabilities and policies and actions of governmental and regulatory authorities, (14) ING's ability to meet minimum capital and other prudential regulatory requirements, (15) outcome of current and future litigation, enforcement proceedings, investigations or other regulatory actions, including claims by customers, (16) operational risks, such as system disruptions or failures, breaches of security, cyber-attacks, human error, changes in operational practices or inadequate controls including in respect of third parties with which we do business, (17) risks and challenges related to cybercrime including the effects of cyber-attacks and changes in legislation and regulation related to cybersecurity and data privacy, (18) changes in general competitive factors, (19) the inability to protect our intellectual property and infringement claims by third parties, (20) changes in credit ratings, (21) business, operational, regulatory, reputation and other risks and challenges in connection with climate change, (22) inability to attract and retain key personnel, (23) future liabilities under defined benefit retirement plans, (24) failure to manage business risks, including in connection with use of models, use of derivatives, or maintaining appropriate policies and guidelines, (25) changes in capital and credit markets, including interbank funding, as well as customer deposits, which provide the liquidity and capital required to fund our operations, (26) the other risks and uncertainties detailed in the most recent annual report of ING Groep N.V. (including the Risk Factors contained therein) and ING's more recent disclosures, including press releases, which are available on www.ING.com.

This document may contain inactive textual addresses to internet websites operated by us and third parties. Reference to such websites is made for information purposes only, and information found at such websites is not incorporated by reference into this document. ING does not make any representation or warranty with respect to the accuracy or completeness of, or take any responsibility for, any information found at any websites operated by third parties. ING specifically disclaims any liability with respect to any information found at websites operated by third parties. ING cannot guarantee that websites operated by third parties remain available following the publication of this document, or that any information found at such websites will not change following the filing of this document. Many of those factors are beyond ING's control.

Any forward-looking statements made by or on behalf of ING speak only as of the date they are made, and ING assumes no obligation to publicly update or revise any forward-looking statements, whether as a result of new information or for any other reason.

This document does not constitute an offer to sell, or a solicitation of an offer to purchase, any securities in the United States or any other jurisdiction.