

# ING Historical Trend Data 4Q2017 Introduction

## General comments

- The Historical Trend Data document includes quarterly financial trend data and details of restatements. The Historical Trend Data document is published on a quarterly basis.
- Allocation keys are used to calculate segmental information; e.g. Retail vs. Wholesale banking and product information. These allocation keys might be refined over time.
- ING analyses its results on an underlying basis. Underlying results are derived from results based on IFRS as adopted by the European Union (IFRS-EU), excluding the impact from divestments, special items, Insurance Other and discontinued operations. In case of a divestment, historical results are revised by excluding both the transaction gain/loss and the operating results of the divested unit. Insurance Other comprises mainly the net result relating to warrants on the shares of Voya Financial and NN Group.
- With effect from the end of the first quarter of 2017, the 'ING Group return on equity based on IFRS-EU equity' is calculated using IFRS-EU shareholders' equity after excluding 'interim profit not included in CET1 capital'.
- Rounding could cause some small differences.
- All figures are unaudited.

## Product segmentation Wholesale Banking

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

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## ING 1.1 Profit or loss: Comparable quarters

Profit or loss												
In EUR million	Total Group			of which: Retail Banking			of which: Wholesale Banking			of which: Corporate Line		
	4Q2017	4Q2016	3Q2017	4Q2017	4Q2016	3Q2017	4Q2017	4Q2016	3Q2017	4Q2017	4Q2016	3Q2017
<b>Profit or loss</b>												
Net interest income	3,512	3,341	3,490	2,423	2,346	2,426	1,031	959	967	58	37	97
Net commission income	674	611	643	395	376	391	279	235	252	-0	-0	0
Investment income	20	39	82	16	30	87	5	8	-3	-0	1	-3
Other income	162	470	193	144	213	91	91	269	166	-73	-12	-64
<b>Total underlying income</b>	<b>4,368</b>	<b>4,461</b>	<b>4,408</b>	<b>2,978</b>	<b>2,965</b>	<b>2,995</b>	<b>1,406</b>	<b>1,471</b>	<b>1,382</b>	<b>-16</b>	<b>25</b>	<b>31</b>
Expenses excl. regulatory costs	2,354	2,159	2,195	1,629	1,499	1,488	670	592	625	55	68	82
Regulatory costs <sup>1)</sup>	264	209	94	152	110	80	112	99	13	0	0	1
<b>Operating expenses</b>	<b>2,618</b>	<b>2,369</b>	<b>2,289</b>	<b>1,781</b>	<b>1,609</b>	<b>1,569</b>	<b>781</b>	<b>691</b>	<b>638</b>	<b>55</b>	<b>68</b>	<b>83</b>
<b>Gross result</b>	<b>1,751</b>	<b>2,093</b>	<b>2,119</b>	<b>1,197</b>	<b>1,356</b>	<b>1,426</b>	<b>625</b>	<b>779</b>	<b>745</b>	<b>-71</b>	<b>-43</b>	<b>-52</b>
Addition to loan loss provisions	190	138	124	122	107	78	68	31	46	0	0	0
<b>Underlying result before tax</b>	<b>1,560</b>	<b>1,955</b>	<b>1,995</b>	<b>1,075</b>	<b>1,249</b>	<b>1,348</b>	<b>557</b>	<b>748</b>	<b>698</b>	<b>-71</b>	<b>-43</b>	<b>-52</b>
Taxation	543	557	595	313	319	343	202	193	241	28	45	12
Non-controlling interests	17	17	21	13	15	18	4	2	4	-	-	-
<b>Underlying net result</b>	<b>1,001</b>	<b>1,381</b>	<b>1,378</b>	<b>749</b>	<b>916</b>	<b>988</b>	<b>351</b>	<b>553</b>	<b>454</b>	<b>-99</b>	<b>-87</b>	<b>-63</b>
Special items after tax	-	-787	0	-	-610	-	-	-149	-	-	-27	0
<b>Net result Banking</b>	<b>1,001</b>	<b>595</b>	<b>1,378</b>	<b>749</b>	<b>306</b>	<b>988</b>	<b>351</b>	<b>404</b>	<b>454</b>	<b>-99</b>	<b>-115</b>	<b>-63</b>
Net result Insurance Other	15	158	-3									
<b>Net result from continuing operations</b>	<b>1,015</b>	<b>752</b>	<b>1,376</b>									
Net result from discontinued operations	-	-2	-									
<b>Net result ING Group</b>	<b>1,015</b>	<b>750</b>	<b>1,376</b>									
<b>Key figures<sup>2)</sup></b>												
Interest margin	1.58%	1.52%	1.57%									
Cost/income ratio	59.9%	53.1%	51.9%	59.8%	54.3%	52.4%	55.6%	47.0%	46.1%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity ING Group	8.3%	11.1%	11.5%									
Return on equity based on 12.0% CET1 <sup>3)</sup>	10.9%	14.9%	15.0%	16.0%	19.7%	21.0%	7.9%	12.2%	10.3%	-113.6%	-62.5%	-75.1%
Risk costs in bps of average RWA	25	18	16	31	27	19	18	8	12	3	1	2
Risk-weighted assets (end of period)	309,887	314,325	311,036	157,632	156,035	159,884	149,427	153,811	148,158	2,828	4,479	2,994
Employees (internal FTEs, end of period)	51,815	51,546	51,550	40,008	40,060	39,870	11,804	11,483	11,677	3	3	3
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.54%	1.52%	1.53%									
Cost/income ratio	55.5%	54.2%	53.8%	56.9%	56.0%	55.5%	47.1%	45.9%	45.1%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity ING Group	10.2%	10.1%	11.0%									
Return on equity based on 12.0% CET1 <sup>3)</sup>	13.5%	13.3%	14.5%	18.1%	17.5%	19.0%	10.9%	10.5%	12.0%	-95.1%	-35.7%	-80.7%

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

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

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

## ING 1.2 Profit or loss: 4Q2017 Segment split

Profit or loss 4Q2017												
In EUR million	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	General Lending & Transaction Services		Financial Markets	Bank Treasury & Other	Corporate Line
			Netherlands	Belgium	Germany	Other		Industry Lending				
Balance sheet related interest	3,512	2,404	901	447	430	627	1,146	543	283	171	150	-38
Capital charge on book equity	-	3	2	0	12	-11	-131	-0	-0	-1	-130	128
Interest benefit on total capital	-	16	5	4	3	4	17	8	5	3	1	-33
<b>Net interest income</b>	<b>3,512</b>	<b>2,423</b>	<b>908</b>	<b>451</b>	<b>444</b>	<b>620</b>	<b>1,031</b>	<b>550</b>	<b>288</b>	<b>172</b>	<b>21</b>	<b>58</b>
Net commission income	674	395	152	86	63	94	279	145	104	34	-3	-0
Investment income	9	4	-	1	-0	3	4	4	0	-	1	-0
Realised gains and fair value changes on investments	12	12	0	1	11	-0	0	0	-	-1	1	-0
<b>Total investment income</b>	<b>20</b>	<b>16</b>	<b>0</b>	<b>2</b>	<b>11</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>-1</b>	<b>1</b>	<b>-0</b>
Valuation result and net trading income	94	105	79	27	-17	17	67	-3	30	0	40	-79
Other income	68	38	-2	21	2	17	23	22	1	-14	14	6
<b>Total other income</b>	<b>162</b>	<b>144</b>	<b>76</b>	<b>48</b>	<b>-15</b>	<b>35</b>	<b>91</b>	<b>19</b>	<b>31</b>	<b>-13</b>	<b>54</b>	<b>-73</b>
<b>Total underlying income</b>	<b>4,368</b>	<b>2,978</b>	<b>1,136</b>	<b>587</b>	<b>503</b>	<b>752</b>	<b>1,406</b>	<b>719</b>	<b>423</b>	<b>192</b>	<b>73</b>	<b>-16</b>
Expenses excl. regulatory costs	2,354	1,629	550	350	242	488	670	177	207	242	44	55
Regulatory costs <sup>1)</sup>	264	152	65	10	28	48	112	32	23	50	7	0
<b>Operating expenses</b>	<b>2,618</b>	<b>1,781</b>	<b>615</b>	<b>360</b>	<b>270</b>	<b>536</b>	<b>781</b>	<b>208</b>	<b>231</b>	<b>292</b>	<b>51</b>	<b>55</b>
<b>Gross result</b>	<b>1,751</b>	<b>1,197</b>	<b>521</b>	<b>227</b>	<b>233</b>	<b>216</b>	<b>625</b>	<b>511</b>	<b>192</b>	<b>-100</b>	<b>22</b>	<b>-71</b>
Addition to loan loss provisions	190	122	5	27	-18	108	68	36	4	-1	29	0
<b>Underlying result before tax</b>	<b>1,560</b>	<b>1,075</b>	<b>516</b>	<b>200</b>	<b>251</b>	<b>108</b>	<b>557</b>	<b>474</b>	<b>188</b>	<b>-99</b>	<b>-7</b>	<b>-71</b>
Taxation	543	313	133	99	55	26	202	152	51	-55	53	28
Non-controlling interests	17	13	-	-5	1	18	4	2	1	1	-0	-
<b>Underlying net result</b>	<b>1,001</b>	<b>749</b>	<b>383</b>	<b>107</b>	<b>195</b>	<b>64</b>	<b>351</b>	<b>321</b>	<b>136</b>	<b>-45</b>	<b>-60</b>	<b>-99</b>
Special items after tax	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net result Banking</b>	<b>1,001</b>	<b>749</b>	<b>383</b>	<b>107</b>	<b>195</b>	<b>64</b>	<b>351</b>	<b>321</b>	<b>136</b>	<b>-45</b>	<b>-60</b>	<b>-99</b>
Net result Insurance Other	15											
<b>Net result from continuing operations</b>	<b>1,015</b>											
Net result from discontinued operations	-											
<b>Net result ING Group</b>	<b>1,015</b>											
<b>Key figures<sup>2)</sup></b>												
Interest margin	1.58%											
Cost/income ratio	59.9%	59.8%	54.1%	61.3%	53.7%	71.3%	55.6%	29.0%	54.6%	152.0%	69.8%	n.a.
Return on equity based on IFRS-EU equity ING Group	8.3%											
Return on equity based on 12.0% CET1 <sup>3)</sup>	10.9%	16.0%	26.2%	9.6%	26.1%	5.5%	7.9%	15.7%	9.6%	-6.2%	-22.4%	-113.6%
Risk costs in bps of average RWA	25	31	4	30	-29	87	18	21	3	-1	128	3
Risk-weighted assets (end of period)	309,887	157,632	48,235	35,137	24,872	49,388	149,427	69,260	48,019	23,175	8,973	2,828
Employees (internal FTEs, end of period)	51,815	40,008	9,050	8,205	4,715	18,038	11,804					3
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.54%											
Cost/income ratio	55.5%	56.9%	49.5%	64.0%	54.6%	63.4%	47.1%	25.7%	51.5%	92.4%	58.9%	n.a.
Return on equity based on IFRS-EU equity ING Group	10.2%											
Return on equity based on 12.0% CET1 <sup>3)</sup>	13.5%	18.1%	28.6%	11.7%	21.2%	10.8%	10.9%	17.4%	9.8%	2.1%	-6.6%	-95.1%

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

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

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

## ING 1.3 Profit or loss: Quarterly overview

Profit or loss										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Interest income	10,921	10,952	10,959	11,127	11,061	10,873	11,099	11,148	43,958	44,182
Minus: interest expense	7,408	7,461	7,599	7,776	7,720	7,489	7,832	7,900	30,245	30,941
<b>Net interest income</b>	<b>3,512</b>	<b>3,490</b>	<b>3,359</b>	<b>3,352</b>	<b>3,341</b>	<b>3,385</b>	<b>3,267</b>	<b>3,248</b>	<b>13,714</b>	<b>13,241</b>
Net commission income	674	643	714	682	611	605	610	607	2,714	2,433
Investment income	9	55	18	3	4	73	7	9	84	92
Realised gains and fair value changes on investments	12	27	25	45	36	66	165	62	109	330
<b>Total investment income</b>	<b>20</b>	<b>82</b>	<b>43</b>	<b>48</b>	<b>39</b>	<b>139</b>	<b>172</b>	<b>71</b>	<b>194</b>	<b>422</b>
Valuation result and net trading income	94	100	267	215	392	224	372	114	677	1,102
Other income	68	92	148	99	78	11	126	47	406	261
<b>Total other income</b>	<b>162</b>	<b>193</b>	<b>415</b>	<b>314</b>	<b>470</b>	<b>235</b>	<b>498</b>	<b>161</b>	<b>1,083</b>	<b>1,363</b>
<b>Total underlying income</b>	<b>4,368</b>	<b>4,408</b>	<b>4,532</b>	<b>4,396</b>	<b>4,461</b>	<b>4,363</b>	<b>4,547</b>	<b>4,087</b>	<b>17,704</b>	<b>17,458</b>
Staff expenses	1,336	1,286	1,309	1,271	1,264	1,250	1,258	1,267	5,202	5,039
Regulatory costs <sup>1)</sup>	264	94	69	474	209	65	75	496	901	845
Other expenses	1,018	909	934	865	895	905	899	873	3,726	3,572
<b>Operating expenses</b>	<b>2,618</b>	<b>2,289</b>	<b>2,311</b>	<b>2,611</b>	<b>2,369</b>	<b>2,220</b>	<b>2,231</b>	<b>2,636</b>	<b>9,829</b>	<b>9,456</b>
<b>Gross result</b>	<b>1,751</b>	<b>2,119</b>	<b>2,221</b>	<b>1,785</b>	<b>2,093</b>	<b>2,143</b>	<b>2,316</b>	<b>1,451</b>	<b>7,875</b>	<b>8,002</b>
Addition to loan loss provisions	190	124	229	133	138	265	307	265	676	974
<b>Underlying result before tax</b>	<b>1,560</b>	<b>1,995</b>	<b>1,992</b>	<b>1,652</b>	<b>1,955</b>	<b>1,878</b>	<b>2,009</b>	<b>1,186</b>	<b>7,199</b>	<b>7,028</b>
Taxation	543	595	565	456	557	522	569	329	2,160	1,977
Non-controlling interests	17	21	23	21	17	20	23	16	82	75
<b>Underlying net result</b>	<b>1,001</b>	<b>1,378</b>	<b>1,403</b>	<b>1,175</b>	<b>1,381</b>	<b>1,336</b>	<b>1,417</b>	<b>842</b>	<b>4,957</b>	<b>4,976</b>
Special items after tax	-	0	-	-	-787	-	-	-13	0	-799
<b>Net result Banking</b>	<b>1,001</b>	<b>1,378</b>	<b>1,403</b>	<b>1,175</b>	<b>595</b>	<b>1,336</b>	<b>1,417</b>	<b>829</b>	<b>4,957</b>	<b>4,177</b>
Net result Insurance Other	15	-3	-32	-32	158	12	-58	-78	-52	33
<b>Net result from continuing operations</b>	<b>1,015</b>	<b>1,376</b>	<b>1,371</b>	<b>1,143</b>	<b>752</b>	<b>1,348</b>	<b>1,359</b>	<b>751</b>	<b>4,905</b>	<b>4,210</b>
Net result from discontinued operations	-	-	-	-	-2	1	-64	506	-	441
<b>Net result ING Group</b>	<b>1,015</b>	<b>1,376</b>	<b>1,371</b>	<b>1,143</b>	<b>750</b>	<b>1,349</b>	<b>1,295</b>	<b>1,257</b>	<b>4,905</b>	<b>4,651</b>
<b>Key figures<sup>2)</sup></b>										
Interest margin	1.58%	1.57%	1.51%	1.52%	1.52%	1.55%	1.50%	1.51%	1.54%	1.52%
Cost/income ratio	59.9%	51.9%	51.0%	59.4%	53.1%	50.9%	49.1%	64.5%	55.5%	54.2%
Return on equity based on IFRS-EU equity ING Group	8.3%	11.5%	11.7%	9.6%	11.1%	10.8%	11.6%	7.0%	10.2%	10.1%
Return on equity based on 12.0% CET1 <sup>3)</sup>	10.9%	15.0%	15.3%	12.8%	14.9%	14.3%	15.1%	8.9%	13.5%	13.3%
Risk costs in bps of average RWA	25	16	30	17	18	33	39	33	22	31
Risk-weighted assets (end of period)	309,887	311,036	310,336	309,796	314,325	312,820	319,115	318,357	309,887	314,325
Employees (internal FTEs, end of period)	51,815	51,550	51,342	51,464	51,546	51,776	51,833	52,088	51,815	51,546
<b>Four-quarter rolling average key figures</b>										
Interest margin	1.54%	1.53%	1.52%	1.52%	1.52%	1.50%	1.48%	1.47%		
Cost/income ratio	55.5%	53.8%	53.6%	53.1%	54.2%	56.5%	57.9%	59.1%		
Return on equity based on IFRS-EU equity ING Group	10.2%	11.0%	10.8%	10.8%	10.1%	9.1%	8.8%	8.1%		
Return on equity based on 12.0% CET1 <sup>3)</sup>	13.5%	14.5%	14.3%	14.3%	13.3%	11.8%	11.2%	10.4%		

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

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

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

## ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Balance sheet related interest	2,404	2,411	2,357	2,344	2,321	2,351	2,301	2,295	9,516	9,268
Capital charge on book equity	3	0	-2	1	2	0	-3	-10	2	-11
Interest benefit on total capital	16	15	17	26	23	25	35	45	75	128
<b>Net interest income</b>	<b>2,423</b>	<b>2,426</b>	<b>2,372</b>	<b>2,371</b>	<b>2,346</b>	<b>2,376</b>	<b>2,333</b>	<b>2,330</b>	<b>9,593</b>	<b>9,385</b>
Net commission income	395	391	419	403	376	362	339	357	1,609	1,433
Investment income	4	55	13	1	1	55	3	1	74	61
Realised gains and fair value changes on investments	12	32	26	26	29	42	153	55	96	279
<b>Total investment income</b>	<b>16</b>	<b>87</b>	<b>39</b>	<b>27</b>	<b>30</b>	<b>97</b>	<b>156</b>	<b>56</b>	<b>169</b>	<b>340</b>
Valuation result and net trading income	105	35	88	73	170	138	104	29	302	440
Other income	38	56	55	38	43	13	94	44	188	193
<b>Total other income</b>	<b>144</b>	<b>91</b>	<b>144</b>	<b>111</b>	<b>213</b>	<b>150</b>	<b>197</b>	<b>72</b>	<b>489</b>	<b>633</b>
<b>Total underlying income</b>	<b>2,978</b>	<b>2,995</b>	<b>2,974</b>	<b>2,913</b>	<b>2,965</b>	<b>2,985</b>	<b>3,025</b>	<b>2,815</b>	<b>11,860</b>	<b>11,791</b>
Expenses excl. regulatory costs	1,629	1,488	1,493	1,459	1,499	1,462	1,494	1,508	6,070	5,963
Regulatory costs	152	80	61	384	110	67	72	394	676	643
<b>Operating expenses</b>	<b>1,781</b>	<b>1,569</b>	<b>1,554</b>	<b>1,843</b>	<b>1,609</b>	<b>1,530</b>	<b>1,566</b>	<b>1,902</b>	<b>6,747</b>	<b>6,606</b>
<b>Gross result</b>	<b>1,197</b>	<b>1,426</b>	<b>1,420</b>	<b>1,071</b>	<b>1,356</b>	<b>1,456</b>	<b>1,459</b>	<b>913</b>	<b>5,113</b>	<b>5,185</b>
Addition to loan loss provisions	122	78	93	98	107	168	184	148	391	606
<b>Underlying result before tax</b>	<b>1,075</b>	<b>1,348</b>	<b>1,327</b>	<b>972</b>	<b>1,249</b>	<b>1,288</b>	<b>1,275</b>	<b>766</b>	<b>4,722</b>	<b>4,579</b>
Taxation	313	343	369	267	319	350	346	208	1,291	1,222
Non-controlling interests	13	18	20	17	15	16	19	14	68	63
<b>Underlying net result</b>	<b>749</b>	<b>988</b>	<b>938</b>	<b>688</b>	<b>916</b>	<b>922</b>	<b>911</b>	<b>545</b>	<b>3,363</b>	<b>3,294</b>
Special items after tax	-	-	-	-	-610	-	-	-13	-	-623
<b>Net result</b>	<b>749</b>	<b>988</b>	<b>938</b>	<b>688</b>	<b>306</b>	<b>922</b>	<b>911</b>	<b>532</b>	<b>3,363</b>	<b>2,671</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	59.8%	52.4%	52.3%	63.3%	54.3%	51.2%	51.8%	67.6%	56.9%	56.0%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	16.0%	21.0%	20.3%	15.1%	19.7%	19.6%	19.3%	11.5%	18.1%	17.5%
Risk costs in bps of average RWA	31	19	24	25	27	42	46	36	25	38
Risk-weighted assets (end of period)	157,632	159,884	159,683	154,677	156,035	159,209	160,647	161,307	157,632	156,035
Employees (internal FTEs, end of period)	40,008	39,870	39,753	39,960	40,060	40,252	40,399	40,702	40,008	40,060
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	56.9%	55.5%	55.2%	55.1%	56.0%	57.5%	58.6%	60.3%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	18.1%	19.0%	18.7%	18.4%	17.5%	15.8%	15.2%	13.6%		

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

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

# ING 1.5 Profit or loss: Retail Banking Benelux

Profit or loss Retail Banking Benelux										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Balance sheet related interest	1,347	1,360	1,348	1,348	1,375	1,383	1,391	1,360	5,404	5,510
Capital charge on book equity	2	2	1	1	2	1	1	1	6	5
Interest benefit on total capital	9	8	10	15	13	15	21	27	43	75
<b>Net interest income</b>	<b>1,359</b>	<b>1,370</b>	<b>1,359</b>	<b>1,364</b>	<b>1,390</b>	<b>1,399</b>	<b>1,413</b>	<b>1,388</b>	<b>5,452</b>	<b>5,590</b>
Net commission income	238	240	265	265	223	230	228	249	1,009	930
Investment income	1	1	11	1	1	7	1	1	14	10
Realised gains and fair value changes on investments	1	5	9	14	-2	4	16	45	30	63
<b>Total investment income</b>	<b>2</b>	<b>6</b>	<b>20</b>	<b>15</b>	<b>-0</b>	<b>10</b>	<b>17</b>	<b>47</b>	<b>43</b>	<b>74</b>
Valuation result and net trading income	105	62	95	57	131	112	62	4	320	310
Other income	19	48	30	20	31	-1	57	19	117	106
<b>Total other income</b>	<b>124</b>	<b>110</b>	<b>126</b>	<b>77</b>	<b>163</b>	<b>110</b>	<b>120</b>	<b>23</b>	<b>437</b>	<b>416</b>
<b>Total underlying income</b>	<b>1,723</b>	<b>1,726</b>	<b>1,770</b>	<b>1,721</b>	<b>1,776</b>	<b>1,749</b>	<b>1,778</b>	<b>1,707</b>	<b>6,941</b>	<b>7,009</b>
Expenses excl. regulatory costs	900	807	870	836	874	873	927	930	3,412	3,605
Regulatory costs	75	20	5	282	83	38	18	255	383	393
<b>Operating expenses</b>	<b>975</b>	<b>827</b>	<b>875</b>	<b>1,118</b>	<b>957</b>	<b>911</b>	<b>945</b>	<b>1,185</b>	<b>3,795</b>	<b>3,998</b>
<b>Gross result</b>	<b>748</b>	<b>899</b>	<b>895</b>	<b>603</b>	<b>819</b>	<b>838</b>	<b>833</b>	<b>522</b>	<b>3,146</b>	<b>3,012</b>
Addition to loan loss provisions	32	7	25	53	65	94	107	81	117	346
<b>Underlying result before tax</b>	<b>716</b>	<b>893</b>	<b>870</b>	<b>550</b>	<b>754</b>	<b>744</b>	<b>726</b>	<b>442</b>	<b>3,029</b>	<b>2,665</b>
Taxation	232	245	238	146	214	192	213	109	862	729
Non-controlling interests	-5	0	2	2	2	1	-1	-1	-2	1
<b>Underlying net result</b>	<b>489</b>	<b>647</b>	<b>630</b>	<b>402</b>	<b>538</b>	<b>551</b>	<b>513</b>	<b>333</b>	<b>2,169</b>	<b>1,935</b>
Special items after tax	-	-	-	-	-598	-	-	-13	-	-610
<b>Net result</b>	<b>489</b>	<b>647</b>	<b>630</b>	<b>402</b>	<b>-60</b>	<b>551</b>	<b>513</b>	<b>320</b>	<b>2,169</b>	<b>1,325</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	56.6%	47.9%	49.4%	65.0%	53.9%	52.1%	53.2%	69.4%	54.7%	57.0%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	19.2%	25.4%	25.2%	16.3%	21.3%	21.4%	19.6%	12.5%	21.5%	18.7%
Risk costs in bps of average RWA	15	3	12	26	31	44	49	36	14	40
Risk-weighted assets (end of period)	83,372	84,539	85,471	81,873	83,287	85,299	86,468	87,566	83,372	83,287
Employees (internal FTEs, end of period)	17,255	17,135	17,137	17,420	17,636	17,759	17,972	18,349	17,255	17,636
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	54.7%	54.0%	55.0%	56.0%	57.0%	59.2%	60.3%	61.1%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	21.5%	22.1%	21.1%	19.7%	18.7%	16.5%	16.1%	14.8%		

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

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

## ING 1.6 Profit or loss: Retail Banking Netherlands

Profit or loss Retail Banking Netherlands										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Balance sheet related interest	901	918	883	879	901	901	894	906	3,580	3,602
Capital charge on book equity	2	2	1	1	2	1	1	1	6	5
Interest benefit on total capital	5	5	6	9	8	9	13	17	25	47
<b>Net interest income</b>	<b>908</b>	<b>924</b>	<b>889</b>	<b>889</b>	<b>910</b>	<b>911</b>	<b>908</b>	<b>924</b>	<b>3,610</b>	<b>3,653</b>
Net commission income	152	148	150	151	138	139	132	137	601	546
Investment income	-	-	0	-	1	9	-	1	0	11
Realised gains and fair value changes on investments	0	3	5	11	1	0	11	16	19	28
<b>Total investment income</b>	<b>0</b>	<b>3</b>	<b>5</b>	<b>11</b>	<b>2</b>	<b>9</b>	<b>11</b>	<b>17</b>	<b>19</b>	<b>39</b>
Valuation result and net trading income	79	27	64	18	82	74	18	-10	187	165
Other income	-2	37	9	8	13	-2	10	11	51	33
<b>Total other income</b>	<b>76</b>	<b>64</b>	<b>73</b>	<b>25</b>	<b>95</b>	<b>72</b>	<b>29</b>	<b>1</b>	<b>238</b>	<b>198</b>
<b>Total underlying income</b>	<b>1,136</b>	<b>1,138</b>	<b>1,117</b>	<b>1,076</b>	<b>1,145</b>	<b>1,132</b>	<b>1,080</b>	<b>1,079</b>	<b>4,468</b>	<b>4,436</b>
Expenses excl. regulatory costs	550	454	520	496	539	527	697	601	2,020	2,364
Regulatory costs	65	21	19	86	75	19	8	94	191	196
<b>Operating expenses</b>	<b>615</b>	<b>475</b>	<b>539</b>	<b>582</b>	<b>614</b>	<b>546</b>	<b>705</b>	<b>695</b>	<b>2,212</b>	<b>2,560</b>
<b>Gross result</b>	<b>521</b>	<b>663</b>	<b>578</b>	<b>494</b>	<b>531</b>	<b>585</b>	<b>375</b>	<b>384</b>	<b>2,256</b>	<b>1,876</b>
Addition to loan loss provisions	5	-22	12	17	29	43	50	49	13	171
<b>Underlying result before tax</b>	<b>516</b>	<b>685</b>	<b>565</b>	<b>477</b>	<b>502</b>	<b>542</b>	<b>325</b>	<b>336</b>	<b>2,243</b>	<b>1,705</b>
Taxation	133	171	140	121	125	136	81	80	566	422
Non-controlling interests	-	-	-	-	-	-	-	-	-	-
<b>Underlying net result</b>	<b>383</b>	<b>514</b>	<b>425</b>	<b>356</b>	<b>377</b>	<b>406</b>	<b>244</b>	<b>255</b>	<b>1,678</b>	<b>1,282</b>
Special items after tax	-	-	-	-	-180	-	-	-13	-	-192
<b>Net result</b>	<b>383</b>	<b>514</b>	<b>425</b>	<b>356</b>	<b>197</b>	<b>406</b>	<b>244</b>	<b>243</b>	<b>1,678</b>	<b>1,090</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	54.1%	41.8%	48.3%	54.1%	53.6%	48.3%	65.3%	64.4%	49.5%	57.7%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	26.2%	34.3%	29.0%	24.7%	24.8%	25.6%	14.9%	15.0%	28.6%	19.9%
Risk costs in bps of average RWA	4	-17	10	14	23	33	37	34	3	32
Risk-weighted assets (end of period)	48,235	49,254	50,680	46,898	49,088	52,341	53,581	55,737	48,235	49,088
Employees (internal FTEs, end of period)	9,050	8,893	8,750	8,945	9,048	9,099	9,271	9,533	9,050	9,048
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	49.5%	49.4%	51.0%	55.2%	57.7%	61.0%	62.7%	59.8%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	28.6%	28.2%	26.0%	22.3%	19.9%	16.7%	14.9%	14.8%		

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

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



## ING 1.7 Profit or loss: Retail Banking Belgium

Profit or loss Retail Banking Belgium <sup>1)</sup>										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Balance sheet related interest	447	443	466	469	474	482	497	454	1,824	1,908
Capital charge on book equity	0	0	0	0	0	0	0	0	0	0
Interest benefit on total capital	4	3	4	6	5	6	8	10	18	28
<b>Net interest income</b>	<b>451</b>	<b>446</b>	<b>470</b>	<b>475</b>	<b>480</b>	<b>488</b>	<b>505</b>	<b>464</b>	<b>1,842</b>	<b>1,936</b>
Net commission income	86	93	115	114	86	91	96	112	408	385
Investment income	1	1	11	1	0	-3	1	1	14	-0
Realised gains and fair value changes on investments	1	2	4	3	-2	4	5	29	11	35
<b>Total investment income</b>	<b>2</b>	<b>3</b>	<b>16</b>	<b>4</b>	<b>-2</b>	<b>1</b>	<b>6</b>	<b>30</b>	<b>25</b>	<b>34</b>
Valuation result and net trading income	27	35	31	40	49	38	44	14	133	145
Other income	21	11	22	12	18	0	47	8	66	73
<b>Total other income</b>	<b>48</b>	<b>46</b>	<b>53</b>	<b>52</b>	<b>68</b>	<b>38</b>	<b>91</b>	<b>22</b>	<b>199</b>	<b>218</b>
<b>Total underlying income</b>	<b>587</b>	<b>588</b>	<b>654</b>	<b>645</b>	<b>631</b>	<b>617</b>	<b>698</b>	<b>627</b>	<b>2,473</b>	<b>2,573</b>
Expenses excl. regulatory costs	350	352	350	340	335	346	231	329	1,392	1,241
Regulatory costs	10	-1	-13	196	8	19	9	161	192	197
<b>Operating expenses</b>	<b>360</b>	<b>351</b>	<b>336</b>	<b>536</b>	<b>343</b>	<b>365</b>	<b>240</b>	<b>490</b>	<b>1,584</b>	<b>1,438</b>
<b>Gross result</b>	<b>227</b>	<b>236</b>	<b>317</b>	<b>109</b>	<b>288</b>	<b>252</b>	<b>458</b>	<b>138</b>	<b>890</b>	<b>1,136</b>
Addition to loan loss provisions	27	28	13	36	36	51	57	32	104	175
<b>Underlying result before tax</b>	<b>200</b>	<b>208</b>	<b>304</b>	<b>73</b>	<b>252</b>	<b>202</b>	<b>401</b>	<b>106</b>	<b>785</b>	<b>961</b>
Taxation	99	74	98	25	89	56	132	29	296	306
Non-controlling interests	-5	0	2	2	2	1	-1	-1	-2	1
<b>Underlying net result</b>	<b>107</b>	<b>134</b>	<b>205</b>	<b>46</b>	<b>161</b>	<b>145</b>	<b>270</b>	<b>78</b>	<b>491</b>	<b>653</b>
Special items after tax	-	-	-	-	-418	-	-	-	-	-418
<b>Net result</b>	<b>107</b>	<b>134</b>	<b>205</b>	<b>46</b>	<b>-257</b>	<b>145</b>	<b>270</b>	<b>78</b>	<b>491</b>	<b>235</b>
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	61.3%	59.8%	51.4%	83.1%	54.4%	59.1%	34.4%	78.0%	64.0%	55.9%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	9.6%	12.7%	19.7%	4.6%	16.2%	14.8%	27.7%	8.1%	11.7%	16.7%
Risk costs in bps of average RWA	30	32	15	42	43	61	70	40	30	54
Risk-weighted assets (end of period)	35,137	35,285	34,791	34,975	34,199	32,958	32,887	31,829	35,137	34,199
Employees (internal FTEs, end of period)	8,205	8,241	8,387	8,475	8,588	8,661	8,701	8,816	8,205	8,588
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	64.0%	62.3%	62.1%	57.3%	55.9%	56.1%	56.2%	63.4%		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	11.7%	13.3%	13.8%	15.6%	16.7%	16.2%	18.3%	14.9%		

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

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

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

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

Profit or loss Retail Banking Challengers & Growth Markets										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Balance sheet related interest	1,057	1,051	1,008	996	946	968	910	934	4,112	3,759
Capital charge on book equity	1	-1	-3	-0	0	-1	-4	-11	-4	-16
Interest benefit on total capital	7	6	7	11	10	10	14	18	32	53
<b>Net interest income</b>	<b>1,065</b>	<b>1,056</b>	<b>1,013</b>	<b>1,007</b>	<b>956</b>	<b>977</b>	<b>920</b>	<b>942</b>	<b>4,141</b>	<b>3,796</b>
Net commission income	157	151	154	138	152	132	110	108	600	503
Investment income	3	54	2	0	-1	49	2	0	60	50
Realised gains and fair value changes on investments	10	27	17	12	31	38	137	10	66	216
<b>Total investment income</b>	<b>14</b>	<b>81</b>	<b>18</b>	<b>12</b>	<b>30</b>	<b>87</b>	<b>139</b>	<b>10</b>	<b>126</b>	<b>266</b>
Valuation result and net trading income	0	-27	-7	16	39	26	42	24	-18	130
Other income	19	8	25	18	12	14	36	25	71	87
<b>Total other income</b>	<b>19</b>	<b>-19</b>	<b>18</b>	<b>34</b>	<b>51</b>	<b>40</b>	<b>78</b>	<b>49</b>	<b>53</b>	<b>217</b>
<b>Total underlying income</b>	<b>1,255</b>	<b>1,269</b>	<b>1,203</b>	<b>1,192</b>	<b>1,190</b>	<b>1,237</b>	<b>1,247</b>	<b>1,108</b>	<b>4,919</b>	<b>4,782</b>
Expenses excl. regulatory costs	730	682	623	623	625	589	567	578	2,658	2,359
Regulatory costs	76	60	55	102	27	30	54	139	293	250
<b>Operating expenses</b>	<b>806</b>	<b>742</b>	<b>679</b>	<b>725</b>	<b>652</b>	<b>619</b>	<b>621</b>	<b>717</b>	<b>2,951</b>	<b>2,608</b>
<b>Gross result</b>	<b>449</b>	<b>527</b>	<b>525</b>	<b>467</b>	<b>538</b>	<b>618</b>	<b>627</b>	<b>391</b>	<b>1,968</b>	<b>2,173</b>
Addition to loan loss provisions	90	71	68	45	42	74	77	67	274	260
<b>Underlying result before tax</b>	<b>359</b>	<b>455</b>	<b>457</b>	<b>422</b>	<b>496</b>	<b>544</b>	<b>550</b>	<b>324</b>	<b>1,694</b>	<b>1,914</b>
Taxation	81	97	131	121	105	157	133	98	430	493
Non-controlling interests	19	17	18	15	13	15	19	14	70	62
<b>Underlying net result</b>	<b>259</b>	<b>341</b>	<b>308</b>	<b>286</b>	<b>378</b>	<b>371</b>	<b>397</b>	<b>212</b>	<b>1,194</b>	<b>1,358</b>
Special items after tax	-	-	-	-	-12				-	-12
<b>Net result</b>	<b>259</b>	<b>341</b>	<b>308</b>	<b>286</b>	<b>365</b>	<b>371</b>	<b>397</b>	<b>212</b>	<b>1,194</b>	<b>1,346</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	64.2%	58.5%	56.4%	60.8%	54.8%	50.0%	49.8%	64.7%	60.0%	54.5%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	12.4%	16.0%	14.8%	13.8%	17.8%	17.4%	18.8%	10.2%	14.2%	16.0%
Risk costs in bps of average RWA	48	38	37	25	23	40	42	36	37	35
Risk-weighted assets (end of period)	74,259	75,344	74,212	72,804	72,747	73,909	74,179	73,740	74,259	72,747
Employees (internal FTEs, end of period)	22,753	22,735	22,617	22,541	22,424	22,493	22,427	22,353	22,753	22,424
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	60.0%	57.6%	55.5%	53.8%	54.5%	55.1%	56.1%	58.9%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	14.2%	15.6%	15.9%	17.0%	16.0%	14.9%	14.3%	12.1%		

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

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

# ING 1.9 Profit or loss: Retail Banking Germany

Profit or loss Retail Banking Germany <sup>1)</sup>										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Balance sheet related interest	430	426	394	401	395	425	394	422	1,651	1,636
Capital charge on book equity	12	10	8	10	11	10	8	2	40	31
Interest benefit on total capital	3	2	3	5	4	4	6	7	13	22
<b>Net interest income</b>	<b>444</b>	<b>438</b>	<b>405</b>	<b>416</b>	<b>410</b>	<b>439</b>	<b>408</b>	<b>432</b>	<b>1,704</b>	<b>1,689</b>
Net commission income	63	53	51	48	53	47	42	41	215	183
Investment income	-0	-0	0	0	-0	0	0	-0	0	0
Realised gains and fair value changes on investments	11	2	0	10	-0	-	44	4	23	47
<b>Total investment income</b>	<b>11</b>	<b>2</b>	<b>0</b>	<b>10</b>	<b>-1</b>	<b>0</b>	<b>44</b>	<b>4</b>	<b>23</b>	<b>47</b>
Valuation result and net trading income	-17	-25	-3	-14	-1	-11	10	-2	-59	-3
Other income	2	1	1	3	-1	2	4	2	7	7
<b>Total other income</b>	<b>-15</b>	<b>-24</b>	<b>-2</b>	<b>-11</b>	<b>-2</b>	<b>-9</b>	<b>14</b>	<b>0</b>	<b>-51</b>	<b>4</b>
<b>Total underlying income</b>	<b>503</b>	<b>470</b>	<b>455</b>	<b>463</b>	<b>461</b>	<b>478</b>	<b>508</b>	<b>477</b>	<b>1,891</b>	<b>1,923</b>
Expenses excl. regulatory costs	242	229	222	225	208	199	200	195	918	802
Regulatory costs	28	19	15	52	-23	-8	15	101	114	84
<b>Operating expenses</b>	<b>270</b>	<b>248</b>	<b>237</b>	<b>277</b>	<b>185</b>	<b>191</b>	<b>215</b>	<b>295</b>	<b>1,032</b>	<b>886</b>
<b>Gross result</b>	<b>233</b>	<b>222</b>	<b>218</b>	<b>186</b>	<b>276</b>	<b>287</b>	<b>293</b>	<b>182</b>	<b>859</b>	<b>1,037</b>
Addition to loan loss provisions	-18	2	5	2	-46	5	14	8	-10	-18
<b>Underlying result before tax</b>	<b>251</b>	<b>220</b>	<b>214</b>	<b>185</b>	<b>321</b>	<b>282</b>	<b>279</b>	<b>174</b>	<b>869</b>	<b>1,055</b>
Taxation	55	53	70	63	80	100	75	60	241	315
Non-controlling interests	1	1	1	1	1	1	0	0	2	2
<b>Underlying net result</b>	<b>195</b>	<b>167</b>	<b>142</b>	<b>121</b>	<b>240</b>	<b>181</b>	<b>203</b>	<b>113</b>	<b>625</b>	<b>738</b>
Special items after tax									-	-
<b>Net result</b>	<b>195</b>	<b>167</b>	<b>142</b>	<b>121</b>	<b>240</b>	<b>181</b>	<b>203</b>	<b>113</b>	<b>625</b>	<b>738</b>
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	53.7%	52.7%	52.1%	59.8%	40.2%	39.9%	42.3%	61.9%	54.6%	46.1%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	26.1%	22.5%	19.6%	16.4%	31.6%	24.0%	27.1%	15.2%	21.2%	24.5%
Risk costs in bps of average RWA	-29	3	7	3	-72	9	23	13	-4	-7
Risk-weighted assets (end of period)	24,872	25,047	24,497	24,207	25,374	25,504	25,133	24,932	24,872	25,374
Employees (internal FTEs, end of period)	4,715	4,680	4,645	4,611	4,540	4,462	4,392	4,335	4,715	4,540
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	54.6%	51.2%	47.9%	45.4%	46.1%	46.0%	48.2%	48.4%		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	21.2%	22.6%	22.9%	24.8%	24.5%	23.2%	22.3%	21.1%		

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

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

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

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

Profit or loss Retail Banking Other Challengers & Growth Markets <sup>1)</sup>										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Balance sheet related interest	627	625	614	596	551	543	516	512	2,461	2,123
Capital charge on book equity	-11	-11	-11	-11	-11	-11	-12	-13	-44	-47
Interest benefit on total capital	4	4	4	7	6	6	9	11	19	31
<b>Net interest income</b>	<b>620</b>	<b>618</b>	<b>607</b>	<b>591</b>	<b>546</b>	<b>538</b>	<b>512</b>	<b>510</b>	<b>2,437</b>	<b>2,107</b>
Net commission income	94	98	103	91	99	85	69	67	384	320
Investment income	3	54	2	0	-0	48	2	0	60	50
Realised gains and fair value changes on investments	-0	25	17	2	31	38	93	6	43	169
<b>Total investment income</b>	<b>3</b>	<b>79</b>	<b>18</b>	<b>2</b>	<b>31</b>	<b>87</b>	<b>95</b>	<b>6</b>	<b>103</b>	<b>219</b>
Valuation result and net trading income	17	-3	-4	30	40	36	31	26	41	133
Other income	17	7	23	15	13	13	32	22	63	81
<b>Total other income</b>	<b>35</b>	<b>5</b>	<b>20</b>	<b>45</b>	<b>53</b>	<b>49</b>	<b>63</b>	<b>48</b>	<b>104</b>	<b>214</b>
<b>Total underlying income</b>	<b>752</b>	<b>799</b>	<b>748</b>	<b>729</b>	<b>729</b>	<b>759</b>	<b>740</b>	<b>631</b>	<b>3,028</b>	<b>2,859</b>
Expenses excl. regulatory costs	488	453	401	398	417	390	367	383	1,740	1,557
Regulatory costs	48	41	40	50	50	38	39	38	179	166
<b>Operating expenses</b>	<b>536</b>	<b>494</b>	<b>441</b>	<b>448</b>	<b>467</b>	<b>428</b>	<b>406</b>	<b>422</b>	<b>1,919</b>	<b>1,723</b>
<b>Gross result</b>	<b>216</b>	<b>305</b>	<b>307</b>	<b>281</b>	<b>262</b>	<b>331</b>	<b>334</b>	<b>210</b>	<b>1,108</b>	<b>1,136</b>
Addition to loan loss provisions	108	69	63	43	87	69	63	59	284	278
<b>Underlying result before tax</b>	<b>108</b>	<b>236</b>	<b>243</b>	<b>238</b>	<b>175</b>	<b>262</b>	<b>271</b>	<b>151</b>	<b>825</b>	<b>858</b>
Taxation	26	45	60	58	25	58	58	38	188	178
Non-controlling interests	18	17	18	15	12	15	19	14	67	60
<b>Underlying net result</b>	<b>64</b>	<b>174</b>	<b>165</b>	<b>165</b>	<b>137</b>	<b>190</b>	<b>194</b>	<b>99</b>	<b>569</b>	<b>620</b>
Special items after tax	-	-	-	-	-12				-	-12
<b>Net result</b>	<b>64</b>	<b>174</b>	<b>165</b>	<b>165</b>	<b>125</b>	<b>190</b>	<b>194</b>	<b>99</b>	<b>569</b>	<b>608</b>
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	71.3%	61.9%	59.0%	61.4%	64.1%	56.4%	54.9%	66.8%	63.4%	60.3%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	5.5%	12.7%	12.4%	12.5%	10.4%	14.0%	14.5%	7.7%	10.8%	11.7%
Risk costs in bps of average RWA	87	55	51	36	73	56	51	48	58	57
Risk-weighted assets (end of period)	49,388	50,298	49,715	48,597	47,373	48,405	49,047	48,809	49,388	47,373
Employees (internal FTEs, end of period)	18,038	18,055	17,972	17,929	17,884	18,030	18,035	18,018	18,038	17,884
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	63.4%	61.6%	60.2%	59.2%	60.3%	61.6%	62.1%	67.3%		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	10.8%	12.0%	12.3%	12.9%	11.7%	10.6%	10.1%	7.5%		

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

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

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

## ING 1.11 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Balance sheet related interest	1,146	1,084	1,057	1,061	1,066	1,072	1,008	1,031	4,348	4,178
Capital charge on book equity	-131	-131	-135	-134	-131	-134	-142	-153	-531	-559
Interest benefit on total capital	17	15	18	28	23	26	36	46	78	131
<b>Net interest income</b>	<b>1,031</b>	<b>967</b>	<b>941</b>	<b>955</b>	<b>959</b>	<b>964</b>	<b>902</b>	<b>925</b>	<b>3,895</b>	<b>3,750</b>
<b>Net commission income</b>	<b>279</b>	<b>252</b>	<b>297</b>	<b>280</b>	<b>235</b>	<b>244</b>	<b>273</b>	<b>251</b>	<b>1,108</b>	<b>1,003</b>
Investment income	4	-0	4	5	3	18	3	8	13	31
Realised gains and fair value changes on investments	0	-2	7	19	5	-2	12	7	24	23
<b>Total investment income</b>	<b>5</b>	<b>-3</b>	<b>11</b>	<b>23</b>	<b>8</b>	<b>15</b>	<b>15</b>	<b>15</b>	<b>36</b>	<b>53</b>
Valuation result and net trading income	67	134	249	252	244	134	256	130	703	764
Other income	23	31	91	35	24	-6	25	-5	180	38
<b>Total other income</b>	<b>91</b>	<b>166</b>	<b>340</b>	<b>287</b>	<b>269</b>	<b>127</b>	<b>281</b>	<b>125</b>	<b>883</b>	<b>802</b>
<b>Total underlying income</b>	<b>1,406</b>	<b>1,382</b>	<b>1,588</b>	<b>1,545</b>	<b>1,471</b>	<b>1,350</b>	<b>1,471</b>	<b>1,316</b>	<b>5,922</b>	<b>5,608</b>
Expenses excl. regulatory costs	670	625	668	608	592	617	587	573	2,569	2,370
Regulatory costs	112	13	7	91	99	-2	2	102	222	201
<b>Operating expenses</b>	<b>781</b>	<b>638</b>	<b>675</b>	<b>698</b>	<b>691</b>	<b>615</b>	<b>590</b>	<b>676</b>	<b>2,792</b>	<b>2,572</b>
<b>Gross result</b>	<b>625</b>	<b>745</b>	<b>914</b>	<b>847</b>	<b>779</b>	<b>735</b>	<b>881</b>	<b>641</b>	<b>3,130</b>	<b>3,036</b>
Addition to loan loss provisions	68	46	135	35	31	97	123	117	284	368
<b>Underlying result before tax</b>	<b>557</b>	<b>698</b>	<b>778</b>	<b>813</b>	<b>748</b>	<b>638</b>	<b>758</b>	<b>524</b>	<b>2,846</b>	<b>2,668</b>
Taxation	202	241	208	230	193	144	266	150	881	753
Non-controlling interests	4	4	3	4	2	3	4	3	15	11
<b>Underlying net result</b>	<b>351</b>	<b>454</b>	<b>566</b>	<b>579</b>	<b>553</b>	<b>491</b>	<b>489</b>	<b>371</b>	<b>1,950</b>	<b>1,903</b>
Special items after tax	-	-	-	-	-149				-	-149
<b>Net result</b>	<b>351</b>	<b>454</b>	<b>566</b>	<b>579</b>	<b>404</b>	<b>491</b>	<b>489</b>	<b>371</b>	<b>1,950</b>	<b>1,754</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	55.6%	46.1%	42.5%	45.2%	47.0%	45.6%	40.1%	51.3%	47.1%	45.9%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	7.9%	10.3%	12.7%	12.7%	12.2%	10.9%	10.8%	8.2%	10.9%	10.5%
Risk costs in bps of average RWA	18	12	36	9	8	26	32	31	19	24
Risk-weighted assets (end of period)	149,427	148,158	148,023	151,929	153,811	148,767	153,679	151,122	149,427	153,811
Employees (internal FTEs, end of period)	11,804	11,677	11,586	11,500	11,483	11,521	11,431	11,383	11,804	11,483
Value at Risk trading positions (average)	5.5	5.9	7.1	7.0	6.9	9.1	12.9	11.2		
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	47.1%	45.1%	45.0%	44.5%	45.9%	48.5%	49.5%	48.9%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	10.9%	12.0%	12.1%	11.6%	10.5%	9.1%	8.7%	9.6%		

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

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

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

Profit or loss Wholesale Banking - Industry Lending										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Balance sheet related interest	543	531	541	542	550	517	506	477	2,157	2,049
Capital charge on book equity	-0	0	0	-0	-0	-0	-0	-0	-0	-0
Interest benefit on total capital	8	7	8	13	10	11	14	19	36	55
<b>Net interest income</b>	<b>550</b>	<b>538</b>	<b>549</b>	<b>555</b>	<b>560</b>	<b>528</b>	<b>520</b>	<b>495</b>	<b>2,192</b>	<b>2,104</b>
Net commission income	145	147	156	155	123	132	150	131	603	538
Investment income	4	0	-	-	0	1	0	0	4	1
Realised gains and fair value changes on investments	0	-6	1	-4	-1	-5	-3	-5	-9	-13
<b>Total investment income</b>	<b>4</b>	<b>-6</b>	<b>1</b>	<b>-4</b>	<b>-0</b>	<b>-4</b>	<b>-2</b>	<b>-5</b>	<b>-5</b>	<b>-11</b>
Valuation result and net trading income	-3	-18	8	-19	-6	3	2	3	-32	3
Other income	22	35	2	19	15	1	8	-5	78	19
<b>Total other income</b>	<b>19</b>	<b>17</b>	<b>10</b>	<b>-0</b>	<b>10</b>	<b>4</b>	<b>9</b>	<b>-2</b>	<b>46</b>	<b>21</b>
<b>Total underlying income</b>	<b>719</b>	<b>696</b>	<b>716</b>	<b>705</b>	<b>693</b>	<b>660</b>	<b>678</b>	<b>620</b>	<b>2,836</b>	<b>2,651</b>
Expenses excl. regulatory costs	177	167	174	161	168	154	157	149	678	627
Regulatory costs	32	1	0	17	27	-4	-1	21	49	43
<b>Operating expenses</b>	<b>208</b>	<b>168</b>	<b>174</b>	<b>178</b>	<b>195</b>	<b>150</b>	<b>156</b>	<b>170</b>	<b>728</b>	<b>670</b>
<b>Gross result</b>	<b>511</b>	<b>528</b>	<b>542</b>	<b>528</b>	<b>498</b>	<b>510</b>	<b>522</b>	<b>450</b>	<b>2,108</b>	<b>1,981</b>
Addition to loan loss provisions	36	-4	94	17	2	86	60	98	143	245
<b>Underlying result before tax</b>	<b>474</b>	<b>532</b>	<b>448</b>	<b>511</b>	<b>496</b>	<b>425</b>	<b>462</b>	<b>353</b>	<b>1,966</b>	<b>1,736</b>
Taxation	152	157	108	120	124	107	110	83	538	424
Non-controlling interests	2	2	1	2	-0	1	1	2	6	3
<b>Underlying net result</b>	<b>321</b>	<b>373</b>	<b>339</b>	<b>389</b>	<b>372</b>	<b>317</b>	<b>352</b>	<b>268</b>	<b>1,422</b>	<b>1,309</b>
Special items after tax	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>321</b>	<b>373</b>	<b>339</b>	<b>389</b>	<b>372</b>	<b>317</b>	<b>352</b>	<b>268</b>	<b>1,422</b>	<b>1,309</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	29.0%	24.1%	24.4%	25.2%	28.1%	22.7%	23.0%	27.4%	25.7%	25.3%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	15.7%	18.5%	16.5%	18.7%	18.6%	16.6%	18.7%	14.6%	17.4%	17.2%
Risk costs in bps of average RWA	21	-2	54	10	1	54	38	63	21	38
Risk-weighted assets (end of period)	69,260	67,283	67,993	69,428	69,881	63,166	64,670	60,841	69,260	69,881
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	25.7%	25.4%	25.1%	24.8%	25.3%	25.4%	26.1%	26.5%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	17.4%	18.1%	17.6%	18.2%	17.2%	16.4%	16.8%	16.5%		

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

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

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

Profit or loss Wholesale Banking - General Lending & Transaction Services										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Balance sheet related interest	283	277	279	260	266	253	240	237	1,100	997
Capital charge on book equity	-0	-0	-0	-0	-1	-1	-1	-1	-2	-3
Interest benefit on total capital	5	5	6	8	7	8	11	13	24	39
<b>Net interest income</b>	<b>288</b>	<b>282</b>	<b>284</b>	<b>268</b>	<b>273</b>	<b>261</b>	<b>250</b>	<b>250</b>	<b>1,122</b>	<b>1,034</b>
Net commission income	104	92	103	98	95	93	95	84	397	366
Investment income	0	0	0	0	0	0	0	0	0	0
Realised gains and fair value changes on investments	-	0	-	-	-	-	-	-	0	-
<b>Total investment income</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Valuation result and net trading income	30	11	10	10	20	7	9	9	60	44
Other income	1	1	-1	3	5	2	1	2	4	10
<b>Total other income</b>	<b>31</b>	<b>11</b>	<b>9</b>	<b>13</b>	<b>25</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>64</b>	<b>55</b>
<b>Total underlying income</b>	<b>423</b>	<b>385</b>	<b>396</b>	<b>379</b>	<b>393</b>	<b>362</b>	<b>354</b>	<b>345</b>	<b>1,583</b>	<b>1,454</b>
Expenses excl. regulatory costs	207	188	190	187	187	179	185	179	772	731
Regulatory costs	23	-0	1	19	22	-4	5	23	43	45
<b>Operating expenses</b>	<b>231</b>	<b>188</b>	<b>191</b>	<b>206</b>	<b>209</b>	<b>175</b>	<b>191</b>	<b>202</b>	<b>815</b>	<b>776</b>
<b>Gross result</b>	<b>192</b>	<b>198</b>	<b>205</b>	<b>174</b>	<b>184</b>	<b>187</b>	<b>164</b>	<b>143</b>	<b>768</b>	<b>678</b>
Addition to loan loss provisions	4	21	5	-13	9	3	50	2	17	65
<b>Underlying result before tax</b>	<b>188</b>	<b>177</b>	<b>200</b>	<b>187</b>	<b>175</b>	<b>184</b>	<b>114</b>	<b>141</b>	<b>751</b>	<b>613</b>
Taxation	51	49	54	48	41	49	27	33	202	150
Non-controlling interests	1	1	2	2	3	1	3	0	7	7
<b>Underlying net result</b>	<b>136</b>	<b>126</b>	<b>144</b>	<b>136</b>	<b>131</b>	<b>134</b>	<b>84</b>	<b>107</b>	<b>542</b>	<b>457</b>
Special items after tax	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>136</b>	<b>126</b>	<b>144</b>	<b>136</b>	<b>131</b>	<b>134</b>	<b>84</b>	<b>107</b>	<b>542</b>	<b>457</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	54.6%	48.7%	48.2%	54.2%	53.2%	48.3%	53.8%	58.5%	51.5%	53.4%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	9.6%	9.2%	10.5%	10.0%	9.8%	9.9%	6.4%	8.1%	9.8%	8.6%
Risk costs in bps of average RWA	3	18	4	-11	8	3	45	2	4	14
Risk-weighted assets (end of period)	48,019	46,998	45,828	46,333	45,611	45,153	45,787	44,507	48,019	45,611
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	51.5%	51.1%	51.0%	52.4%	53.4%	55.0%	57.6%	57.6%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	9.8%	9.9%	10.1%	9.1%	8.6%	7.8%	7.0%	7.2%		

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

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

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

Profit or loss Wholesale Banking - Financial Markets										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Balance sheet related interest	171	106	64	84	102	133	69	114	424	418
Capital charge on book equity	-1	-1	-1	-1	-1	-1	-1	-1	-5	-2
Interest benefit on total capital	3	2	3	5	5	5	8	11	14	28
<b>Net interest income</b>	<b>172</b>	<b>107</b>	<b>66</b>	<b>89</b>	<b>106</b>	<b>138</b>	<b>76</b>	<b>124</b>	<b>433</b>	<b>445</b>
Net commission income	34	21	39	27	18	22	29	36	122	105
Investment income	-	-	-	2	0	0	1	0	2	1
Realised gains and fair value changes on investments	-1	-0	-0	-0	1	-1	1	-0	-1	1
<b>Total investment income</b>	<b>-1</b>	<b>-0</b>	<b>-0</b>	<b>1</b>	<b>1</b>	<b>-1</b>	<b>2</b>	<b>-0</b>	<b>1</b>	<b>3</b>
Valuation result and net trading income	0	138	198	249	182	72	222	113	586	589
Other income	-14	-13	-19	-10	-22	-21	-7	-5	-56	-56
<b>Total other income</b>	<b>-13</b>	<b>125</b>	<b>179</b>	<b>239</b>	<b>160</b>	<b>51</b>	<b>215</b>	<b>108</b>	<b>530</b>	<b>533</b>
<b>Total underlying income</b>	<b>192</b>	<b>253</b>	<b>285</b>	<b>356</b>	<b>285</b>	<b>210</b>	<b>322</b>	<b>268</b>	<b>1,086</b>	<b>1,085</b>
Expenses excl. regulatory costs	242	226	220	227	222	220	219	214	914	875
Regulatory costs	50	6	2	31	43	-6	-12	53	89	78
<b>Operating expenses</b>	<b>292</b>	<b>232</b>	<b>222</b>	<b>258</b>	<b>265</b>	<b>214</b>	<b>207</b>	<b>267</b>	<b>1,003</b>	<b>953</b>
<b>Gross result</b>	<b>-100</b>	<b>21</b>	<b>63</b>	<b>98</b>	<b>19</b>	<b>-4</b>	<b>115</b>	<b>2</b>	<b>82</b>	<b>132</b>
Addition to loan loss provisions	-1	1	1	-0	-8	4	-1	4	0	-2
<b>Underlying result before tax</b>	<b>-99</b>	<b>20</b>	<b>63</b>	<b>98</b>	<b>27</b>	<b>-8</b>	<b>116</b>	<b>-2</b>	<b>82</b>	<b>134</b>
Taxation	-55	21	25	27	10	5	33	-8	19	40
Non-controlling interests	1	1	1	1	0	1	1	1	4	3
<b>Underlying net result</b>	<b>-45</b>	<b>-2</b>	<b>37</b>	<b>70</b>	<b>16</b>	<b>-14</b>	<b>83</b>	<b>5</b>	<b>59</b>	<b>91</b>
Special items after tax	-	-	-	-	-26	-	-	-	-	-26
<b>Net result</b>	<b>-45</b>	<b>-2</b>	<b>37</b>	<b>70</b>	<b>-10</b>	<b>-14</b>	<b>83</b>	<b>5</b>	<b>59</b>	<b>65</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	152.0%	91.7%	77.8%	72.5%	93.2%	102.0%	64.2%	99.4%	92.4%	87.8%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	-6.2%	0.0%	4.9%	8.7%	1.9%	-1.3%	8.3%	0.6%	2.1%	2.4%
Risk costs in bps of average RWA	-1	1	1	-0	-11	5	-1	4	0	-1
Risk-weighted assets (end of period)	23,175	24,922	24,645	26,253	28,049	30,120	32,378	34,389	23,175	28,049
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	92.4%	82.9%	84.5%	80.5%	87.8%	92.2%	87.7%	75.8%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	2.1%	3.9%	3.3%	4.4%	2.4%	0.9%	2.7%	6.2%		

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

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



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

Profit or loss Wholesale Banking - Bank Treasury & Other										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Balance sheet related interest	150	170	174	174	147	168	194	203	668	713
Capital charge on book equity	-130	-130	-133	-132	-130	-133	-140	-151	-525	-554
Interest benefit on total capital	1	1	1	2	2	2	3	3	5	9
<b>Net interest income</b>	<b>21</b>	<b>41</b>	<b>42</b>	<b>43</b>	<b>19</b>	<b>37</b>	<b>56</b>	<b>55</b>	<b>148</b>	<b>168</b>
Net commission income	-3	-9	-1	-0	-1	-3	-2	-0	-14	-6
Investment income	1	-0	4	3	3	17	1	8	7	29
Realised gains and fair value changes on investments	1	4	6	23	5	3	14	12	33	34
<b>Total investment income</b>	<b>1</b>	<b>4</b>	<b>10</b>	<b>26</b>	<b>7</b>	<b>20</b>	<b>15</b>	<b>20</b>	<b>41</b>	<b>62</b>
Valuation result and net trading income	40	4	32	12	48	52	24	4	88	128
Other income	14	9	109	23	27	12	23	3	155	65
<b>Total other income</b>	<b>54</b>	<b>12</b>	<b>141</b>	<b>35</b>	<b>75</b>	<b>64</b>	<b>47</b>	<b>8</b>	<b>243</b>	<b>193</b>
<b>Total underlying income</b>	<b>73</b>	<b>49</b>	<b>192</b>	<b>104</b>	<b>100</b>	<b>118</b>	<b>117</b>	<b>83</b>	<b>417</b>	<b>418</b>
Expenses excl. regulatory costs	44	45	84	33	15	65	26	32	205	138
Regulatory costs	7	6	4	24	8	12	11	4	41	35
<b>Operating expenses</b>	<b>51</b>	<b>51</b>	<b>88</b>	<b>57</b>	<b>22</b>	<b>77</b>	<b>37</b>	<b>37</b>	<b>246</b>	<b>172</b>
<b>Gross result</b>	<b>22</b>	<b>-2</b>	<b>104</b>	<b>48</b>	<b>78</b>	<b>41</b>	<b>80</b>	<b>46</b>	<b>171</b>	<b>245</b>
Addition to loan loss provisions	29	28	36	31	28	4	14	14	124	60
<b>Underlying result before tax</b>	<b>-7</b>	<b>-31</b>	<b>68</b>	<b>17</b>	<b>50</b>	<b>37</b>	<b>66</b>	<b>32</b>	<b>47</b>	<b>185</b>
Taxation	53	14	21	34	18	-16	96	42	123	140
Non-controlling interests	-0	-1	0	-1	-1	-0	-1	-1	-2	-2
<b>Underlying net result</b>	<b>-60</b>	<b>-44</b>	<b>47</b>	<b>-16</b>	<b>33</b>	<b>53</b>	<b>-30</b>	<b>-9</b>	<b>-74</b>	<b>47</b>
Special items after tax	-	-	-	-	-123	-	-	-	-	-123
<b>Net result</b>	<b>-60</b>	<b>-44</b>	<b>47</b>	<b>-16</b>	<b>-90</b>	<b>53</b>	<b>-30</b>	<b>-9</b>	<b>-74</b>	<b>-76</b>
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	69.8%	104.4%	45.8%	54.3%	22.2%	65.0%	31.4%	44.5%	58.9%	41.3%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	-22.4%	-16.2%	16.0%	-5.7%	10.4%	16.6%	-9.1%	-2.8%	-6.6%	3.5%
Risk costs in bps of average RWA	128	123	148	122	109	16	51	48	131	56
Risk-weighted assets (end of period)	8,973	8,956	9,557	9,914	10,270	10,327	10,843	11,385	8,973	10,270
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	58.9%	48.9%	47.3%	43.8%	41.3%	58.1%	60.8%	74.3%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	-6.6%	1.4%	9.4%	2.9%	3.5%	-1.0%	-8.4%	-5.5%		

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

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

## ING 1.16 Profit or loss: Corporate Line

Profit or loss Corporate Line										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Balance sheet related interest	-38	-5	-55	-53	-46	-38	-43	-78	-150	-205
Capital charge on book equity	128	131	137	133	129	134	145	162	529	570
Interest benefit on total capital	-33	-29	-36	-55	-46	-51	-70	-92	-153	-259
<b>Net interest income</b>	<b>58</b>	<b>97</b>	<b>46</b>	<b>25</b>	<b>37</b>	<b>45</b>	<b>31</b>	<b>-7</b>	<b>226</b>	<b>106</b>
Net commission income	-0	0	-2	-1	-0	-1	-1	-1	-3	-3
Investment income	-0	-0	1	-3	0	-0	1	-0	-2	1
Realised gains and fair value changes on investments	-0	-3	-7	0	1	27	0	0	-10	28
<b>Total investment income</b>	<b>-0</b>	<b>-3</b>	<b>-6</b>	<b>-3</b>	<b>1</b>	<b>27</b>	<b>1</b>	<b>-0</b>	<b>-12</b>	<b>29</b>
Valuation result and net trading income	-79	-68	-70	-111	-23	-47	13	-44	-328	-102
Other income	6	5	2	26	10	4	7	8	38	29
<b>Total other income</b>	<b>-73</b>	<b>-64</b>	<b>-68</b>	<b>-85</b>	<b>-12</b>	<b>-43</b>	<b>20</b>	<b>-36</b>	<b>-289</b>	<b>-72</b>
<b>Total underlying income</b>	<b>-16</b>	<b>31</b>	<b>-30</b>	<b>-63</b>	<b>25</b>	<b>27</b>	<b>51</b>	<b>-44</b>	<b>-78</b>	<b>59</b>
Expenses excl. regulatory costs	55	82	82	70	68	75	76	59	288	277
Regulatory costs	0	1	1	0	0	0	1	0	2	1
<b>Operating expenses</b>	<b>55</b>	<b>83</b>	<b>82</b>	<b>70</b>	<b>68</b>	<b>75</b>	<b>76</b>	<b>59</b>	<b>290</b>	<b>278</b>
<b>Gross result</b>	<b>-71</b>	<b>-52</b>	<b>-113</b>	<b>-133</b>	<b>-43</b>	<b>-48</b>	<b>-25</b>	<b>-103</b>	<b>-368</b>	<b>-219</b>
Addition to loan loss provisions	0	0	1	0	0	-0	0	-0	1	0
<b>Underlying result before tax</b>	<b>-71</b>	<b>-52</b>	<b>-113</b>	<b>-133</b>	<b>-43</b>	<b>-48</b>	<b>-25</b>	<b>-103</b>	<b>-369</b>	<b>-219</b>
Taxation	28	12	-12	-41	45	28	-42	-29	-13	2
Non-controlling interests	-	-	-	-	-	-	-	-	-	-
<b>Underlying net result</b>	<b>-99</b>	<b>-63</b>	<b>-101</b>	<b>-92</b>	<b>-87</b>	<b>-76</b>	<b>17</b>	<b>-74</b>	<b>-356</b>	<b>-221</b>
Special items after tax	-	0	-	-	-27	-	-	-	0	-27
<b>Net result</b>	<b>-99</b>	<b>-63</b>	<b>-101</b>	<b>-92</b>	<b>-115</b>	<b>-76</b>	<b>17</b>	<b>-74</b>	<b>-356</b>	<b>-248</b>
<b>Key figures<sup>1)</sup></b>										
Risk-weighted assets (end of period)	2,828	2,994	2,630	3,190	4,479	4,844	4,788	5,928	2,828	4,479
Employees (internal FTEs, end of period)	3	3	3	3	3	3	3	3	3	3

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

# ING 1.17 Geographical split: 4Q2017

## Geographical split 4Q2017

In EUR million	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Wholesale Banking Rest of World		Other <sup>1)</sup>		
	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Wholesale Banking	Total	Wholesale Banking	Corporate Line
<b>Profit or loss</b>																				
Net interest income	1,128	908	220	508	451	57	566	444	121	394	292	102	385	328	56	475	475	58	0	58
Net commission income	217	152	65	118	86	32	79	63	16	61	33	29	76	61	15	123	123	-0	-0	-0
Investment income	-2	0	-2	1	2	-0	11	11	0	2	-0	2	3	3	-0	5	5	-0	0	-0
Other income	117	76	41	111	48	63	-14	-15	1	13	2	11	50	33	17	-44	-44	-70	2	-73
<b>Total underlying income</b>	<b>1,460</b>	<b>1,136</b>	<b>323</b>	<b>739</b>	<b>587</b>	<b>151</b>	<b>641</b>	<b>503</b>	<b>138</b>	<b>470</b>	<b>326</b>	<b>144</b>	<b>514</b>	<b>425</b>	<b>88</b>	<b>559</b>	<b>559</b>	<b>-13</b>	<b>3</b>	<b>-16</b>
Expenses excl. regulatory costs	723	550	174	457	350	107	273	242	31	307	263	45	261	225	36	273	273	59	4	55
Regulatory costs	86	65	21	41	10	31	33	28	5	26	21	5	38	27	11	39	39	0	-0	0
<b>Operating expenses</b>	<b>809</b>	<b>615</b>	<b>194</b>	<b>498</b>	<b>360</b>	<b>138</b>	<b>306</b>	<b>270</b>	<b>36</b>	<b>334</b>	<b>284</b>	<b>50</b>	<b>299</b>	<b>252</b>	<b>47</b>	<b>312</b>	<b>312</b>	<b>59</b>	<b>4</b>	<b>55</b>
<b>Gross result</b>	<b>650</b>	<b>521</b>	<b>129</b>	<b>240</b>	<b>227</b>	<b>13</b>	<b>335</b>	<b>233</b>	<b>102</b>	<b>136</b>	<b>43</b>	<b>94</b>	<b>215</b>	<b>173</b>	<b>41</b>	<b>247</b>	<b>247</b>	<b>-72</b>	<b>-1</b>	<b>-71</b>
Addition to loan loss provisions	13	5	7	46	27	20	-15	-18	3	61	36	24	76	72	5	9	9	0	-	0
<b>Underlying result before tax</b>	<b>637</b>	<b>516</b>	<b>122</b>	<b>194</b>	<b>200</b>	<b>-6</b>	<b>350</b>	<b>251</b>	<b>99</b>	<b>75</b>	<b>6</b>	<b>69</b>	<b>138</b>	<b>102</b>	<b>37</b>	<b>238</b>	<b>238</b>	<b>-72</b>	<b>-1</b>	<b>-71</b>
Retail Banking	516	516		200	200		251	251		6	6		102	102						
Wholesale Banking	122		122	-6		-6	99		99	69		69	37		37	238	238	-1	-1	
Corporate Line																		-71		-71
<b>Underlying result before tax</b>	<b>637</b>	<b>516</b>	<b>122</b>	<b>194</b>	<b>200</b>	<b>-6</b>	<b>350</b>	<b>251</b>	<b>99</b>	<b>75</b>	<b>6</b>	<b>69</b>	<b>138</b>	<b>102</b>	<b>37</b>	<b>238</b>	<b>238</b>	<b>-72</b>	<b>-1</b>	<b>-71</b>
<b>Customer lending/deposits (in EUR billion)</b>																				
Residential mortgages	115.4	114.6	0.8	38.9	38.9	0.1	70.0	70.0	0.1	50.8	50.8	0.0	8.9	8.9	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	74.4	35.3	39.2	58.6	42.6	16.1	38.4	12.1	26.3	29.8	7.1	22.8	27.5	18.8	8.7	60.7	60.7	0.3	0.0	0.3
Customer deposits	167.4	139.3	28.1	98.8	82.5	16.3	133.7	132.7	1.0	90.5	88.4	2.1	36.6	31.9	4.6	13.0	13.0	-0.2	0.0	-0.2
<b>Key figures<sup>2)</sup></b>																				
Cost/income ratio	55.5%	54.1%	60.1%	67.5%	61.3%	91.3%	47.7%	53.7%	26.0%	71.0%	87.0%	34.8%	58.2%	59.2%	53.5%	55.8%	55.8%	n.a.	148.5%	n.a.
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	19.9%	26.2%	9.9%	5.9%	9.6%	-2.3%	21.7%	26.1%	13.6%	5.3%	1.2%	9.0%	7.8%	7.3%	9.9%	7.4%	7.4%	-96.9%	129.3%	0.0%
Risk costs in bps of average RWA	6	4	10	36	30	50	-15	-29	10	80	99	62	70	81	22	5	5	3	-	3
Risk-weighted assets (end of period)	78,340	48,235	30,105	50,783	35,137	15,646	39,420	24,872	14,548	30,836	14,830	16,006	42,904	34,557	8,347	64,571	64,571	3,658	205	3,453
Employees (internal FTEs, end of period)	12,614	9,050	3,564	9,655	8,205	1,450	5,042	4,715	327	4,219	3,630	588	15,786	14,408	1,378	4,492	4,492	8	5	3
<b>Four-quarter rolling average key figures</b>																				
Cost/income ratio	50.1%	49.5%	51.8%	66.6%	64.0%	76.6%	47.6%	54.6%	22.9%	64.2%	77.8%	32.6%	52.9%	53.4%	50.7%	46.6%	46.6%	n.a.	9.4%	n.a.
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	22.8%	28.6%	13.9%	8.2%	11.7%	0.9%	19.4%	21.2%	16.0%	8.2%	8.5%	8.0%	11.6%	11.7%	11.2%	10.6%	10.6%	-66.0%	252.8%	-80.7%

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

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

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

## ING 1.18 Geographical split: Comparable quarters

### Geographical split comparable quarters

In EUR million	Total Banking		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World		Other	
	4Q2017	4Q2016	4Q2017	4Q2016	4Q2017	4Q2016	4Q2017	4Q2016	4Q2017	4Q2016	4Q2017	4Q2016	4Q2017	4Q2016	4Q2017	4Q2016
<b>Profit or loss</b>																
Net interest income	3,512	3,341	1,128	1,195	508	533	566	506	394	332	385	341	475	398	58	36
Net commission income	674	611	217	188	118	99	79	60	61	58	76	87	123	117	-0	0
Investment income	20	39	-2	2	1	-2	11	-1	2	45	3	-2	5	-2	-0	-1
Other income	162	470	117	110	111	187	-14	5	13	12	50	80	-44	82	-70	-7
<b>Total underlying income</b>	<b>4,368</b>	<b>4,461</b>	<b>1,460</b>	<b>1,495</b>	<b>739</b>	<b>817</b>	<b>641</b>	<b>571</b>	<b>470</b>	<b>448</b>	<b>514</b>	<b>506</b>	<b>559</b>	<b>595</b>	<b>-13</b>	<b>29</b>
Expenses excl. regulatory costs	2,354	2,159	723	712	457	403	273	236	307	242	261	252	273	243	59	71
Regulatory costs	264	209	86	90	41	34	33	-18	26	25	38	42	39	36	0	0
<b>Operating expenses</b>	<b>2,618</b>	<b>2,369</b>	<b>809</b>	<b>802</b>	<b>498</b>	<b>437</b>	<b>306</b>	<b>218</b>	<b>334</b>	<b>267</b>	<b>299</b>	<b>295</b>	<b>312</b>	<b>279</b>	<b>59</b>	<b>71</b>
<b>Gross result</b>	<b>1,751</b>	<b>2,093</b>	<b>650</b>	<b>693</b>	<b>240</b>	<b>380</b>	<b>335</b>	<b>353</b>	<b>136</b>	<b>180</b>	<b>215</b>	<b>211</b>	<b>247</b>	<b>316</b>	<b>-72</b>	<b>-42</b>
Addition to loan loss provisions	190	138	13	51	46	33	-15	-41	61	24	76	84	9	-13	0	0
<b>Underlying result before tax</b>	<b>1,560</b>	<b>1,955</b>	<b>637</b>	<b>642</b>	<b>194</b>	<b>348</b>	<b>350</b>	<b>394</b>	<b>75</b>	<b>156</b>	<b>138</b>	<b>127</b>	<b>238</b>	<b>330</b>	<b>-72</b>	<b>-42</b>
Retail Banking	1,075	1,249	516	502	200	252	251	321	6	84	102	90	-	-	-	-
Wholesale Banking	557	748	122	140	-6	96	99	73	69	71	37	37	238	330	-1	0
Corporate Line	-71	-43	-	-	-	-	-	-	-	-	-	-	-	-	-71	-43
<b>Underlying result before tax</b>	<b>1,560</b>	<b>1,955</b>	<b>637</b>	<b>642</b>	<b>194</b>	<b>348</b>	<b>350</b>	<b>394</b>	<b>75</b>	<b>156</b>	<b>138</b>	<b>127</b>	<b>238</b>	<b>330</b>	<b>-72</b>	<b>-42</b>
Taxation	543	557	164	161	103	101	98	110	27	30	36	29	95	77	18	48
Non-controlling interests	17	17	-	-	-5	2	1	1	-	-	21	14	-	-	-	-
<b>Underlying net result</b>	<b>1,001</b>	<b>1,381</b>	<b>473</b>	<b>481</b>	<b>96</b>	<b>245</b>	<b>251</b>	<b>283</b>	<b>48</b>	<b>126</b>	<b>81</b>	<b>83</b>	<b>143</b>	<b>253</b>	<b>-91</b>	<b>-90</b>
Special items after tax	-	-787	-	-255	-	-491	-	-	-	-13	-	-	-	-	-	-27
<b>Net result Banking</b>	<b>1,001</b>	<b>595</b>	<b>473</b>	<b>225</b>	<b>96</b>	<b>-246</b>	<b>251</b>	<b>283</b>	<b>48</b>	<b>113</b>	<b>81</b>	<b>83</b>	<b>143</b>	<b>253</b>	<b>-91</b>	<b>-117</b>
<b>Customer lending/deposits (in EUR billion)</b>																
Residential mortgages	284.1	282.5	115.4	121.9	38.9	35.8	70.0	68.8	50.8	48.3	8.9	7.7	0.0	0.0	0.0	0.0
Other customer lending	289.9	278.9	74.4	73.3	58.6	57.2	38.4	32.7	29.8	25.9	27.5	26.0	60.7	63.0	0.3	0.8
Customer deposits	539.8	522.9	167.4	165.2	98.8	94.9	133.7	129.9	90.5	86.4	36.6	32.8	13.0	14.0	-0.2	-0.2
<b>Key figures<sup>1)</sup></b>																
Cost/income ratio	59.9%	53.1%	55.5%	53.6%	67.5%	53.5%	47.7%	38.1%	71.0%	59.7%	58.2%	58.3%	55.8%	46.8%	n.a.	247.4%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	10.9%	14.9%	19.9%	18.9%	5.9%	16.1%	21.7%	25.7%	5.3%	15.2%	7.8%	7.4%	7.4%	13.1%	-96.9%	-60.9%
Risk costs in bps of average RWA	25	18	6	24	36	26	-15	-45	80	36	70	76	5	-8	3	1
Risk-weighted assets (end of period)	309,887	314,325	78,340	83,901	50,783	51,306	39,420	37,793	30,836	28,297	42,904	43,185	64,571	65,110	3,033	4,733
Employees (internal FTEs, end of period)	51,815	51,546	12,614	12,416	9,655	10,190	5,042	4,833	4,219	4,038	15,786	15,870	4,492	4,191	8	8
<b>Four-quarter rolling average key figures</b>																
Cost/income ratio	55.5%	54.2%	50.1%	56.5%	66.6%	55.7%	47.6%	42.2%	64.2%	56.7%	52.9%	54.0%	46.6%	46.1%	n.a.	n.a.
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	13.5%	13.3%	22.8%	15.7%	8.2%	14.1%	19.4%	22.5%	8.2%	13.3%	11.6%	10.6%	10.6%	9.9%	-66.0%	-31.5%

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

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

## ING 1.19 Geographical split: Netherlands

Geographical split Netherlands										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
<b>Profit or loss</b>										
Net interest income	1,128	1,153	1,129	1,127	1,195	1,187	1,136	1,182	4,537	4,699
Net commission income	217	206	224	224	188	190	203	197	871	779
Investment income	-2	5	8	31	2	16	29	33	42	79
Other income	117	95	120	70	110	82	84	11	402	288
<b>Total underlying income</b>	<b>1,460</b>	<b>1,460</b>	<b>1,482</b>	<b>1,451</b>	<b>1,495</b>	<b>1,475</b>	<b>1,452</b>	<b>1,423</b>	<b>5,853</b>	<b>5,845</b>
Expenses excl. regulatory costs	723	625	686	664	712	717	886	760	2,699	3,076
Regulatory costs	86	21	19	105	90	17	7	111	231	225
<b>Operating expenses</b>	<b>809</b>	<b>646</b>	<b>705</b>	<b>769</b>	<b>802</b>	<b>734</b>	<b>893</b>	<b>871</b>	<b>2,930</b>	<b>3,301</b>
<b>Gross result</b>	<b>650</b>	<b>814</b>	<b>777</b>	<b>682</b>	<b>693</b>	<b>741</b>	<b>558</b>	<b>552</b>	<b>2,923</b>	<b>2,545</b>
Addition to loan loss provisions	13	-16	17	-11	51	64	103	92	3	310
<b>Underlying result before tax</b>	<b>637</b>	<b>830</b>	<b>760</b>	<b>693</b>	<b>642</b>	<b>677</b>	<b>456</b>	<b>460</b>	<b>2,920</b>	<b>2,235</b>
Retail Banking	516	685	565	477	502	542	325	336	2,243	1,705
Wholesale Banking	122	145	195	216	140	135	131	124	677	530
Corporate Line									-	-
<b>Underlying result before tax</b>	<b>637</b>	<b>830</b>	<b>760</b>	<b>693</b>	<b>642</b>	<b>677</b>	<b>456</b>	<b>460</b>	<b>2,920</b>	<b>2,235</b>
<b>Customer lending/deposits (in EUR billion)</b>										
Residential mortgages	115.4	116.7	118.3	119.9	121.9	124.4	126.0	127.0	115.4	121.9
Other customer lending	74.4	74.9	76.9	75.2	73.3	75.7	76.2	72.9	74.4	73.3
Customer deposits	167.4	169.1	164.5	166.0	165.2	164.2	162.2	157.8	167.4	165.2
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	55.5%	44.3%	47.6%	53.0%	53.6%	49.8%	61.5%	61.2%	50.1%	56.5%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	19.9%	26.6%	23.4%	21.1%	18.9%	19.3%	12.7%	12.3%	22.8%	15.7%
Risk costs in bps of average RWA	6	-8	8	-5	24	29	45	39	0	35
Risk-weighted assets (end of period)	78,340	80,208	82,514	79,738	83,901	85,620	89,776	91,816	78,340	83,901
Employees (internal FTEs, end of period)	12,614	12,430	12,306	12,438	12,416	12,507	12,672	12,957	12,614	12,416
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	50.1%	49.6%	51.0%	54.5%	56.5%	60.7%	62.6%	60.6%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	22.8%	22.5%	20.6%	17.9%	15.7%	12.7%	11.0%	10.7%		

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

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

## ING 1.20 Geographical split: Belgium

Geographical split Belgium <sup>1)</sup>										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
<b>Profit or loss</b>										
Net interest income	508	512	528	551	533	564	553	533	2,099	2,183
Net commission income	118	113	148	139	99	115	127	140	519	482
Investment income	1	4	20	7	-2	12	3	36	33	48
Other income	111	70	125	142	187	99	211	14	447	511
<b>Total underlying income</b>	<b>739</b>	<b>699</b>	<b>822</b>	<b>839</b>	<b>817</b>	<b>790</b>	<b>895</b>	<b>723</b>	<b>3,098</b>	<b>3,225</b>
Expenses excl. regulatory costs	457	444	481	428	403	439	285	417	1,810	1,544
Regulatory costs	41	-1	-13	226	34	16	6	196	253	252
<b>Operating expenses</b>	<b>498</b>	<b>443</b>	<b>468</b>	<b>654</b>	<b>437</b>	<b>454</b>	<b>291</b>	<b>614</b>	<b>2,063</b>	<b>1,796</b>
<b>Gross result</b>	<b>240</b>	<b>256</b>	<b>354</b>	<b>185</b>	<b>380</b>	<b>336</b>	<b>604</b>	<b>109</b>	<b>1,036</b>	<b>1,429</b>
Addition to loan loss provisions	46	36	19	58	33	57	93	33	160	215
<b>Underlying result before tax</b>	<b>194</b>	<b>220</b>	<b>335</b>	<b>127</b>	<b>348</b>	<b>279</b>	<b>512</b>	<b>76</b>	<b>876</b>	<b>1,215</b>
Retail Banking	200	208	304	73	252	202	401	106	785	961
Wholesale Banking	-6	12	30	54	96	77	111	-30	90	254
Corporate Line									-	-
<b>Underlying result before tax</b>	<b>194</b>	<b>220</b>	<b>335</b>	<b>127</b>	<b>348</b>	<b>279</b>	<b>512</b>	<b>76</b>	<b>876</b>	<b>1,215</b>
<b>Customer lending/deposits (in EUR billion)</b>										
Residential mortgages	38.9	37.9	36.9	36.2	35.8	35.3	34.9	34.5	38.9	35.8
Other customer lending	58.6	57.4	57.8	57.4	57.2	55.4	54.6	52.7	58.6	57.2
Customer deposits	98.8	98.9	98.0	96.9	94.9	97.1	97.7	98.4	98.8	94.9
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	67.5%	63.3%	56.9%	77.9%	53.5%	57.5%	32.5%	84.9%	66.6%	55.7%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	5.9%	7.5%	14.1%	5.4%	16.1%	13.7%	22.7%	3.9%	8.2%	14.1%
Risk costs in bps of average RWA	36	28	15	45	26	44	73	26	31	42
Risk-weighted assets (end of period)	50,783	51,170	51,640	51,242	51,306	51,160	51,250	50,271	50,783	51,306
Employees (internal FTEs, end of period)	9,655	9,713	9,875	9,988	10,190	10,288	10,347	10,479	9,655	10,190
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	66.6%	63.0%	61.6%	54.9%	55.7%	57.2%	58.8%	64.6%		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	8.2%	10.8%	12.3%	14.4%	14.1%	12.6%	13.3%	12.2%		

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

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

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

## ING 1.21 Geographical split: Germany

Geographical split Germany <sup>1)</sup>										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
<b>Profit or loss</b>										
Net interest income	566	556	522	528	506	530	484	505	2,172	2,025
Net commission income	79	65	65	60	60	60	61	59	269	241
Investment income	11	2	0	11	-1	0	44	4	25	48
Other income	-14	-25	3	-6	5	-7	24	4	-41	27
<b>Total underlying income</b>	<b>641</b>	<b>599</b>	<b>590</b>	<b>594</b>	<b>571</b>	<b>584</b>	<b>614</b>	<b>572</b>	<b>2,424</b>	<b>2,340</b>
Expenses excl. regulatory costs	273	258	250	252	236	221	223	216	1,034	896
Regulatory costs	33	19	15	53	-18	-8	14	103	120	91
<b>Operating expenses</b>	<b>306</b>	<b>277</b>	<b>265</b>	<b>306</b>	<b>218</b>	<b>212</b>	<b>237</b>	<b>319</b>	<b>1,154</b>	<b>987</b>
<b>Gross result</b>	<b>335</b>	<b>322</b>	<b>325</b>	<b>288</b>	<b>353</b>	<b>371</b>	<b>376</b>	<b>253</b>	<b>1,270</b>	<b>1,354</b>
Addition to loan loss provisions	-15	-2	2	-1	-41	6	16	6	-15	-13
<b>Underlying result before tax</b>	<b>350</b>	<b>324</b>	<b>322</b>	<b>289</b>	<b>394</b>	<b>366</b>	<b>360</b>	<b>247</b>	<b>1,285</b>	<b>1,367</b>
Retail Banking	251	220	214	185	321	282	279	174	869	1,055
Wholesale Banking	99	104	109	104	73	84	81	73	416	312
Corporate Line									-	-
<b>Underlying result before tax</b>	<b>350</b>	<b>324</b>	<b>322</b>	<b>289</b>	<b>394</b>	<b>366</b>	<b>360</b>	<b>247</b>	<b>1,285</b>	<b>1,367</b>
<b>Customer lending/deposits (in EUR billion)</b>										
Residential mortgages	70.0	69.7	69.4	68.9	68.8	68.3	67.5	66.5	70.0	68.8
Other customer lending	38.4	36.2	35.2	32.8	32.7	30.4	27.7	27.7	38.4	32.7
Customer deposits	133.7	133.1	133.8	132.7	129.9	126.2	124.4	121.8	133.7	129.9
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	47.7%	46.2%	45.0%	51.5%	38.1%	36.4%	38.7%	55.8%	47.6%	42.2%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	21.7%	19.3%	19.2%	17.2%	25.7%	22.3%	25.3%	16.2%	19.4%	22.5%
Risk costs in bps of average RWA	-15	-2	3	-1	-45	6	19	7	-4	-4
Risk-weighted assets (end of period)	39,420	37,793	38,011	36,616	37,793	35,739	34,721	33,731	39,420	37,793
Employees (internal FTEs, end of period)	5,042	4,998	4,952	4,912	4,833	4,754	4,673	4,607	5,042	4,833
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	47.6%	45.3%	42.8%	41.2%	42.2%	42.5%	45.0%	46.1%		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	19.4%	20.3%	21.1%	22.6%	22.5%	22.2%	21.0%	19.8%		

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

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

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

## ING 1.22 Geographical split: Other Challengers

Geographical split Other Challengers <sup>1)</sup>										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
<b>Profit or loss</b>										
Net interest income	394	385	373	375	332	341	354	347	1,527	1,373
Net commission income	61	57	57	56	58	41	34	38	232	171
Investment income	2	-2	3	3	45	9	11	-0	6	65
Other income	13	-18	5	17	12	13	28	14	16	68
<b>Total underlying income</b>	<b>470</b>	<b>422</b>	<b>439</b>	<b>450</b>	<b>448</b>	<b>403</b>	<b>427</b>	<b>399</b>	<b>1,781</b>	<b>1,677</b>
Expenses excl. regulatory costs	307	283	235	237	242	215	202	216	1,062	874
Regulatory costs	26	16	15	23	25	15	14	22	80	77
<b>Operating expenses</b>	<b>334</b>	<b>299</b>	<b>250</b>	<b>260</b>	<b>267</b>	<b>230</b>	<b>216</b>	<b>238</b>	<b>1,142</b>	<b>951</b>
<b>Gross result</b>	<b>136</b>	<b>122</b>	<b>189</b>	<b>191</b>	<b>180</b>	<b>174</b>	<b>211</b>	<b>161</b>	<b>638</b>	<b>726</b>
Addition to loan loss provisions	61	44	57	40	24	29	37	29	201	120
<b>Underlying result before tax</b>	<b>75</b>	<b>79</b>	<b>132</b>	<b>151</b>	<b>156</b>	<b>144</b>	<b>175</b>	<b>132</b>	<b>437</b>	<b>607</b>
Retail Banking	6	16	84	107	84	66	102	73	213	325
Wholesale Banking	69	63	48	44	71	78	72	59	224	281
Corporate Line	-	-	-	-	-	-	-	-	-	-
<b>Underlying result before tax</b>	<b>75</b>	<b>79</b>	<b>132</b>	<b>151</b>	<b>156</b>	<b>144</b>	<b>175</b>	<b>132</b>	<b>437</b>	<b>607</b>
<b>Customer lending/deposits (in EUR billion)</b>										
Residential mortgages	50.8	50.1	49.6	50.6	48.3	46.6	45.3	44.8	50.8	48.3
Other customer lending	29.8	28.5	26.6	26.9	25.9	24.8	24.6	24.3	29.8	25.9
Customer deposits	90.5	89.4	88.9	88.9	86.4	84.1	82.6	82.3	90.5	86.4
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	71.0%	71.0%	57.0%	57.6%	59.7%	56.9%	50.5%	59.6%	64.2%	56.7%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	5.3%	5.1%	10.3%	12.5%	15.2%	11.9%	15.7%	10.5%	8.2%	13.3%
Risk costs in bps of average RWA	80	59	77	56	36	44	55	43	68	44
Risk-weighted assets (end of period)	30,836	30,130	29,688	29,035	28,297	26,838	26,449	27,113	30,836	28,297
Employees (internal FTEs, end of period)	4,219	4,206	4,153	4,102	4,038	4,034	4,009	3,972	4,219	4,038
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	64.2%	61.2%	57.8%	56.3%	56.7%	56.2%	56.0%	60.0%		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	8.2%	10.7%	12.4%	13.8%	13.3%	12.5%	12.5%	9.9%		

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

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

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



## ING 1.23 Geographical split: Growth Markets

Geographical split Growth Markets <sup>1)</sup>										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
<b>Profit or loss</b>										
Net interest income	385	388	384	359	341	333	303	298	1,515	1,274
Net commission income	76	79	88	73	87	85	70	67	316	309
Investment income	3	79	22	1	-2	81	84	7	106	170
Other income	50	42	35	64	80	76	67	68	190	290
<b>Total underlying income</b>	<b>514</b>	<b>588</b>	<b>529</b>	<b>496</b>	<b>506</b>	<b>574</b>	<b>524</b>	<b>439</b>	<b>2,127</b>	<b>2,043</b>
Expenses excl. regulatory costs	261	246	244	233	252	248	232	240	984	972
Regulatory costs	38	29	31	43	42	28	34	26	141	131
<b>Operating expenses</b>	<b>299</b>	<b>276</b>	<b>275</b>	<b>276</b>	<b>295</b>	<b>276</b>	<b>266</b>	<b>266</b>	<b>1,126</b>	<b>1,103</b>
<b>Gross result</b>	<b>215</b>	<b>313</b>	<b>253</b>	<b>220</b>	<b>211</b>	<b>299</b>	<b>257</b>	<b>173</b>	<b>1,001</b>	<b>940</b>
Addition to loan loss provisions	76	55	57	53	84	54	43	59	241	240
<b>Underlying result before tax</b>	<b>138</b>	<b>258</b>	<b>197</b>	<b>168</b>	<b>127</b>	<b>244</b>	<b>214</b>	<b>115</b>	<b>760</b>	<b>700</b>
Retail Banking	102	220	159	131	90	196	169	78	612	533
Wholesale Banking	37	38	37	37	37	48	45	37	148	168
Corporate Line									-	-
<b>Underlying result before tax</b>	<b>138</b>	<b>258</b>	<b>197</b>	<b>168</b>	<b>127</b>	<b>244</b>	<b>214</b>	<b>115</b>	<b>760</b>	<b>700</b>
<b>Customer lending/deposits (in EUR billion)</b>										
Residential mortgages	8.9	8.4	8.3	8.0	7.7	7.8	7.4	7.3	8.9	7.7
Other customer lending	27.5	27.6	27.6	26.8	26.0	26.7	26.2	25.7	27.5	26.0
Customer deposits	36.6	34.2	34.0	34.1	32.8	32.5	32.4	32.2	36.6	32.8
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	58.2%	46.9%	52.0%	55.6%	58.3%	48.0%	50.8%	60.5%	52.9%	54.0%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	7.8%	16.8%	11.5%	10.2%	7.4%	15.4%	12.6%	6.9%	11.6%	10.6%
Risk costs in bps of average RWA	70	50	52	49	76	47	38	52	55	53
Risk-weighted assets (end of period)	42,904	44,225	43,916	43,922	43,185	45,236	46,071	45,540	42,904	43,185
Employees (internal FTEs, end of period)	15,786	15,819	15,782	15,783	15,870	16,052	16,119	16,158	15,786	15,870
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	52.9%	52.9%	53.3%	53.0%	54.0%	55.7%	57.2%	60.1%		
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	11.6%	11.5%	11.2%	11.4%	10.6%	10.1%	9.3%	7.9%		

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

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

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

Geographical split Growth Markets - Asian stakes										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
Underlying result before tax	13	72	13	13	11	90	12	16	110	129
Risk-weighted assets (end of period) <sup>4)</sup>	11,220	11,052	11,210	11,800	11,204	11,697	12,093	11,357	11,220	11,204

Market value <sup>4)</sup> - Asian stakes	
In EUR million	31 Dec 2017
TMB (25.0% held at ING Bank NV + 4.9% held at ING Group) <sup>4)</sup>	1,013
Bank of Beijing (13.0%)	2,522
Kotak Mahindra Bank (3.7%)	938
<b>Total valuation</b>	<b>4,473</b>

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

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

Geographical split Wholesale Banking Rest of World										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
<b>Profit or loss</b>										
Net interest income	475	398	376	387	398	385	407	389	1,636	1,579
Net commission income	123	122	133	131	117	114	114	107	509	452
Investment income	5	-4	-4	-2	-2	-6	-1	-5	-5	-13
Other income	-44	93	99	101	82	5	47	80	249	215
<b>Total underlying income</b>	<b>559</b>	<b>610</b>	<b>604</b>	<b>617</b>	<b>595</b>	<b>498</b>	<b>567</b>	<b>572</b>	<b>2,390</b>	<b>2,233</b>
Expenses excl. regulatory costs	273	255	261	251	243	235	251	231	1,040	959
Regulatory costs	39	9	1	24	36	-2	-1	37	73	70
<b>Operating expenses</b>	<b>312</b>	<b>264</b>	<b>263</b>	<b>275</b>	<b>279</b>	<b>233</b>	<b>250</b>	<b>267</b>	<b>1,113</b>	<b>1,029</b>
<b>Gross result</b>	<b>247</b>	<b>346</b>	<b>341</b>	<b>342</b>	<b>316</b>	<b>265</b>	<b>318</b>	<b>305</b>	<b>1,276</b>	<b>1,204</b>
Addition to loan loss provisions	9	7	76	-7	-13	55	15	46	85	103
<b>Underlying result before tax</b>	<b>238</b>	<b>339</b>	<b>265</b>	<b>349</b>	<b>330</b>	<b>210</b>	<b>302</b>	<b>259</b>	<b>1,192</b>	<b>1,101</b>
Retail Banking	-	-	-	-	-	-	-	-	-	-
Wholesale Banking	238	339	265	349	330	210	302	259	1,192	1,101
Corporate Line	-	-	-	-	-	-	-	-	-	-
<b>Underlying result before tax</b>	<b>238</b>	<b>339</b>	<b>265</b>	<b>349</b>	<b>330</b>	<b>210</b>	<b>302</b>	<b>259</b>	<b>1,192</b>	<b>1,101</b>
<b>Customer lending/deposits (in EUR billion)</b>										
Residential mortgages	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	60.7	61.0	60.8	63.9	63.0	59.4	60.5	55.0	60.7	63.0
Customer deposits	13.0	13.6	14.5	15.3	14.0	13.1	13.7	13.4	13.0	14.0
<b>Key figures<sup>1)</sup></b>										
Cost/income ratio	55.8%	43.2%	43.5%	44.5%	46.8%	46.8%	44.0%	46.7%	46.6%	46.1%
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	7.4%	12.1%	10.0%	12.7%	13.1%	8.7%	8.2%	9.8%	10.6%	9.9%
Risk costs in bps of average RWA	5	4	48	-4	-8	34	9	29	13	16
Risk-weighted assets (end of period)	64,571	64,290	61,541	65,766	65,110	63,120	65,780	63,626	64,571	65,110
Employees (internal FTEs, end of period)	4,492	4,375	4,267	4,233	4,191	4,132	4,007	3,908	4,492	4,191
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	46.6%	44.5%	45.4%	45.5%	46.1%	46.9%	45.3%	42.5%		
Return on equity based on 12.0% common equity Tier 1 <sup>2)</sup>	10.6%	12.0%	11.1%	10.7%	9.9%	8.6%	9.4%	11.8%		

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

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

## ING 1.25 Geographical split: Other

Geographical split Other <sup>1)</sup>										
In EUR million	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016	FY2017	FY2016
<b>Profit or loss</b>										
Net interest income	58	97	47	26	36	46	31	-6	227	107
Net commission income	-0	0	-2	-1	0	-1	-1	-1	-3	-2
Investment income	-0	-2	-6	-3	-1	27	1	-4	-12	24
Other income	-70	-65	27	-73	-7	-34	36	-31	-181	-36
<b>Total underlying income</b>	<b>-13</b>	<b>30</b>	<b>66</b>	<b>-52</b>	<b>29</b>	<b>38</b>	<b>68</b>	<b>-41</b>	<b>31</b>	<b>94</b>
Expenses excl. regulatory costs	59	84	84	72	71	80	77	61	298	290
Regulatory costs	0	1	1	0	0	0	1	0	2	1
<b>Operating expenses</b>	<b>59</b>	<b>85</b>	<b>85</b>	<b>72</b>	<b>71</b>	<b>80</b>	<b>78</b>	<b>61</b>	<b>301</b>	<b>290</b>
<b>Gross result</b>	<b>-72</b>	<b>-55</b>	<b>-19</b>	<b>-124</b>	<b>-42</b>	<b>-42</b>	<b>-10</b>	<b>-103</b>	<b>-269</b>	<b>-197</b>
Addition to loan loss provisions	0	0	1	0	0	-0	0	-0	1	0
<b>Underlying result before tax</b>	<b>-72</b>	<b>-55</b>	<b>-19</b>	<b>-124</b>	<b>-42</b>	<b>-42</b>	<b>-10</b>	<b>-102</b>	<b>-270</b>	<b>-197</b>
Retail Banking	-	-	-	-	-	-	-	-	-	-
Wholesale Banking	-1	-3	94	9	0	6	15	1	98	22
Corporate Line	-71	-52	-113	-133	-43	-48	-25	-103	-369	-219
<b>Underlying result before tax</b>	<b>-72</b>	<b>-55</b>	<b>-19</b>	<b>-124</b>	<b>-42</b>	<b>-42</b>	<b>-10</b>	<b>-102</b>	<b>-270</b>	<b>-197</b>
<b>Customer lending/deposits (in EUR billion)</b>										
Residential mortgages	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	0.3	-0.0	-0.2	-0.0	0.8	0.8	0.8	0.7	0.3	0.8
Customer deposits	-0.2	-0.1	-0.4	-0.2	-0.2	-0.3	-0.2	-0.3	-0.2	-0.2
<b>Key figures<sup>2)</sup></b>										
Cost/income ratio	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	310.3%
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	-96.9%	-87.7%	-42.5%	-44.6%	-60.9%	-46.5%	17.1%	-40.4%	-66.0%	-31.5%
Risk costs in bps of average RWA	3	2	7	0	1	-0	0	-0	3	0
Risk-weighted assets (end of period)	3,033	3,220	3,027	3,477	4,733	5,108	5,068	6,259	3,033	4,733
Employees (internal FTEs, end of period)	8	8	8	8	8	8	7	8	8	8
<b>Four-quarter rolling average key figures</b>										
Cost/income ratio	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 12.0% common equity Tier 1 <sup>3)</sup>	-66.0%	-58.1%	-49.4%	-31.5%	-31.5%	-25.7%	-28.8%	-41.3%	-	-

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

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

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

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

ING Group: Assets						
In EUR million	ING Group		ING Bank N.V.		Holding/Eliminations	
	31 Dec 2017	30 Sep 2017	31 Dec 2017	30 Sep 2017	31 Dec 2017	30 Sep 2017
Cash and balances with central banks	21,989	20,667	21,989	20,667		
Loans and advances to banks	28,811	30,559	28,746	30,491	65	68
<b>Financial assets at fair value through profit or loss</b>						
- trading assets	116,748	133,720	116,763	133,730	-15	-10
- non-trading derivatives	2,231	2,299	2,185	2,207	46	92
- designated as at fair value through profit or loss	4,242	5,015	4,242	5,015		
<b>Investments</b>						
- available-for-sale investments	69,730	70,347	69,730	70,347		
of which equity securities	3,983	3,854	3,983	3,854		
of which debt securities	65,747	66,493	65,747	66,493		
- held-to-maturity investments	9,343	8,898	9,343	8,898		
<b>Loans and advances to customers</b>						
- customer lending excl. provision for loan losses	573,951	568,339	574,315	568,660	-364	-321
- securities at amortised cost	5,099	5,021	5,099	5,021		
- provision for loan losses	-4,515	-4,852	-4,515	-4,852		
Investments in associates and joint ventures	1,088	1,066	947	929	141	137
Property and equipment	1,801	1,885	1,801	1,885		
Intangible assets	1,469	1,495	1,469	1,495		
Current tax assets	324	267	324	267		
Deferred tax assets	818	890	818	890		
Other assets	13,087	16,085	13,062	15,979	25	106
Assets held for sale						
<b>Total assets</b>	<b>846,216</b>	<b>861,701</b>	<b>846,318</b>	<b>861,629</b>	<b>-102</b>	<b>72</b>

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

ING Group: Assets								
In EUR million	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017	31 Dec 2016	30 Sep 2016	30 Jun 2016	31 Mar 2016
Cash and balances with central banks	21,989	20,667	17,894	40,466	18,144	24,331	26,121	29,972
Loans and advances to banks	28,811	30,559	27,987	30,857	28,858	27,192	29,024	28,085
<b>Financial assets at fair value through profit or loss</b>								
- trading assets	116,748	133,720	135,246	129,332	114,504	136,888	147,110	141,635
- non-trading derivatives	2,231	2,299	2,926	2,356	2,490	2,459	2,653	3,492
- designated as at fair value through profit or loss	4,242	5,015	4,971	4,848	5,099	4,532	4,865	3,611
<b>Investments</b>								
- available-for-sale investments	69,730	70,347	73,135	78,227	82,912	85,463	88,545	88,846
of which equity securities	3,983	3,854	3,936	4,145	4,024	3,847	4,168	4,099
of which debt securities	65,747	66,493	69,199	74,082	78,888	81,616	84,377	84,747
- held-to-maturity investments	9,343	8,898	10,306	9,083	8,751	7,796	7,790	7,566
<b>Loans and advances to customers<sup>1)</sup></b>								
- customer lending excl. provision for loan losses	573,951	568,339	567,436	566,739	561,367	555,645	551,781	539,136
- securities at amortised cost	5,099	5,021	5,835	7,426	7,471	8,472	8,911	9,060
- provision for loan losses	-4,515	-4,852	-5,034	-5,100	-5,178	-5,513	-5,723	-5,618
Investments in associates and joint ventures	1,088	1,066	1,066	1,180	1,141	983	956	935
Property and equipment	1,801	1,885	1,938	1,990	2,002	1,987	1,972	1,999
Intangible assets	1,469	1,495	1,491	1,477	1,484	1,623	1,600	1,531
Current tax assets	324	267	350	394	314	318	570	494
Deferred tax assets	818	890	880	889	1,000	804	720	819
Other assets	13,087	16,085	15,624	14,651	14,722	17,562	18,764	16,020
Assets held for sale	-	-	-	-	-	-	-	1,315
<b>Total assets before change accounting policy</b>	<b>846,216</b>	<b>861,701</b>	<b>862,051</b>	<b>884,815</b>	<b>845,081</b>	<b>870,542</b>	<b>885,659</b>	<b>868,897</b>
Impact change accounting policy on Loans and advances to customers <sup>1)</sup>								172,695
<b>Total assets</b>	<b>846,216</b>	<b>861,701</b>	<b>862,051</b>	<b>884,815</b>	<b>845,081</b>	<b>870,542</b>	<b>885,659</b>	<b>1,041,592</b>

<sup>1)</sup> ING changed its accounting policy for the netting of cash pooling arrangements in the second quarter of 2016. In accordance with IFRS, the comparable amounts must be adjusted. In this document, however, the 31 March 2016 cash pool balances in Loans and advances to customers and Customer deposits are still presented on a net basis in order to provide consistent information to its users.

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

ING Group: Total liabilities and equity						
In EUR million	ING Group		ING Bank N.V.		Holding/Eliminations	
	31 Dec 2017	30 Sep 2017	31 Dec 2017	30 Sep 2017	31 Dec 2017	30 Sep 2017
Deposits from banks	36,821	39,023	36,821	39,023		
Customer deposits	539,799	538,098	552,690	549,039	-12,891	-10,941
<b>Financial liabilities at fair value through profit or loss</b>						
- trading liabilities	73,596	91,450	73,596	91,450		
- non-trading derivatives	2,331	2,440	2,346	2,464	-15	-24
- designated as at fair value through profit or loss	11,215	11,084	11,215	11,084		
Current tax liability	750	858	774	943	-24	-85
Deferred tax liabilities	752	715	752	715		
Provisions	1,713	1,810	1,713	1,810		
Other liabilities	16,064	17,667	15,972	17,561	92	106
Debt securities in issue	96,086	91,451	90,231	86,479	5,855	4,972
Subordinated loans	15,968	16,653	15,831	16,506	137	147
Liabilities held for sale						
<b>Total liabilities</b>	<b>795,095</b>	<b>811,249</b>	<b>801,941</b>	<b>817,074</b>	<b>-6,846</b>	<b>-5,825</b>
Shareholders' equity	50,406	49,770	43,662	43,873	6,744	5,897
Non-controlling interests	715	682	715	682		
<b>Total equity</b>	<b>51,121</b>	<b>50,452</b>	<b>44,377</b>	<b>44,555</b>	<b>6,744</b>	<b>5,897</b>
<b>Total liabilities and equity</b>	<b>846,216</b>	<b>861,701</b>	<b>846,318</b>	<b>861,629</b>	<b>-102</b>	<b>72</b>

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

ING Group: Total liabilities and equity								
In EUR million	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017	31 Dec 2016	30 Sep 2016	30 Jun 2016	31 Mar 2016
Deposits from banks	36,821	39,023	39,248	39,182	31,964	36,971	34,682	33,852
Customer deposits <sup>1)</sup>	539,799	538,098	533,210	533,737	522,942	516,884	512,819	505,557
<b>Financial liabilities at fair value through profit or loss</b>								
- trading liabilities	73,596	91,450	88,677	95,330	83,167	104,754	114,166	104,963
- non-trading derivatives	2,331	2,440	2,939	3,070	3,541	3,518	3,900	4,074
- designated as at fair value through profit or loss	11,215	11,084	11,586	11,716	12,266	12,509	12,491	12,203
Current tax liability	750	858	571	560	546	653	637	531
Deferred tax liabilities	752	715	682	734	919	1,029	992	981
Provisions	1,713	1,810	1,873	1,924	2,028	985	1,027	911
Other liabilities	16,064	17,667	17,598	17,366	16,852	17,605	19,043	18,024
Debt securities in issue	96,086	91,451	98,968	113,048	103,234	109,590	119,384	122,740
Subordinated loans	15,968	16,653	16,340	16,752	17,223	15,956	16,812	15,581
Liabilities held for sale	-	-	-	-	-	-	-	-
<b>Total liabilities before change accounting policy</b>	<b>795,095</b>	<b>811,249</b>	<b>811,692</b>	<b>833,419</b>	<b>794,682</b>	<b>820,453</b>	<b>835,954</b>	<b>819,417</b>
impact change accounting policy on Customer deposits <sup>1)</sup>								172,695
<b>Total liabilities</b>	<b>795,095</b>	<b>811,249</b>	<b>811,692</b>	<b>833,419</b>	<b>794,682</b>	<b>820,453</b>	<b>835,954</b>	<b>992,112</b>
Shareholders' equity (in parent)	50,406	49,770	49,685	50,741	49,793	49,444	49,086	48,810
Non-controlling interests	715	682	674	655	606	645	619	670
<b>Total equity</b>	<b>51,121</b>	<b>50,452</b>	<b>50,359</b>	<b>51,396</b>	<b>50,399</b>	<b>50,089</b>	<b>49,705</b>	<b>49,480</b>
<b>Total liabilities and equity</b>	<b>846,216</b>	<b>861,701</b>	<b>862,051</b>	<b>884,815</b>	<b>845,081</b>	<b>870,542</b>	<b>885,659</b>	<b>1,041,592</b>

<sup>1)</sup> ING changed its accounting policy for the netting of cash pooling arrangements in the second quarter of 2016. In accordance with IFRS, the comparable amounts must be adjusted. In this document, however, the 31 March 2016 cash pool balances in Loans and advances to customers and Customer deposits are still presented on a net basis in order to provide consistent information to its users.

## ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In EUR million	ING Group		ING Bank N.V.		Holdings/Eliminations	
	31 Dec 2017	30 Sep 2017	31 Dec 2017	30 Sep 2017	31 Dec 2017	30 Sep 2017
Share capital	39	39	525	525	-486	-486
Share premium	17,006	17,005	16,542	16,542	464	463
Revaluation reserve equity securities	2,474	2,562	2,474	2,562		
Revaluation reserve debt securities	973	999	975	1,001	-2	-2
Revaluation reserve cashflow hedge	263	379	263	379		
Other revaluation reserve	203	193	201	191	2	2
Remeasurement of the net defined benefit asset/liability	-400	-384	-400	-384		
Currency translation reserve	-1,662	-1,486	-1,682	-1,504	20	18
Treasury shares	-15	-10	-		-15	-10
Retained earnings and other reserves	26,620	26,583	19,745	20,558	6,875	6,025
Net result year to date	4,905	3,890	5,019	4,003	-114	-113
<b>Shareholders' equity</b>	<b>50,406</b>	<b>49,770</b>	<b>43,662</b>	<b>43,873</b>	<b>6,744</b>	<b>5,897</b>
Non-controlling interests	715	682	715	682		
<b>Total equity</b>	<b>51,121</b>	<b>50,452</b>	<b>44,377</b>	<b>44,555</b>	<b>6,744</b>	<b>5,897</b>
<b>Key figures</b>						
Shareholders' equity per share in EUR	12.97	12.81				
Shares outstanding in the market (in million)	3,885	3,885				



## ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
	31 Dec	30 Sep	30 Jun	31 Mar	31 Dec	30 Sep	30 Jun	31 Mar
In EUR million	2017	2017	2017	2017	2016	2016	2016	2016
Share capital	39	39	39	39	39	39	931	928
Share premium	17,006	17,005	17,003	16,997	16,950	16,948	16,055	16,055
Revaluation reserve equity securities	2,474	2,562	2,647	2,802	2,656	2,481	2,429	2,238
Revaluation reserve debt securities	973	999	1,007	1,044	1,174	1,299	1,324	1,257
Revaluation reserve cashflow hedge	263	379	382	565	777	1,248	1,287	1,129
Other revaluation reserve	203	193	199	203	204	205	334	325
Remeasurement of the net defined benefit asset/liability	-400	-384	-361	-362	-371	-389	-365	-347
Currency translation reserve	-1,662	-1,486	-1,221	-801	-770	-758	-716	-760
Treasury shares	-15	-10	-10	-12	-8	-9	-11	-11
Retained earnings and other reserves	26,620	26,583	27,486	29,123	24,491	24,480	25,266	26,739
Net result year to date	4,905	3,890	2,514	1,143	4,651	3,900	2,552	1,257
<b>Shareholders' equity</b>	<b>50,406</b>	<b>49,770</b>	<b>49,685</b>	<b>50,741</b>	<b>49,793</b>	<b>49,444</b>	<b>49,086</b>	<b>48,810</b>
Non-controlling interests	715	682	674	655	606	645	619	670
<b>Total equity</b>	<b>51,121</b>	<b>50,452</b>	<b>50,359</b>	<b>51,396</b>	<b>50,399</b>	<b>50,089</b>	<b>49,705</b>	<b>49,480</b>
<b>Key figures</b>								
Shareholders' equity per share in EUR	12.97	12.81	12.79	13.07	12.84	12.75	12.66	12.61

# ING 2.7 Capital position

## Capital position

In EUR million	ING Group				ING Bank			
	2019 rules (fully loaded)		2017 rules (phased in)		2019 rules (fully loaded)		2017 rules (phased in)	
	31 Dec 2017	30 Sep 2017	31 Dec 2017	30 Sep 2017	31 Dec 2017	30 Sep 2017	31 Dec 2017	30 Sep 2017
Shareholders' equity (parent)	50,406	49,770	50,406	49,770	43,662	43,873	43,662	43,873
- Interim profit not included in CET1 capital <sup>1)</sup>	-1,670	-1,626	-1,670	-1,626	-44	-853	-44	-853
- Minority interests, counting as CET1 capital	141	400	95	400	267	400	221	400
- Goodwill and intangibles deductible from CET1	-1,695	-1,719	-1,356	-1,375	-1,664	-1,688	-1,331	-1,351
- Shortfall on expected loan loss provision	-943	-960	-754	-768	-942	-959	-754	-767
- Adjustment Revaluation reserve bonds			-195	-200			-195	-200
- Adjustment Revaluation reserve equity			-495	-512			-495	-512
- Adjustment Revaluation reserve real estate			-41	-39			-40	-38
- Adjustment Revaluation reserve cash flow hedge	-263	-379	-263	-379	-263	-379	-263	-379
- Treasury shares (ING Group)					-14	-10	-14	-10
- Prudent Valuation adjustment	-13	-25	-13	-25	-13	-7	-13	-7
- Own credit risk	186	149	186	149	186	149	186	149
- Defined benefit remeasurement			160	154			160	154
- Defined benefit pension fund assets	-453	-448	-362	-359	-453	-448	-362	-359
- Deferred tax assets	-132	-138	-106	-110	-132	-138	-106	-110
- Own credit risk adjustments to derivatives (DVA)	-15	-21	-12	-17	-15	-21	-12	-17
Regulatory adjustments	-4,856	-4,769	-4,825	-4,709	-3,087	-3,955	-3,061	-3,901
<b>Available common equity Tier 1 capital</b>	<b>45,550</b>	<b>45,002</b>	<b>45,581</b>	<b>45,062</b>	<b>40,576</b>	<b>39,919</b>	<b>40,602</b>	<b>39,972</b>
Subordinated loans qualifying as Tier 1 capital <sup>2), 3)</sup>	5,137	5,198	5,137	5,198	4,989	5,049	4,989	5,049
Regulatory adjustments additional Tier 1	42	11	-393	-428	53	11	-374	-422
<b>Available Tier 1 capital</b>	<b>50,729</b>	<b>50,212</b>	<b>50,326</b>	<b>49,832</b>	<b>45,618</b>	<b>44,979</b>	<b>45,217</b>	<b>44,599</b>
Supplementary capital - Tier 2 bonds <sup>4)</sup>	11,086	11,152	11,086	11,152	11,086	11,152	11,086	11,152
Regulatory adjustments Tier 2	-2,517	115	-4,001	19	47	115	-44	19
<b>Available BIS capital<sup>5)</sup></b>	<b>59,298</b>	<b>61,478</b>	<b>57,410</b>	<b>61,002</b>	<b>56,751</b>	<b>56,245</b>	<b>56,259</b>	<b>55,770</b>
Risk-weighted assets	309,887	311,036	309,887	311,036	309,287	310,255	309,287	310,255
<b>Common equity Tier 1 ratio</b>	<b>14.7%</b>	<b>14.5%</b>	<b>14.7%</b>	<b>14.5%</b>	<b>13.1%</b>	<b>12.9%</b>	<b>13.1%</b>	<b>12.9%</b>
Tier 1 ratio	16.4%	16.1%	16.2%	16.0%	14.7%	14.5%	14.6%	14.4%
Total capital ratio	19.1%	19.8%	18.5%	19.6%	18.3%	18.1%	18.2%	18.0%

<sup>1)</sup> The interim profit not included in CET1 capital ING Group as per 31 December 2017 (EUR 1,670 million) includes EUR 44 million for 4Q2017 (YTD 4Q2017: EUR 2,603 million) minus a ING Group interim dividend payment of EUR 933 million, which was paid out in 3Q2017.

<sup>2)</sup> ING Group: Including EUR 2,691 million which is CRR/CRD IV-compliant (3Q2017: EUR 2,731 million), and EUR 2,446 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (3Q2017: EUR 2,467 million).

<sup>3)</sup> ING Bank: Including EUR 3,123 million which is CRR/CRD IV-compliant (3Q2017: EUR 3,170 million), and EUR 1,866 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (3Q2017: EUR 1,879 million).

<sup>4)</sup> Including EUR 8,995 million which is CRR/CRD IV-compliant (3Q2017: EUR 9,053 million), and EUR 2,091 million to be replaced (by Group instruments) as capital recognition is subject to CRR/CRD IV grandfathering rules (3Q2017: EUR 2,098 million).

<sup>5)</sup> Regulatory adjustments include the interpretation of the EBA Q&A published on 3 November 2017.

## ING 2.8 Funding

### ING Group: Maturity ladder outstanding long-term debt 31 December 2017

In EUR million	Long-term debt issued			Maturing											
	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	>2028
ING Bank senior debt <sup>1)</sup>	17,232	7,419	1,337	9,022	8,499	5,040	5,658	2,842	474	131	6	445	321	189	2,083
ING Bank covered bond	1,002	493		5,340	1,822	3,584	3,721	3,468	1,748	778	597	1,115	727	365	2,533
ING Bank RMBS	1,195	611	791	668	3,283	845	584								
ING Group senior debt <sup>1)</sup>			6,214					3,573					1,245	995	156
ING Bank Tier 2		983	-983		33				6,437			1,566	150		
ING Group Tier 2			3,115										74	1,058	2,042

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

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

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

	31 Dec 2017	30 Sep 2017
Loan-to-deposit ratio	1.06	1.06
Loan-to-deposit ratio excl. Securities at amortised cost	1.05	1.05
<b>Key figures</b>		
Customer deposits (retail)	51%	51%
Customer deposits (corporate)	22%	20%
Lending / repurchase agreement	6%	7%
Interbank	5%	5%
Public debt	14%	14%
Subordinated debt	2%	3%
<b>Total <sup>1)</sup></b>	<b>100%</b>	<b>100%</b>

<sup>1)</sup> Liabilities excluding trading securities, IFRS equity and assets held for sale.

## ING 2.9 Investments: Group

### ING Group: Total Investments - 31 December 2017

In EUR billion	Loans and advances to banks	Loans and advances to customers	Investments held-to-maturity	Investments available-for-sale		Fair value through profit or loss	Total	
	B/S value	B/S value	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total debt securities	0.3	5.1	9.3	65.7	1.0	1.7	82.1	1.0
of which Government bonds		0.8	7.5	34.8	0.6	0.4	43.5	0.6
of which Sub-sovereign, Supranationals and Agencies		0.3	1.3	17.2	0.3	0.4	19.2	0.3
of which Covered bonds	0.2	0.4	0.1	8.7	0.1		9.4	0.1
of which Financial institutions	0.1	0.4	0.2	1.7		0.9	3.3	0.0
of which Corporate bonds		1.0		1.3			2.3	0.0
of which asset-backed securities		2.2	0.2	2.0			4.4	0.0
Total equity securities				4.0	2.5		4.0	2.5
<b>Total Investments</b>	<b>0.3</b>	<b>5.1</b>	<b>9.3</b>	<b>69.7</b>	<b>3.5</b>	<b>1.7</b>	<b>86.1</b>	<b>3.5</b>

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

## ING 3.1 Customer lending/deposits: 4Q2017 Segment split

Customer lending/deposits												
In EUR billion	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	General Lending & Transaction Services		Financial Markets	Bank Treasury & Other	Corporate Line
			Netherlands	Belgium	Germany	Other		Industry Lending				
<b>Residential mortgages</b>												
<b>Beginning of period</b>	<b>282.8</b>	<b>281.8</b>	<b>115.8</b>	<b>37.8</b>	<b>69.7</b>	<b>58.5</b>	<b>1.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>1.0</b>	<b>0.0</b>
Net production	2.1	2.1	-0.8	1.0	0.3	1.5	0.0				0.0	
Bank Treasury												
Acquisitions / divestments	-0.3	-0.3	-0.3									
FX impact and other	-0.6	-0.5	-0.1	0.0	-0.1	-0.4	-0.0				-0.0	
<b>End of period</b>	<b>284.1</b>	<b>283.2</b>	<b>114.6</b>	<b>38.9</b>	<b>70.0</b>	<b>59.7</b>	<b>0.9</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.9</b>	<b>0.0</b>
<b>Other customer lending</b>												
<b>Beginning of period</b>	<b>285.5</b>	<b>114.1</b>	<b>35.0</b>	<b>41.8</b>	<b>11.9</b>	<b>25.3</b>	<b>171.5</b>	<b>109.6</b>	<b>54.6</b>	<b>0.9</b>	<b>6.3</b>	<b>-0.0</b>
Net production	4.1	1.2	-0.6	0.8	0.2	0.9	2.9	4.4	-1.4	-0.0	-0.1	
Bank Treasury	1.2	0.8	0.8	-0.1	0.0	-0.0	0.4				0.4	
Acquisitions / divestments												
FX impact and other	-1.0	-0.3				-0.3	-1.1	-0.9	-0.2		-0.0	0.4
<b>End of period</b>	<b>289.9</b>	<b>115.8</b>	<b>35.3</b>	<b>42.6</b>	<b>12.1</b>	<b>25.9</b>	<b>173.8</b>	<b>113.2</b>	<b>53.1</b>	<b>0.9</b>	<b>6.6</b>	<b>0.3</b>
<b>Customer deposits</b>												
<b>Beginning of period</b>	<b>538.1</b>	<b>473.9</b>	<b>140.5</b>	<b>83.5</b>	<b>132.3</b>	<b>117.7</b>	<b>64.3</b>	<b>1.8</b>	<b>49.2</b>	<b>4.7</b>	<b>8.7</b>	<b>-0.1</b>
Net production	2.7	1.2	-1.2	-1.0	0.5	2.8	1.5	-0.1	1.4	0.4	-0.1	
Bank Treasury	-0.6	0.0	-0.0	-0.0	-0.0	0.1	-0.7				-0.7	
Acquisitions / divestments												
FX impact and other	-0.3	-0.2				-0.2	-0.0	-0.0	-0.0	-0.0	0.0	-0.0
<b>End of period</b>	<b>539.8</b>	<b>474.9</b>	<b>139.3</b>	<b>82.5</b>	<b>132.7</b>	<b>120.4</b>	<b>65.1</b>	<b>1.6</b>	<b>50.5</b>	<b>5.0</b>	<b>7.9</b>	<b>-0.2</b>

## ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>282.8</b>	<b>282.4</b>	<b>283.6</b>	<b>282.5</b>	<b>282.4</b>	<b>281.1</b>	<b>280.0</b>	<b>279.0</b>
Net production	2.1	2.0	1.3	0.4	1.5	1.1	2.0	1.0
Bank Treasury								
Acquisitions / divestments	-0.3	-0.8	-0.3	-0.3	-0.3	-0.2	-0.3	-0.3
FX impact and other	-0.6	-0.8	-2.2	1.0	-1.1	0.4	-0.5	0.4
<b>End of period</b>	<b>284.1</b>	<b>282.8</b>	<b>282.4</b>	<b>283.6</b>	<b>282.5</b>	<b>282.4</b>	<b>281.1</b>	<b>280.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>285.5</b>	<b>285.0</b>	<b>283.1</b>	<b>278.9</b>	<b>273.2</b>	<b>270.6</b>	<b>259.1</b>	<b>254.5</b>
Net production	4.1	5.5	4.6	4.7	7.0	1.8	12.2	5.5
Bank Treasury	1.2	-1.7	2.8	0.9	-2.8	-0.5	-2.6	2.9
Acquisitions / divestments								
FX impact and other	-1.0	-3.2	-5.5	-1.4	1.4	1.2	1.8	-3.7
<b>End of period</b>	<b>289.9</b>	<b>285.5</b>	<b>285.0</b>	<b>283.1</b>	<b>278.9</b>	<b>273.2</b>	<b>270.6</b>	<b>259.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>538.1</b>	<b>533.2</b>	<b>533.7</b>	<b>522.9</b>	<b>516.9</b>	<b>512.8</b>	<b>505.6</b>	<b>500.8</b>
Net production	2.7	4.2	5.3	6.7	9.7	3.1	7.7	8.0
Bank Treasury	-0.6	1.8	-3.5	2.1	-1.4	-1.4	-0.8	-2.7
Acquisitions / divestments								
FX impact and other	-0.3	-1.2	-2.4	2.0	-2.2	2.3	0.4	-0.5
<b>End of period</b>	<b>539.8</b>	<b>538.1</b>	<b>533.2</b>	<b>533.7</b>	<b>522.9</b>	<b>516.9</b>	<b>512.8</b>	<b>505.6</b>

## ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>281.8</b>	<b>281.4</b>	<b>282.5</b>	<b>281.3</b>	<b>281.0</b>	<b>279.7</b>	<b>278.5</b>	<b>277.7</b>
Net production	2.1	2.0	1.3	0.4	1.5	1.1	2.0	1.0
Bank Treasury								
Acquisitions / divestments	-0.3	-0.8	-0.3	-0.3	-0.3	-0.2	-0.3	-0.3
FX impact and other	-0.5	-0.7	-2.1	1.0	-0.9	0.5	-0.4	0.2
<b>End of period</b>	<b>283.2</b>	<b>281.8</b>	<b>281.4</b>	<b>282.5</b>	<b>281.3</b>	<b>281.0</b>	<b>279.7</b>	<b>278.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>114.1</b>	<b>114.7</b>	<b>110.6</b>	<b>108.2</b>	<b>112.0</b>	<b>110.8</b>	<b>111.1</b>	<b>107.6</b>
Net production	1.2	0.9	2.7	1.8	0.1	0.9	2.3	1.4
Bank Treasury	0.8	-1.0	1.8	0.5	-2.2	-0.3	-2.2	2.1
Acquisitions / divestments								
FX impact and other	-0.3	-0.6	-0.4	0.2	-1.7	0.6	-0.3	-0.0
<b>End of period</b>	<b>115.8</b>	<b>114.1</b>	<b>114.7</b>	<b>110.6</b>	<b>108.2</b>	<b>112.0</b>	<b>110.8</b>	<b>111.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>473.9</b>	<b>471.2</b>	<b>466.7</b>	<b>458.3</b>	<b>453.0</b>	<b>452.1</b>	<b>443.3</b>	<b>438.4</b>
Net production	1.2	2.2	8.1	6.4	7.8	0.4	10.3	6.9
Bank Treasury	0.0	1.6	-2.0	0.3	-0.7	-1.0	-0.4	-2.2
Acquisitions / divestments								
FX impact and other	-0.2	-1.1	-1.7	1.7	-1.7	1.4	-1.0	0.1
<b>End of period</b>	<b>474.9</b>	<b>473.9</b>	<b>471.2</b>	<b>466.7</b>	<b>458.3</b>	<b>453.0</b>	<b>452.1</b>	<b>443.3</b>

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

Customer lending/deposits Retail Banking Netherlands								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>115.8</b>	<b>117.4</b>	<b>118.9</b>	<b>120.9</b>	<b>123.2</b>	<b>124.8</b>	<b>125.7</b>	<b>126.7</b>
Net production	-0.8	-0.6	-1.2	-1.5	-1.6	-1.3	-0.5	-0.6
Bank Treasury								
Acquisitions / divestments	-0.3	-0.8	-0.3	-0.3	-0.3	-0.2	-0.3	-0.3
FX impact and other	-0.1	-0.1	-0.1	-0.2	-0.4	-0.1	-0.1	-0.0
<b>End of period</b>	<b>114.6</b>	<b>115.8</b>	<b>117.4</b>	<b>118.9</b>	<b>120.9</b>	<b>123.2</b>	<b>124.8</b>	<b>125.7</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>35.0</b>	<b>36.8</b>	<b>34.6</b>	<b>34.4</b>	<b>37.0</b>	<b>37.5</b>	<b>37.7</b>	<b>37.4</b>
Net production	-0.6	-0.2	0.4	0.2	-0.8	-0.8	-0.4	-0.2
Bank Treasury	0.8	-1.6	1.8	0.0	-1.1	-0.4	0.2	0.5
Acquisitions / divestments								
FX impact and other					-0.7	0.7		
<b>End of period</b>	<b>35.3</b>	<b>35.0</b>	<b>36.8</b>	<b>34.6</b>	<b>34.4</b>	<b>37.0</b>	<b>37.5</b>	<b>37.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>140.5</b>	<b>138.3</b>	<b>137.1</b>	<b>134.7</b>	<b>135.6</b>	<b>137.2</b>	<b>132.1</b>	<b>131.4</b>
Net production	-1.2	0.6	3.1	2.1	0.7	-1.7	5.4	2.7
Bank Treasury	-0.0	1.6	-1.9	0.3	-0.9	-0.6	-0.2	-2.0
Acquisitions / divestments								
FX impact and other					-0.7	0.7		
<b>End of period</b>	<b>139.3</b>	<b>140.5</b>	<b>138.3</b>	<b>137.1</b>	<b>134.7</b>	<b>135.6</b>	<b>137.2</b>	<b>132.1</b>



# ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium <sup>1)</sup>								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>37.8</b>	<b>36.9</b>	<b>36.2</b>	<b>35.7</b>	<b>35.2</b>	<b>34.8</b>	<b>34.4</b>	<b>34.0</b>
Net production	1.0	1.0	0.7	0.5	0.5	0.4	0.4	0.4
Bank Treasury								
Acquisitions / divestments								
FX impact and other	0.0	0.0	-0.0	-0.0	-0.0	0.0	0.0	0.0
<b>End of period</b>	<b>38.9</b>	<b>37.8</b>	<b>36.9</b>	<b>36.2</b>	<b>35.7</b>	<b>35.2</b>	<b>34.8</b>	<b>34.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>41.8</b>	<b>42.0</b>	<b>41.4</b>	<b>41.1</b>	<b>41.0</b>	<b>40.3</b>	<b>39.2</b>	<b>38.3</b>
Net production	0.8	-0.2	0.5	0.3	0.1	0.8	1.5	0.9
Bank Treasury	-0.1	0.0	0.0	0.0	-0.0	-0.0	-0.3	0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>42.6</b>	<b>41.8</b>	<b>42.0</b>	<b>41.4</b>	<b>41.1</b>	<b>41.0</b>	<b>40.3</b>	<b>39.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>83.5</b>	<b>82.7</b>	<b>80.8</b>	<b>81.1</b>	<b>81.1</b>	<b>82.0</b>	<b>81.1</b>	<b>79.7</b>
Net production	-1.0	0.7	1.9	-0.2	-0.0	-0.8	0.9	1.4
Bank Treasury	-0.0	0.0	0.0	-0.1	0.1	-0.0	0.0	-0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>82.5</b>	<b>83.5</b>	<b>82.7</b>	<b>80.8</b>	<b>81.1</b>	<b>81.1</b>	<b>82.0</b>	<b>81.1</b>

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

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

Customer lending/deposits Retail Banking Germany <sup>1)</sup>								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>69.7</b>	<b>69.3</b>	<b>68.8</b>	<b>68.7</b>	<b>68.2</b>	<b>67.4</b>	<b>66.3</b>	<b>66.1</b>
Net production	0.3	0.4	0.6	0.3	0.8	0.9	1.0	0.3
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.1	-0.0	-0.1	-0.2	-0.3	-0.0	0.1	0.0
<b>End of period</b>	<b>70.0</b>	<b>69.7</b>	<b>69.3</b>	<b>68.8</b>	<b>68.7</b>	<b>68.2</b>	<b>67.4</b>	<b>66.3</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>11.9</b>	<b>11.0</b>	<b>10.7</b>	<b>9.8</b>	<b>10.8</b>	<b>10.3</b>	<b>12.3</b>	<b>10.4</b>
Net production	0.2	0.3	0.3	0.3	0.1	0.3	0.2	0.2
Bank Treasury	0.0	0.6	0.1	0.5	-1.1	0.2	-2.3	1.8
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>12.1</b>	<b>11.9</b>	<b>11.0</b>	<b>10.7</b>	<b>9.8</b>	<b>10.8</b>	<b>10.3</b>	<b>12.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>132.3</b>	<b>132.8</b>	<b>131.6</b>	<b>129.0</b>	<b>125.3</b>	<b>123.6</b>	<b>121.0</b>	<b>120.2</b>
Net production	0.5	-0.5	1.1	2.7	3.6	2.1	2.3	1.0
Bank Treasury	-0.0	-0.0	0.0	0.0	0.0	-0.4	0.2	-0.1
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>132.7</b>	<b>132.3</b>	<b>132.8</b>	<b>131.6</b>	<b>129.0</b>	<b>125.3</b>	<b>123.6</b>	<b>121.0</b>

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

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

Customer lending/deposits Retail Banking Other Challengers & Growth Markets								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>58.5</b>	<b>57.9</b>	<b>58.6</b>	<b>56.0</b>	<b>54.4</b>	<b>52.7</b>	<b>52.0</b>	<b>50.9</b>
Net production	1.5	1.2	1.1	1.2	1.7	1.1	1.1	0.9
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.4	-0.6	-1.8	1.4	-0.2	0.6	-0.4	0.2
<b>End of period</b>	<b>59.7</b>	<b>58.5</b>	<b>57.9</b>	<b>58.6</b>	<b>56.0</b>	<b>54.4</b>	<b>52.7</b>	<b>52.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>25.3</b>	<b>24.9</b>	<b>23.9</b>	<b>22.9</b>	<b>23.2</b>	<b>22.7</b>	<b>21.9</b>	<b>21.6</b>
Net production	0.9	1.0	1.5	0.9	0.8	0.6	1.0	0.5
Bank Treasury	-0.0	0.0	-0.1	-0.1	-0.0	-0.1	0.2	-0.1
Acquisitions / divestments								
FX impact and other	-0.3	-0.6	-0.4	0.2	-1.0	-0.1	-0.3	-0.0
<b>End of period</b>	<b>25.9</b>	<b>25.3</b>	<b>24.9</b>	<b>23.9</b>	<b>22.9</b>	<b>23.2</b>	<b>22.7</b>	<b>21.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>117.7</b>	<b>117.3</b>	<b>117.1</b>	<b>113.5</b>	<b>110.9</b>	<b>109.4</b>	<b>109.1</b>	<b>107.1</b>
Net production	2.8	1.4	2.0	1.8	3.5	0.8	1.7	1.9
Bank Treasury	0.1	0.0	-0.1	0.1	0.1	0.0	-0.4	-0.0
Acquisitions / divestments								
FX impact and other	-0.2	-1.1	-1.7	1.7	-1.0	0.8	-1.0	0.1
<b>End of period</b>	<b>120.4</b>	<b>117.7</b>	<b>117.3</b>	<b>117.1</b>	<b>113.5</b>	<b>110.9</b>	<b>109.4</b>	<b>109.1</b>

## ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>1.0</b>	<b>1.0</b>	<b>1.1</b>	<b>1.1</b>	<b>1.4</b>	<b>1.4</b>	<b>1.4</b>	<b>1.3</b>
Net production	0.0	-0.0	-0.0	-0.0	-0.0	-0.0	0.0	-0.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.0	-0.0	-0.1	0.0	-0.2	-0.0	-0.0	0.1
<b>End of period</b>	<b>0.9</b>	<b>1.0</b>	<b>1.0</b>	<b>1.1</b>	<b>1.1</b>	<b>1.4</b>	<b>1.4</b>	<b>1.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>171.5</b>	<b>170.2</b>	<b>172.5</b>	<b>169.9</b>	<b>160.4</b>	<b>159.1</b>	<b>147.4</b>	<b>146.1</b>
Net production	2.9	4.6	1.9	2.9	6.9	0.9	9.9	4.1
Bank Treasury	0.4	-0.8	1.0	0.5	-0.6	-0.2	-0.3	0.7
Acquisitions / divestments								
FX impact and other	-1.1	-2.6	-5.2	-0.8	3.1	0.6	2.1	-3.6
<b>End of period</b>	<b>173.8</b>	<b>171.5</b>	<b>170.2</b>	<b>172.5</b>	<b>169.9</b>	<b>160.4</b>	<b>159.1</b>	<b>147.4</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>64.3</b>	<b>62.4</b>	<b>67.2</b>	<b>64.8</b>	<b>64.2</b>	<b>60.8</b>	<b>62.6</b>	<b>62.5</b>
Net production	1.5	2.0	-2.8	0.3	1.9	2.7	-2.6	1.1
Bank Treasury	-0.7	0.2	-1.5	1.8	-0.7	-0.4	-0.4	-0.6
Acquisitions / divestments								
FX impact and other	-0.0	-0.3	-0.5	0.2	-0.6	1.0	1.3	-0.5
<b>End of period</b>	<b>65.1</b>	<b>64.3</b>	<b>62.4</b>	<b>67.2</b>	<b>64.8</b>	<b>64.2</b>	<b>60.8</b>	<b>62.6</b>

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

Customer lending/deposits Wholesale Banking - Industry Lending								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>109.6</b>	<b>110.8</b>	<b>113.6</b>	<b>114.6</b>	<b>107.0</b>	<b>106.0</b>	<b>99.1</b>	<b>98.8</b>
Net production	4.4	0.9	1.5	-0.3	4.2	1.3	6.1	2.9
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.9	-2.1	-4.2	-0.7	3.3	-0.4	0.8	-2.6
<b>End of period</b>	<b>113.2</b>	<b>109.6</b>	<b>110.8</b>	<b>113.6</b>	<b>114.6</b>	<b>107.0</b>	<b>106.0</b>	<b>99.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>1.8</b>	<b>1.6</b>	<b>1.8</b>	<b>1.7</b>	<b>1.1</b>	<b>1.3</b>	<b>1.1</b>	<b>1.5</b>
Net production	-0.1	0.3	-0.2	0.1	0.6	-0.2	0.2	-0.4
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.0	-0.0	-0.1	0.0	0.0	-0.0	0.0	-0.0
<b>End of period</b>	<b>1.6</b>	<b>1.8</b>	<b>1.6</b>	<b>1.8</b>	<b>1.7</b>	<b>1.1</b>	<b>1.3</b>	<b>1.1</b>

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

Customer lending/deposits Wholesale Banking - General Lending & Transaction Services								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
Net production				-0.0				
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.0	-0.0	-0.0	0.0		-0.0	-0.0	-0.0
<b>End of period</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>54.6</b>	<b>51.0</b>	<b>51.6</b>	<b>48.1</b>	<b>45.8</b>	<b>44.7</b>	<b>39.5</b>	<b>38.1</b>
Net production	-1.4	4.1	0.4	3.5	2.6	0.1	3.8	1.8
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.2	-0.5	-0.9	-0.1	-0.2	1.0	1.3	-0.4
<b>End of period</b>	<b>53.1</b>	<b>54.6</b>	<b>51.0</b>	<b>51.6</b>	<b>48.1</b>	<b>45.8</b>	<b>44.7</b>	<b>39.5</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>49.2</b>	<b>47.4</b>	<b>50.5</b>	<b>50.4</b>	<b>49.2</b>	<b>45.4</b>	<b>47.3</b>	<b>46.4</b>
Net production	1.4	2.0	-3.0	-0.0	2.0	2.7	-3.1	1.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.0	-0.2	-0.2	0.1	-0.8	1.0	1.1	-0.1
<b>End of period</b>	<b>50.5</b>	<b>49.2</b>	<b>47.4</b>	<b>50.5</b>	<b>50.4</b>	<b>49.2</b>	<b>45.4</b>	<b>47.3</b>

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

Customer lending/deposits Wholesale Banking - Financial Markets								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>0.9</b>	<b>1.1</b>	<b>1.1</b>	<b>1.3</b>	<b>1.0</b>	<b>1.3</b>	<b>1.2</b>	<b>2.0</b>
Net production	-0.0	-0.2	0.0	-0.2	0.3	-0.3	0.1	-0.5
Bank Treasury								
Acquisitions / divestments								
FX impact and other								-0.4
<b>End of period</b>	<b>0.9</b>	<b>0.9</b>	<b>1.1</b>	<b>1.1</b>	<b>1.3</b>	<b>1.0</b>	<b>1.3</b>	<b>1.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>4.7</b>	<b>5.0</b>	<b>4.8</b>	<b>4.6</b>	<b>5.1</b>	<b>4.9</b>	<b>4.5</b>	<b>4.4</b>
Net production	0.4	-0.3	0.5	0.2	-0.7	0.2	0.2	0.4
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.0	-0.1	-0.2	0.1	0.1	0.0	0.1	-0.3
<b>End of period</b>	<b>5.0</b>	<b>4.7</b>	<b>5.0</b>	<b>4.8</b>	<b>4.6</b>	<b>5.1</b>	<b>4.9</b>	<b>4.5</b>

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

Customer lending/deposits Wholesale Banking - Bank Treasury & Other								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>1.0</b>	<b>1.0</b>	<b>1.1</b>	<b>1.1</b>	<b>1.4</b>	<b>1.4</b>	<b>1.4</b>	<b>1.3</b>
Net production	0.0	-0.0	-0.0	-0.0	-0.0	-0.0	0.0	-0.0
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.0	-0.0	-0.1	0.0	-0.2	-0.0	-0.0	0.1
<b>End of period</b>	<b>0.9</b>	<b>1.0</b>	<b>1.0</b>	<b>1.1</b>	<b>1.1</b>	<b>1.4</b>	<b>1.4</b>	<b>1.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>6.3</b>	<b>7.3</b>	<b>6.2</b>	<b>5.9</b>	<b>6.6</b>	<b>7.1</b>	<b>7.5</b>	<b>7.1</b>
Net production	-0.1	-0.2	-0.0	-0.1	-0.1	-0.3	-0.1	-0.2
Bank Treasury	0.4	-0.8	1.0	0.5	-0.6	-0.2	-0.3	0.7
Acquisitions / divestments								
FX impact and other	-0.0	-0.0	-0.0	-0.0	-0.0	-0.0		-0.2
<b>End of period</b>	<b>6.6</b>	<b>6.3</b>	<b>7.3</b>	<b>6.2</b>	<b>5.9</b>	<b>6.6</b>	<b>7.1</b>	<b>7.5</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>8.7</b>	<b>8.4</b>	<b>10.1</b>	<b>8.2</b>	<b>8.8</b>	<b>9.2</b>	<b>9.7</b>	<b>10.2</b>
Net production	-0.1	0.1	-0.2	0.1	0.0	-0.0	-0.0	0.1
Bank Treasury	-0.7	0.2	-1.5	1.8	-0.7	-0.4	-0.4	-0.6
Acquisitions / divestments								
FX impact and other	0.0	-0.0	-0.0	0.0	-0.0	0.0	-0.0	-0.1
<b>End of period</b>	<b>7.9</b>	<b>8.7</b>	<b>8.4</b>	<b>10.1</b>	<b>8.2</b>	<b>8.8</b>	<b>9.2</b>	<b>9.7</b>



## ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>	-0.0	0.0	-0.0	0.8	0.8	0.8	0.7	0.8
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other	0.4	-0.1	0.0	-0.8	-0.0	0.0	0.1	-0.1
<b>End of period</b>	<b>0.3</b>	<b>-0.0</b>	<b>0.0</b>	<b>-0.0</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	-0.1	-0.3	-0.2	-0.2	-0.3	-0.2	-0.3	-0.1
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.0	0.2	-0.2	0.0	0.1	-0.1	0.1	-0.2
<b>End of period</b>	<b>-0.2</b>	<b>-0.1</b>	<b>-0.3</b>	<b>-0.2</b>	<b>-0.2</b>	<b>-0.3</b>	<b>-0.2</b>	<b>-0.3</b>

## ING 3.14 Customer lending/deposits: 4Q2017 Geographical split

Customer lending/deposits Geographical split								
In EUR billion	Total	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World	Other
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>282.8</b>	<b>116.7</b>	<b>37.9</b>	<b>69.7</b>	<b>50.1</b>	<b>8.4</b>	<b>0.0</b>	<b>0.0</b>
Net production	2.1	-0.8	1.0	0.3	1.2	0.4	-0.0	
Bank Treasury								
Acquisitions / divestments	-0.3	-0.3						
FX impact and other	-0.5	-0.1	0.0	-0.1	-0.5	0.1		
<b>End of period</b>	<b>284.1</b>	<b>115.4</b>	<b>38.9</b>	<b>70.0</b>	<b>50.8</b>	<b>8.9</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>285.5</b>	<b>74.9</b>	<b>57.4</b>	<b>36.2</b>	<b>28.5</b>	<b>27.6</b>	<b>61.0</b>	<b>-0.0</b>
Net production	4.1	-1.5	1.4	1.0	1.4	0.2	1.8	
Bank Treasury	1.2	1.3	-0.1	0.0	0.0	-0.0	-0.0	
Acquisitions / divestments								
FX impact and other	-1.0	-0.1	-0.1	1.2	-0.1	-0.2	-2.1	0.4
<b>End of period</b>	<b>289.9</b>	<b>74.4</b>	<b>58.6</b>	<b>38.4</b>	<b>29.8</b>	<b>27.5</b>	<b>60.7</b>	<b>0.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>538.1</b>	<b>169.1</b>	<b>98.9</b>	<b>133.1</b>	<b>89.4</b>	<b>34.2</b>	<b>13.6</b>	<b>-0.1</b>
Net production	2.7	-1.7	-0.1	0.6	1.5	2.1	0.2	0.0
Bank Treasury	-0.6	0.0	-0.0	-0.0	-0.0	0.1	-0.7	
Acquisitions / divestments								
FX impact and other	-0.3	-0.0	-	-	-0.4	0.2	-0.1	-0.0
<b>End of period</b>	<b>539.8</b>	<b>167.4</b>	<b>98.8</b>	<b>133.7</b>	<b>90.5</b>	<b>36.6</b>	<b>13.0</b>	<b>-0.2</b>

## ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>116.7</b>	<b>118.3</b>	<b>119.9</b>	<b>121.9</b>	<b>124.4</b>	<b>126.0</b>	<b>127.0</b>	<b>127.8</b>
Net production	-0.8	-0.6	-1.2	-1.5	-1.6	-1.3	-0.5	-0.6
Bank Treasury								
Acquisitions / divestments	-0.3	-0.8	-0.3	-0.3	-0.3	-0.2	-0.3	-0.3
FX impact and other	-0.1	-0.1	-0.2	-0.2	-0.6	-0.1	-0.1	0.1
<b>End of period</b>	<b>115.4</b>	<b>116.7</b>	<b>118.3</b>	<b>119.9</b>	<b>121.9</b>	<b>124.4</b>	<b>126.0</b>	<b>127.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>74.9</b>	<b>76.9</b>	<b>75.2</b>	<b>73.3</b>	<b>75.7</b>	<b>76.2</b>	<b>72.9</b>	<b>72.7</b>
Net production	-1.5	0.8	-0.4	1.7	0.1	-1.5	1.6	-0.3
Bank Treasury	1.3	-2.5	2.8	0.4	-1.6	-0.6	0.3	1.0
Acquisitions / divestments								
FX impact and other	-0.1	-0.3	-0.7	-0.1	-0.9	1.6	1.4	-0.5
<b>End of period</b>	<b>74.4</b>	<b>74.9</b>	<b>76.9</b>	<b>75.2</b>	<b>73.3</b>	<b>75.7</b>	<b>76.2</b>	<b>72.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>169.1</b>	<b>164.5</b>	<b>166.0</b>	<b>165.2</b>	<b>164.2</b>	<b>162.2</b>	<b>157.8</b>	<b>159.9</b>
Net production	-1.7	2.2	1.4	-0.5	3.8	1.2	3.5	0.4
Bank Treasury	0.0	2.3	-2.9	1.2	-1.3	-0.9	-0.4	-2.5
Acquisitions / divestments								
FX impact and other	-0.0	-0.0	-0.0	0.0	-1.4	1.7	1.2	0.0
<b>End of period</b>	<b>167.4</b>	<b>169.1</b>	<b>164.5</b>	<b>166.0</b>	<b>165.2</b>	<b>164.2</b>	<b>162.2</b>	<b>157.8</b>

## ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium <sup>1)</sup>								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>37.9</b>	<b>36.9</b>	<b>36.2</b>	<b>35.8</b>	<b>35.3</b>	<b>34.9</b>	<b>34.5</b>	<b>34.1</b>
Net production	1.0	1.0	0.7	0.5	0.5	0.4	0.4	0.4
Bank Treasury								
Acquisitions / divestments								
FX impact and other	0.0	0.0	-0.0	-0.0	-0.0	0.0	0.0	0.1
<b>End of period</b>	<b>38.9</b>	<b>37.9</b>	<b>36.9</b>	<b>36.2</b>	<b>35.8</b>	<b>35.3</b>	<b>34.9</b>	<b>34.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>57.4</b>	<b>57.8</b>	<b>57.4</b>	<b>57.2</b>	<b>55.4</b>	<b>54.6</b>	<b>52.7</b>	<b>52.3</b>
Net production	1.4	-0.3	0.6	0.3	1.6	0.8	2.4	0.6
Bank Treasury	-0.1	0.1	0.0	0.0	-0.0	-0.0	-0.5	0.0
Acquisitions / divestments								
FX impact and other	-0.1	-0.2	-0.3	-0.1	0.2	-0.0	0.1	-0.2
<b>End of period</b>	<b>58.6</b>	<b>57.4</b>	<b>57.8</b>	<b>57.4</b>	<b>57.2</b>	<b>55.4</b>	<b>54.6</b>	<b>52.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>98.9</b>	<b>98.0</b>	<b>96.9</b>	<b>94.9</b>	<b>97.1</b>	<b>97.7</b>	<b>98.4</b>	<b>94.5</b>
Net production	-0.1	0.8	1.1	2.1	-2.4	-0.5	-0.7	3.9
Bank Treasury	-0.0	0.1	0.0	-0.1	0.1	-0.1	0.0	-0.0
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>98.8</b>	<b>98.9</b>	<b>98.0</b>	<b>96.9</b>	<b>94.9</b>	<b>97.1</b>	<b>97.7</b>	<b>98.4</b>

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

## ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany <sup>1)</sup>								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>69.7</b>	<b>69.4</b>	<b>68.9</b>	<b>68.8</b>	<b>68.3</b>	<b>67.5</b>	<b>66.5</b>	<b>66.1</b>
Net production	0.3	0.4	0.6	0.3	0.8	0.9	1.0	0.3
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.1	-0.1	-0.2	-0.2	-0.3	-0.0	0.0	0.0
<b>End of period</b>	<b>70.0</b>	<b>69.7</b>	<b>69.4</b>	<b>68.9</b>	<b>68.8</b>	<b>68.3</b>	<b>67.5</b>	<b>66.5</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>36.2</b>	<b>35.2</b>	<b>32.8</b>	<b>32.7</b>	<b>30.4</b>	<b>27.7</b>	<b>27.7</b>	<b>24.2</b>
Net production	1.0	1.0	1.4	0.2	0.8	1.5	2.3	1.2
Bank Treasury	0.0	0.6	0.1	0.7	-1.2	0.3	-2.5	2.0
Acquisitions / divestments								
FX impact and other	1.2	-0.7	0.9	-0.8	2.6	1.0	0.1	0.2
<b>End of period</b>	<b>38.4</b>	<b>36.2</b>	<b>35.2</b>	<b>32.8</b>	<b>32.7</b>	<b>30.4</b>	<b>27.7</b>	<b>27.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>133.1</b>	<b>133.8</b>	<b>132.7</b>	<b>129.9</b>	<b>126.2</b>	<b>124.4</b>	<b>121.8</b>	<b>120.9</b>
Net production	0.6	-0.6	1.0	2.8	3.8	2.1	2.4	1.0
Bank Treasury	-0.0	-0.0	0.1	0.0	0.0	-0.4	0.2	-0.1
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>133.7</b>	<b>133.1</b>	<b>133.8</b>	<b>132.7</b>	<b>129.9</b>	<b>126.2</b>	<b>124.4</b>	<b>121.8</b>

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

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

Customer lending/deposits Geographical Other Challengers <sup>1)</sup>								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>50.1</b>	<b>49.6</b>	<b>50.6</b>	<b>48.3</b>	<b>46.6</b>	<b>45.3</b>	<b>44.8</b>	<b>44.0</b>
Net production	1.2	0.9	0.8	1.0	1.5	0.9	0.7	0.6
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.5	-0.4	-1.8	1.3	0.1	0.5	-0.2	0.2
<b>End of period</b>	<b>50.8</b>	<b>50.1</b>	<b>49.6</b>	<b>50.6</b>	<b>48.3</b>	<b>46.6</b>	<b>45.3</b>	<b>44.8</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>28.5</b>	<b>26.6</b>	<b>26.9</b>	<b>25.9</b>	<b>24.8</b>	<b>24.6</b>	<b>24.3</b>	<b>23.0</b>
Net production	1.4	2.0	0.1	0.9	1.0	0.3	0.1	1.4
Bank Treasury	0.0	0.1	-0.1	0.0	0.0	-0.2	0.2	0.0
Acquisitions / divestments								
FX impact and other	-0.1	-0.1	-0.4	0.2	0.1	0.1	-0.0	-0.1
<b>End of period</b>	<b>29.8</b>	<b>28.5</b>	<b>26.6</b>	<b>26.9</b>	<b>25.9</b>	<b>24.8</b>	<b>24.6</b>	<b>24.3</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>89.4</b>	<b>88.9</b>	<b>88.9</b>	<b>86.4</b>	<b>84.1</b>	<b>82.6</b>	<b>82.3</b>	<b>80.8</b>
Net production	1.5	1.0	1.5	1.4	2.2	1.0	1.0	1.1
Bank Treasury	-0.0	-0.1	-0.0	0.0	-0.0	-0.0	-0.4	0.2
Acquisitions / divestments								
FX impact and other	-0.4	-0.4	-1.5	1.1	0.1	0.4	-0.2	0.2
<b>End of period</b>	<b>90.5</b>	<b>89.4</b>	<b>88.9</b>	<b>88.9</b>	<b>86.4</b>	<b>84.1</b>	<b>82.6</b>	<b>82.3</b>

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

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

Customer lending/deposits Geographical Growth Markets <sup>1)</sup>								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>8.4</b>	<b>8.3</b>	<b>8.0</b>	<b>7.7</b>	<b>7.8</b>	<b>7.4</b>	<b>7.3</b>	<b>6.9</b>
Net production	0.4	0.3	0.3	0.2	0.2	0.2	0.4	0.3
Bank Treasury								
Acquisitions / divestments								
FX impact and other	0.1	-0.2	-0.0	0.2	-0.3	0.1	-0.2	0.0
<b>End of period</b>	<b>8.9</b>	<b>8.4</b>	<b>8.3</b>	<b>8.0</b>	<b>7.7</b>	<b>7.8</b>	<b>7.4</b>	<b>7.3</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>27.6</b>	<b>27.6</b>	<b>26.8</b>	<b>26.0</b>	<b>26.7</b>	<b>26.2</b>	<b>25.7</b>	<b>25.5</b>
Net production	0.2	0.6	1.1	0.8	0.4	0.5	0.9	0.6
Bank Treasury	-0.0	-0.0	-0.0	-0.1	-0.0	0.1	-0.0	-0.2
Acquisitions / divestments								
FX impact and other	-0.2	-0.7	-0.3	0.1	-1.1	-0.1	-0.4	-0.3
<b>End of period</b>	<b>27.5</b>	<b>27.6</b>	<b>27.6</b>	<b>26.8</b>	<b>26.0</b>	<b>26.7</b>	<b>26.2</b>	<b>25.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>34.2</b>	<b>34.0</b>	<b>34.1</b>	<b>32.8</b>	<b>32.5</b>	<b>32.4</b>	<b>32.2</b>	<b>31.7</b>
Net production	2.1	0.8	0.1	0.6	1.4	-0.4	1.1	0.8
Bank Treasury	0.1	0.2	-0.1	0.1	0.1	0.0	0.0	-0.3
Acquisitions / divestments								
FX impact and other	0.2	-0.8	-0.2	0.7	-1.2	0.4	-0.9	-0.1
<b>End of period</b>	<b>36.6</b>	<b>34.2</b>	<b>34.0</b>	<b>34.1</b>	<b>32.8</b>	<b>32.5</b>	<b>32.4</b>	<b>32.2</b>

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

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

Customer lending/deposits Geographical Wholesale Banking Rest of World								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>61.0</b>	<b>60.8</b>	<b>63.9</b>	<b>63.0</b>	<b>59.4</b>	<b>60.5</b>	<b>55.0</b>	<b>56.0</b>
Net production	1.8	1.4	1.6	0.8	3.1	0.3	5.0	1.9
Bank Treasury	-0.0	-0.0	-0.0	-0.1	0.1	-0.0	-0.0	0.0
Acquisitions / divestments								
FX impact and other	-2.1	-1.2	-4.7	0.1	0.5	-1.3	0.6	-2.9
<b>End of period</b>	<b>60.7</b>	<b>61.0</b>	<b>60.8</b>	<b>63.9</b>	<b>63.0</b>	<b>59.4</b>	<b>60.5</b>	<b>55.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>13.6</b>	<b>14.5</b>	<b>15.3</b>	<b>14.0</b>	<b>13.1</b>	<b>13.7</b>	<b>13.4</b>	<b>13.0</b>
Net production	0.2	-0.1	0.2	0.4	0.9	-0.5	0.3	0.8
Bank Treasury	-0.7	-0.5	-0.6	0.8	-0.3	-0.0	-0.3	0.1
Acquisitions / divestments								
FX impact and other	-0.1	-0.3	-0.5	0.1	0.2	-0.0	0.2	-0.4
<b>End of period</b>	<b>13.0</b>	<b>13.6</b>	<b>14.5</b>	<b>15.3</b>	<b>14.0</b>	<b>13.1</b>	<b>13.7</b>	<b>13.4</b>



## ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other <sup>1)</sup>								
In EUR billion	4Q2017	3Q2017	2Q2017	1Q2017	4Q2016	3Q2016	2Q2016	1Q2016
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net production								
Bank Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>	-0.0	0.1	-0.0	0.8	0.8	0.8	0.7	0.8
Net production		-0.0	0.0					
Bank Treasury								
Acquisitions / divestments								
FX impact and other	0.4	-0.1	0.0	-0.8	-0.0	0.0	0.1	-0.1
<b>End of period</b>	<b>0.3</b>	<b>-0.0</b>	<b>0.1</b>	<b>-0.0</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	-0.1	-0.3	-0.2	-0.2	-0.3	-0.2	-0.3	-0.1
Net production	0.0							
Bank Treasury								
Acquisitions / divestments								
FX impact and other	-0.0	0.2	-0.2	0.0	0.1	-0.1	0.1	-0.2
<b>End of period</b>	<b>-0.2</b>	<b>-0.1</b>	<b>-0.3</b>	<b>-0.2</b>	<b>-0.2</b>	<b>-0.3</b>	<b>-0.2</b>	<b>-0.3</b>

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

## Important legal information

Projects may be subject to regulatory approvals.

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 2016 ING Group consolidated annual accounts. The Financial statements for 2017 are in progress and may be subject to adjustments from subsequent events. 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, (2) changes in performance of financial markets, including developing markets, (3) potential consequences of European Union countries leaving the European Union or a break-up of the euro, (4) changes in the availability of, and costs associated with, sources of liquidity such as interbank funding, as well as conditions in the credit and capital markets generally, including changes in borrower and counterparty creditworthiness, (5) changes affecting interest rate levels, (6) changes affecting currency exchange rates, (7) changes in investor and customer behaviour, (8) changes in general competitive factors, (9) changes in laws and regulations and the interpretation and application thereof, (10) geopolitical risks and policies and actions of governmental and regulatory authorities, (11) changes in standards and interpretations under International Financial Reporting Standards (IFRS) and the application thereof, (12) conclusions with regard to purchase accounting assumptions and methodologies, and other changes in accounting assumptions and methodologies including changes in valuation of issued securities and credit market exposure, (13) changes in ownership that could affect the future availability to us of net operating loss, net capital and built-in loss carry forwards, (14) changes in credit ratings, (15) the outcome of current and future legal and regulatory proceedings, (16) ING's ability to achieve its strategy, including projected operational synergies and cost-saving programmes and (17) 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](http://www.ING.com). 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.

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