

ING Updated Historical Trend Data 4Q2018 Introduction (1)

Introduction

This Updated Historical Trend Data document contains restated Banking figures to reflect the following changes in the segment reporting as from the first quarter of 2019:

- Underlying financials of the Wholesale Banking product groups Industry Lending, General Lending & Transactions Services, Financial Markets, and Bank Treasury & Other, have been replaced by the product groups Lending, Daily Banking & Trade Finance, Financial Markets, and Treasury & Other. The product group split of Wholesale Banking changed to better reflect how the business is managed following Wholesale Banking strategic review implemented in 2018. The most important change is the concentration of most of the lending activities under the new product group 'Lending'. The main exception is Trade & Commodity Finance, which together with Transaction Services, is included in the product group 'Daily Banking & Trade Finance'. Corporate Finance and General Leasing (non run-off) have been moved from respectively Financial Markets and General Lending to Treasury & Other.
- The Real Estate Finance portfolio related to Dutch domestic midcorporates, which was included under Wholesale Banking Industry Lending, has been transferred to Retail Netherlands in order to define clearer roles and responsibilities.

General comments

- The Historical Trend Data document includes quarterly financial trend data and details of restatements. The Historical Trend Data document is published on a quarterly basis.
- Allocation keys are used to calculate segmental information; e.g. Retail vs. Wholesale Banking and product information. These allocation keys might be refined over time.
- ING analyses its results on an underlying basis. Underlying results are derived from results based on IFRS as adopted by the European Union (IFRS-EU), excluding the impact from divestments, special items and Insurance Other. In case of a divestment, historical results are revised by excluding both the transaction gain/loss and the operating results of the divested unit. Insurance Other comprises mainly the net result relating to warrants on the shares of Voya Financial and NN Group. ING sold its remaining part of warrants on the shares of Voya Financial in March 2018; the warrant agreement between NN Group and ING was terminated in November 2018.
- Historical customer lending/deposits have been restated only for 2018 due to accounting changes (i.e. IFRS 9).
- Small differences are possible due to rounding.
- All figures are unaudited.

ING Updated Historical Trend Data 4Q2018 Introduction (2)

Product segmentation Wholesale Banking as per 1Q2019

<u>Product Group</u>	<u>Sub products</u>
▪ Lending	Project and asset-based Finance excluding Trade & Commodity Finance Real Estate Finance Corporate Clients General Lending
▪ Daily Banking & Trade Finance	Transaction Services Trade & Commodity Finance
▪ Financial Markets	Financial Markets Clients & Products
▪ Treasury & Other	WB-part Treasury (Asset & Liability Management and Treasury) General Lease and Real Estate run-off portfolios General Leasing (non run-off) Corporate Finance Other

Product segmentation Wholesale Banking until 4Q2018

<u>Product Group</u>	<u>Sub products</u>
▪ Industry Lending	Project and asset-based Finance including Trade & Commodity Finance Real Estate Finance Corporate Clients & Dutch domestic midcorporates
▪ General Lending & Transaction Services	General Lending General Leasing (non run-off) Transaction Services
▪ Financial Markets	Financial Markets Clients & Products Corporate Finance
▪ Bank Treasury & Other	WB-part Bank Treasury (Asset & Liability Management and Treasury) General Lease run-off portfolio Real Estate run-off portfolio Other

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ING 1.1 Profit or loss: Summary ING Group by Line of Business - reported

Summary ING Group by Line of Business - reported

In € million	Total Group		of which: Retail Banking		of which: Wholesale Banking		of which: Corporate Line	
	FY2018	FY2017	FY2018	FY2017	FY2018	FY2017	FY2018	FY2017
Profit or loss								
Net interest income	13,916	13,714	9,679	9,593	3,947	3,895	290	226
Net fee and commission income	2,803	2,714	1,645	1,609	1,161	1,108	-4	-3
Investment income	60	194	143	169	-89	36	6	-12
Other income	1,309	1,083	667	489	762	883	-119	-289
Total underlying income	18,088	17,704	12,133	11,860	5,781	5,922	173	-78
Expenses excl. regulatory costs	8,960	8,928	6,145	6,070	2,567	2,569	248	288
Regulatory costs ¹⁾	947	901	690	676	258	222	-1	2
Underlying operating expenses	9,907	9,829	6,835	6,747	2,826	2,792	247	290
Gross result	8,180	7,875	5,298	5,113	2,955	3,130	-73	-368
Addition to loan loss provisions	656	676	457	391	200	284	-1	1
Underlying result before tax	7,524	7,199	4,841	4,722	2,755	2,846	-72	-369
Taxation	2,028	2,160	1,300	1,291	681	881	47	-13
Non-controlling interests	108	82	89	68	19	15	-0	-
Underlying net result	5,389	4,957	3,452	3,363	2,055	1,950	-119	-356
Special items after tax	-775	0	-	-	-	-	-775	0
Net result Banking	4,614	4,957	3,452	3,363	2,055	1,950	-894	-356
Net result Insurance Other	90	-52						
Net result ING Group	4,703	4,905						
Key figures²⁾								
Interest margin	1.53%	1.54%						
Cost/income ratio	54.8%	55.5%	56.3%	56.9%	48.9%	47.1%	n.a.	n.a.
Return on equity based on IFRS-EU equity	11.2%	10.2%						
Return on equity based on 12.0% common equity Tier 1 ³⁾	14.5%	13.5%	18.4%	18.1%	11.4%	10.9%	n.a.	n.a.
Risk costs in bps of average RWA	21	22	29	25	13	19	n.a.	n.a.
Risk-weighted assets (end of period)	314,149	309,887	159,021	157,632	152,392	149,427	2,737	2,828
Employees (internal FTEs, end of period)	52,855	51,815	39,784	39,645	13,067	12,167	3	3

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

²⁾ Key figures based on underlying figures.

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

ING 1.1 Profit or loss: Summary ING Group by Line of Business - changes

Summary ING Group by Line of Business - changes

In € million	Total Group		of which: Retail Banking		of which: Wholesale Banking		of which: Corporate Line	
	FY2018	FY2017	FY2018	FY2017	FY2018	FY2017	FY2018	FY2017
Profit or loss								
Net interest income	-	-	261	256	-261	-256	-	-
Net fee and commission income	-	-	10	6	-10	-6	-	-
Investment income	-	-	-	-	-	-	-	-
Other income	-	-	0	-0	-0	0	-	-
Total underlying income	-	-	271	262	-271	-262	-	-
Expenses excl. regulatory costs	-	-	46	40	-46	-40	-	-
Regulatory costs ¹⁾	-	-	9	8	-9	-8	-	-
Underlying operating expenses	-	-	54	48	-54	-48	-	-
Gross result	-	-	216	214	-216	-214	-	-
Addition to loan loss provisions	-	-	-10	2	10	-2	-	-
Underlying result before tax	-	-	226	212	-226	-212	-	-
Taxation	-	-	48	50	-48	-50	-	-
Non-controlling interests	-	-	-	-	-	-	-	-
Underlying net result	-	-	178	162	-178	-162	-	-
Special items after tax	-	-	-	-	-	-	-	-
Net result Banking	-	-	178	162	-178	-162	-	-
Net result Insurance Other	-	-						
Net result ING Group	-	-						
Key figures²⁾								
Interest margin	0.00%	0.00%						
Cost/income ratio	0.0%	0.0%	-0.8%	-0.8%	1.4%	1.3%	n.a.	n.a.
Return on equity based on IFRS-EU equity	0.0%	0.0%						
Return on equity based on 12.0% common equity Tier 1 ³⁾	0.0%	0.0%	0.5%	0.4%	-0.8%	-0.6%		
Risk costs in bps of average RWA	-	-	-1	-0	1	0	n.a.	n.a.
Risk-weighted assets (end of period)	-	-	2,278	3,838	-2,278	-3,838	-	-
Employees (internal FTEs, end of period)	-	-	168	151	-168	-151	-	-

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

²⁾ Key figures based on underlying figures.

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

ING 1.1 Profit or loss: Summary ING Group by Line of Business - updated

Summary ING Group by Line of Business - updated

In € million	Total Group		of which: Retail Banking		of which: Wholesale Banking		of which: Corporate Line	
	FY2018	FY2017	FY2018	FY2017	FY2018	FY2017	FY2018	FY2017
Profit or loss								
Net interest income	13,916	13,714	9,939	9,849	3,686	3,639	290	226
Net fee and commission income	2,803	2,714	1,655	1,615	1,152	1,102	-4	-3
Investment income	60	194	143	169	-89	36	6	-12
Other income	1,309	1,083	667	489	761	883	-119	-289
Total underlying income	18,088	17,704	12,404	12,122	5,510	5,660	173	-78
Expenses excl. regulatory costs	8,960	8,928	6,191	6,110	2,521	2,530	248	288
Regulatory costs ¹⁾	947	901	699	685	250	214	-1	2
Underlying operating expenses	9,907	9,829	6,889	6,795	2,771	2,744	247	290
Gross result	8,180	7,875	5,514	5,327	2,739	2,916	-73	-368
Addition to loan loss provisions	656	676	447	393	210	282	-1	1
Underlying result before tax	7,524	7,199	5,067	4,934	2,529	2,634	-72	-369
Taxation	2,028	2,160	1,348	1,341	633	832	47	-13
Non-controlling interests	108	82	89	68	19	15	-0	-
Underlying net result	5,389	4,957	3,630	3,525	1,877	1,788	-119	-356
Special items after tax	-775	0	-	-	-	-	-775	0
Net result Banking	4,614	4,957	3,630	3,525	1,877	1,788	-894	-356
Net result Insurance Other	90	-52						
Net result ING Group	4,703	4,905						
Key figures²⁾								
Interest margin	1.53%	1.54%						
Cost/income ratio	54.8%	55.5%	55.5%	56.1%	50.3%	48.5%	n.a.	n.a.
Return on equity based on IFRS-EU equity	11.2%	10.2%						
Return on equity based on 12.0% common equity Tier 1 ³⁾	14.5%	13.5%	19.0%	18.5%	10.6%	10.3%		
Risk costs in bps of average RWA	21	22	27	24	14	19	n.a.	n.a.
Risk-weighted assets (end of period)	314,149	309,887	161,299	161,469	150,114	145,589	2,737	2,828
Employees (internal FTEs, end of period)	52,855	51,815	39,952	39,796	12,899	12,016	3	3

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

²⁾ Key figures based on underlying figures.

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

ING 1.2 Profit or loss: Retail Banking - reported

Profit or loss Retail Banking - reported										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	2,427	2,433	2,395	2,381	2,404	2,411	2,357	2,344	9,636	9,516
Capital charge on book equity	-2	-2	-2	-1	3	0	-2	1	-7	2
Interest benefit on total capital	1	3	21	25	16	15	17	26	49	75
Net interest income	2,426	2,433	2,414	2,405	2,423	2,426	2,372	2,371	9,679	9,593
Net fee and commission income	406	412	428	399	395	391	419	403	1,645	1,609
Investment income	1	85	3	-1	4	55	13	1	89	74
Realised gains and fair value changes on investments	-8	2	20	41	12	32	26	26	54	96
Total investment income	-7	86	23	40	16	87	39	27	143	169
Valuation result and net trading income	73	157	79	128	105	35	88	73	438	302
Other income	91	31	52	55	38	56	55	38	229	188
Total other income	165	188	131	183	144	91	144	111	667	489
Total underlying income	2,990	3,120	2,996	3,027	2,978	2,995	2,974	2,913	12,133	11,860
Expenses excl. regulatory costs	1,579	1,521	1,524	1,521	1,629	1,488	1,493	1,459	6,145	6,070
Regulatory costs	142	85	85	378	152	80	61	384	690	676
Underlying operating expenses	1,722	1,606	1,609	1,898	1,781	1,569	1,554	1,843	6,835	6,747
Gross result	1,268	1,514	1,387	1,128	1,197	1,426	1,420	1,071	5,298	5,113
Addition to loan loss provisions	189	107	56	105	122	78	93	98	457	391
Underlying result before tax	1,080	1,407	1,331	1,023	1,075	1,348	1,327	972	4,841	4,722
Taxation	296	372	361	270	313	343	369	267	1,300	1,291
Non-controlling interests	21	24	19	25	13	18	20	17	89	68
Underlying net result	762	1,011	951	728	749	988	938	688	3,452	3,363
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	762	1,011	951	728	749	988	938	688	3,452	3,363
Key figures¹⁾										
Cost/income ratio	57.6%	51.5%	53.7%	62.7%	59.8%	52.4%	52.3%	63.3%	56.3%	56.9%
Return on equity based on 12.0% common equity Tier 1 ²⁾	16.4%	21.4%	20.0%	15.8%	16.0%	21.0%	20.3%	15.1%	18.4%	18.1%
Risk costs in bps of average RWA	47	27	14	26	31	19	24	25	29	25
Risk-weighted assets (end of period)	159,021	159,648	162,712	160,062	157,632	159,884	159,683	154,677	159,021	157,632
Employees (internal FTEs, end of period)	39,784	39,644	39,556	39,745	39,645	39,579	39,492	39,728	39,784	39,645
Four-quarter rolling average key figures										
Cost/income ratio	56.3%	56.9%	57.2%	56.8%	56.9%	55.5%	55.2%	55.1%		
Return on equity based on 12.0% common equity Tier 1 ²⁾	18.4%	18.3%	18.2%	18.3%	18.1%	19.0%	18.7%	18.4%		

¹⁾ Key figures based on underlying figures.

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

ING 1.2 Profit or loss: Retail Banking - changes

Profit or loss Retail Banking - changes										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	66	65	64	63	64	65	63	61	258	252
Capital charge on book equity	0	0	0	0	0	0	0	0	1	2
Interest benefit on total capital	0	0	0	1	1	0	0	1	1	2
Net interest income	67	65	65	64	65	66	63	62	261	256
Net fee and commission income	3	2	3	2	2	2	1	1	10	6
Investment income	-	-	-	-	-	-	-	-	-	-
Realised gains and fair value changes on investments	-	-	-	-	-	-	-	-	-	-
Total investment income	-	-	-	-	-	-	-	-	-	-
Valuation result and net trading income	-0	-	-0	-	-	-	0	-	-0	-
Other income	0	0	0	0	0	0	0	-1	0	-0
Total other income	0	0	0	0	0	0	0	-1	0	-0
Total underlying income	69	68	68	66	67	68	65	62	271	262
Expenses excl. regulatory costs	12	12	11	11	13	9	11	7	46	40
Regulatory costs	4	0	-0	5	4	1	1	3	9	8
Underlying operating expenses	16	13	11	15	16	10	12	10	54	48
Gross result	53	55	57	51	51	58	53	52	216	214
Addition to loan loss provisions	4	0	-5	-9	14	-3	-8	-0	-10	2
Underlying result before tax	49	55	62	61	37	60	61	53	226	212
Taxation	10	10	16	13	8	14	15	13	48	50
Non-controlling interests	-	-	-	-	-	-	-	-	-	-
Underlying net result	39	45	46	48	29	46	47	40	178	162
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	39	45	46	48	29	46	47	40	178	162
Key figures¹⁾										
Cost/income ratio	-0.8%	-0.7%	-0.8%	-0.9%	-0.8%	-0.8%	-0.7%	-1.0%	-0.8%	-0.8%
Return on equity based on 12.0% common equity Tier 1 ²⁾	0.6%	0.5%	0.5%	0.6%	0.2%	0.4%	0.5%	0.5%	0.5%	0.4%
Risk costs in bps of average RWA	0	-0	-1	-3	3	-1	-3	-1	-1	-0
Risk-weighted assets (end of period)	2,278	2,725	3,292	3,662	3,838	4,311	3,869	3,937	2,278	3,838
Employees (internal FTEs, end of period)	168	169	160	156	151	147	145	150	168	151
Four-quarter rolling average key figures										
Cost/income ratio	-0.8%	-0.8%	-0.8%	-0.8%	-0.8%	n.a.	n.a.	n.a.		
Return on equity based on 12.0% common equity Tier 1 ²⁾										

¹⁾ Key figures based on underlying figures.

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

ING 1.2 Profit or loss: Retail Banking - updated

Profit or loss Retail Banking - updated										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	2,493	2,498	2,459	2,444	2,468	2,476	2,419	2,405	9,894	9,768
Capital charge on book equity	-1	-2	-2	-1	4	1	-1	1	-6	4
Interest benefit on total capital	1	3	22	25	17	15	18	27	50	77
Net interest income	2,493	2,499	2,479	2,468	2,488	2,492	2,436	2,433	9,939	9,849
Net fee and commission income	409	415	430	401	397	393	420	405	1,655	1,615
Investment income	1	85	3	-1	4	55	13	1	89	74
Realised gains and fair value changes on investments	-8	2	20	41	12	32	26	26	54	96
Total investment income	-7	86	23	40	16	87	39	27	143	169
Valuation result and net trading income	73	157	79	128	105	35	88	73	438	302
Other income	91	31	52	55	38	56	55	37	230	187
Total other income	165	188	131	183	144	91	144	111	667	489
Total underlying income	3,059	3,188	3,064	3,093	3,045	3,062	3,039	2,976	12,404	12,122
Expenses excl. regulatory costs	1,591	1,533	1,535	1,531	1,642	1,498	1,504	1,466	6,191	6,110
Regulatory costs	146	86	85	382	155	81	62	387	699	685
Underlying operating expenses	1,738	1,619	1,620	1,914	1,797	1,579	1,566	1,853	6,889	6,795
Gross result	1,322	1,569	1,444	1,179	1,248	1,484	1,473	1,123	5,514	5,327
Addition to loan loss provisions	193	107	52	96	136	75	85	98	447	393
Underlying result before tax	1,129	1,462	1,393	1,084	1,112	1,409	1,388	1,025	5,067	4,934
Taxation	307	382	377	283	321	357	383	280	1,348	1,341
Non-controlling interests	21	24	19	25	13	18	20	17	89	68
Underlying net result	801	1,056	997	776	778	1,034	985	728	3,630	3,525
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	801	1,056	997	776	778	1,034	985	728	3,630	3,525
Key figures¹⁾										
Cost/income ratio	56.8%	50.8%	52.9%	61.9%	59.0%	51.6%	51.5%	62.3%	55.5%	56.1%
Return on equity based on 12.0% common equity Tier 1 ²⁾	16.9%	21.9%	20.5%	16.4%	16.2%	21.4%	20.8%	15.6%	19.0%	18.5%
Risk costs in bps of average RWA	48	26	13	24	33	18	21	25	27	24
Risk-weighted assets (end of period)	161,299	162,373	166,004	163,724	161,469	164,195	163,552	158,614	161,299	161,469
Employees (internal FTEs, end of period)	39,952	39,813	39,716	39,901	39,796	39,726	39,637	39,878	39,952	39,796
Four-quarter rolling average key figures										
Cost/income ratio	55.5%	56.1%	56.3%	56.0%	56.1%	n.a.	n.a.	n.a.		
Return on equity based on 12.0% common equity Tier 1 ²⁾										

¹⁾ Key figures based on underlying figures.

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

ING 1.3 Profit or loss: Retail Banking Benelux - reported

Profit or loss Retail Banking Benelux - reported										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	1,320	1,340	1,324	1,300	1,347	1,360	1,348	1,348	5,284	5,404
Capital charge on book equity	2	1	1	1	2	2	1	1	5	6
Interest benefit on total capital	0	2	12	14	9	8	10	15	28	43
Net interest income	1,323	1,343	1,337	1,315	1,359	1,370	1,359	1,364	5,318	5,452
Net fee and commission income	247	257	271	250	238	240	265	265	1,024	1,009
Investment income	2	2	2	-1	1	1	11	1	4	14
Realised gains and fair value changes on investments	-4	-7	10	45	1	5	9	14	45	30
Total investment income	-2	-5	12	45	2	6	20	15	49	43
Valuation result and net trading income	54	107	75	111	105	62	95	57	346	320
Other income	31	12	37	27	19	48	30	20	108	117
Total other income	85	119	112	138	124	110	126	77	455	437
Total underlying income	1,653	1,713	1,732	1,748	1,723	1,726	1,770	1,721	6,846	6,941
Expenses excl. regulatory costs	875	834	842	848	900	807	870	836	3,399	3,412
Regulatory costs	64	20	19	273	75	20	5	282	376	383
Underlying operating expenses	939	855	860	1,121	975	827	875	1,118	3,775	3,795
Gross result	714	858	872	627	748	899	895	603	3,071	3,146
Addition to loan loss provisions	81	25	-15	43	32	7	25	53	134	117
Underlying result before tax	633	834	887	583	716	893	870	550	2,937	3,029
Taxation	176	222	229	149	232	245	238	146	776	862
Non-controlling interests	0	-0	0	6	-5	0	2	2	6	-2
Underlying net result	457	612	658	428	489	647	630	402	2,155	2,169
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	457	612	658	428	489	647	630	402	2,155	2,169
Key figures¹⁾										
Cost/income ratio	56.8%	49.9%	49.7%	64.1%	56.6%	47.9%	49.4%	65.0%	55.1%	54.7%
Return on equity based on 12.0% common equity Tier 1 ²⁾	17.9%	23.6%	25.4%	17.2%	19.2%	25.4%	25.2%	16.3%	21.1%	21.5%
Risk costs in bps of average RWA	38	11	-7	20	15	3	12	26	16	14
Risk-weighted assets (end of period)	84,853	85,208	87,307	85,426	83,372	84,539	85,471	81,873	84,853	83,372
Employees (internal FTEs, end of period)	16,888	16,824	16,846	17,109	17,276	17,222	17,252	17,535	16,888	17,276
Four-quarter rolling average key figures										
Cost/income ratio	55.1%	55.1%	54.6%	54.5%	54.7%	54.0%	55.0%	56.0%		
Return on equity based on 12.0% common equity Tier 1 ²⁾	21.1%	21.4%	21.8%	21.7%	21.5%	22.1%	21.1%	19.7%		

¹⁾ Key figures based on underlying figures.

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

ING 1.3 Profit or loss: Retail Banking Benelux - changes

Profit or loss Retail Banking Benelux - changes										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	66	65	64	63	64	65	63	61	258	252
Capital charge on book equity	0	0	0	0	0	0	0	0	1	2
Interest benefit on total capital	0	0	0	1	1	0	0	1	1	2
Net interest income	67	65	65	64	65	66	63	62	261	256
Net fee and commission income	3	2	3	2	2	2	1	1	10	6
Investment income	-	-	-	-	-	-	-	-	-	-
Realised gains and fair value changes on investments	-	-	-	-	-	-	-	-	-	-
Total investment income	0	-	-	-	-	-	-	-	-	-
Valuation result and net trading income	-0	-	-0	-	-	-	0	-0	-0	-
Other income	0	0	0	0	0	0	0	-1	0	-0
Total other income	0	0	0	0	0	0	0	-1	0	-0
Total underlying income	69	68	68	66	67	68	65	62	271	262
Expenses excl. regulatory costs	12	12	11	11	13	9	11	7	46	40
Regulatory costs	4	0	-0	5	4	1	1	3	9	8
Underlying operating expenses	16	13	11	15	16	10	12	10	54	48
Gross result	53	55	57	51	51	58	53	52	216	214
Addition to loan loss provisions	4	0	-5	-9	14	-3	-8	-0	-10	2
Underlying result before tax	49	55	62	61	37	60	61	53	226	212
Taxation	10	10	16	13	8	14	15	13	48	50
Non-controlling interests	-	-	-	-	-	-	-	-	-	-
Underlying net result	39	45	46	48	29	46	47	40	178	162
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	39	45	46	48	29	46	47	40	178	162
Key figures¹⁾										
Cost/income ratio	-1.4%	-1.2%	-1.3%	-1.5%	-1.2%	-1.2%	-1.1%	-1.7%	-1.3%	-1.3%
Return on equity based on 12.0% common equity Tier 1 ²⁾	1.0%	0.9%	0.7%	1.1%	0.2%	0.6%	0.7%	0.8%	0.9%	0.5%
Risk costs in bps of average RWA	1	-0	-2	-5	6	-1	-4	-1	-2	-0
Risk-weighted assets (end of period)	2,278	2,725	3,292	3,662	3,838	4,311	3,869	3,937	2,278	3,838
Employees (internal FTEs, end of period)	168	169	160	156	151	147	145	150	168	151
Four-quarter rolling average key figures										
Cost/income ratio	-1.3%	-1.3%	-1.3%	-1.3%	-1.3%	n.a.	n.a.	n.a.		
Return on equity based on 12.0% common equity Tier 1 ²⁾										

¹⁾ Key figures based on underlying figures.

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

ING 1.3 Profit or loss: Retail Banking Benelux - updated

Profit or loss Retail Banking Benelux - updated										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	1,386	1,405	1,388	1,363	1,411	1,425	1,411	1,408	5,542	5,656
Capital charge on book equity	2	2	1	2	3	2	1	1	7	7
Interest benefit on total capital	0	2	13	15	10	9	10	16	29	45
Net interest income	1,389	1,408	1,402	1,379	1,424	1,436	1,423	1,426	5,578	5,708
Net fee and commission income	249	259	274	252	240	242	266	266	1,034	1,015
Investment income	2	2	2	-1	1	1	11	1	4	14
Realised gains and fair value changes on investments	-4	-7	10	45	1	5	9	14	45	30
Total investment income	-2	-5	12	45	2	6	20	15	49	43
Valuation result and net trading income	54	107	75	111	105	62	95	57	346	320
Other income	31	13	37	28	19	48	31	19	109	117
Total other income	85	119	112	138	124	110	126	76	455	436
Total underlying income	1,722	1,781	1,800	1,814	1,790	1,794	1,835	1,783	7,117	7,203
Expenses excl. regulatory costs	887	847	852	859	912	816	881	843	3,445	3,452
Regulatory costs	68	21	19	278	79	21	6	285	385	391
Underlying operating expenses	955	868	871	1,136	991	837	887	1,128	3,830	3,843
Gross result	767	913	928	678	799	957	948	656	3,287	3,360
Addition to loan loss provisions	85	25	-20	34	46	4	17	53	124	119
Underlying result before tax	682	888	949	644	753	953	931	603	3,163	3,240
Taxation	186	231	245	162	240	259	253	159	825	911
Non-controlling interests	0	-0	0	6	-5	0	2	2	6	-2
Underlying net result	496	657	703	476	518	693	677	442	2,332	2,331
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	496	657	703	476	518	693	677	442	2,332	2,331
Key figures¹⁾										
Cost/income ratio	55.4%	48.7%	48.4%	62.6%	55.4%	46.7%	48.3%	63.2%	53.8%	53.4%
Return on equity based on 12.0% common equity Tier 1 ²⁾	18.9%	24.5%	26.1%	18.2%	19.4%	26.0%	25.8%	17.1%	22.0%	22.1%
Risk costs in bps of average RWA	39	11	-9	15	21	2	8	24	14	14
Risk-weighted assets (end of period)	87,131	87,933	90,599	89,088	87,210	88,851	89,340	85,810	87,131	87,210
Employees (internal FTEs, end of period)	17,056	16,993	17,005	17,265	17,427	17,368	17,397	17,685	17,056	17,427
Four-quarter rolling average key figures										
Cost/income ratio	53.8%	53.8%	53.3%	53.2%	53.4%	n.a.	n.a.	n.a.		
Return on equity based on 12.0% common equity Tier 1 ²⁾										

¹⁾ Key figures based on underlying figures.

²⁾ 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 Netherlands - reported

Profit or loss Retail Banking Netherlands - reported										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	856	874	878	859	901	918	883	879	3,467	3,580
Capital charge on book equity	2	1	1	1	2	2	1	1	5	6
Interest benefit on total capital	0	1	7	8	5	5	6	9	16	25
Net interest income	858	876	886	869	908	924	889	889	3,488	3,610
Net fee and commission income	166	167	165	155	152	148	150	151	654	601
Investment income	0	1	0	-	-	-	0	-	1	0
Realised gains and fair value changes on investments	-2	-7	10	23	0	3	5	11	24	19
Total investment income	-2	-6	10	23	0	3	5	11	25	19
Valuation result and net trading income	42	87	57	78	79	27	64	18	264	187
Other income	11	9	12	13	-2	37	9	8	46	51
Total other income	54	96	69	91	76	64	73	25	309	238
Total underlying income	1,076	1,134	1,129	1,138	1,136	1,138	1,117	1,076	4,476	4,468
Expenses excl. regulatory costs	524	487	479	487	550	454	520	496	1,976	2,020
Regulatory costs	55	21	21	92	65	21	19	86	189	191
Underlying operating expenses	579	508	500	578	615	475	539	582	2,165	2,212
Gross result	497	626	629	559	521	663	578	494	2,311	2,256
Addition to loan loss provisions	41	-21	-47	-4	5	-22	12	17	-31	13
Underlying result before tax	456	647	676	563	516	685	565	477	2,342	2,243
Taxation	113	158	170	137	133	171	140	121	578	566
Non-controlling interests	0	-0	-	-	-	-	-	-	-0	-
Underlying net result	343	489	507	426	383	514	425	356	1,764	1,678
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	343	489	507	426	383	514	425	356	1,764	1,678
Key figures¹⁾										
Cost/income ratio	53.8%	44.8%	44.3%	50.8%	54.1%	41.8%	48.3%	54.1%	48.4%	49.5%
Return on equity based on 12.0% common equity Tier 1 ²⁾	24.6%	34.0%	34.4%	29.1%	26.2%	34.3%	29.0%	24.7%	30.6%	28.6%
Risk costs in bps of average RWA	36	-18	-38	-3	4	-17	10	14	-6	3
Risk-weighted assets (end of period)	45,763	47,062	48,831	49,236	48,235	49,254	50,680	46,898	45,763	48,235
Employees (internal FTEs, end of period)	8,862	8,744	8,630	8,768	8,811	8,737	8,637	8,849	8,862	8,811
Four-quarter rolling average key figures										
Cost/income ratio	48.4%	48.5%	47.8%	48.8%	49.5%	49.4%	51.0%	55.2%		
Return on equity based on 12.0% common equity Tier 1 ²⁾	30.6%	30.9%	31.0%	29.7%	28.6%	28.2%	26.0%	22.3%		

¹⁾ Key figures based on underlying figures.

²⁾ 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 Netherlands - changes

Profit or loss Retail Banking Netherlands - changes										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	66	65	64	63	64	65	63	61	258	252
Capital charge on book equity	0	0	0	0	0	0	0	0	1	2
Interest benefit on total capital	0	0	0	1	1	0	0	1	1	2
Net interest income	67	65	65	64	65	66	63	62	261	256
Net fee and commission income	3	2	3	2	2	2	1	1	10	6
Investment income	-	-	-	-	-	-	-	-	-	-
Realised gains and fair value changes on investments	-	-	-	-	-	-	-	-	-	-
Total investment income	0	-	-	-	-	-	-	-	-	-
Valuation result and net trading income	-0	-	-0	-	-	-	0	-0	-0	-
Other income	0	0	0	0	0	0	0	-1	0	-0
Total other income	0	0	0	0	0	0	0	-1	0	-0
Total underlying income	69	68	68	66	67	68	65	62	271	262
Expenses excl. regulatory costs	12	12	11	11	13	9	11	7	46	40
Regulatory costs	4	0	-0	5	4	1	1	3	9	8
Underlying operating expenses	16	13	11	15	16	10	12	10	54	48
Gross result	53	55	57	51	51	58	53	52	216	214
Addition to loan loss provisions	4	0	-5	-9	14	-3	-8	-0	-10	2
Underlying result before tax	49	55	62	61	37	60	61	53	226	212
Taxation	10	10	16	13	8	14	15	13	48	50
Non-controlling interests	-	-	-	-	-	-	-	-	-	-
Underlying net result	39	45	46	48	29	46	47	40	178	162
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	39	45	46	48	29	46	47	40	178	162
Key figures¹⁾										
Cost/income ratio	-1.9%	-1.5%	-1.6%	-1.5%	-1.7%	-1.5%	-1.6%	-2.1%	-1.6%	-1.7%
Return on equity based on 12.0% common equity Tier 1 ²⁾	1.4%	0.9%	0.6%	1.0%	-0.2%	0.3%	0.8%	0.6%	1.0%	0.4%
Risk costs in bps of average RWA	1	1	-1	-7	10	-1	-7	-1	-2	0
Risk-weighted assets (end of period)	2,278	2,725	3,292	3,662	3,838	4,311	3,869	3,937	2,278	3,838
Employees (internal FTEs, end of period)	168	169	160	156	151	147	145	150	168	151
Four-quarter rolling average key figures										
Cost/income ratio	-1.6%	-1.6%	-1.6%	-1.6%	-1.7%	n.a.	n.a.	n.a.		
Return on equity based on 12.0% common equity Tier 1 ²⁾										

¹⁾ Key figures based on underlying figures.

²⁾ 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 Netherlands - updated

Profit or loss Retail Banking Netherlands - updated										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	922	938	942	922	964	983	945	940	3,725	3,832
Capital charge on book equity	2	2	1	1	2	2	1	1	7	7
Interest benefit on total capital	0	1	7	9	6	5	6	10	17	27
Net interest income	924	941	951	932	973	990	953	951	3,749	3,866
Net fee and commission income	169	170	168	158	154	150	151	152	664	607
Investment income	0	1	0	-	-	-	0	-	1	0
Realised gains and fair value changes on investments	-2	-7	10	23	0	3	5	11	24	19
Total investment income	-2	-6	10	23	0	3	5	11	25	19
Valuation result and net trading income	42	87	57	78	79	27	64	18	264	187
Other income	11	9	12	13	-2	37	9	7	46	50
Total other income	54	96	69	91	76	64	73	24	310	237
Total underlying income	1,145	1,201	1,197	1,204	1,203	1,206	1,182	1,139	4,747	4,730
Expenses excl. regulatory costs	536	499	490	497	563	463	531	503	2,022	2,060
Regulatory costs	59	21	21	96	69	22	20	89	198	200
Underlying operating expenses	595	521	511	593	631	485	551	592	2,220	2,260
Gross result	550	681	686	611	572	721	631	547	2,528	2,470
Addition to loan loss provisions	45	-21	-52	-13	19	-24	4	17	-41	15
Underlying result before tax	505	702	738	623	553	745	627	530	2,568	2,455
Taxation	123	167	186	150	141	185	155	134	626	615
Non-controlling interests	0	-0	-	-	-	-	-	-	-0	-
Underlying net result	382	534	552	474	412	560	472	396	1,942	1,839
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	382	534	552	474	412	560	472	396	1,942	1,839
Key figures¹⁾										
Cost/income ratio	51.9%	43.3%	42.7%	49.3%	52.5%	40.2%	46.6%	52.0%	46.8%	47.8%
Return on equity based on 12.0% common equity Tier 1 ²⁾	26.0%	34.9%	35.1%	30.1%	26.0%	34.5%	29.9%	25.4%	31.6%	29.0%
Risk costs in bps of average RWA	37	-16	-40	-10	14	-18	3	13	-8	3
Risk-weighted assets (end of period)	48,041	49,787	52,123	52,898	52,073	53,565	54,550	50,835	48,041	52,073
Employees (internal FTEs, end of period)	9,030	8,913	8,789	8,925	8,962	8,884	8,782	8,999	9,030	8,962
Four-quarter rolling average key figures										
Cost/income ratio	46.8%	46.9%	46.2%	47.2%	47.8%	n.a.	n.a.	n.a.		
Return on equity based on 12.0% common equity Tier 1 ²⁾										

¹⁾ Key figures based on underlying figures.

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

ING 1.5 Profit or loss: Wholesale Banking - reported

Profit or loss Wholesale Banking - reported										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	1,192	1,100	1,087	1,038	1,146	1,084	1,057	1,061	4,417	4,348
Capital charge on book equity	-142	-129	-121	-129	-131	-131	-135	-134	-520	-531
Interest benefit on total capital	1	3	21	25	17	15	18	28	50	78
Net interest income	1,051	974	987	935	1,031	967	941	955	3,947	3,895
Net fee and commission income	298	310	290	263	279	252	297	280	1,161	1,108
Investment income	-123	7	1	2	4	-0	4	5	-112	13
Realised gains and fair value changes on investments	-3	-4	8	22	0	-2	7	19	24	24
Total investment income	-126	3	10	24	5	-3	11	23	-89	36
Valuation result and net trading income	227	166	159	164	67	134	249	252	716	703
Other income	-14	28	17	15	23	31	91	35	46	180
Total other income	213	194	176	179	91	166	340	287	762	883
Total underlying income	1,436	1,481	1,462	1,402	1,406	1,382	1,588	1,545	5,781	5,922
Expenses excl. regulatory costs	663	643	658	603	670	625	668	608	2,567	2,569
Regulatory costs	123	10	9	116	112	13	7	91	258	222
Underlying operating expenses	786	654	667	719	781	638	675	698	2,826	2,792
Gross result	651	827	795	683	625	745	914	847	2,955	3,130
Addition to loan loss provisions	54	108	59	-20	68	46	135	35	200	284
Underlying result before tax	597	720	736	702	557	698	778	813	2,755	2,846
Taxation	135	177	200	169	202	241	208	230	681	881
Non-controlling interests	7	4	3	4	4	4	3	4	19	15
Underlying net result	455	539	532	529	351	454	566	579	2,055	1,950
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	455	539	532	529	351	454	566	579	2,055	1,950
Key figures¹⁾										
Cost/income ratio	54.7%	44.1%	45.6%	51.3%	55.6%	46.1%	42.5%	45.2%	48.9%	47.1%
Return on equity based on 12.0% common equity Tier 1 ²⁾	10.1%	11.8%	11.8%	11.9%	7.9%	10.3%	12.7%	12.7%	11.4%	10.9%
Risk costs in bps of average RWA	14	28	15	-5	18	12	36	9	13	19
Risk-weighted assets (end of period)	152,392	153,978	153,437	149,017	149,427	148,158	148,023	151,929	152,392	149,427
Employees (internal FTEs, end of period)	13,067	12,871	12,630	12,004	12,167	11,968	11,847	11,732	13,067	12,167
Value at Risk trading positions (average)	12.1	7.9	6.4	5.9	5.5	5.9	7.1	7.0		
Four-quarter rolling average key figures										
Cost/income ratio	48.9%	49.1%	49.6%	48.7%	47.1%	45.1%	45.0%	44.5%		
Return on equity based on 12.0% common equity Tier 1 ²⁾	11.4%	10.9%	10.5%	10.7%	10.9%	12.0%	12.1%	11.6%		

¹⁾ Key figures based on underlying figures.

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

ING 1.5 Profit or loss: Wholesale Banking - changes

Profit or loss Wholesale Banking - changes										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	-66	-65	-64	-63	-64	-65	-63	-61	-258	-252
Capital charge on book equity	-0	-0	-0	-0	-0	-0	-0	-0	-1	-2
Interest benefit on total capital	-0	-0	-0	-1	-1	-0	-0	-1	-1	-2
Net interest income	-67	-65	-65	-64	-65	-66	-63	-62	-261	-256
Net fee and commission income	-3	-2	-3	-2	-2	-2	-1	-1	-10	-6
Investment income	-	-	-	-	-	-	-	-	-	-
Realised gains and fair value changes on investments	0	-0	-	-	0	-0	-	-	-	-
Total investment income	-	-0	-	-	-	-0	-	-	-	-
Valuation result and net trading income	0	-0	0	-0	0	-0	0	-0	0	-
Other income	-0	-0	-0	-0	-0	-0	-0	1	-0	0
Total other income	-0	-0	-0	-0	-0	-0	-0	1	-0	0
Total underlying income	-69	-68	-68	-66	-67	-68	-65	-62	-271	-262
Expenses excl. regulatory costs	-12	-12	-11	-11	-13	-9	-11	-7	-46	-40
Regulatory costs	-4	-0	0	-5	-4	-1	-1	-3	-9	-8
Underlying operating expenses	-16	-13	-11	-15	-16	-10	-12	-10	-54	-48
Gross result	-53	-55	-57	-51	-51	-58	-53	-52	-216	-214
Addition to loan loss provisions	-4	-0	5	9	-14	3	8	0	10	-2
Underlying result before tax	-49	-55	-62	-61	-37	-60	-61	-53	-226	-212
Taxation	-10	-10	-16	-13	-8	-14	-15	-13	-48	-50
Non-controlling interests	-	-	-	-	-	-	-	-	-	-
Underlying net result	-39	-45	-46	-48	-29	-46	-47	-40	-178	-162
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	-39	-45	-46	-48	-29	-46	-47	-40	-178	-162
Key figures¹⁾										
Cost/income ratio	1.6%	1.2%	1.4%	1.4%	1.6%	1.6%	1.0%	1.2%	1.4%	1.3%
Return on equity based on 12.0% common equity Tier 1 ²⁾	-0.7%	-0.8%	-0.8%	-0.8%	-0.4%	-0.8%	-0.7%	-0.6%	-0.8%	-0.6%
Risk costs in bps of average RWA	-1	0	2	2	-3	1	3	0	1	0
Risk-weighted assets (end of period)	-2,278	-2,725	-3,292	-3,662	-3,838	-4,311	-3,869	-3,937	-2,278	-3,838
Employees (internal FTEs, end of period)	-168	-169	-160	-156	-151	-147	-145	-150	-168	-151
Value at Risk trading positions (average)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
Four-quarter rolling average key figures										
Cost/income ratio	1.4%	1.4%	1.5%	1.4%	1.3%	n.a.	n.a.	n.a.		
Return on equity based on 12.0% common equity Tier 1 ²⁾										

¹⁾ Key figures based on underlying figures.

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

ING 1.5 Profit or loss: Wholesale Banking - updated

Profit or loss Wholesale Banking - updated										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	1,126	1,035	1,022	976	1,082	1,019	995	1,000	4,159	4,096
Capital charge on book equity	-142	-129	-122	-129	-132	-132	-135	-134	-522	-533
Interest benefit on total capital	1	3	21	24	16	14	18	27	49	76
Net interest income	985	908	922	871	966	902	878	893	3,686	3,639
Net fee and commission income	295	308	287	261	277	250	295	279	1,152	1,102
Investment income	-123	7	1	2	4	-0	4	5	-112	13
Realised gains and fair value changes on investments	-3	-4	8	22	0	-2	7	19	24	24
Total investment income	-126	3	10	24	5	-3	11	23	-89	36
Valuation result and net trading income	227	166	159	164	67	134	249	252	716	703
Other income	-15	28	17	15	23	31	91	35	46	181
Total other income	212	194	176	179	91	165	339	288	761	883
Total underlying income	1,367	1,413	1,394	1,335	1,339	1,315	1,523	1,483	5,510	5,660
Expenses excl. regulatory costs	651	631	647	593	657	615	656	601	2,521	2,530
Regulatory costs	119	10	9	111	108	12	6	87	250	214
Underlying operating expenses	770	641	656	704	765	628	663	688	2,771	2,744
Gross result	597	772	738	632	574	687	861	795	2,739	2,916
Addition to loan loss provisions	50	107	63	-10	54	49	144	35	210	282
Underlying result before tax	547	665	675	642	519	638	717	760	2,529	2,634
Taxation	124	168	185	156	194	227	194	217	633	832
Non-controlling interests	7	4	3	4	4	4	3	4	19	15
Underlying net result	416	494	487	481	322	408	520	539	1,877	1,788
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	416	494	487	481	322	408	520	539	1,877	1,788
Key figures¹⁾										
Cost/income ratio	56.3%	45.4%	47.1%	52.7%	57.1%	47.7%	43.5%	46.4%	50.3%	48.5%
Return on equity based on 12.0% common equity Tier 1 ²⁾	9.4%	11.0%	11.1%	11.1%	7.5%	9.5%	11.9%	12.2%	10.6%	10.3%
Risk costs in bps of average RWA	13	28	17	-3	15	14	39	9	14	19
Risk-weighted assets (end of period)	150,114	151,253	150,145	145,356	145,589	143,847	144,154	147,992	150,114	145,589
Employees (internal FTEs, end of period)	12,899	12,702	12,470	11,848	12,016	11,821	11,702	11,582	12,899	12,016
Value at Risk trading positions (average)	12.1	7.9	6.4	5.9	5.5	5.9	7.1	7.0		
Four-quarter rolling average key figures										
Cost/income ratio	50.3%	50.5%	51.1%	50.1%	48.5%	n.a.	n.a.	n.a.		
Return on equity based on 12.0% common equity Tier 1 ²⁾										

¹⁾ Key figures based on underlying figures.

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

ING 1.6 Profit or loss: Wholesale Banking - Lending

Profit or loss Wholesale Banking - Lending										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	668	644	600	548	581	567	585	578	2,461	2,311
Capital charge on book equity	-0	-0	-0	-0	-0	-0	-0	-0	-1	-2
Interest benefit on total capital	0	2	12	14	9	8	10	16	29	44
Net interest income	668	646	612	562	590	575	595	594	2,489	2,354
Net fee and commission income	140	122	141	103	126	130	130	130	506	516
Investment income	1	-	0	0	4	0	-	-	1	4
Realised gains and fair value changes on investments	-0	-0	3	-3	0	-6	1	-4	0	-9
Total investment income	1	-0	3	-3	4	-6	1	-4	1	-5
Valuation result and net trading income	111	-6	-33	-26	-8	9	6	-1	45	6
Other income	-2	1	16	12	21	7	6	3	27	37
Total other income	109	-6	-17	-15	13	16	12	1	72	43
Total underlying income	918	763	738	648	734	714	738	722	3,067	2,908
Expenses excl. regulatory costs	216	196	218	197	195	183	190	181	826	749
Regulatory costs	49	0	-0	29	42	0	-0	20	79	62
Underlying operating expenses	265	197	217	226	237	183	190	201	905	811
Gross result	653	566	521	422	497	531	548	521	2,162	2,097
Addition to loan loss provisions	46	83	51	-23	18	32	65	16	156	132
Underlying result before tax	607	483	470	445	478	499	483	505	2,006	1,966
Taxation	173	81	123	118	158	161	125	123	495	567
Non-controlling interests	2	2	1	3	2	2	1	2	9	6
Underlying net result	432	400	345	324	318	336	358	381	1,503	1,393
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	432	400	345	324	318	336	358	381	1,503	1,393
Key figures¹⁾										
Cost/income ratio	28.9%	25.8%	29.5%	34.9%	32.3%	25.6%	25.7%	27.8%	29.5%	27.9%
Return on equity based on 12.0% common equity Tier 1 ²⁾										
Risk costs in bps of average RWA	19	35	23	-11	9	15	30	7	17	15
Risk-weighted assets (end of period)	95,716	96,509	94,348	86,064	86,722	84,534	84,538	86,987	95,716	86,722
Four-quarter rolling average key figures										
Cost/income ratio	29.5%	30.4%	30.5%	29.5%	27.9%	n.a.	n.a.	n.a.		
Return on equity based on 12.0% common equity Tier 1 ²⁾										

¹⁾ Key figures based on underlying figures.

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

ING 1.7 Profit or loss: Wholesale Banking - Daily Banking & Trade Finance

Profit or loss Wholesale Banking - Daily Banking & Trade Finance										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	202	183	182	170	175	171	165	157	737	668
Capital charge on book equity	-0	-0	-0	-0	-0	-0	-0	-0	-1	-2
Interest benefit on total capital	0	0	4	4	3	2	3	4	9	13
Net interest income	202	183	185	174	177	173	168	161	744	679
Net fee and commission income	132	136	137	130	121	107	128	122	536	478
Investment income	0	0	0	0	0	0	0	0	1	0
Realised gains and fair value changes on investments	-	-	-	-	-	-	-	-	-	-
Total investment income	0	0	0	0	0	0	0	0	1	0
Valuation result and net trading income	17	14	15	9	34	-14	18	-8	56	30
Other income	-1	-2	-1	-2	0	28	-6	19	-7	41
Total other income	16	12	14	7	34	14	12	11	50	71
Total underlying income	351	332	336	311	332	295	308	294	1,330	1,228
Expenses excl. regulatory costs	151	173	161	162	170	157	158	156	647	641
Regulatory costs	13	2	0	15	8	-0	1	12	31	21
Underlying operating expenses	165	175	161	178	179	157	159	167	678	662
Gross result	186	157	175	133	153	138	149	126	652	567
Addition to loan loss provisions	-4	23	6	-2	6	-13	43	-11	23	25
Underlying result before tax	190	134	169	135	147	151	106	138	629	542
Taxation	56	51	44	28	36	31	23	32	178	123
Non-controlling interests	4	0	2	2	1	1	2	2	8	7
Underlying net result	131	83	123	105	110	119	81	103	443	413
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	131	83	123	105	110	119	81	103	443	413
Key figures¹⁾										
Cost/income ratio	46.9%	52.7%	47.8%	57.1%	53.8%	53.2%	51.6%	57.0%	51.0%	53.9%
Return on equity based on 12.0% common equity Tier 1 ²⁾										
Risk costs in bps of average RWA	-6	35	9	-3	9	-21	70	-19	9	10
Risk-weighted assets (end of period)	25,251	25,677	25,973	25,540	26,142	24,830	24,793	24,134	25,251	26,142
Four-quarter rolling average key figures										
Cost/income ratio	51.0%	52.8%	52.9%	53.9%	53.9%	n.a.	n.a.	n.a.		
Return on equity based on 12.0% common equity Tier 1 ²⁾										

¹⁾ Key figures based on underlying figures.

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

ING 1.8 Profit or loss: Wholesale Banking - Financial Markets

Profit or loss Wholesale Banking - Financial Markets										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	114	32	76	102	169	104	62	83	323	417
Capital charge on book equity	-3	-2	-2	-2	-1	-1	-1	-1	-8	-5
Interest benefit on total capital	0	0	3	4	3	2	3	5	8	13
Net interest income	112	30	77	104	170	105	64	87	323	426
Net fee and commission income	17	42	6	18	12	10	21	16	82	60
Investment income	0	0	0	0	-	-	-	2	0	2
Realised gains and fair value changes on investments	0	-0	0	-0	-1	-0	-0	-0	-0	-1
Total investment income	0	-0	0	-0	-1	-0	-0	1	-0	1
Valuation result and net trading income	55	142	167	142	3	137	191	253	507	584
Other income	-8	-0	-9	-6	-14	-13	-19	-10	-23	-56
Total other income	48	142	158	136	-11	124	172	243	484	528
Total underlying income	176	213	241	258	171	239	257	347	888	1,014
Expenses excl. regulatory costs	205	211	211	209	226	211	207	213	836	857
Regulatory costs	47	1	-0	39	50	6	2	31	86	89
Underlying operating expenses	251	212	211	248	276	217	209	244	922	946
Gross result	-75	1	30	10	-105	22	48	103	-34	68
Addition to loan loss provisions	2	-1	1	0	-1	1	1	-0	3	0
Underlying result before tax	-78	2	30	10	-104	22	48	103	-36	68
Taxation	-21	-0	10	-0	-56	21	21	28	-11	14
Non-controlling interests	1	2	1	1	1	1	1	1	5	4
Underlying net result	-58	0	19	8	-49	-1	26	74	-31	50
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	-58	0	19	8	-49	-1	26	74	-31	50
Key figures¹⁾										
Cost/income ratio	142.8%	99.4%	87.4%	96.2%	161.6%	90.7%	81.2%	70.3%	103.8%	93.3%
Return on equity based on 12.0% common equity Tier 1 ²⁾										
Risk costs in bps of average RWA	5	-2	1	0	-1	1	1	-0	1	0
Risk-weighted assets (end of period)	19,696	19,786	19,998	24,325	22,910	24,630	24,349	25,933	19,696	22,910
Four-quarter rolling average key figures										
Cost/income ratio	103.8%	107.2%	104.7%	102.7%	93.3%	n.a.	n.a.	n.a.		
Return on equity based on 12.0% common equity Tier 1 ²⁾										

¹⁾ Key figures based on underlying figures.

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

ING 1.9 Profit or loss: Wholesale Banking - Treasury & Other

Profit or loss Wholesale Banking - Treasury & Other										
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
Balance sheet related interest	142	175	165	156	158	178	182	182	638	699
Capital charge on book equity	-139	-126	-119	-127	-130	-130	-133	-132	-511	-525
Interest benefit on total capital	0	0	1	2	1	1	1	2	3	5
Net interest income	3	49	48	31	29	49	50	52	130	180
Net fee and commission income	7	8	4	10	18	2	17	11	28	48
Investment income	-124	7	1	2	1	-0	4	3	-114	7
Realised gains and fair value changes on investments	-3	-4	5	25	1	4	6	23	24	33
Total investment income	-126	3	7	27	1	4	10	26	-90	41
Valuation result and net trading income	43	16	9	39	38	2	34	9	108	83
Other income	-4	29	11	11	16	9	109	24	48	158
Total other income	39	46	21	51	54	11	143	33	156	241
Total underlying income	-77	105	79	118	102	66	220	121	225	509
Expenses excl. regulatory costs	79	50	58	24	65	64	102	52	212	283
Regulatory costs	10	7	9	28	8	6	4	25	54	43
Underlying operating expenses	90	57	67	52	73	71	106	76	266	326
Gross result	-167	48	11	66	29	-4	115	44	-41	184
Addition to loan loss provisions	6	3	6	15	31	29	35	31	29	126
Underlying result before tax	-173	45	6	52	-2	-33	79	14	-70	58
Taxation	-83	36	7	11	55	13	25	34	-30	128
Non-controlling interests	-0	-1	-0	-2	-0	-1	0	-1	-3	-2
Underlying net result	-89	10	-1	43	-57	-46	54	-19	-37	-68
Special items after tax	-	-	-	-	-	-	-	-	-	-
Net result	-89	10	-1	43	-57	-46	54	-19	-37	-68
Key figures¹⁾										
Cost/income ratio	n.a.	54.2%	85.5%	43.9%	71.8%	106.6%	48.0%	63.2%	118.1%	64.0%
Return on equity based on 12.0% common equity Tier 1 ²⁾										
Risk costs in bps of average RWA	25	12	24	61	125	114	132	112	31	121
Risk-weighted assets (end of period)	9,450	9,281	9,827	9,426	9,814	9,853	10,473	10,939	9,450	9,814
Four-quarter rolling average key figures										
Cost/income ratio	118.1%	61.7%	72.0%	59.5%	64.0%	n.a.	n.a.	n.a.		
Return on equity based on 12.0% common equity Tier 1 ²⁾										

¹⁾ Key figures based on underlying figures.

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

ING 2.1 Customer lending/deposits: Retail Banking - reported

Customer lending/deposits Retail Banking - reported				
In € billion	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages				
Beginning of period	284.1	280.8	277.4	277.7
Net production	3.1	4.0	3.2	1.5
Bank Treasury				
Acquisitions / divestments				-0.2
FX impact and other	-0.4	-0.7	0.2	-1.5
End of period	286.8	284.1	280.8	277.4
Other customer lending				
Beginning of period	125.9	123.3	121.8	118.8
Net production	1.2	-0.2	4.5	3.4
Bank Treasury	-6.5	4.1	-2.1	0.3
Acquisitions / divestments				
FX impact and other	1.1	-1.3	-0.9	-0.7
End of period	121.6	125.9	123.3	121.8
Customer deposits				
Beginning of period	485.8	490.2	479.3	474.9
Net production	9.2	1.2	7.8	1.8
Bank Treasury	-2.6	-4.5	4.1	4.2
Acquisitions / divestments				
FX impact and other	0.3	-1.1	-1.0	-1.6
End of period	492.7	485.8	490.2	479.3

ING 2.1 Customer lending/deposits: Retail Banking - changes

Customer lending/deposits Retail Banking - changes				
In € billion	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages				
Beginning of period	0.0	0.0	0.0	0.0
Net production	-	-	-	-
Treasury				
Acquisitions / divestments				-
FX impact and other	-	-	-	-
End of period	0.0	0.0	0.0	0.0
Other customer lending				
Beginning of period	11.7	11.7	11.8	11.7
Net production	-0.4	0.0	-0.1	0.1
Treasury	-	-	-	-
Acquisitions / divestments	-	-	-	-
FX impact and other	-	-	-	-
End of period	11.3	11.7	11.7	11.8
Customer deposits				
Beginning of period	0.0	0.0	0.0	0.0
Net production	-	-	-	-
Treasury	-	-	-	-
Acquisitions / divestments				
FX impact and other	-	-	-	-
End of period	0.0	0.0	0.0	0.0

ING 2.1 Customer lending/deposits: Retail Banking - updated

Customer lending/deposits Retail Banking - updated				
In € billion	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages				
Beginning of period	284.1	280.8	277.4	277.7
Net production	3.1	4.0	3.2	1.5
Treasury				
Acquisitions / divestments				-0.2
FX impact and other	-0.4	-0.7	0.2	-1.5
End of period	286.8	284.1	280.8	277.4
Other customer lending				
Beginning of period	137.6	135.0	133.6	130.5
Net production	0.8	-0.2	4.5	3.5
Treasury	-6.5	4.1	-2.1	0.3
Acquisitions / divestments				
FX impact and other	1.1	-1.3	-0.9	-0.7
End of period	132.9	137.6	135.0	133.6
Customer deposits				
Beginning of period	485.8	490.2	479.3	474.9
Net production	9.2	1.2	7.8	1.8
Treasury	-2.6	-4.5	4.1	4.2
Acquisitions / divestments				
FX impact and other	0.3	-1.1	-1.0	-1.6
End of period	492.7	485.8	490.2	479.3

ING 2.2 Customer lending/deposits: Retail Banking Netherlands - reported

Customer lending/deposits Retail Banking Netherlands - reported				
In € billion	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages				
Beginning of period	111.3	110.9	111.1	111.8
Net production	-0.0	0.4	-0.2	-0.6
Bank Treasury				
Acquisitions / divestments				
FX impact and other	0.1	-0.1	0.0	-0.1
End of period	111.4	111.3	110.9	111.1
Other customer lending				
Beginning of period	40.3	34.8	35.7	35.3
Net production	0.1	0.1	0.2	0.6
Bank Treasury	-5.7	5.3	-1.1	-0.3
Acquisitions / divestments				
FX impact and other				
End of period	34.7	40.3	34.8	35.7
Customer deposits				
Beginning of period	145.4	147.4	142.7	139.3
Net production	0.3	-0.3	4.2	-0.8
Bank Treasury	-1.9	-1.7	0.5	4.1
Acquisitions / divestments				
FX impact and other				
End of period	143.8	145.4	147.4	142.7

ING 2.2 Customer lending/deposits: Retail Banking Netherlands - changes

Customer lending/deposits Retail Banking Netherlands - changes				
In € billion	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages				
Beginning of period	0.0	0.0	0.0	0.0
Net production	-	-	-	-
Treasury				
Acquisitions / divestments				
FX impact and other	-	-	-	-
End of period	0.0	0.0	0.0	0.0
Other customer lending				
Beginning of period	11.7	11.7	11.8	11.7
Net production	-0.4	0.0	-0.1	0.1
Treasury	-	-	-	-
Acquisitions / divestments				
FX impact and other				
End of period	11.3	11.7	11.7	11.8
Customer deposits				
Beginning of period	0.0	0.0	0.0	0.0
Net production	-	-	-	-
Treasury	-	-	-	-
Acquisitions / divestments				
FX impact and other				
End of period	0.0	0.0	0.0	0.0

ING 2.2 Customer lending/deposits: Retail Banking Netherlands - updated

Customer lending/deposits Retail Banking Netherlands - update				
In € billion	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages				
Beginning of period	111.3	110.9	111.1	111.8
Net production	-0.0	0.4	-0.2	-0.6
Treasury				
Acquisitions / divestments				
FX impact and other	0.1	-0.1	0.0	-0.1
End of period	111.4	111.3	110.9	111.1
Other customer lending				
Beginning of period	52.0	46.5	47.5	47.0
Net production	-0.3	0.1	0.1	0.7
Treasury	-5.7	5.3	-1.1	-0.3
Acquisitions / divestments				
FX impact and other				
End of period	46.0	52.0	46.5	47.5
Customer deposits				
Beginning of period	145.4	147.4	142.7	139.3
Net production	0.3	-0.3	4.2	-0.8
Treasury	-1.9	-1.7	0.5	4.1
Acquisitions / divestments				
FX impact and other				
End of period	143.8	145.4	147.4	142.7

ING 2.3 Customer lending/deposits: Wholesale Banking - reported

Customer lending/deposits Wholesale Banking - reported				
In € billion	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages				
Beginning of period	0.8	0.8	0.8	0.9
Net production	0.0	0.0	-0.0	0.1
Bank Treasury				
Acquisitions / divestments				
FX impact and other	0.1	-0.1	0.0	-0.1
End of period	0.9	0.8	0.8	0.8
Other customer lending				
Beginning of period	192.6	187.0	177.8	173.0
Net production	-1.6	2.6	6.0	7.0
Bank Treasury	-3.1	2.6	-0.7	-0.1
Acquisitions / divestments	-1.7			
FX impact and other	0.8	0.3	4.0	-2.0
End of period	187.0	192.6	187.0	177.8
Customer deposits				
Beginning of period	66.2	66.5	67.7	65.1
Net production	-1.6	2.2	-2.0	0.6
Bank Treasury	-1.6	-2.4	0.8	2.1
Acquisitions / divestments				
FX impact and other	0.1	-0.1	-0.1	-0.2
End of period	63.1	66.2	66.5	67.7

ING 2.3 Customer lending/deposits: Wholesale Banking - changes

Customer lending/deposits Wholesale Banking - changes				
In € billion	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages				
Beginning of period	0.0	0.0	0.0	0.0
Net production	-	-	-	-
Treasury	-	-	-	-
Acquisitions / divestments	-	-	-	-
FX impact and other	-	-	-	-
End of period	0.0	0.0	0.0	0.0
Other customer lending				
Beginning of period	-11.7	-11.7	-11.8	-11.7
Net production	0.4	-0.0	0.1	-0.1
Treasury	-	-	-	-
Acquisitions / divestments	-	-	-	-
FX impact and other	-	-	-	-
End of period	-11.3	-11.7	-11.7	-11.8
Customer deposits				
Beginning of period	0.0	0.0	0.0	0.0
Net production	-	-	-	-
Treasury	-	-	-	-
Acquisitions / divestments	-	-	-	-
FX impact and other	-	-	-	-
End of period	0.0	0.0	0.0	0.0

ING 2.3 Customer lending/deposits: Wholesale Banking - updated

Customer lending/deposits Wholesale Banking - updated				
In € billion	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages				
Beginning of period	0.8	0.8	0.8	0.9
Net production	0.0	0.0	-0.0	0.1
Treasury				
Acquisitions / divestments				
FX impact and other	0.1	-0.1	0.0	-0.1
End of period	0.9	0.8	0.8	0.8
Other customer lending				
Beginning of period	180.9	175.3	166.0	161.3
Net production	-1.2	2.6	6.1	6.9
Treasury	-3.1	2.6	-0.7	-0.1
Acquisitions / divestments	-1.7			
FX impact and other	0.8	0.3	4.0	-2.0
End of period	175.7	180.9	175.3	166.0
Customer deposits				
Beginning of period	66.2	66.5	67.7	65.1
Net production	-1.6	2.2	-2.0	0.6
Treasury	-1.6	-2.4	0.8	2.1
Acquisitions / divestments				
FX impact and other	0.1	-0.1	-0.1	-0.2
End of period	63.1	66.2	66.5	67.7

ING 2.4 Customer lending/deposits: Wholesale Banking - Lending

Customer lending/deposits Wholesale Banking - Lending				
In € billion	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages				
Beginning of period	0.0	0.0	0.0	0.0
Net production				
Treasury				
Acquisitions / divestments				
FX impact and other				
End of period	0.0	0.0	0.0	0.0
Other customer lending				
Beginning of period	136.3	130.4	122.4	119.4
Net production	1.7	5.7	5.3	4.4
Treasury				
Acquisitions / divestments				
FX impact and other	0.6	0.2	2.8	-1.5
End of period	138.6	136.3	130.4	122.4
Customer deposits				
Beginning of period	0.4	0.5	0.6	0.6
Net production	0.1	-0.1	-0.1	-0.0
Treasury				
Acquisitions / divestments				
FX impact and other	0.0	-0.0	0.0	0.0
End of period	0.6	0.4	0.5	0.6

ING 2.5 Customer lending/deposits: WB - Daily Banking & Trade Finance

Customer lending/deposits Wholesale Banking - Daily Banking & Trade Finance				
In € billion	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages				
Beginning of period	0.0	0.0	0.0	0.0
Net production				
Treasury				
Acquisitions / divestments				
FX impact and other				
End of period	0.0	0.0	0.0	0.0
Other customer lending				
Beginning of period	33.9	36.5	33.8	32.7
Net production	-3.3	-2.8	1.6	1.7
Treasury				
Acquisitions / divestments				
FX impact and other	0.2	0.1	1.2	-0.6
End of period	30.9	33.9	36.5	33.8
Customer deposits				
Beginning of period	52.3	50.7	52.3	51.6
Net production	-1.0	1.6	-1.5	0.8
Treasury				
Acquisitions / divestments				
FX impact and other	0.1	-0.0	-0.1	-0.1
End of period	51.4	52.3	50.7	52.3

ING 2.6 Customer lending/deposits: Wholesale Banking - Financial Markets

Customer lending/deposits Wholesale Banking - Financial Markets				
In € billion	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages				
Beginning of period	0.0	0.0	0.0	0.0
Net production				
Treasury				
Acquisitions / divestments				
FX impact and other				
End of period	0.0	0.0	0.0	0.0
Other customer lending				
Beginning of period	1.4	1.3	1.8	0.9
Net production	0.1	0.0	-0.5	0.9
Treasury				
Acquisitions / divestments				
FX impact and other	0.0	-	-	-
End of period	1.5	1.4	1.3	1.8
Customer deposits				
Beginning of period	5.0	4.3	4.7	5.0
Net production	-0.8	0.7	-0.4	-0.2
Treasury				
Acquisitions / divestments				
FX impact and other	0.0	-0.0	0.1	-0.1
End of period	4.3	5.0	4.3	4.7

ING 2.7 Customer lending/deposits: Wholesale Banking - Treasury & Other

Customer lending/deposits Wholesale Banking - Treasury & Other				
In € billion	4Q2018	3Q2018	2Q2018	1Q2018
Residential mortgages				
Beginning of period	0.8	0.8	0.8	0.9
Net production	0.0	0.0	-0.0	0.1
Treasury				
Acquisitions / divestments				
FX impact and other	0.1	-0.1	0.0	-0.1
End of period	0.9	0.8	0.8	0.8
Other customer lending				
Beginning of period	9.3	7.1	8.1	8.4
Net production	0.2	-0.4	-0.2	-0.2
Treasury	-3.1	2.6	-0.7	-0.1
Acquisitions / divestments	-1.7			
FX impact and other	0.0	-0.0	-0.0	-0.0
End of period	4.7	9.3	7.1	8.1
Customer deposits				
Beginning of period	8.4	10.9	10.1	8.0
Net production	0.0	-0.0	0.0	-0.0
Treasury	-1.6	-2.4	0.8	2.1
Acquisitions / divestments				
FX impact and other	-0.0	-0.0	-0.0	-0.0
End of period	6.9	8.4	10.9	10.1

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 2018 ING Group consolidated annual accounts. All figures in this document are unaudited. Small differences are possible in the tables due to rounding.

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