ING Credit Update 1Q2020

ING Investor Relations

8 May 2020

do your thing

Key points

- In line with our purpose, we take actions to support our customers, employees and society in coping with the impact of the Covid-19 pandemic. In many countries we are working with governments to provide our retail and wholesale banking customers with the necessary financial flexibility, while ensuring we continue to play the vital role banks have in society, providing key banking services throughout our network
- The strength of our digital business model is proven, with stable NII, accelerating fees, cost control and absorbing the new Definition of Default impact on capital
- Net core lending growth was €12.3 bln, primarily in Wholesale Banking, which was up by €9.4 bln
- Pre-provision results were solid, supported by disciplined pricing, higher fee income and cost control. This was partly countered by margin pressure on customer deposits and negative marked-to-market results reflecting Covid-19 related market volatility at the end of March
- Risk costs increased, driven by €247 mln of collective Stage 2 provisioning, reflecting the potential macro-economic impact of the Covid-19 pandemic and low oil prices
- 1Q2020 CET1 ratio was 14.0%, with capital negatively impacted by market volatility at the end of March (~40 bps) and having fully absorbed €9.9 bln of RWA impact related to the new Definition of Default
- The Covid-19 pandemic will have further impact in the coming quarters. The level of impact will depend on several factors including how long lockdown measures will remain in place, how effective government support schemes to mitigate the economic impact will be and how quickly the global economy will recover
- We are in a good position to face a change in the cycle with a robust capital position, a strong funding structure and a very low Stage 3 ratio

Our priority is to support employees, customers and society to deal with the impact of the Covid-19 pandemic

Our employees

- Smooth transition to working from home (WFH), which now applies to around 80% of our employees
- Providing tools and guidance to enable WFH and support employees with WFH challenges
- Adjusted opening hours of our branches and precautionary measures to ensure employees can work safely

Our private customers

- Part of our branch network remains open to support customers to make the move to digital banking
- In all countries measures are taken to support private customers impacted by the Covid-19 pandemic with extensions of loan repayments
- Supporting safe payment behavior by Increasing the limit for contactless payments

Our business customers

- Pro-actively contacting our business customers to discuss the potential impact
- Extensions of loan repayments for SME customers
- Providing credit facilities under government guarantee schemes
- Tailored solutions for larger corporate clients

Our society

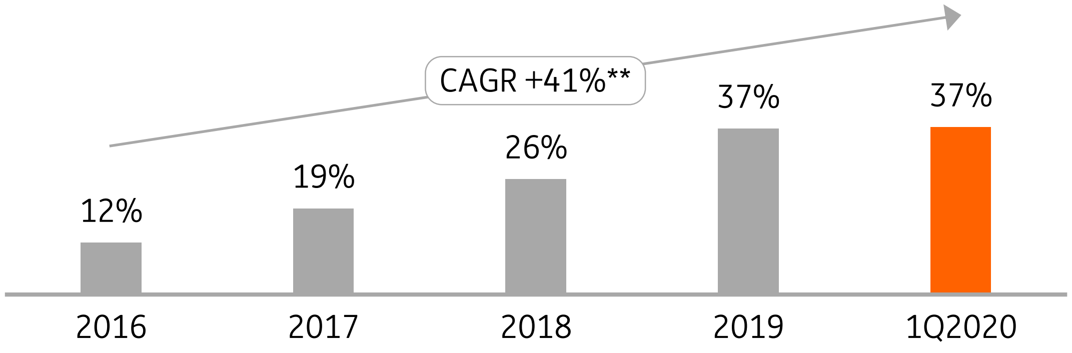
- Matching employee donations to charities
- Working with Unicef to raise funds for medical equipment
- Donating laptops to enable home schooling
- Offering building space to be used as a temporary hospital

Support provided year-to-date

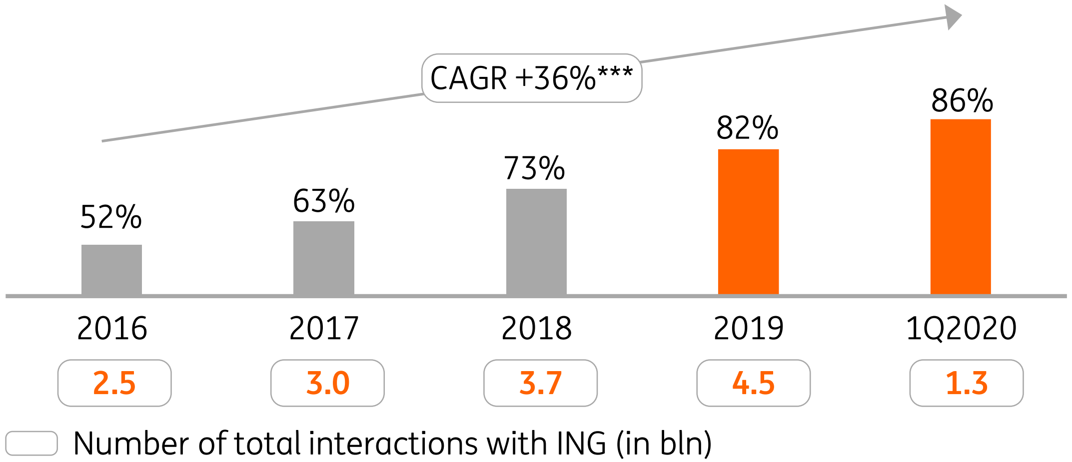
- 100,000 payment holidays for customers granted
- €5.6 bln liquidity provided under credit facilities for large corporate clients

Our digital and agile capabilities enabled uninterrupted customer service

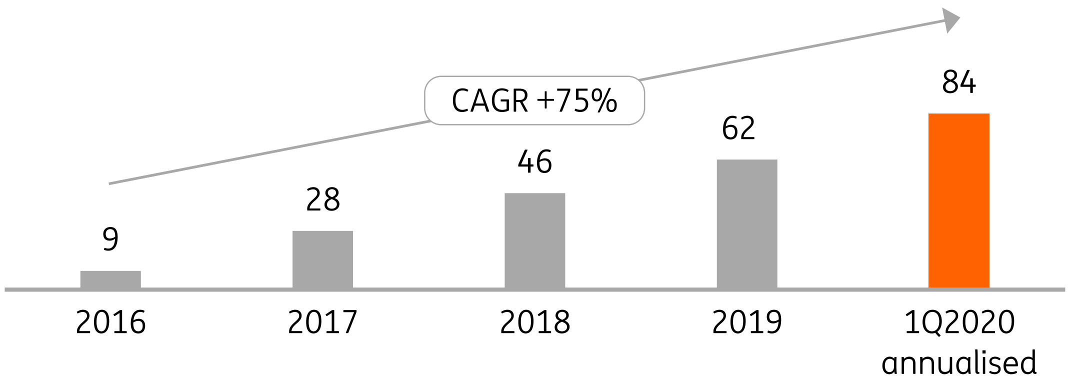
% of mobile-only active customers who contact us*



% mobile in interactions with ING



Annual mobile non-deposit sales per 1,000 active customers



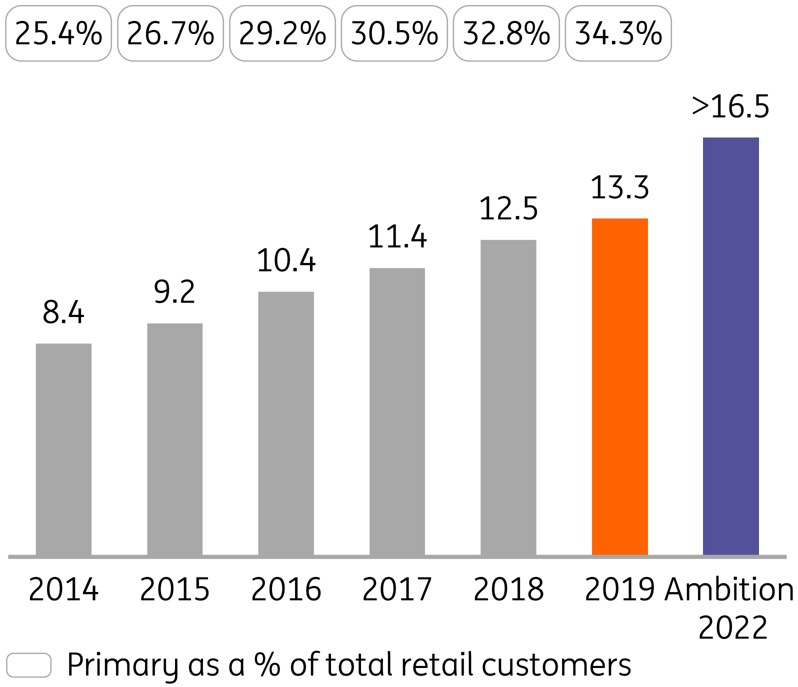
Proofpoints

- Strong growth of mobile sales
- 170,000 new Investment accounts opened in March and April
- Over 100,000 customer requests related to payment holidays and government guarantee schemes processed and approved

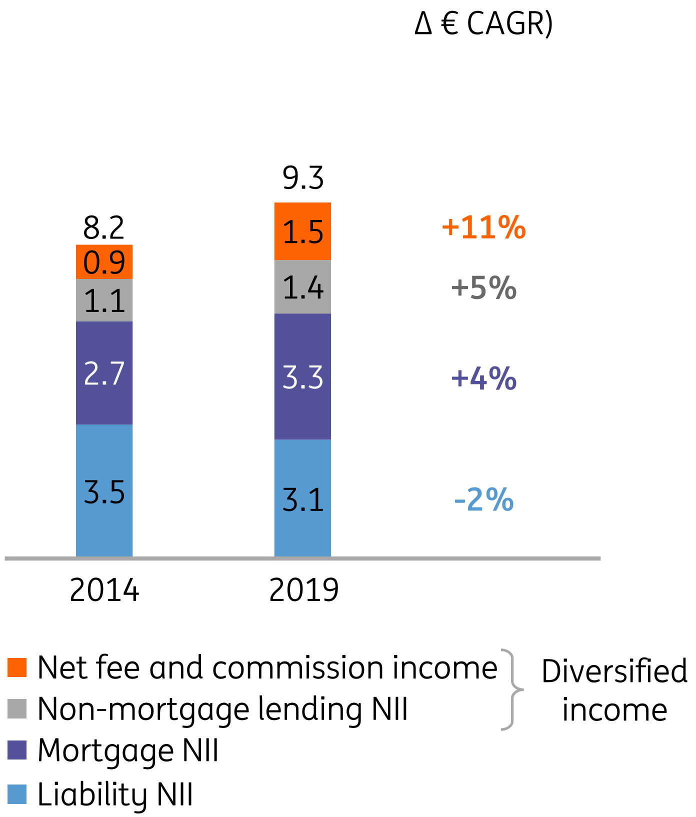
* Definition: Retail customers who used the channel at least once in the last quarter
** CAGR for number of mobile-only customers among active customers who contact us; for 1Q2020 based on an annualised number of interactions
*** CAGR for number of mobile interactions with ING

We have built a resilient bank through our focus on primary customers and income diversification

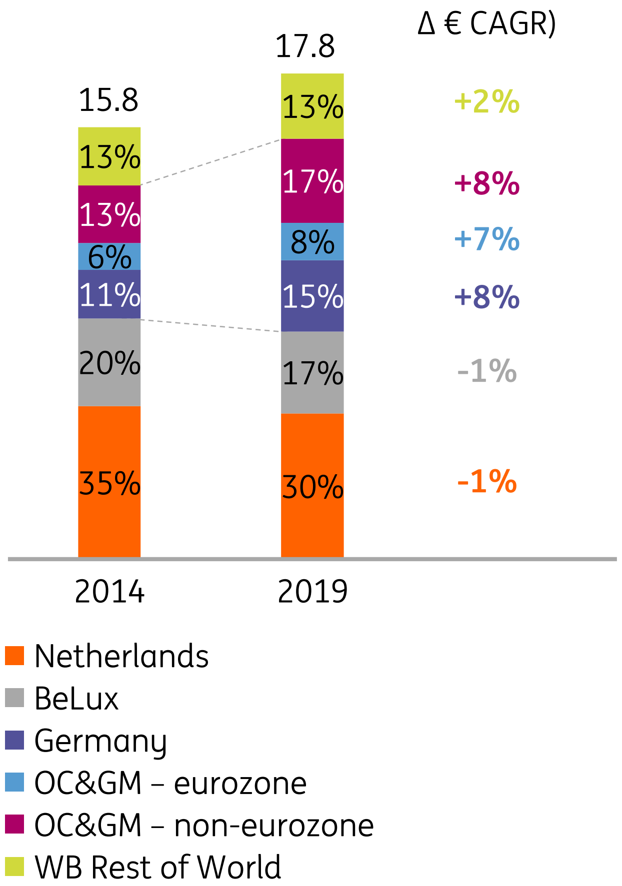
Our primary customer base



Retail income* increasingly diversified across products



Total income** geographically more diversified, with growth in C&GM

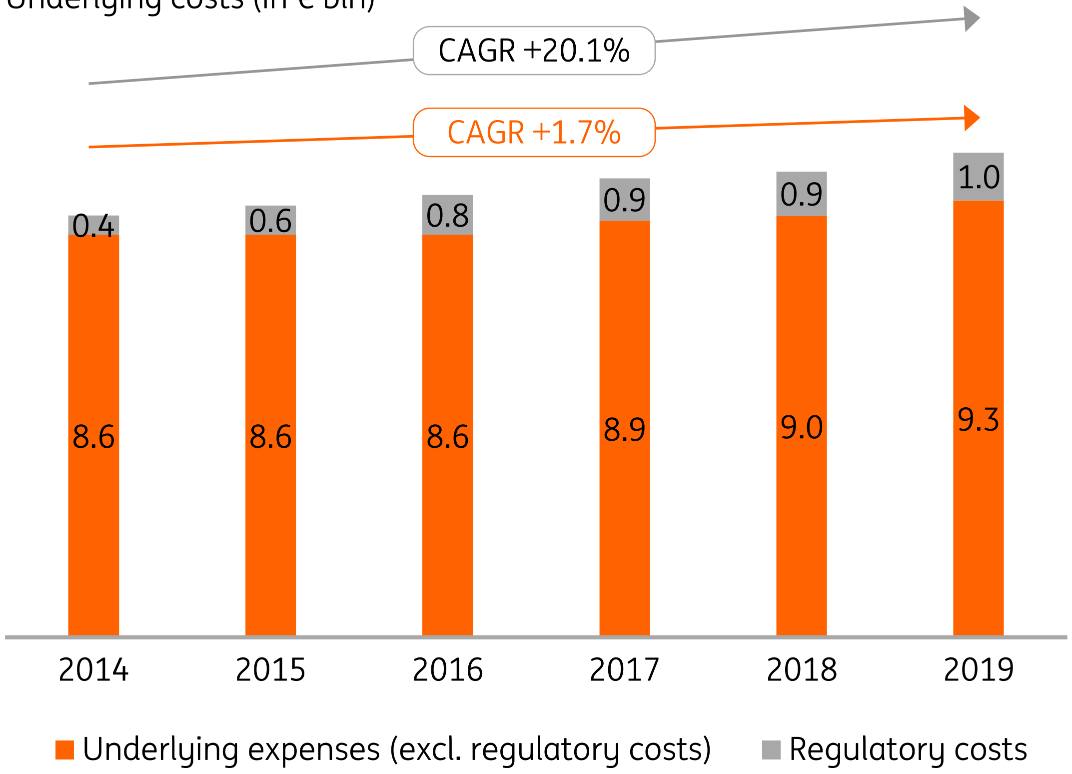


Note: ING financials are based on reported underlying results; as per 1Q2020, key figures are based on IFRS results as adopted by the European Union (IFRS-EU)
* Excluding SME/mid-corporates, Asian bank stakes and Bank Treasury
** Excluding Corporate Line and the Real Estate run-off portfolio; % in 2014 adds up to 98% due to rounding

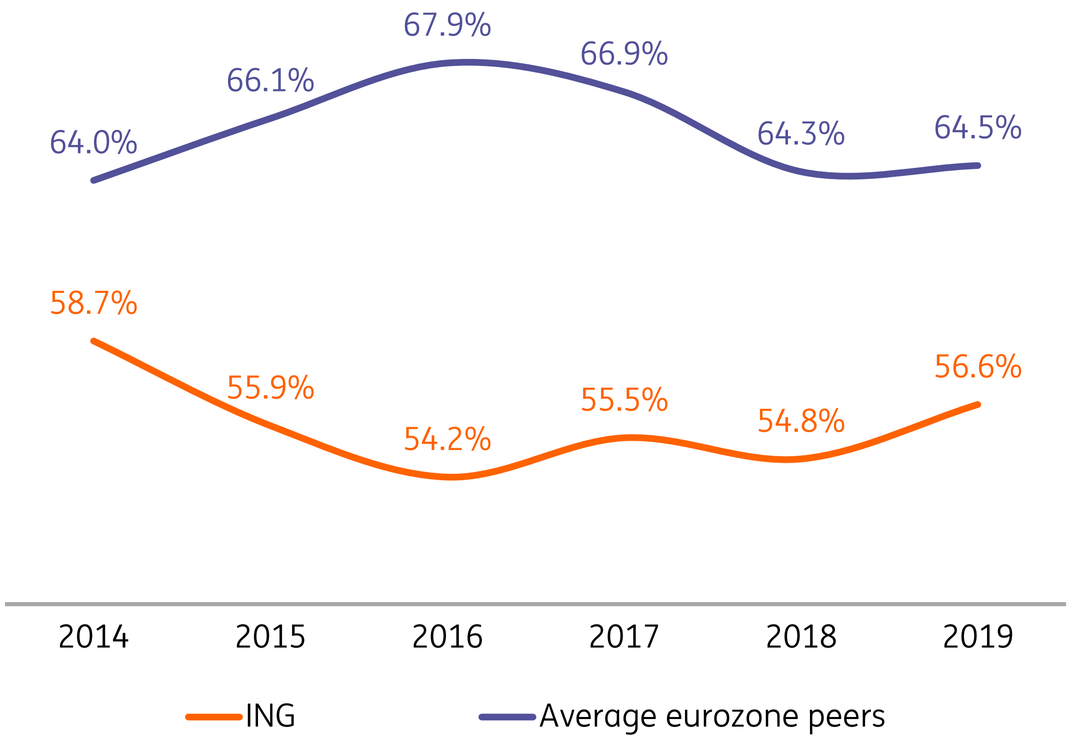
We have maintained cost discipline, while managing KYC-related expenses, regulatory costs and ATF investments

We managed our underlying costs

Underlying costs (in € bln)



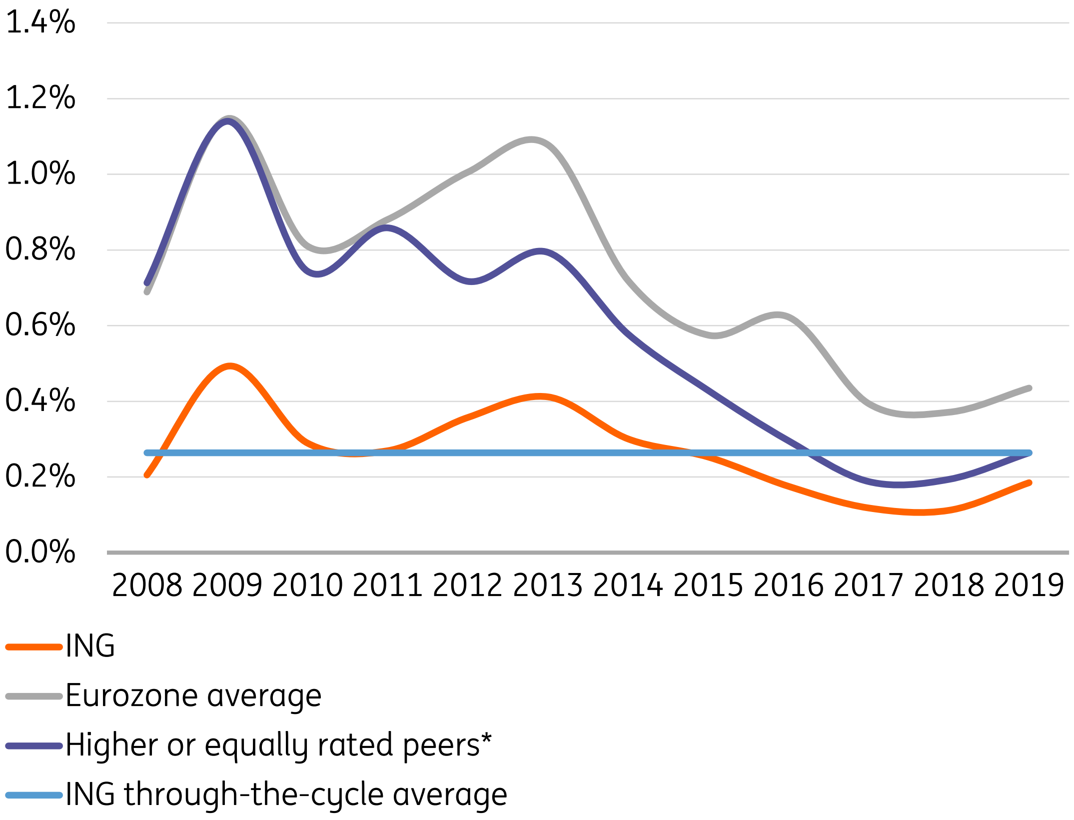
Leading to a best-in-class cost/income ratio in the eurozone



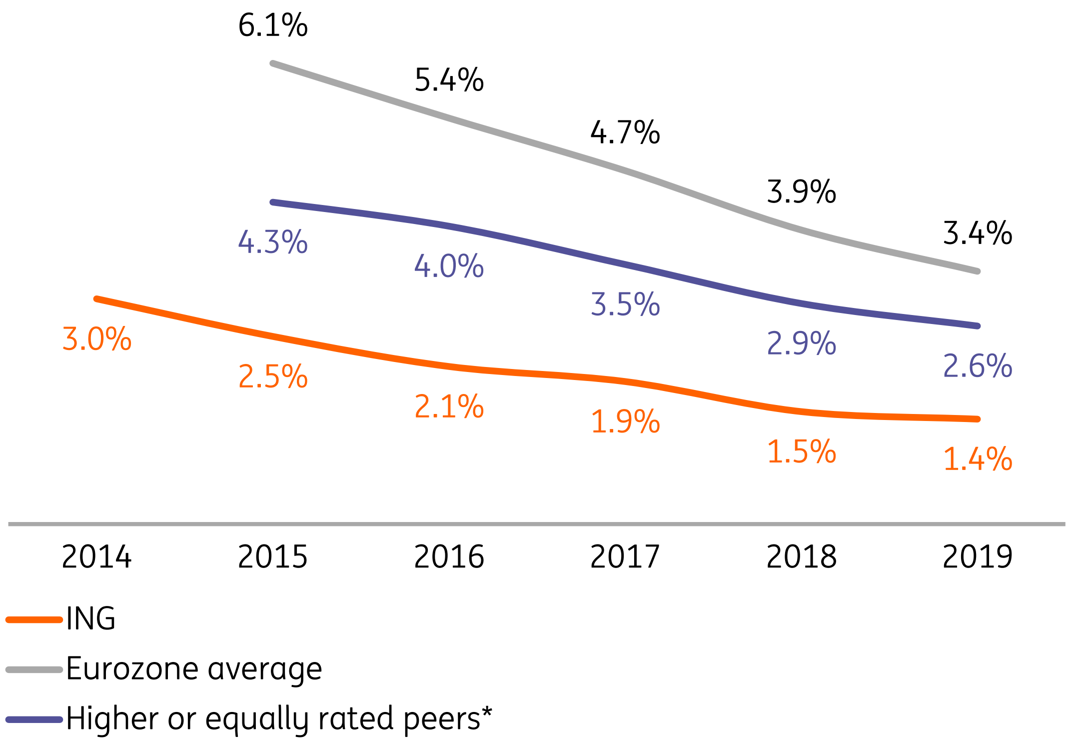
Note: ING financials are based on reported underlying results; as per 1Q2020, key figures are based on IFRS results as adopted by the European Union (IFRS-EU)

Low risk costs compared to eurozone peers and a low Stage 3 ratio

Risk costs / average customer lending (in %)



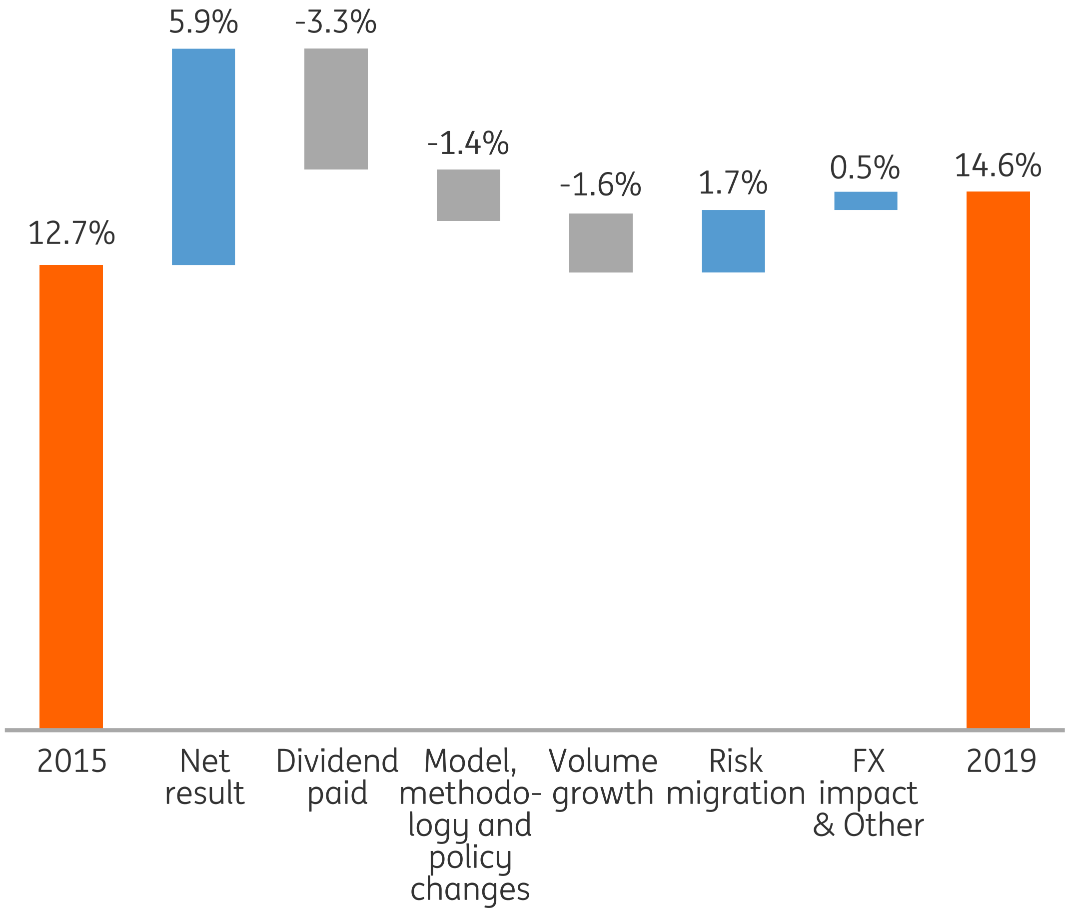
Stage 3 ratio**



Source: Bloomberg 7 February 2020, Annual disclosures
* Higher or equally rated peers by one or more of the main 3 credit rating agencies
** NPL-ratio for the period 2014-2016, Stage 3 ratio from 2017 on; comparable average for 2014 not available as several peers did not report NPL-ratio for 2014

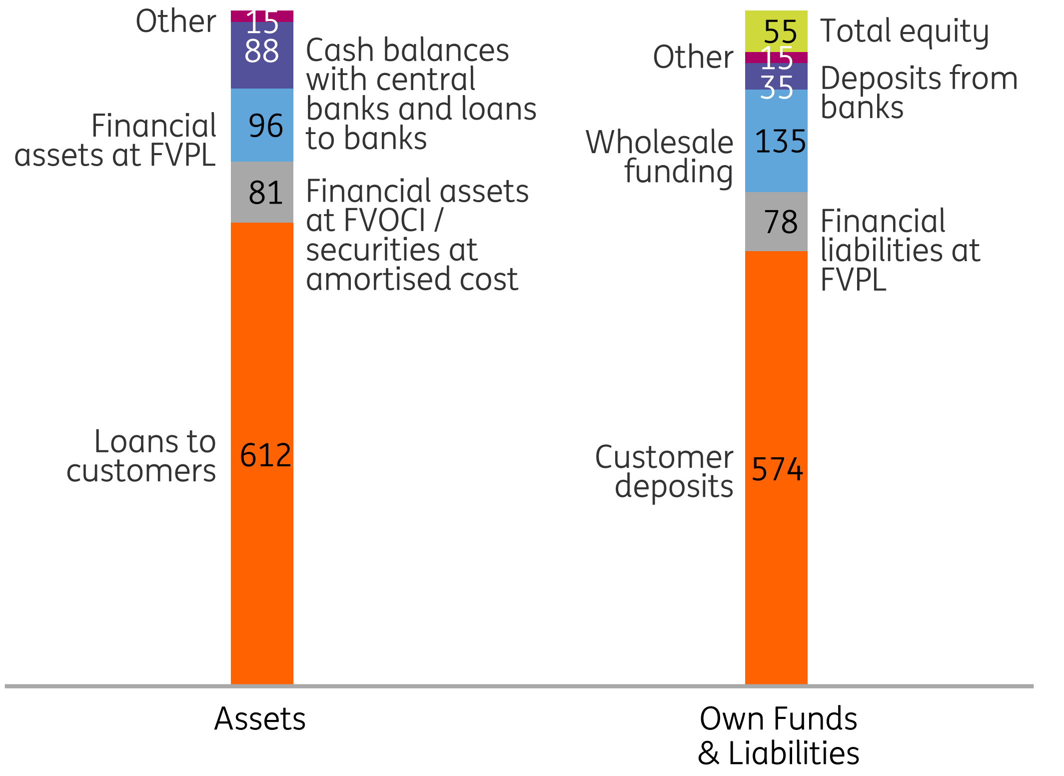
We have a robust capital position with a strong funding structure

Capital development since 2015



Balance sheet ING Group (in € bln)

Balance sheet size ING Group 31 December 2019: €892 bln



Business profile and strategy

Think Forward has been accelerated through structural changes

Think Forward strategy on a page

Purpose ▶ Empowering people to stay a step ahead in life and in business.

Customer Promise ▶ Clear and Easy | Anytime, Anywhere | Empower | Keep Getting Better

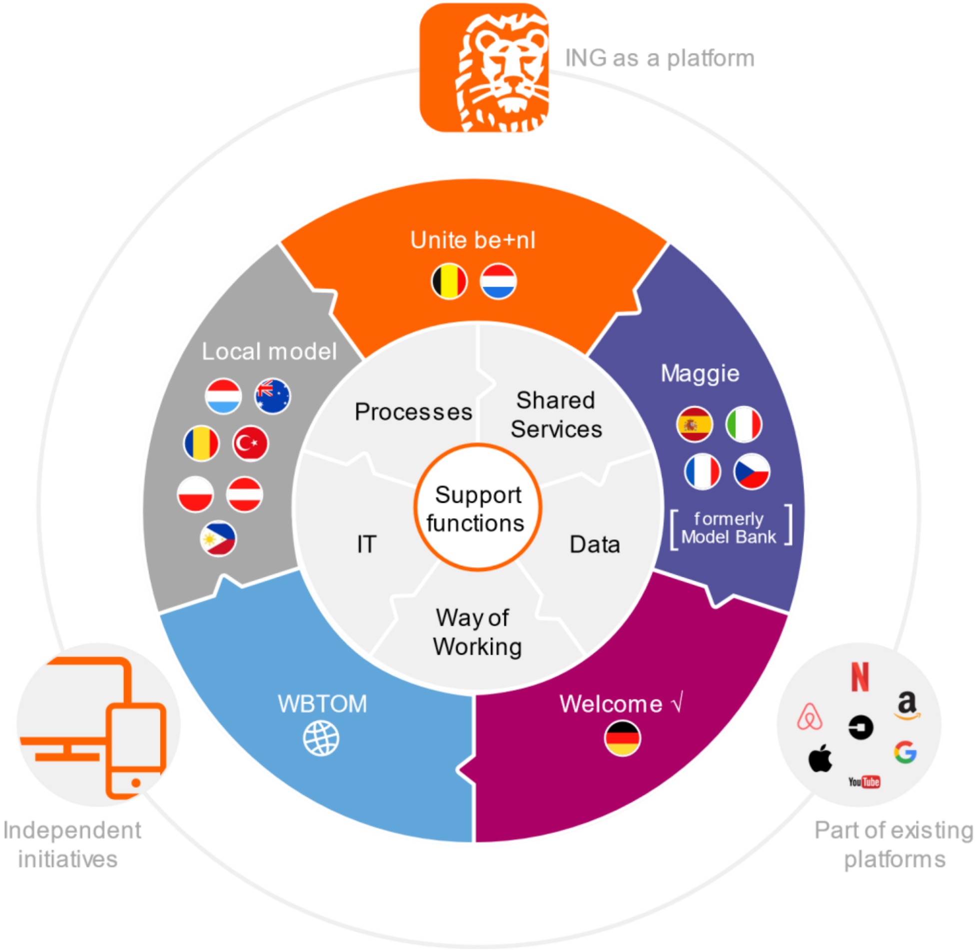
Strategic Priorities ▶

Creating a differentiating customer experience

1. Earn the primary relationship
2. Develop analytics skills to understand our customers better
3. Increase the pace of innovation to serve changing customer needs
4. Think beyond traditional banking to develop new services and business models

Enablers ▶ Simplify & Streamline | Operational Excellence | Performance Culture | Lending Capabilities

Transformation and platform programmes

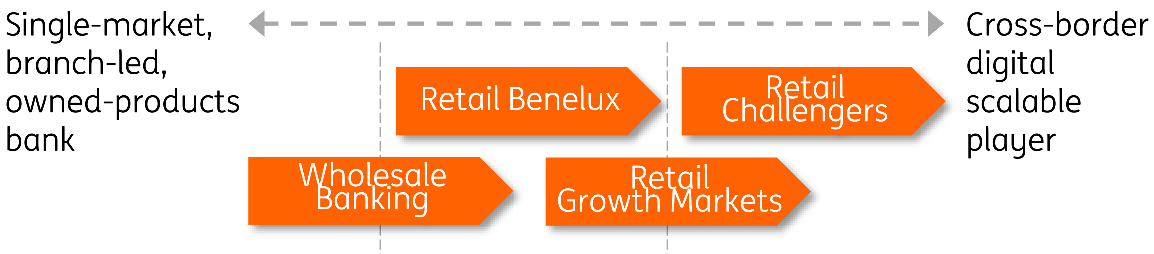


* Formely Model Bank

We are transforming into a dynamic digital player

	Classic bank	Dynamic digital player
Customers	• Mature, established	• Explorers, change-oriented
Products	• Owned	• Open architecture where relevant
Strategy	• Defensive, cost efficiency-focused	• Offensive, differentiation-focused
Time-to-volume	• Long	• Short
Footprint	• Regional	• Global
Resources	• Branches • Relationship managers • Tailored, country-specific, legacy systems	• Mobile/digital applications • Customer service teams • Modular, scalable, cutting-edge systems
Funding source	• Depositors	• Diversified, incl. directly from third parties
Fee model	• Multiple (high) fees (under threat)	• Relationship contribution fee
Cost drivers	• Personnel, loan loss provisions	• IT infrastructure

Where do we stand in such transition?



Digital DNA and experience creating cross-border scalability are advantages

20+ years of experience as **direct banking pioneer**

1st bank to implement **agile** way of working

200+ **fintechs** we founded, partnered with and invested in

<9 months to launch **mobile-only** bank in the **Philippines**

Cross-border scalability: reduction of **~600** branches and **~2,000** FTEs uniting BE & NL

Well-diversified business mix with many profitable growth drivers

Retail Banking
- Focus on earning the primary relationship
- We use technology to offer a differentiating experience to our customers
- Distribution increasingly through mobile devices which requires simple product offering

Market Leaders
Netherlands, Belgium / Luxembourg

Challengers
Australia, Czech Republic, France, Germany / Austria, Italy, Spain

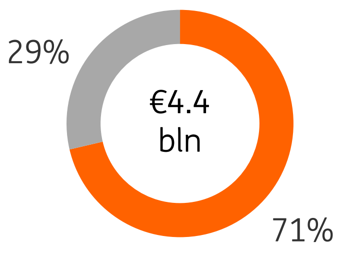
Growth Markets
Philippines, Poland, Romania, Turkey, Asian bank stakes

Wholesale Banking International Network

Wholesale Banking
- Our business model is similar throughout our global WB franchise of more than 40 countries
- With a sector and client-driven strategy, our global franchises serve corporates, multinational corporations, financial institutions, governments and supranational bodies

Total income*

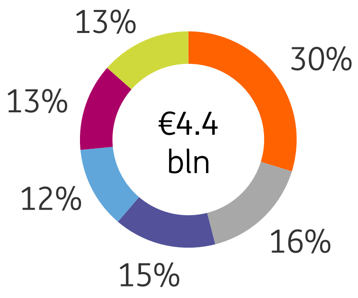
1Q2020



Retail Banking
Wholesale Banking

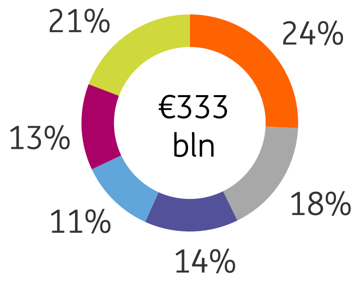
Total income*

1Q2020



RWA (end of period)*

1Q2020



Netherlands Belgium Germany Other Challengers Growth Markets WB Rest of World

* Segment "Other" not shown on the slide. For this segment (Corporate Line and Real Estate run-off portfolio), the total income was €79 mln in 1Q2020 and RWA was €2.7 bln as per 31 March 2020

Consistent focus on creating operating leverage

Roadmap from current market positions

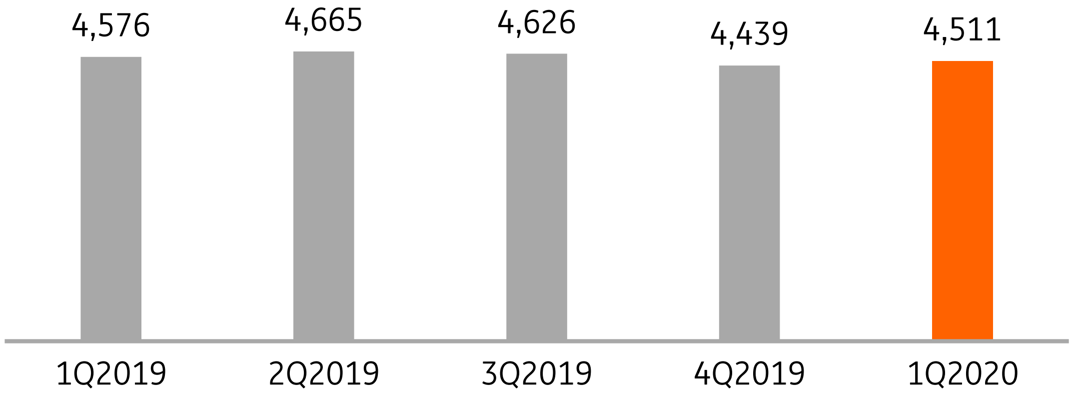
	Retail Benelux	Retail Challengers & Growth Markets	Wholesale Banking	Financial ambitions
Income	↓	↑↑	↑	Focus on profitable lending and fee income
Costs	↓↓	↑	=	Cost discipline focus; some increases in markets that grow
Efficiency	↑	↑	↑	

Retail Benelux	Retail Challengers & Growth Markets	Wholesale Banking
Scalability · **Efficiency**	**Scalability** · **Growth**	**RWA optimisation and ROE focus**

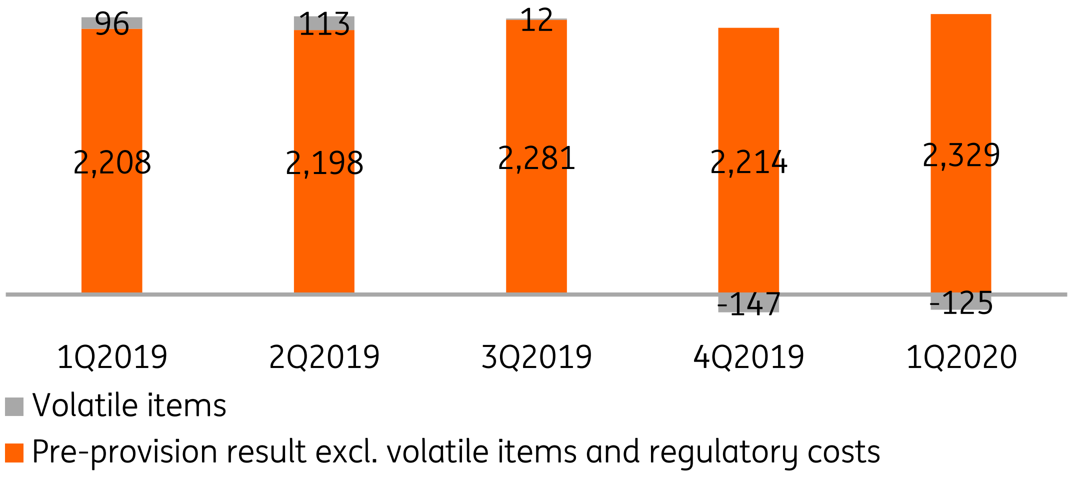
1Q2020 results

Solid pre-provision result reflects discipline in lending margins and fee growth

Income (in € mln)



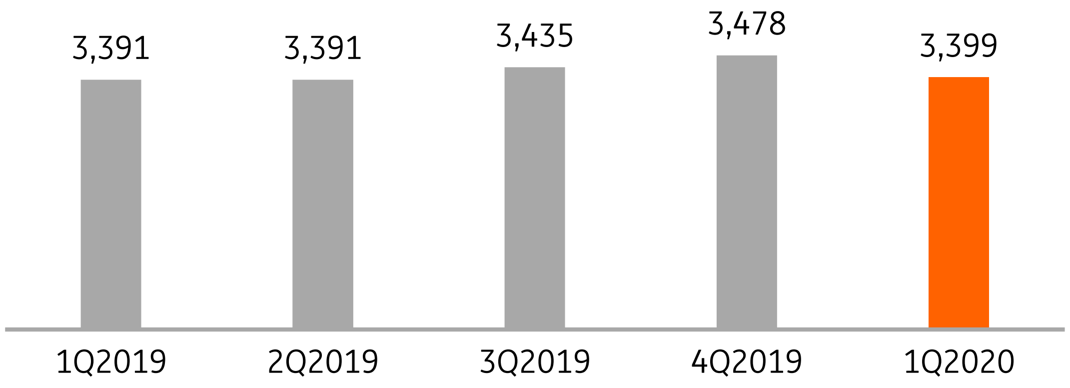
Pre-provision result excl. volatile items and regulatory costs (in € mln)



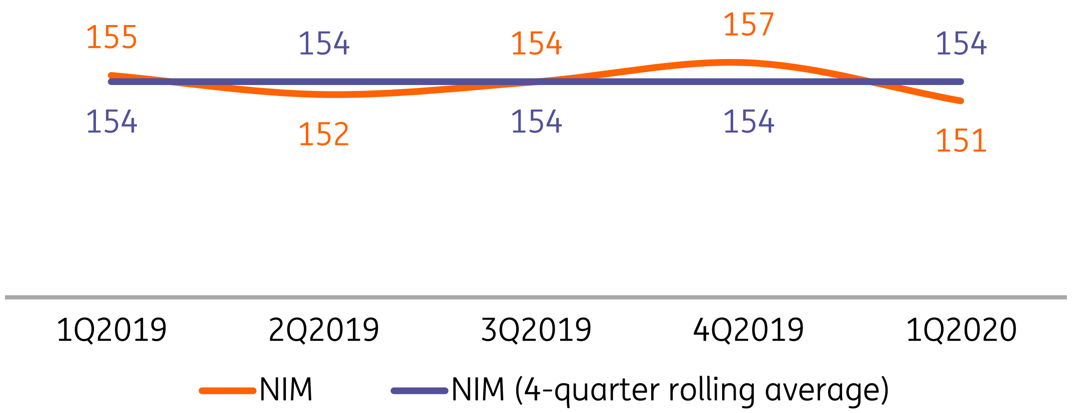
- Income was €65 mln lower compared to 1Q2019 despite higher fee income, increased Treasury-related income and discipline in lending margins. This increase in income was more than offset by negative fair value adjustments, while 1Q2019 included a €119 mln one-off gain from the release of a currency translation reserve
- Sequentially, income was €72 mln higher as higher Treasury-related income and increased fee income more than offset lower interest results, which included some one-offs in the previous quarter
- 1Q2020 pre-provision result excluding volatile items and regulatory costs, was €2,329 mln, up 5.5% from a year ago, driven by higher income (after excluding volatile items)
- Compared to the previous quarter, pre-provision result excluding volatile items and regulatory costs, increased by 5.2%, as both income and costs improved

Stable NII year-on-year; 4-quarter rolling NIM at 154 bps

Net interest income excl. Financial Markets (FM) (in € mln)



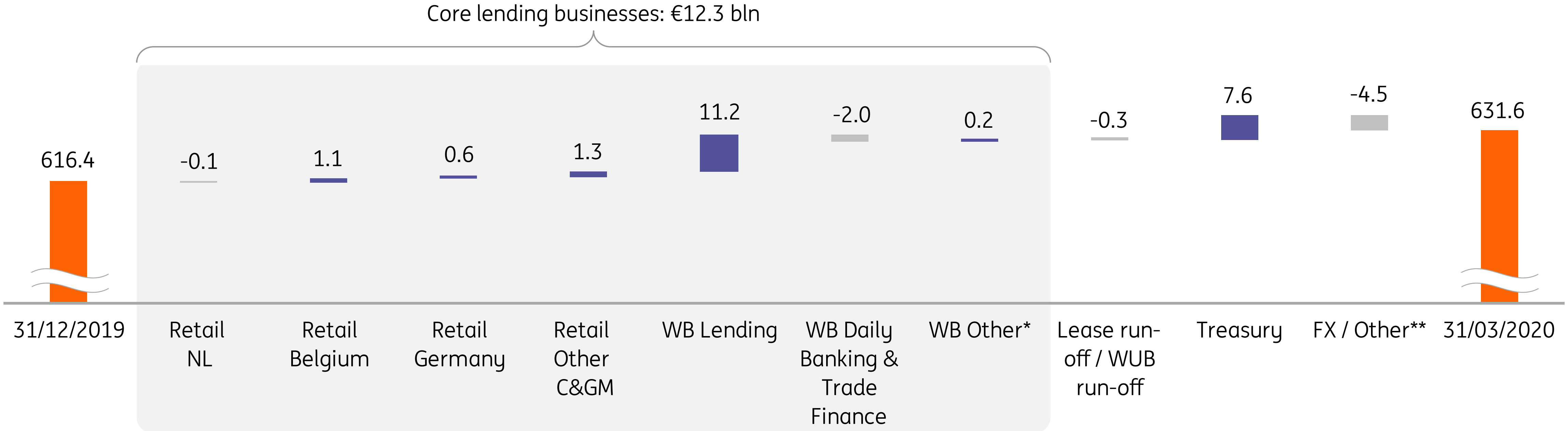
Net Interest Margin (in bps)



- Net interest income, excluding Financial Markets, increased 0.2% compared to 1Q2019. NII increased in Retail Banking, driven by higher interest results related to Treasury and customer lending, which was only partly offset by continued pressure on customer deposit margin
- Sequentially, NII excl. FM decreased 2.3%, driven by lower interest results in Wholesale Banking, which included some one-offs in the previous quarter. In Retail Banking higher interest results on mortgage lending were offset mainly by pressure on customer deposit margin
- NIM was 151 bps, down six basis points from 4Q2019. This was mainly attributable to an increase in the balance sheet and lower (volatile) interest results in Financial Markets, combined with lower lending margins on non-mortgage lending and customer deposits

1Q2020 net core lending driven by Wholesale Banking

Customer lending ING Group 1Q2020 (in € bln)

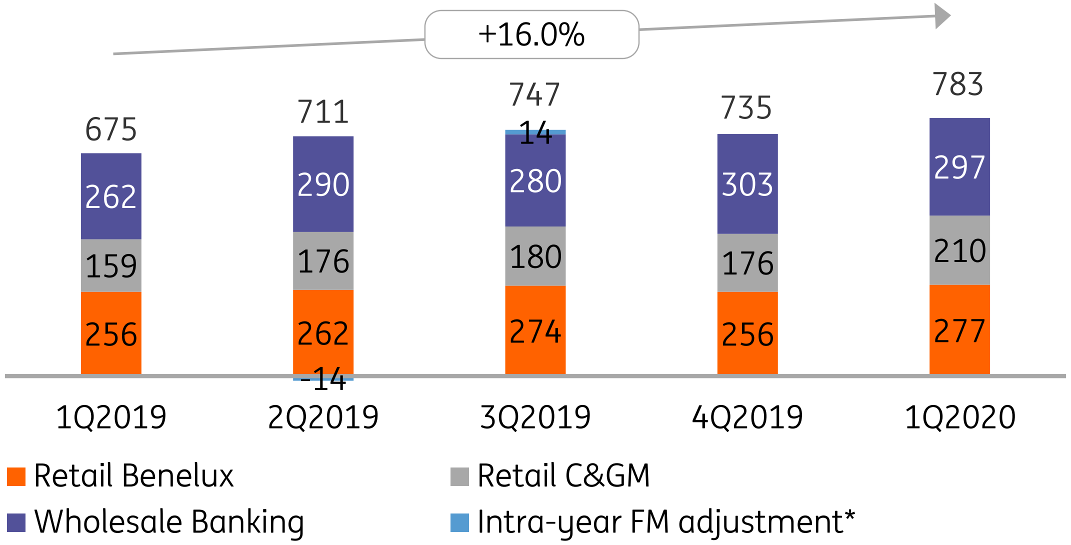


- Our core lending franchise grew by €12.3 bln in 1Q2020
  - Retail Banking increased by €2.9 bln, of which €0.7 bln in mortgages and €2.2 bln in other lending with growth in most countries
  - Wholesale Banking increased by €9.4 bln, mainly in Lending, driven by increased utilisation of revolving credit facilities to secure liquidity in the context of economic uncertainty due to the Covid-19 pandemic, and decline in Daily Banking & Trade Finance, predominantly in Trade & Commodity Finance, reflecting lower average oil prices
- Net customer deposits increased by €9.2 bln

* WB Other includes Financial Markets
** FX impact was €-4.8 bln and Other €0.3 bln

Strong growth of fee income driven by investment and daily banking products

Net fee and commission income* (in € mln)

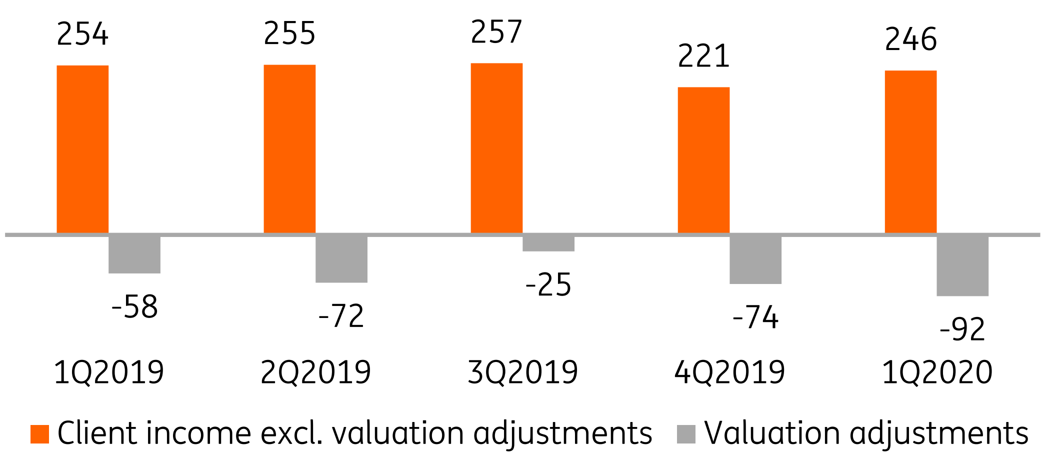


- Fees increased by €108 mln compared to 1Q2019, or 16.0%. This was driven by higher fees on investment and daily banking products in Retail Banking, predominantly in Germany and Belgium. Fee income in Wholesale Banking also increased, primarily in Lending and Financial Markets
- Sequentially, fee income was €48 mln higher, or 6.5%, due to the aforementioned increase in fee income in Retail Banking. In Wholesale Banking fees were slightly lower, due to lower fee income in Trade & Commodity Finance, mainly due to lower average oil prices, and lower deal activity in Corporate Finance

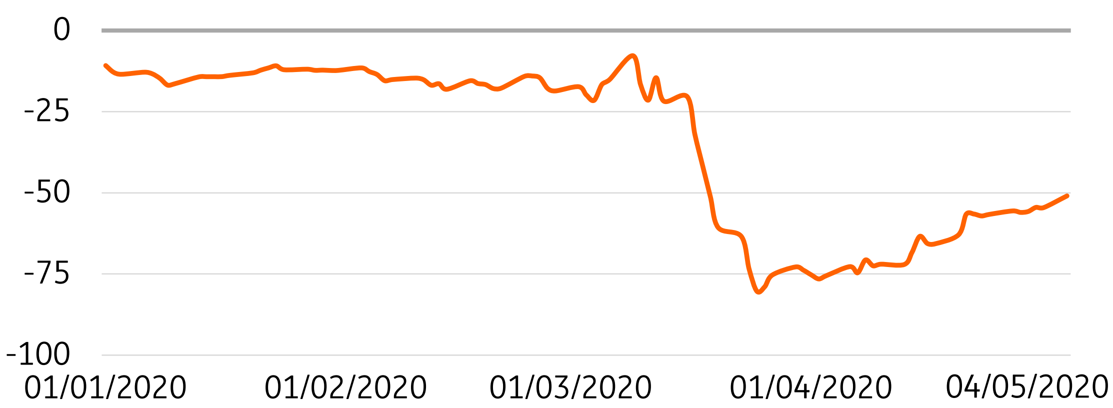
* In 3Q2019, an increase in fees of €14 mln in Wholesale Banking was caused by the reclassification of commissions paid in 2Q2019 to Other Income

FM impacted by valuation adjustments reflecting Covid-19 related market volatility

Income Financial Markets (in € mln)



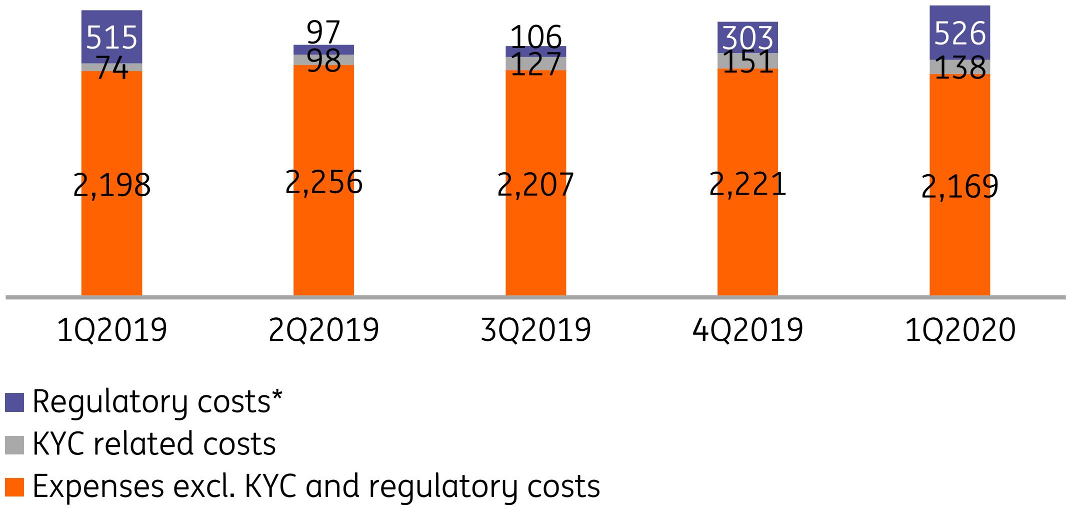
iTraxx main Europe CDS-Bond Basis (in bps)



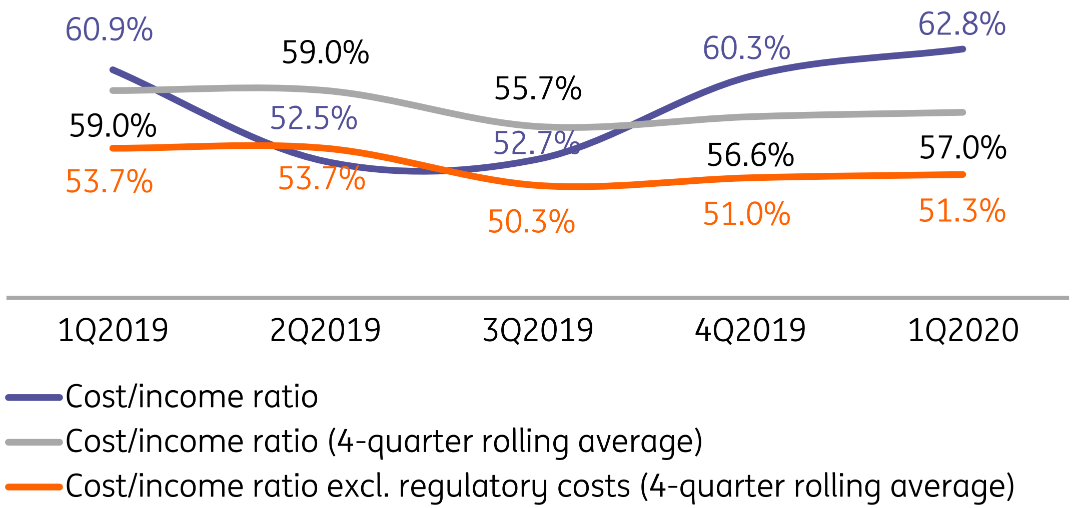
- Excluding valuation adjustments, FM income was €8 mln lower YoY, mainly due to losses in Credit Trading following an abrupt downward market movement. Other FM segments benefitted from market volatility, resulting in €25 mln higher income QoQ
- Net valuation adjustments in FM were €-92 mln. This was driven by funding valuation adjustments, marked-to-market of our derivatives portfolio and Fair Value Adjustments reflecting increased bid-offer spreads. These negative impacts were partly offset by positive movements, mainly driven by our own hedged positions

Cost measures partially absorbed elevated KYC and regulatory costs

Expenses (in € mln)



Cost/income ratio**

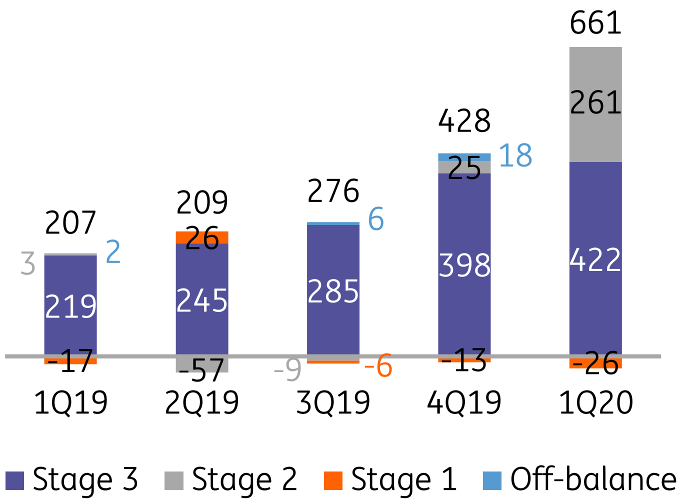


- Expenses excl. KYC and regulatory costs were €29 mln lower YoY, as cost savings and some one-offs, including a VAT refund in the Corporate Line, offset CLA-related salary increases
- Sequentially, expenses excl. KYC and regulatory costs were €52 mln lower, mainly driven by lower expenses related to staff and marketing in Retail Banking as well as continued cost-efficiency measures
- Regulatory costs were €11 mln higher YoY and €223 mln QoQ. The sequential increase was driven by annual contributions to the Single Resolution Fund and several local Deposit Guarantee Schemes, which are due in the first quarter of each year. This also applies to the annual Belgian bank tax, while 4Q2019 included the annual Dutch bank tax

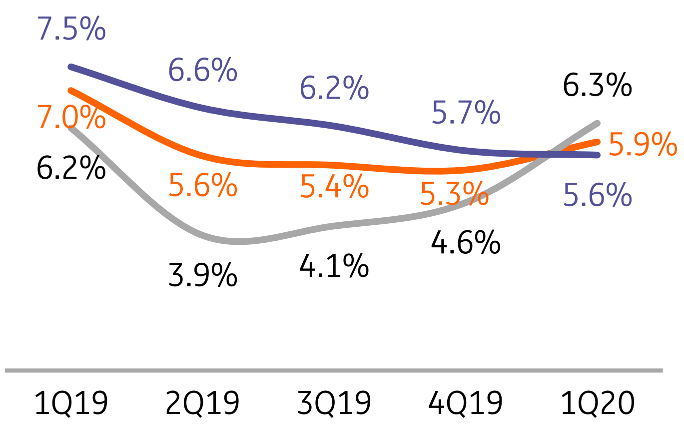
* Formal build-up phase of Deposit Guarantee Schemes (DGS) and Single Resolution Fund (SRF) should be completed by 2024
** As per 1Q2020, key figures are based on IFRS results as adopted by the European Union (IFRS-EU) and not on underlying anymore. Historical key figures have been adjusted

Risk costs impacted by collective Stage 2 provisioning related to Covid-19 pandemic

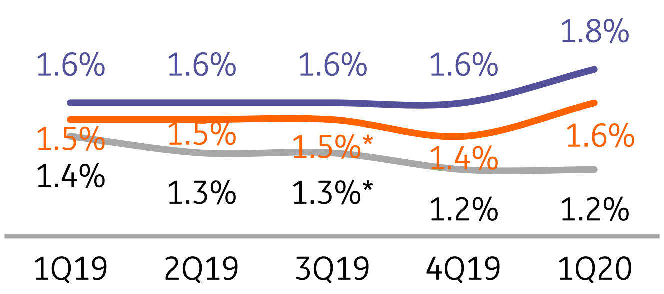
Risk costs per stage (in € mln)



Stage 2 ratio



Stage 3 ratio



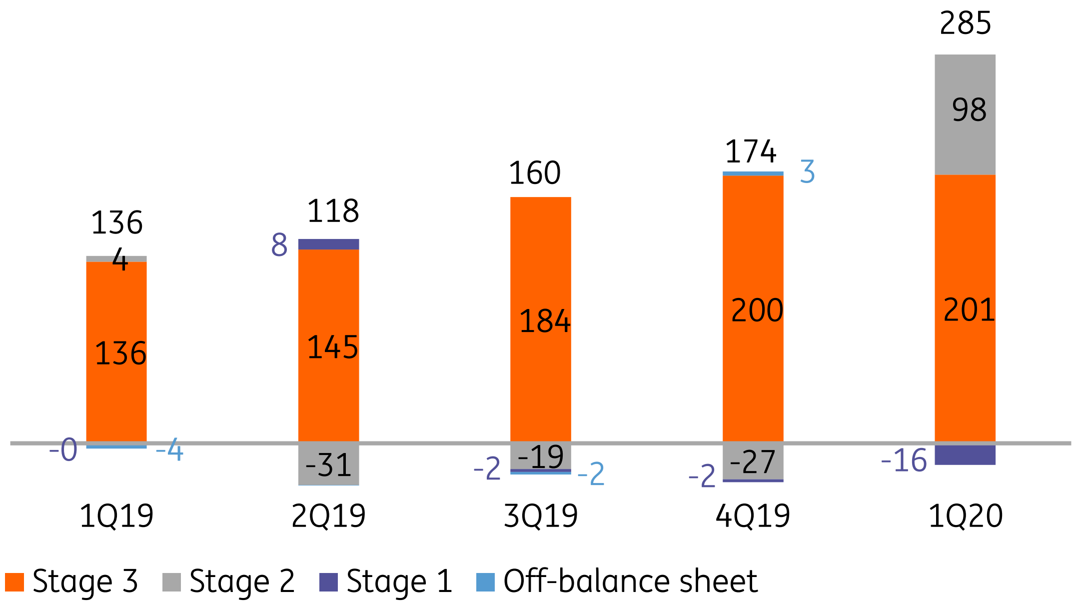
- 1Q2020 risk costs were €661 mln, or 42 bps of average customer lending, above the through-the-cycle average of approx. 25 bps
- Higher risk costs were driven by €247 mln of collective Stage 2 provisions, reflecting both worsened macro-economic indicators and the potential impact from low oil prices. These factors also resulted in an increase in Stage 2 credit outstandings, mainly within WB, which resulted in a higher Stage 2 ratio of 5.9%
- Stage 3 provisions included several larger individual additions on both existing and new files for WB, mainly in the Americas and Asia, and mid-corporates in Belgium. In C&GM higher collective provisions were visible, mainly in Poland, Romania, Italy and Australia
- The Stage 3 ratio increased to 1.6%, with the implementation of the new Definition of Default (DoD) impacting Retail Banking, while the Stage 3 ratio in WB remained low at 1.2%
- See Appendix section of the presentation for further details on asset quality in selected portfolios

* Stage 3 credit-impaired as per 30 September 2019 adjusted downwards by €548 mln

Higher risk costs mainly visible in Stage 2

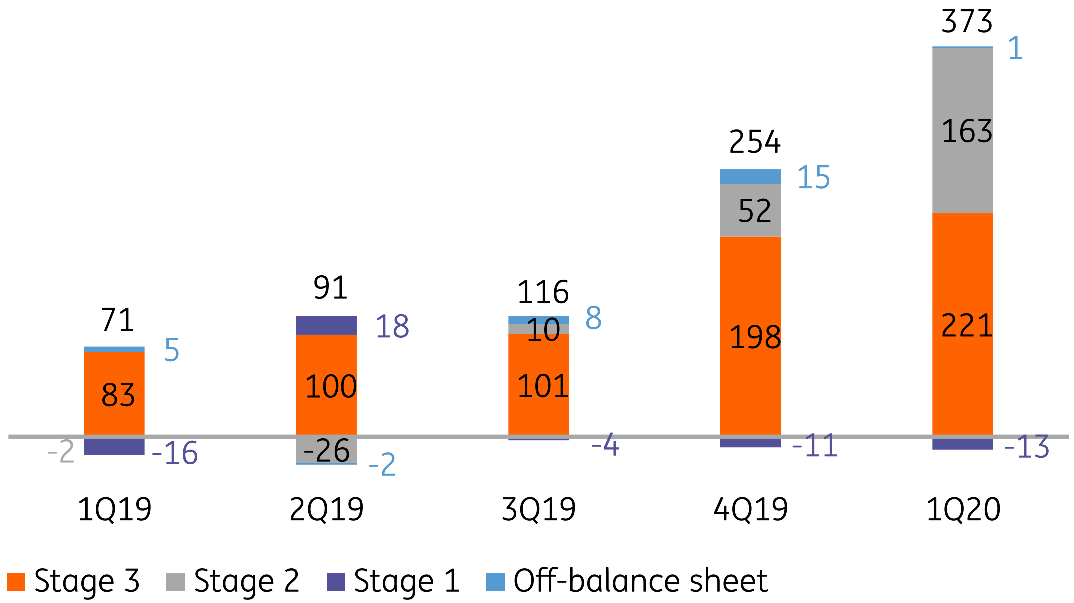
Retail Banking

Risk costs per stage (in € mln)



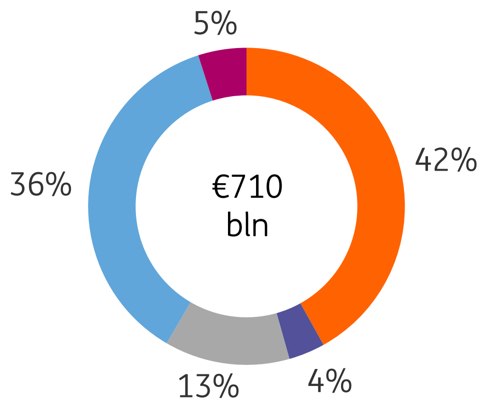
Wholesale Banking

Risk costs per stage (in € mln)



- The increase in risk costs was mainly driven by €247 mln collective Stage 2 provisions:
  - €206 mln in the segments reflecting the worsened macro-economic indicators due to the economic impact of lockdown measures related to the Covid-19 pandemic, allocated to the segments with RB Benelux €45 mln, Retail C&GM €47 mln and WB €114 mln
  - €41 mln in WB reflecting increased risk in the US-based reserve-based lending book due to the sharp decline in oil prices

We remain comfortable with the quality of our book, which is almost fully senior and well-collateralised



- Residential mortgages
- Consumer Lending
- Business Lending
- Wholesale Banking
- Other*

Residential Mortgages €298 bln	▪ Average LTV of 60% with low Stage 3 ratio at 1.1% ▪ Risk metrics remain strong, also supported by government schemes
Consumer Lending €26 bln	▪ Relatively small book, mainly related to car loans ▪ Risk metrics slightly deteriorated, however primarily due to implementation of new DoD

Business Lending €91 bln	▪ No increased usage of limits observed, limited exposure to sectors most at risk:
	  ▪ Agriculture: €5.7 bln (0.8% of loan book), Stage 3 ratio at 6.3%
	  ▪ Retail: €4.7 bln (0.7% of loan book), Stage 3 ratio at 6.0%
	  ▪ Hospitality: €3.2 bln (0.4% of loan book), Stage 3 ratio at 2.9%

Wholesale Banking €260 bln	▪ Elevated drawings of facilities have normalised, limited exposure to sectors most at risk:
	  ▪ Leveraged Finance: €8.4 bln (capped at €9.6 bln), well-diversified over sectors
	  ▪ Oil & Gas: €4.6 bln with direct exposure to oil price risk (0.6% of loan book; Reserve based lending (€3.6 bln) and Offshore business (€1.0 bln))
	  ▪ Aviation: €2.9 bln (0.4% of loan book), large share ECA cover, low Stage 3% at 0.04%
	  ▪ Hospitality: €1.7 bln (0.2% of loan book), low Stage 3% at 0.2%

Commercial Real Estate (RB + WB)	▪ Total €51.6 bln (7.3% of loan book), booked in RB and WB ▪ Well-diversified capped loan book with 18% in retail-related real estate ▪ LtV at 50% and low Stage 3% at 0.9%

* Other includes €16 bln Bank Treasury and €19 bln Other Lending

ING Group financial ambitions

		Actual 2019	**Actual 1Q2020**	Financial ambitions
Capital	▪ CET1 ratio (%)	14.6%	**14.0%**	~13.5%* (Basel IV)
	▪ Leverage ratio (%)	4.6%	**4.3%**	>4%
Profitability	▪ ROE (%)** (IFRS-EU Equity)	9.4%	**8.4%**	10-12%
	▪ *C/I ratio (%)***	*56.6%*	***57.0%***	*50-52%*
Dividend	▪ Dividend (per share)	€0.24***		Dividend payments suspended until October 2020

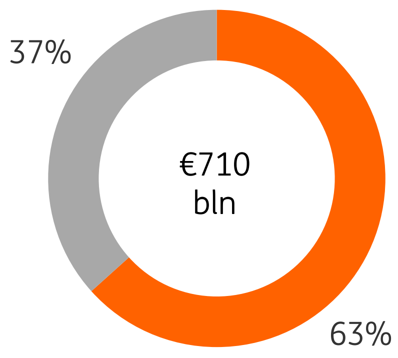
* Implies management buffer (incl. Pillar 2 Guidance) of ~300 bps over prevailing fully-loaded CET1 requirements (10.51% fully loaded, after reduction of several buffers in a response to the Covis-19 pandemic and the pulling forward of the implementation of article 104a of CRDV)
** Based on 4-quarter rolling average. ING Group ROE is calculated using IFRS-EU shareholders' equity after excluding 'interim profit not included in CET1 capital'. As at 31 March 2020, interim profit not included in CET1 capital amounts to €1,754 mln, reflecting an initial reservation for the 2019 final dividend payment, which was suspended until at least 1 October 2020
*** Interim dividend 2019

Asset quality

Well-diversified lending credit outstandings by activity

ING Group*

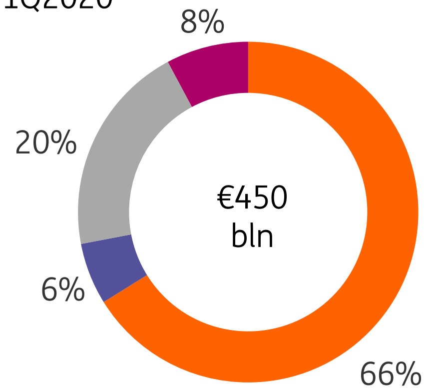
1Q2020



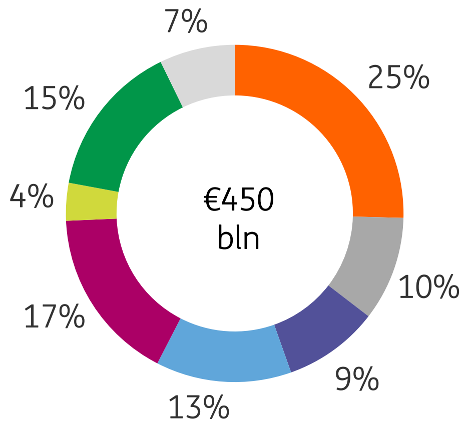
- Retail Banking
- Wholesale Banking

Retail Banking*

1Q2020



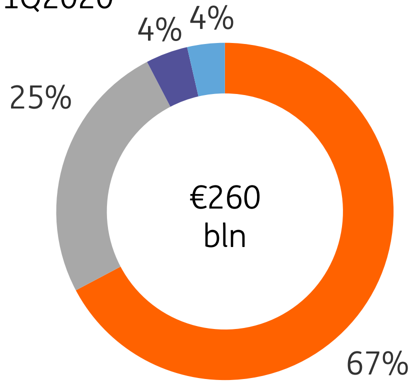
- Residential mortgages
- Consumer Lending
- Business Lending
- Other Lending**



- Mortgages Netherlands
- Other lending Netherlands
- Mortgages Belgium
- Other lending Belgium
- Mortgages Germany
- Other lending Germany
- Mortgages Other C&GM
- Other lending Other C&GM

Wholesale Banking*

1Q2020



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

- ING has a well-diversified and well-collateralised loan book with a strong focus on own-originated mortgages and senior loans; 63% of the portfolio is retail-based

Note: percentages for Retail (Netherlands) and Wholesale Banking have changed versus 4Q2018 as the Real Estate Finance portfolio related to Dutch domestic mid-corporates was transferred to Retail Netherlands from Wholesale Banking as per 1Q2019
* 31 March 2020 lending and money market credit outstandings, including guarantees and letters of credit, but excluding undrawn committed exposures (off-balance sheet positions)
** Includes €16 bln Bank Treasury and €19 bln of Other Retail lending as per 1Q2020

Detailed disclosure on selected countries

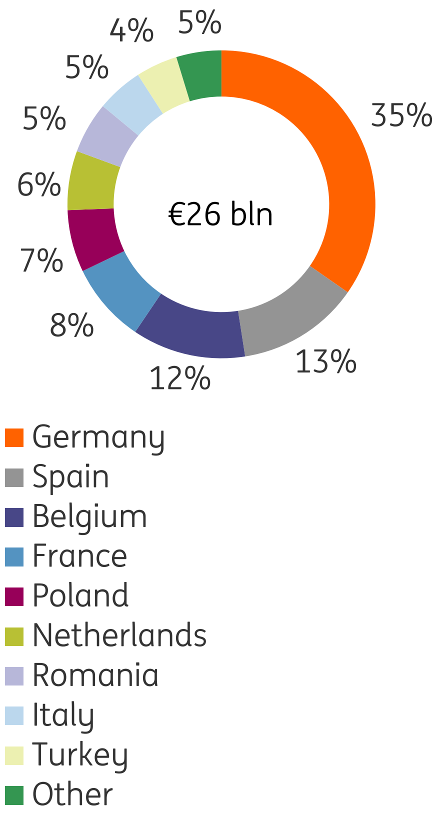
Selected countries (in € bln)

	Lending credit O/S 1Q2020	Stage 2 ratio 1Q2020	Stage 3 ratio 1Q2020	Lending credit O/S 4Q2019	Stage 2 ratio 4Q2019	Stage 3 ratio 4Q2019
France	9.6	6.1%	0.6%	8.8	3.0%	0.7%
Italy	16.0	4.5%	2.8%	16.5	4.1%	2.0%
Spain	25.9	1.9%	1.0%	25.5	1.6%	1.1%
USA	37.9	13.0%	1.3%	34.9	6.7%	1.3%

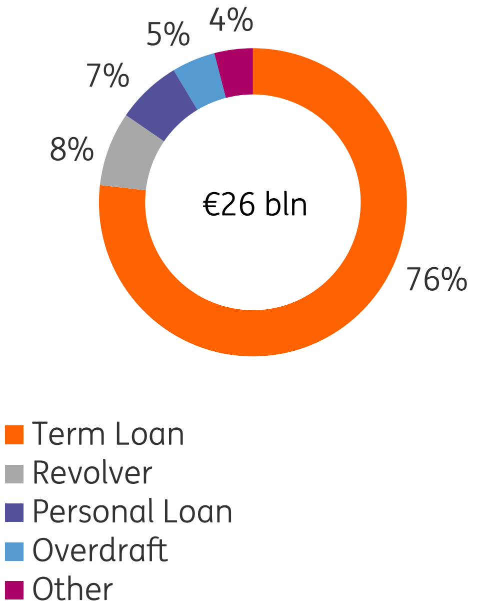
Granular Retail Consumer Lending and Business Lending

Consumer Lending – 1Q2020 Lending Credit Outstandings

By geography

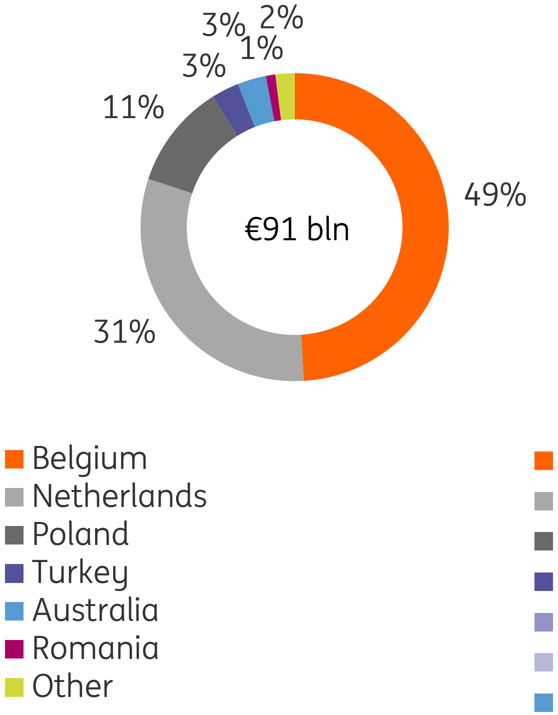


By product

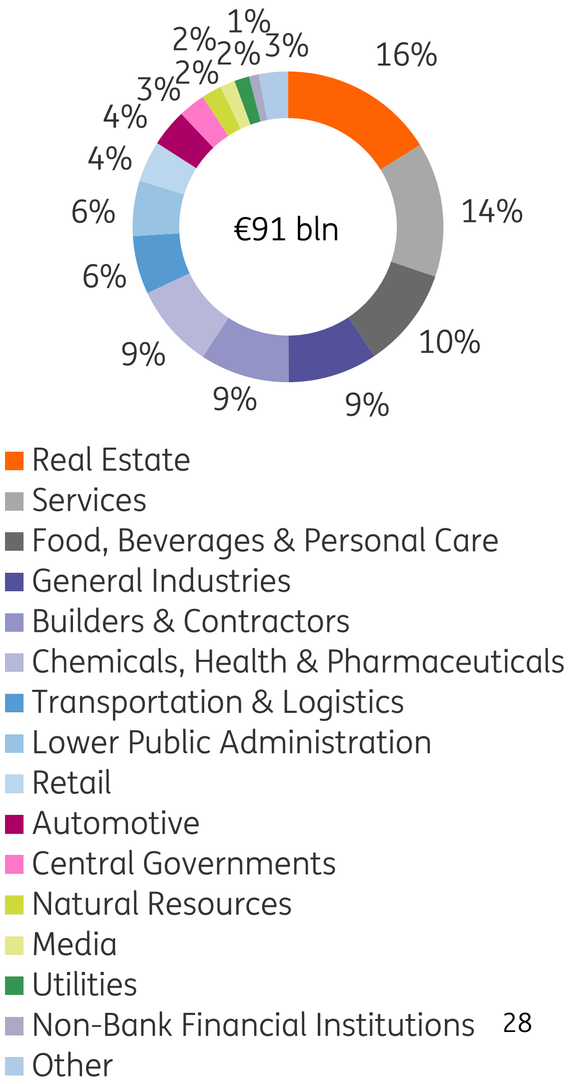


Business Lending – 1Q2020 Lending Credit Outstandings

By geography



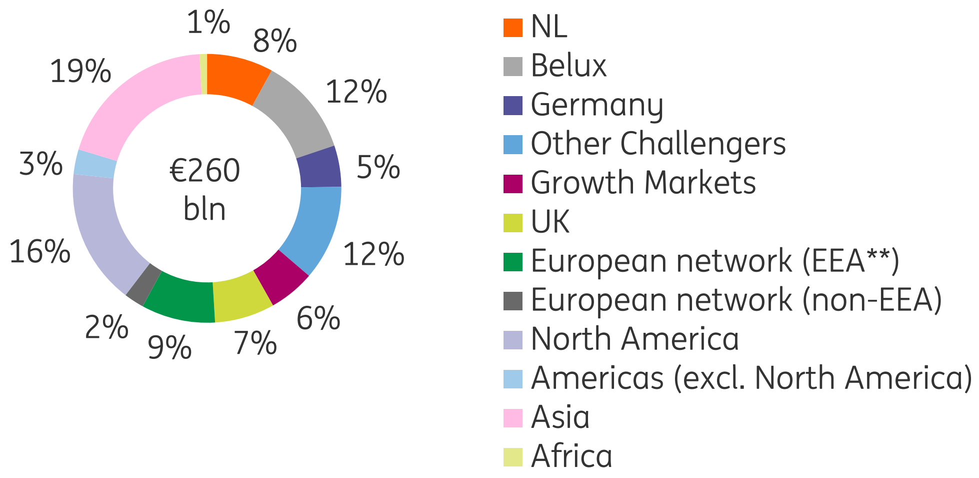
By sector



Granular Wholesale Banking lending

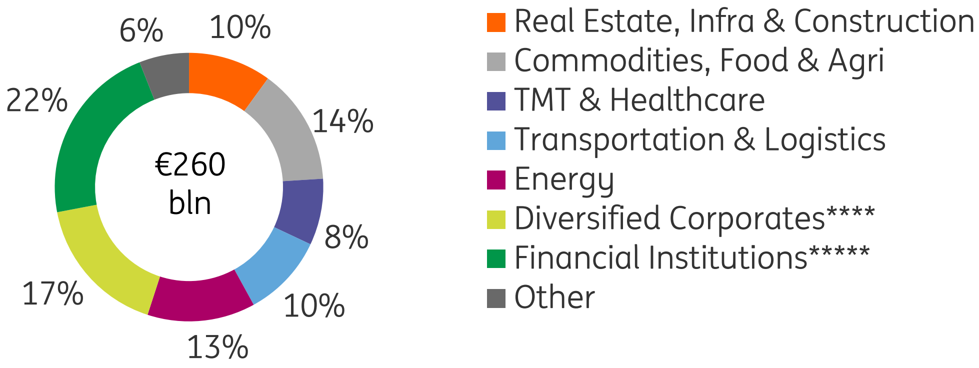
Loan portfolio is well diversified across geographies...

Lending Credit O/S Wholesale Banking (1Q2020)*

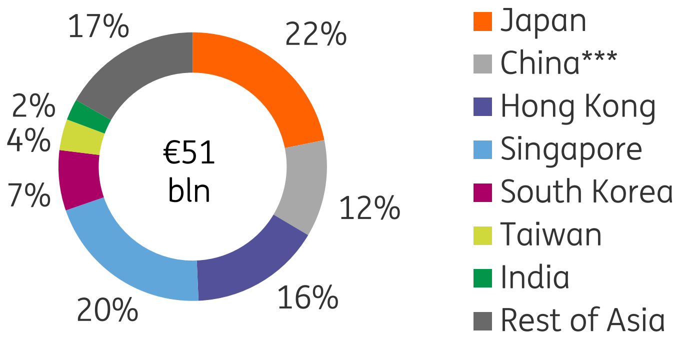


...and sectors

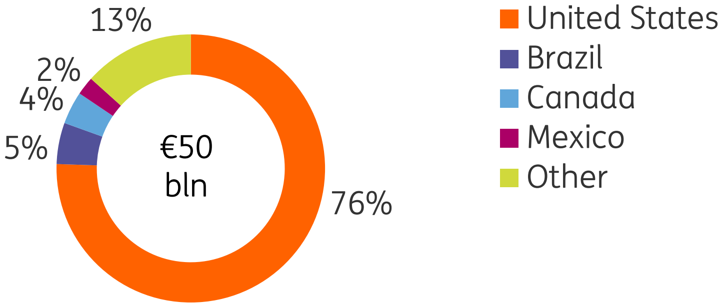
Lending Credit O/S Wholesale Banking (1Q2020)*



Lending Credit O/S Wholesale Banking Asia (1Q2020)*



Lending Credit O/S Wholesale Banking Americas (1Q2020)*



* Data is based on country/region of residence; Lending and money market credit O/S, including guarantees and letters of credit but excluding undrawn committed exposures (off-balance sheet positions); ** Member countries of the European Economic Area (EEA); *** Excluding our stake in Bank of Beijing (€1.7 bln at 31 March 2020); **** Large corporate clients active across multiple sectors; ***** Including Financial sponsors

Leveraged finance book managed within a restrictive framework

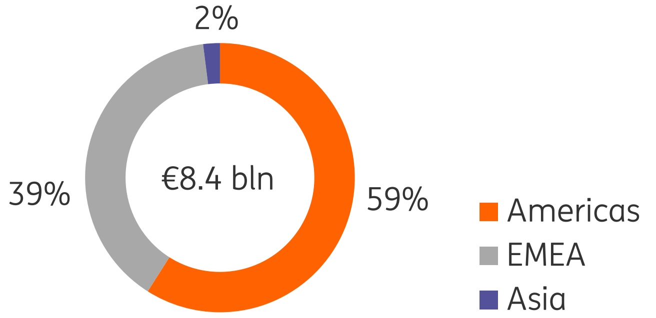
Business overview

- Focus on larger sponsors with an established track record and a history of resolving issues in the event of underperformance by the acquired business
- Granular book of €8.4 bln as per 1Q2020
- Number of underwritten transactions in 2019 declined by 28% YoY, as a result of reduced market volume and our conservative stance on leverage
- There were supportive market conditions in the beginning of the year, evidenced by a substantial increase in the number of transactions. At the end of 1Q2020, we were able to syndicate the vast majority of the underwritten amount, and only 2 new transactions remained on our B/S for the full amount on 31 March 2020

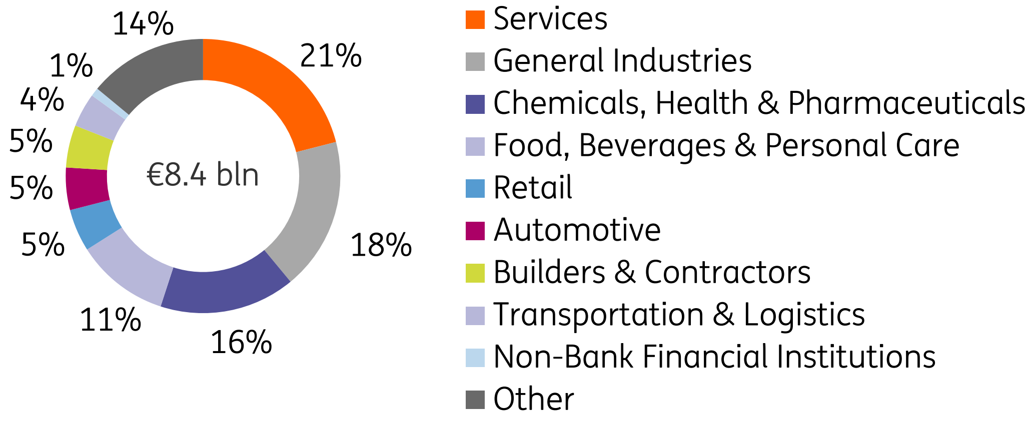
Main actions taken

- Global cap of €9.6 bln
- Maximum final take for a single transaction €25 mln
- Maximum total leverage 6.5x
- No single underwrites

Leveraged finance book* focused on developed markets (as per 1Q2020)



Leveraged finance book* highly diversified by industry (as per 1Q2020)



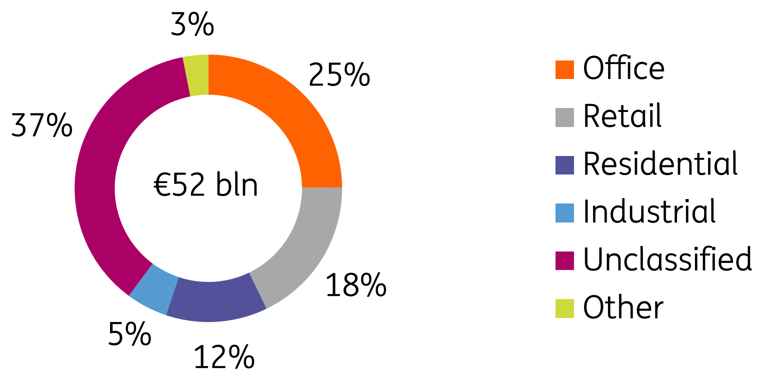
* Leveraged finance is defined as Private Equity driven leveraged finance with higher than 4x leverage. Leveraged finance book is total commitments (i.e. including undrawn)

Well-diversified Commercial Real Estate (CRE) portfolio

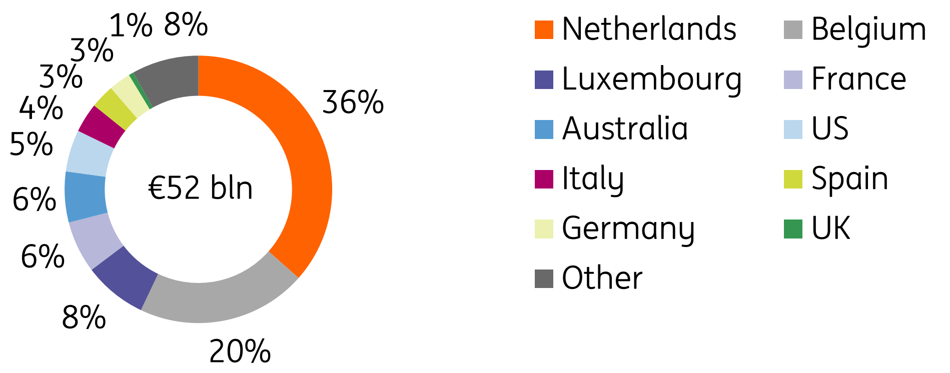
Business overview

- CRE portfolio of €51.6 bln, cap at €56 bln, split between:
  - Real Estate Finance (REF) €36.8 bln
  - Retail Banking €14.8 bln
- REF portfolio is managed by Wholesale Banking, booked in WB (€25.6 bln) and RB (€11.2 bln) based on client type
- Retail Banking portfolio mainly in RB Benelux to companies in the mid-corporates segment, generally professional investors with real estate portfolios rented to third parties (mainly residential) and part construction finance to professional parties within a strict risk appetite (>90% residential development, minimum % of pre-sold units, recourse on shareholders with stable cash flows)
- Overall well diversified portfolio both in terms of geography and asset type, with LtV of 50% and low Stage 3 ratio of 0.9%
- Portfolio is managed within risk appetite of global CRE policy which includes focus on diversified portfolios (in principle no single tenants or objects), no hotels (only exception if small part of quality real estate portfolio)
- In the current market most scrutiny on asset type Retail, which is 18% of the total CRE book. We have a restrictive policy in place, with focus on supermarkets or smaller malls which include at least one supermarket

CRE breakdown by asset type (as per 1Q2020)

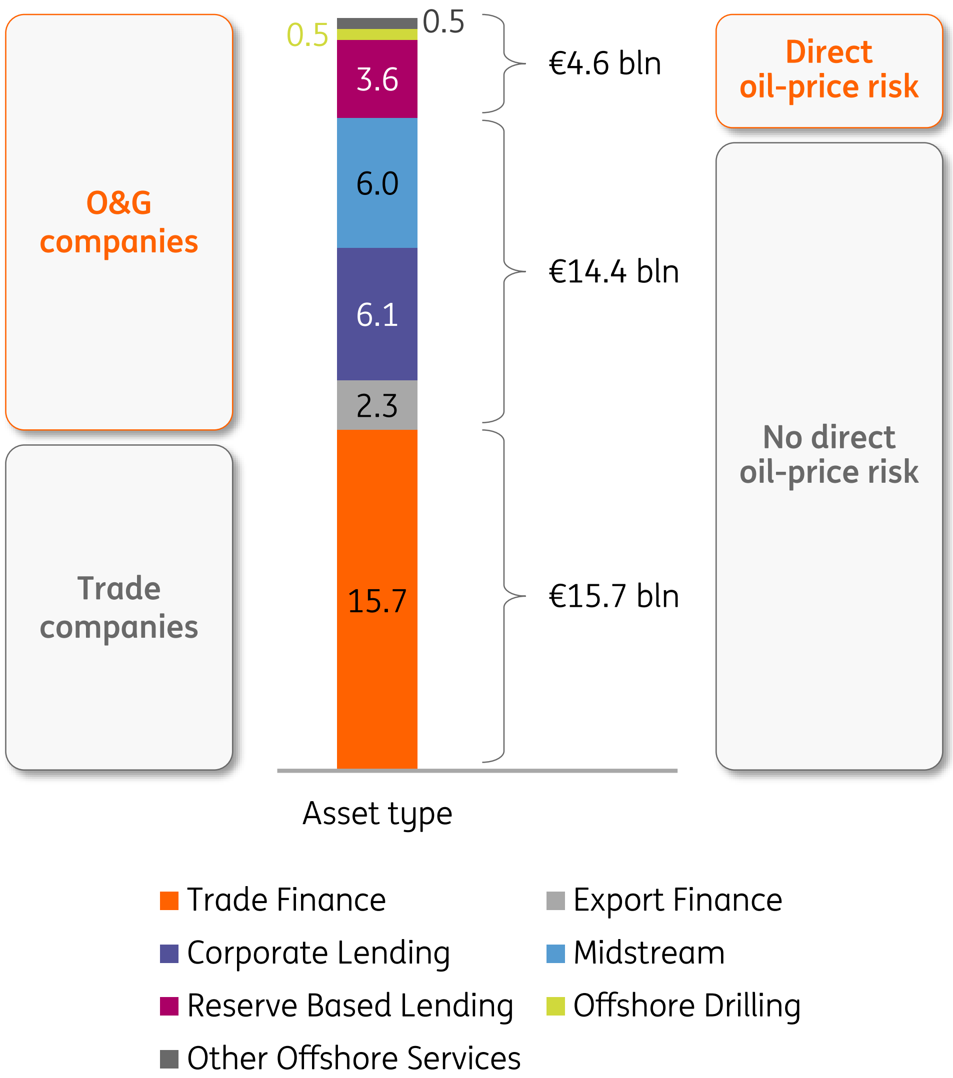


CRE breakdown by geography* (as per 1Q2020)



* Geographical split based on country of residence

Oil & Gas book: only €4.6 bln directly exposed to oil-price risk

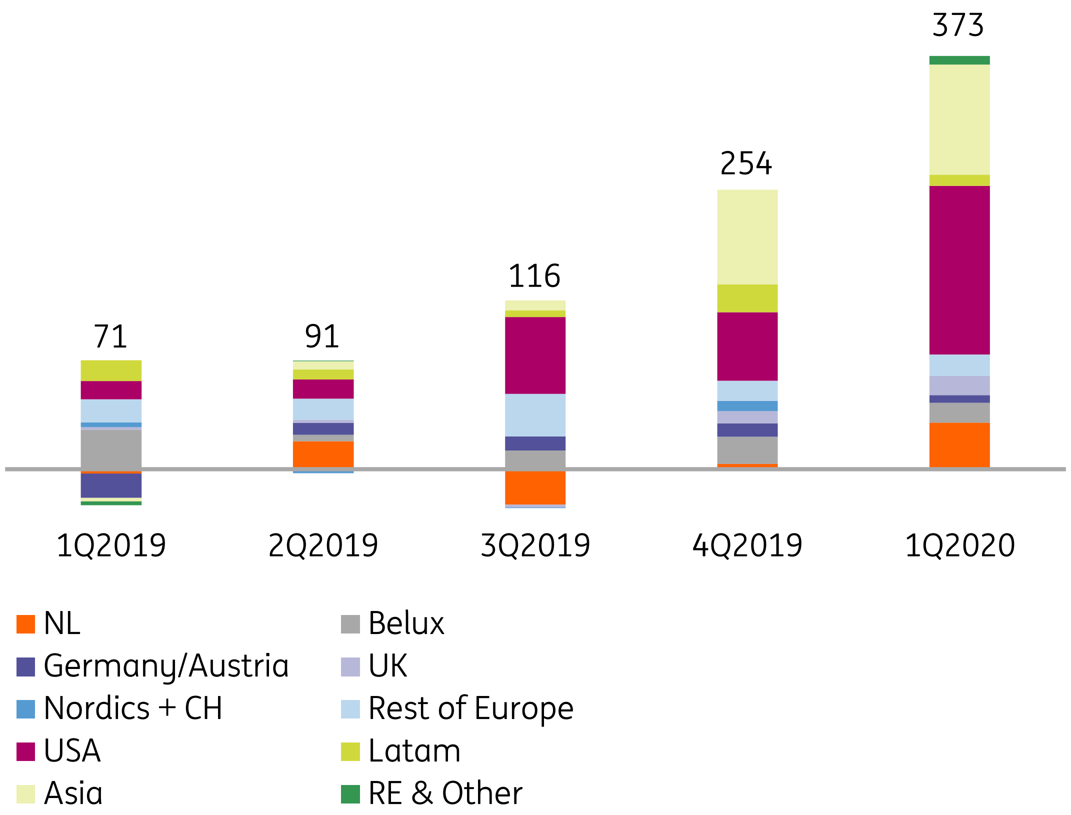


- Smaller independent oil & gas producers, focus on 1st cost quartile producers
- Typically assets generating revenues from long-term tariff based contracts, not affected by oil & gas price movements
- Predominantly loans to investment grade large integrated oil & gas companies
- ECA-covered loans in oil & gas sector: typically 95%-100% credit insured
- Short term self-liquidating trade finance, generally for major trading companies, typically pre-sold or price-hedged

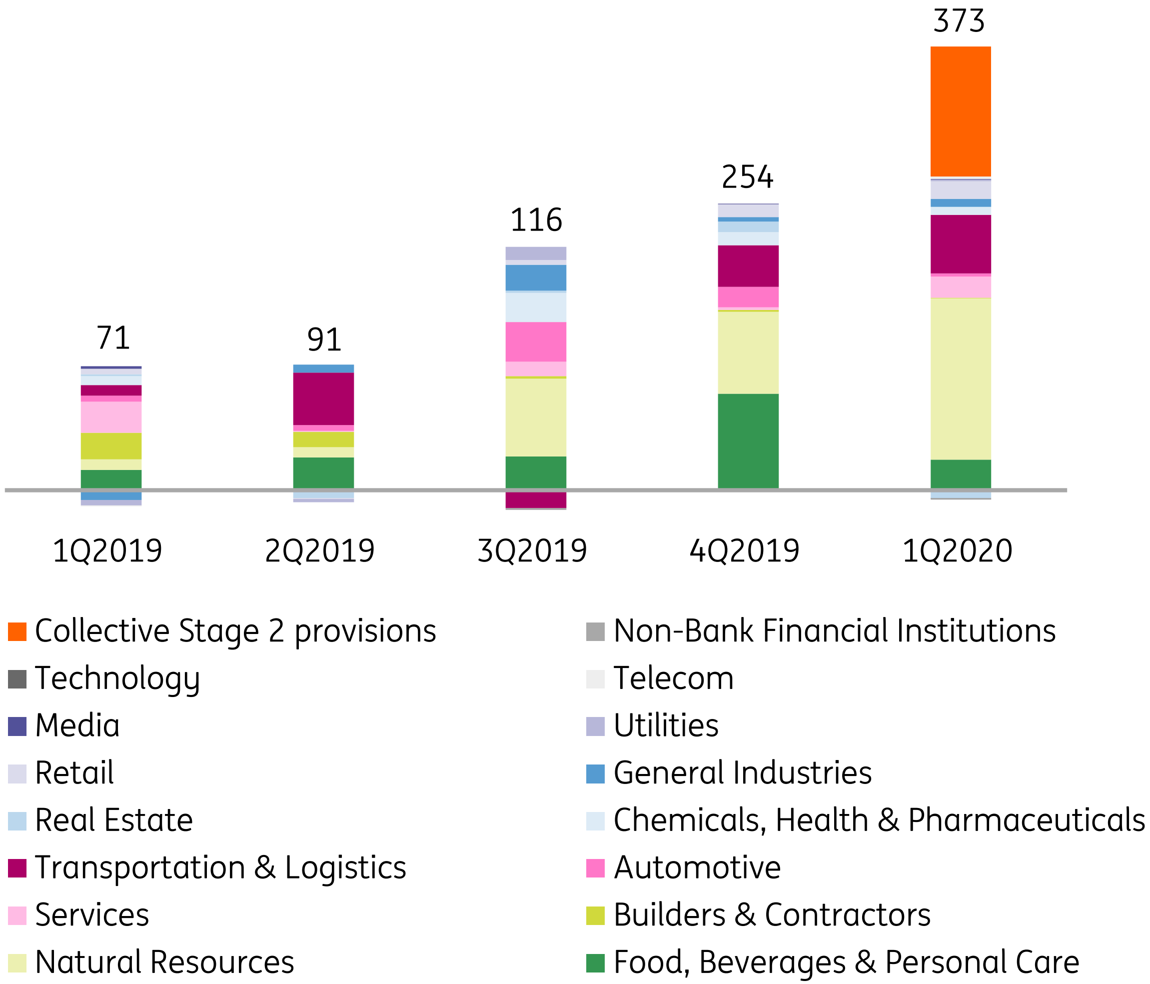
Overall Stage 3 ratio at 2.4%

Breakdown of quarterly risk costs Wholesale Banking per geography and sector

Breakdown of geography which generated risk costs WB (in € mln)



Breakdown of sector which generated risk costs WB (in € mln)



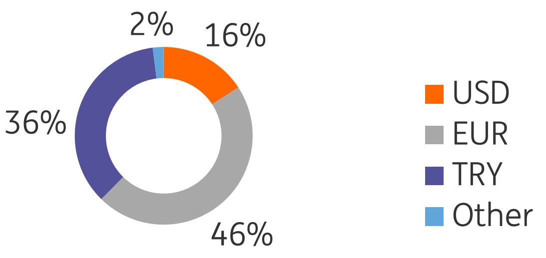
Overview Turkey exposure

Total exposure ING to Turkey* (in € mln)

	1Q2020	4Q2019	Change
Lending Credit O/S Retail Banking	**4,242**	**4,537**	**-6.5%**
Residential mortgages	531	529	0.4%
Consumer lending	1,157	1,203	-3.8%
SME/Midcorp	2,554	2,804	-8.9%
Lending Credit O/S Wholesale Banking	**6,019**	**6,079**	**-1.0%**
Total Lending Credit O/S*	**10,261**	**10,616**	**-3.3%**

- Intra-group funding reduced from €2.1 bln at end-4Q2019 to €1.8 bln at end-1Q2020
- Reduction of outstandings in 1Q2020 is partly due to Turkish lira depreciation
- ING only provides FX lending to corporate customers with proven FX revenues; only limited rolling-over of FX lending facilities
- ECA-insured lending (Export Credit Agencies) is approx. €1.7 bln; approx. €0.4 bln of SME/Midcorp lending benefits from KGF cover (Turkish Credit Guarantee Fund)
- Quality of the portfolio remains relatively strong with a Stage 3 ratio of 4.1%

Lending Credit O/S by currency



Lending Credit O/S by remaining maturity

TRY**	~1 year
FX	~2 years

Stage 3 ratio and coverage ratio

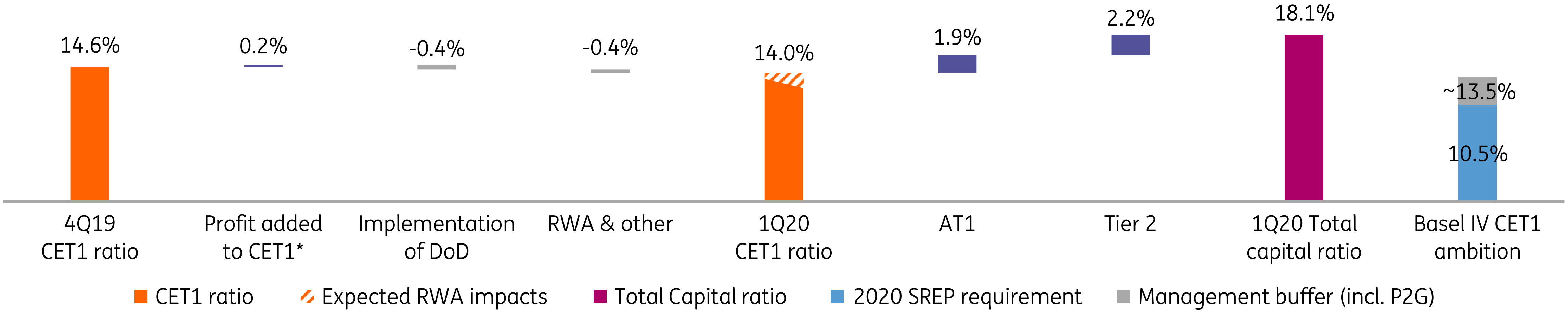
	1Q2020	4Q2019
Stage 3 ratio	4.1%	4.3%
Coverage ratio	53%	51%

* Data based on country of residence. Lending credit outstandings, including guarantees and letters of credit, but excluding undrawn committed exposures (off-balance sheet positions)
** Excludes residential mortgages, which have an average remaining maturity of ~6 years

Group capital, funding & liquidity

ING Group Total capital ratio at 18.1% at the end of 1Q2020

ING Group Total capital ratio development



- The 1Q2020 CET1 ratio came in lower at 14.0%, reflecting both lower CET1 capital and higher RWA
  - CET1 capital decreased as the addition of net profit of €670 mln was more than offset by a €0.5 bln decrease in revaluation reserves and €0.6 bln negative FX impact. These decreases will largely reverse over time
  - RWA were up mainly due to the implementation of the new Definition of Default (€9.9 bln), lending growth (€5.1 bln) and Market RWA (€4.5 bln), which more than offset the release of €6.6 bln of expected supervisory RWA impact taken in 4Q2019, reflecting ECB's decision to delay TRIM implementation
- The magnitude of total RWA impact from regulatory changes remains uncertain, although with impact from DoD and part of TRIM included, we believe further RWA impact is manageable
- We maintain our CET1 ratio ambition of around 13.5%

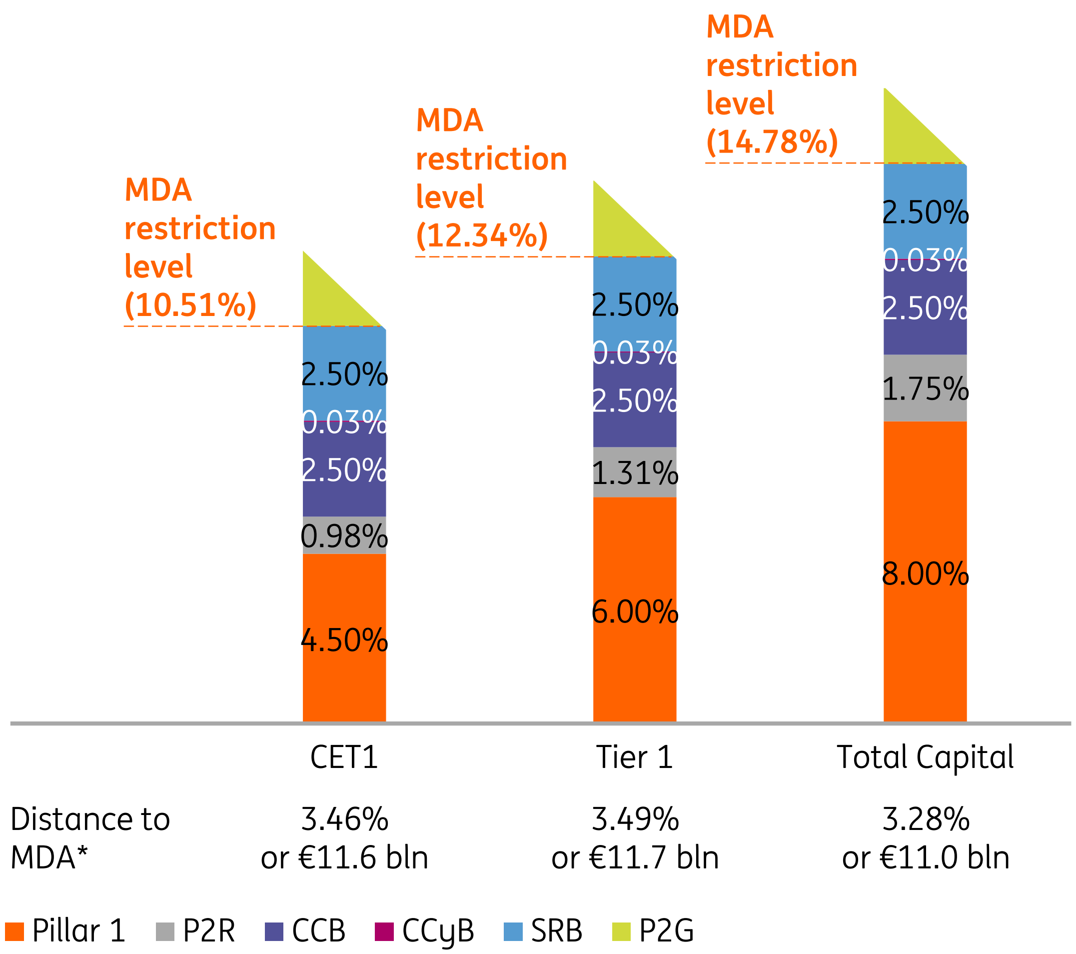
* In line with the recommendations made by the ECB to European banks on 27 March 2020 regarding dividend distributions, ING will suspend all payment of dividends on its ordinary shares until at least 1 October 2020. 1Q2020 Group net profit of €670 mln was fully added to regulatory capital while €1,754 mln reserved for final dividend 2019 has not been added back and remains reserved for dividend

Measures taken by regulatory and supervisory authorities provide relief for bank capital requirements

Systemic Risk Buffer	▪ The DNB decreased ING Group's Systemic Risk Buffer (SRB) requirement from 3.00% to 2.50%
Countercyclical Buffer	▪ Various competent authorities changed or removed Countercyclical Buffer (CCyB) requirements reducing the fully-loaded CCyB for ING from 24 bps to 3 bps
Pillar 2 Requirement	▪ The ECB effectuated article 104(a) CRDV, which allows for a partial fulfilment of the Pillar 2 Requirement (P2R) through AT1 and Tier 2 instruments, thereby implicitly releasing 0.77% of CET1 capital
Dividend	▪ Following the recommendation by the ECB, most European banks, including ING, announced the suspension of any dividend payments on ordinary shares until at least 1 October 2020 ▪ The profits that were reserved for the final 2019 dividend have not been added to the CET1 capital base, while 1Q2020 net profit has been added to the CET1 capital base
Other	▪ The implementation of Basel IV has been delayed to an effective date of 1 January 2023 ▪ Remaining TRIM has been postponed by at least 6 months ▪ DNB delayed the introduction of a floor for Dutch mortgage loan risk weighting

Distance to Maximum Distributable Amount increased following the measures taken

ING Group SREP*



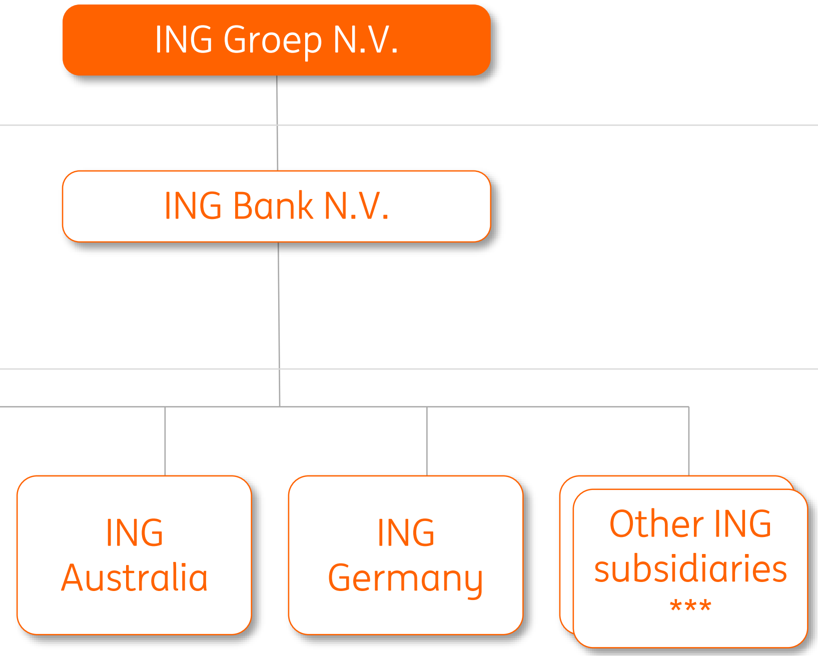
- As a result of the measures taken in reaction to the Covid-19 pandemic, ING Group's fully-loaded CET1 requirement decreased by 1.48pp to 10.51%
  - 4.50% Pillar 1 minimum (P1R)
  - 0.98% Pillar 2 Requirement (P2R)
  - 2.50% Capital Conservation Buffer (CCB)
  - 2.50% Systemic Risk Buffer (SRB)
  - 0.03% Countercyclical Buffer (CCyB)**
  - This excludes Pillar 2 Guidance (P2G)
- Fully loaded Tier 1 requirement decreased by 1.1pp to 12.34%
  - 0.33% of P2R can be filled with AT1
- Fully loaded Total Capital requirement decreased by 0.71pp to 14.78%, only reflecting the reduction in SRB and CCyB
  - 0.44% of P2R can be filled with T2

* Fully-loaded
** Fully-loaded CCyB is expected to be 0.03%, 1Q2020 CCyB is 0.02%

Issuance entities under our approach to resolution

Issuance entities

Designated resolution entity



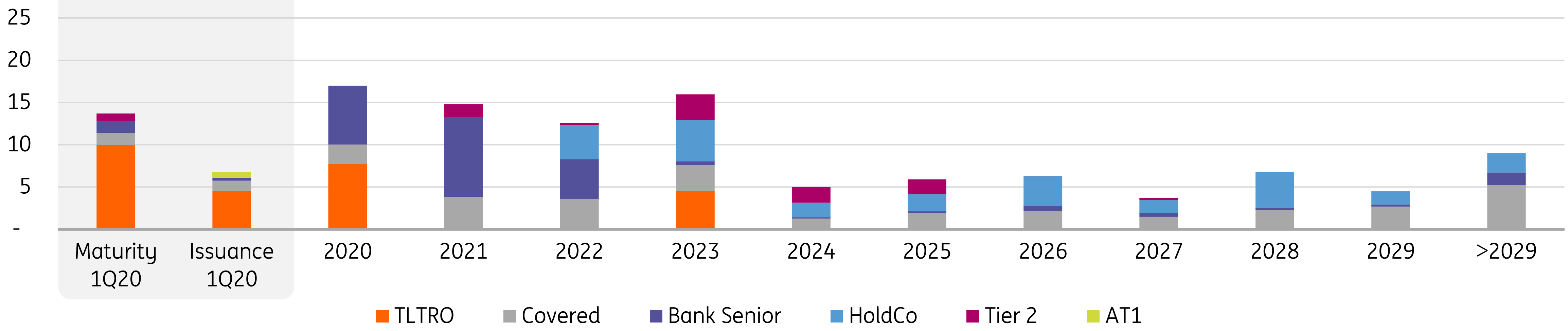
Eligible instruments for TLAC/MREL

	TLAC	Current MREL req.*
▪ Own funds (CET1 / AT1 / T2)	✓	✓
▪ Senior unsecured debt (> 1 yr)**	✓	✓
▪ Own funds	✓	✓
▪ Senior unsecured debt (> 1 yr)	✗	✗
▪ Secured funding	✗	✗
▪ Operational funding needs (un)-secured debt	✗	✗

* ING received a letter from the DNB in March 2020 which specified an MREL requirement which will be binding as of 31 December 2023, resulting in an approximately four-year transition period for ING Group
** As per the MREL/TLAC requirements, only debt with remaining maturity of >1yr is eligible
*** Including ING Bank Hipoteczny (subsidiary of ING Bank Slaski) which issued a green covered bond in 4Q2019

Long-term debt maturity ladder and issuance activity in 1Q2020

Long-term debt maturity ladder (in € bln)*



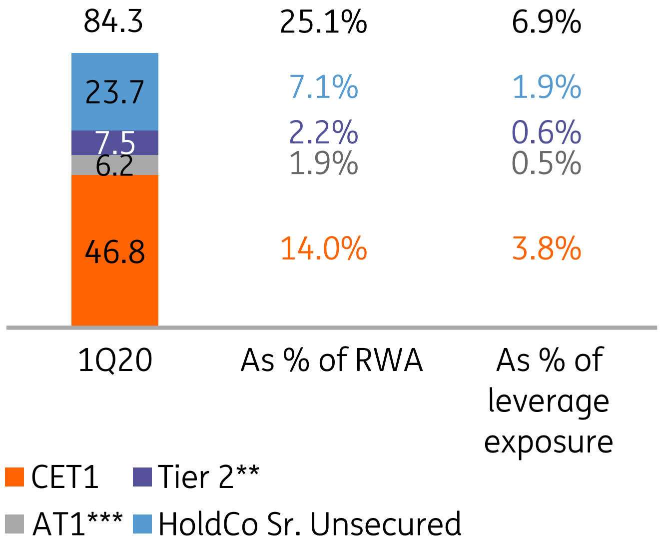
Issuance activity in 1Q2020*

- Total issuance in 1Q2020 was ~€7 bln with ~€14 bln maturities over the same period
- ~€0.7 bln of AT1 was issued in PerpNC9 format
- ~€0.3 bln of Bank Senior funding was raised**
- €1.25 bln of Covered bonds was issued from ING Belgium
- ING Bank prepaid part of TLTRO II (€10 bln) and participated in TLTRO III (€4.5 bln)
- ING Bank executed a Liability Management Exercise to buyback ~50% of a Bank T2 instrument***
- ING Bank has ~€21 bln of Bank Senior debt maturing over the next 3 years

* As per 31 March 2020; Tier 2 maturities based on 1st call date for callable bonds and contractual maturity for bullets. Excluding RMBS and excluding perpetual instruments
** Including structured notes
*** ING Bank bought back ~50% of its US$2 bln 5.8% September 2023 Tier 2 instrument

ING's debt issuance programme in 2020

ING Group instruments (in € bln)*

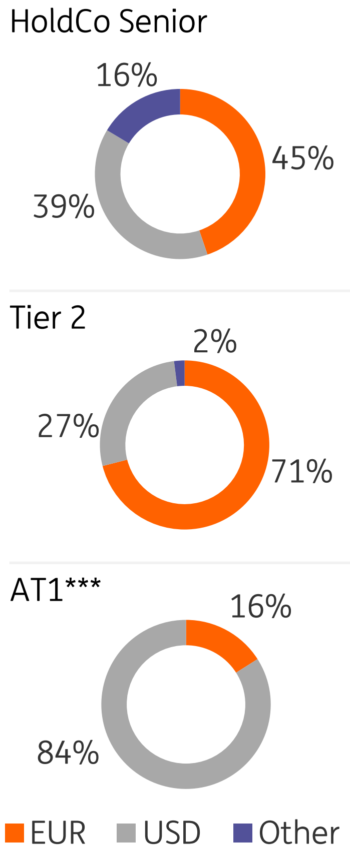


Key points

ING is currently meeting the TLAC requirements. ING has received new MREL requirements with a phase-in period of 4 years

The advancement of CET1 P2R composition by the ECB allows for a partial fulfilment of this requirement through AT1 and Tier 2 instruments

Currency split



Group / Bank issuance plan

Senior debt issuance

- ~€5-7 bln of HoldCo Senior planned for 2020, subject to balance sheet, RWA and regulatory developments and taking into account a phase-in period for the new MREL requirements
- OpCo Senior could be issued for internal ratio management and general corporate funding purposes

Tier 2

- Outstanding Tier 2 of ~€8 bln translates into a Tier 2 ratio of 2.2%**
- We intend to refinance ~€2 bln Bank Tier 2 with Group instruments over time

AT1***

- Outstanding AT1 of ~€6 bln translates into an AT1 ratio of 1.9%
- ~€1 bln grandfathered until 31 Dec 2021 following the grandfathering rules
- ~€5 bln CRD IV compliant

* TLAC requirements apply to ING Group at the consolidated level of the resolution group and are currently set at 16% of RWA and 6% of TLAC Leverage (LR). The available TLAC capacity consists of own funds and senior debt instruments. ING Group meets the TLAC requirements with a TLAC ratio as per 31 March 2020 of 25.1% of RWA and 6.9% of TLAC Leverage

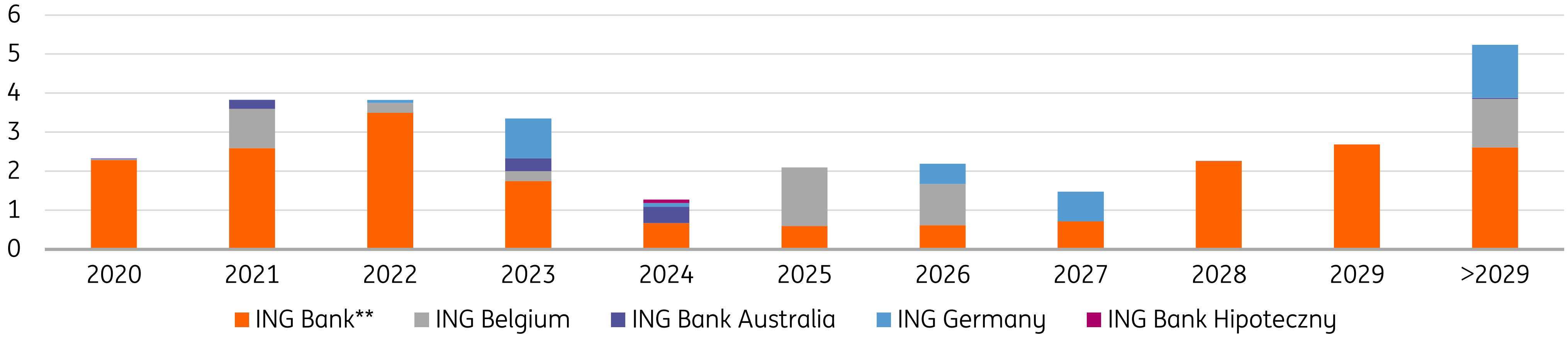
** Including regulatory adjustments for Tier 2

*** AT1 figures reflecting the redemption of two instruments in April 2020

Other subsidiaries remain active mainly through their covered bond programmes

	ING Bank N.V.	ING Belgium S.A./N.V	ING Bank (Australia) Ltd	ING Germany	ING Bank Hipoteczny
Instruments overview	▪ Secured funding ▪ Senior unsecured	▪ Secured funding	▪ Secured funding	▪ Secured funding	▪ Secured funding
Outstanding	▪ Covered bond**: ~€20 bln ▪ Senior unsecured: ~€25 bln	▪ Covered bond: ~€5 bln	▪ Covered bond: AUD$1.75 bln	▪ Covered bond: ~€4 bln	▪ Green covered bond: PLN 400 mln
Covered Bond programme	▪ ING Bank Hard and Soft Bullet CB Programme ▪ ING Bank Soft Bullet CB Programme	▪ ING Belgium Residential Mortgage Pandbrieven Programme	▪ ING Australia Covered Bond Programme	▪ ING-DiBa Residential Mortgage Pfandbrief Programme	▪ ING Bank Hipoteczny Covered Bond Programme

Maturity profile covered bond (in € bln)*

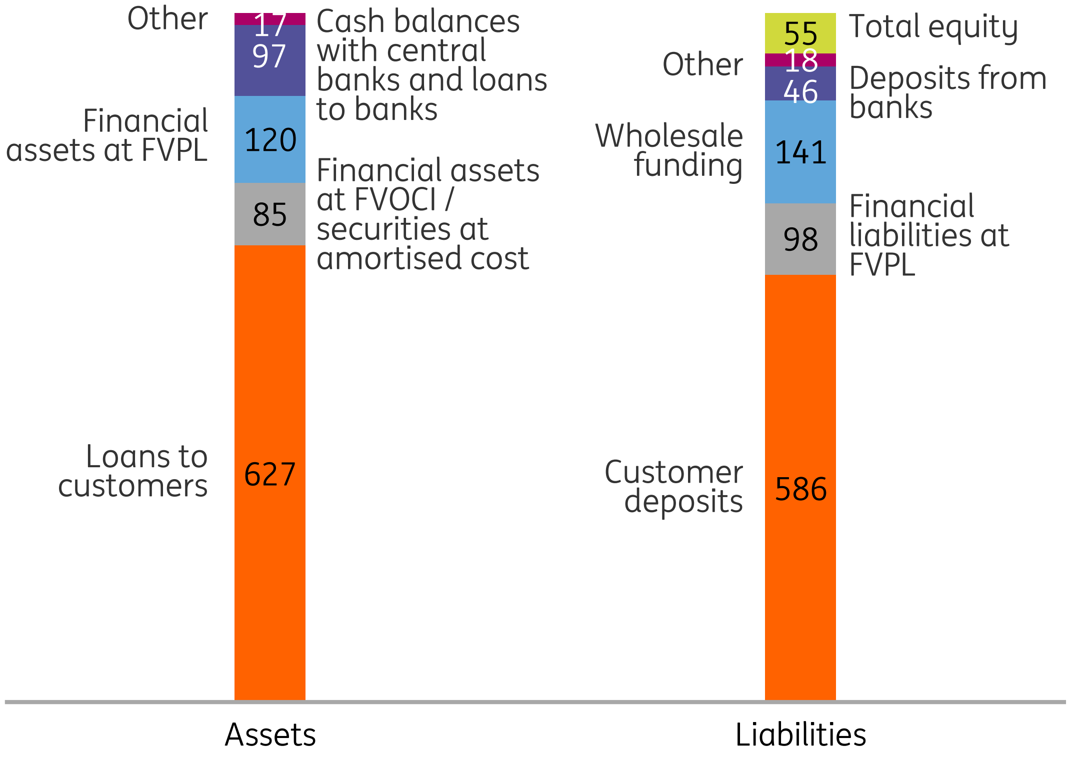


* As per 31 March 2020; Maturity ladder as per contractual maturity
** Outstanding for the ING Bank Hard and Soft Bullet CB Programme only

Strong and conservative balance sheet with customer deposits as the primary source of funding

Balance sheet ING Group (in € bln)

Balance sheet size ING Group 31 March 2020: €945 bln



Well diversified customer loan book

- See “Asset Quality” section of the presentation

Stable funding profile

- Over 62% of the balance sheet is funded by customer deposits
- 88% of total customer deposits is Retail Banking based
- Attractive loan-to-deposit ratio of 107% as per 31 March 2020*

Conservative trading profile

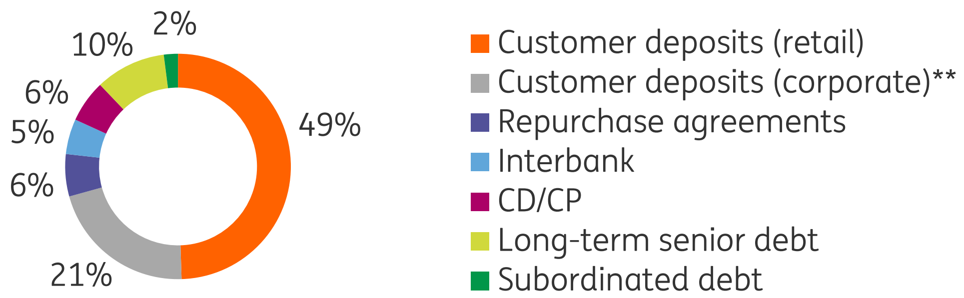
- Majority of our Financial Markets business is customer flow based where we largely hedge out positions, reflected in large but often offsetting assets and liabilities at FV positions
- Average VaR for ING’s trading portfolio during 1Q2020 increased to €22 mln from €11 mln in the previous quarter, mainly due to CVA hedges and increased market volatility

* Loan-to-deposit ratio is customer lending including provision for loan losses divided by customer deposits

Robust liquidity position

Funding mix*

31 March 2020



ING holds sizeable liquidity buffer

- ING's funding consists mainly of retail deposits, corporate deposits and public debt
- ING's 12-month moving average LCR remained robust at 127% in the first quarter of 2020
- Besides the HQLA buffer, ING maintains large pools of ECB-eligible assets, in the form of internal securitisations and credit claims

Liquidity buffer

- Level 1: mainly core European sovereign bonds, SSA and US Treasuries
- Level 1B: core European and Nordic covered bonds
- Level 2A: mainly Canadian covered bonds
- Level 2B: mainly short-dated German Auto ABS

LCR 12-month moving average (in € bln)

	31 March 2020	31 December 2019
Level 1	125.6	124.9
Level 2A	5.4	4.8
Level 2B	4.6	4.3
Total HQLA	**135.6**	**134.0**
Stressed outflow	**200.5**	**198.5**
Stressed inflow	**93.5**	**92.8**
LCR	**127%**	**127%**

* Liabilities excluding trading securities and IFRS equity
** Includes SME/Midcorp from Retail Banking

Strong rating profile at both Group and Bank level

Main credit ratings of ING on 7 May 2020

	S&P	Moody's	Fitch
Stand-alone rating	a	baa1	a+
Government support	-	1 notch	-
Junior debt support	1 notch	N/A	-
Moody's LGF support	N/A	3 notches	N/A
ING Bank NV (OpCo)			
Bank senior LT rating	A+	Aa3	AA-
Outlook	Stable	Stable	RWN
Bank senior ST rating	A-1	P-1	F1+
Tier 2	BBB+	Baa2	A-
ING Groep NV (HoldCo)			
Group senior LT rating	A-	Baa1	A+
Outlook	Negative	Stable	RWN
AT1	BB	Ba1	BBB
Tier 2	BBB	Baa2	A-

Latest ING rating actions

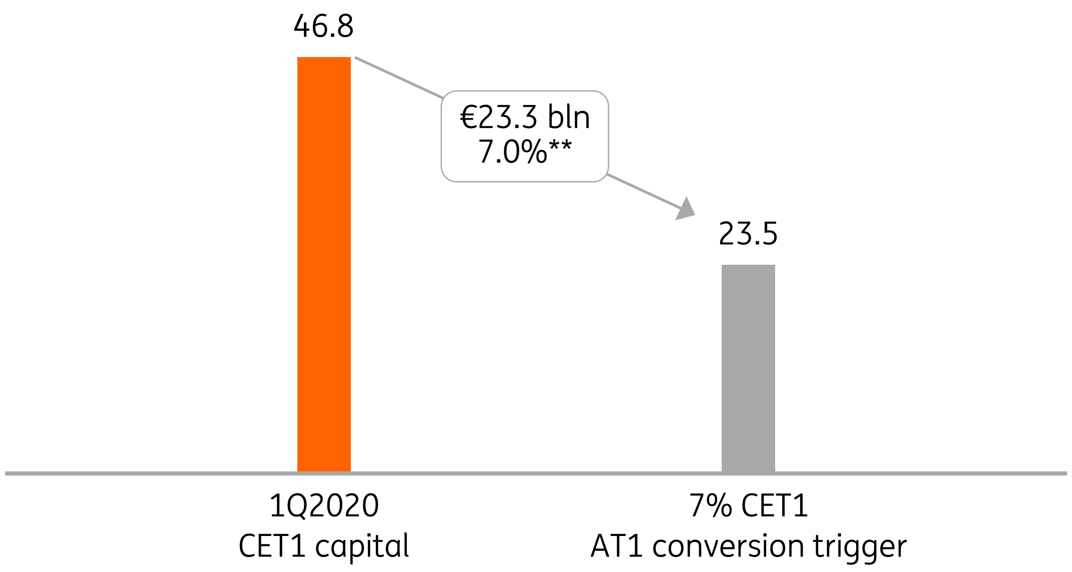
- Fitch: Feb-2019 ING Bank was upgraded to AA-. In April 2020, Fitch placed ING Group's and ING Bank's ratings on Rating Watch Negative (RWN) as a result of the economic fallout from the Covid-19 pandemic. It also upgraded AT1 instruments by 1 notch and downgraded outstanding Tier 2 instruments by 1 notch to reflect a change in baseline notching
- Moody's: Sep-2017 ING Bank was upgraded to Aa3 from A1 with a stable outlook. The improvement was driven by resilient profitability, low asset risk, a strengthening capital position, as well as the expected build-up of loss-absorbing capital at ING Group
- S&P: Jul-2017 ING Bank was upgraded to A+ reflecting the expectation that in the coming years ING will build a sizable buffer of bail-in-able debt, while maintaining strong capital adequacy metrics thanks to resilient financial performance, supportive internal capital generation, and a broadly similar risk profile. In April 2020, S&P changed ING Group's outlook to negative, as a result of the impact of the Covid-19 pandemic on the Dutch economy and banking sector in general

Appendix

Comfortable buffer to Additional Tier 1 trigger

Buffer to AT1 trigger

31 March 2020



ING Group available distributable items (in € mln)*

	2019
Share premium	17,078
Other reserves	28,052
Legal and statutory reserves	3,999
Non-distributable	-8,398
Total	**40,732**
Accrued interest expenses on own fund instruments at year-end	147
Distributable items excluding result for the year	**40,879**
Unappropriated result for the year	4,601
Total available distributable items	**45,479**

- ING Group capital buffer to conversion trigger (7% CET1) is high at €23.3 bln, or 7.0% of RWA
- This excludes €1,754 mln of net profits that we previously set aside for the final 2019 dividend payment
- AT1 discretionary distributions may only be paid out of distributable items
- As per year-end 2019, ING Group had ~€45.5 bln of available distributable items following the CRDIV definition

* According to the CRR/CRDIV
** Difference between 14.0% ING Group CET1 ratio in 1Q2020 and 7% CET1 equity conversion trigger

Outstanding benchmark capital securities

(Additional) Tier 1 securities issued by Group

Currency	Issue date	First call date	Coupon	Outstanding**	Issued	Reset spread
USD*	Feb-20	May-29	4.875%	750	750	UST + 351bps
USD*	Sep-19	Nov-26	5.750%	1,500	1,500	UST + 434bps
USD	Feb-19	Apr-24	6.750%	1,250	1,250	USSW + 420bps
USD	Nov-16	Apr-22	6.875%	1,000	1,000	USSW + 512bps
USD*,****	Apr-15	Apr-20	6.000%	1,000	1,000	USSW + 445bps
USD*	Apr-15	Apr-25	6.500%	1,250	1,250	USSW + 445bps
USD***,****	Sep-05	Jan-11	6.125%	700	700	6.125%
EUR***	Jun-04	Jun-14	10yr DSL +10	563	1,000	10yr DSL +10
EUR***	Jun-03	Jun-13	10yr DSL +50	432	750	10yr DSL +50

Tier 2 securities issued by Group

Currency	Issue date	First call date	Coupon	Outstanding**	Maturity
EUR	Nov-19	Nov-25	1.00%	1,000	Nov-30
USD	Mar-18	Mar-23	4.70%	1,250	Mar-28
EUR	Mar-18	Mar-25	2.00%	750	Mar-30
EUR	Sep-17	Sep-24	1,625%	1,000	Sep-29
EUR	Feb-17	Feb-24	2.50%	750	Feb-29
EUR	Apr-16	Apr-23	3.00%	1,000	Apr-28

Tier 2 securities issued by Bank

Currency	Issue date	First call date	Coupon	Outstanding**	Maturity
EUR	Feb-14	Feb-21	3.63%	1,500	Feb-26
USD	Sep-13	n/a	5.80%	1,000*****	Sep-23

* SEC registered
** Amount outstanding in original currency
*** Grandfathered instruments
**** These instruments were redeemed in April 2020
***** Outstanding amount was reduced with US$1.0 bln following a Liability Management Exercise

Most recent HoldCo Senior transactions

HoldCo Senior Unsecured, EUR issuances

ISIN	Issue date	Maturity	Tenor	Coupon	Currency	Issued	Spread
XS2049154078*	Sep-19	Sep-25	6yr	0.100%	EUR	1,000	m/s + 60
XS1933820372	Jan-19	Jan-26	7yr	2.125%	EUR	1,000	m/s + 170
XS1909186451	Nov-18	Nov-30	12yr	2.500%	EUR	1,500	m/s + 135
XS1882544973	Sep-18	Sep-28	10yr	2.000%	EUR	1,500	m/s + 110
XS1882544205	Sep-18	Sep-23	5yr	3mE + 85	EUR	1,000	3mE + 85
XS1882544627	Sep-18	Sep-23	5yr	1.000%	EUR	1,000	m/s + 80
XS1771838494	Feb-18	Feb-25	7yr	1.125%	EUR	1,000	m/s + 42

HoldCo Senior Unsecured, USD issuances**

ISIN	Issue date	Maturity	Tenor	Coupon	Currency	Issued	Spread
US456837AP87	Apr-19	Apr-24	5yr	3.55%	USD	1,000	T + 130
US456837AQ60	Apr-19	Apr-29	10yr	4.05%	USD	1,000	T + 158
US45685NAA46 (RegS/144a)	Nov-18	Jan-26	7yr	4.625	USD	1,250	T + 150
US456837AM56	Oct-18	Oct-28	10yr	4.550%	USD	1,250	T + 150
US456837AK90	Oct-18	Oct-23	5yr	4.100%	USD	1,500	T + 112.5
US456837AL73	Oct-18	Oct-23	5yr	3mL + 100	USD	500	3mL + 100

HoldCo Senior Unsecured, $AUD, JPY, GBP issuances

ISIN	Issue date	Maturity	Tenor	Coupon	Currency	Issued	Spread
JP552843AKE0	Feb-19	Feb-2029	10yr	1.074%	JPY	21,100	YSO + 77
JP552843BKE8	Feb-19	Feb-2024	5yr	0.810%	JPY	88,900	YSO + 88
XS1953146245	Feb-19	Feb-2026	7yr	3.000%	GBP	1,000	G + 210
JP552843AJQ6	Dec-18	Dec-23	5yr	0.848%	JPY	107,500	YSO + 75
JP552843BJQ4	Dec-18	Dec-28	10yr	1.169%	JPY	19,200	YSO + 90
XS1917902196	Dec-18	Jun-29	10.5yr	5.00%	AUD	175	ASW + 226
XS1917901974	Dec-18	Dec-22	4yr	3mBBSW+155	AUD	400	3mBBSW + 155

* Callable HoldCo Senior instrument with the first call in September 2024
** HoldCo USD issues are SEC registered unless mentioned otherwise
Green bond

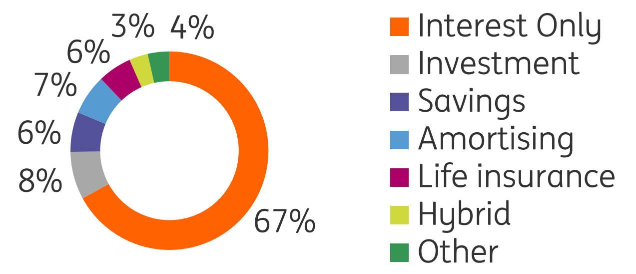
ING Bank's covered bond programme…

- ING Bank NV €30 bln Hard and Soft Bullet Covered Bonds programme
  - UCITS, CRR and ECBC Label compliant. Rated Aaa/AAA/AAA (Moody's/S&P/Fitch)
  - This programme is used for external issuance purposes. There is a separate €15 bln Soft Bullet Covered Bonds programme for internal transactions only and it is not detailed on this slide
  - Cover pool consists of 100% prime Dutch residential mortgage loans, all owner occupied and in euro only. As per 31 March 2020, no arrears > 90 days in the cover pool
  - Strong Dutch legislation with minimum legally required over collateralisation (OC) of 5% and LTV cut-off rate of 80%
- Latest investor reports are available on www.ing.com/ir

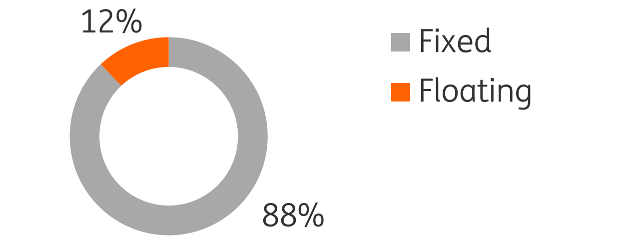
Portfolio characteristics (as per 31 March 2020)

Net principal balance	€24,501 mln
Outstanding bonds	€19,889 mln
# of loans	149,268
Avg. principal balance (per borrower)	€164,140
WA current interest rate	2.71%
WA remaining maturity	16.33 years
WA remaining time to interest reset	5.58 years
WA seasoning	13.38 years
WA current indexed LTV	58.39%
Min. documented OC	2.56%
Nominal OC	23.19%

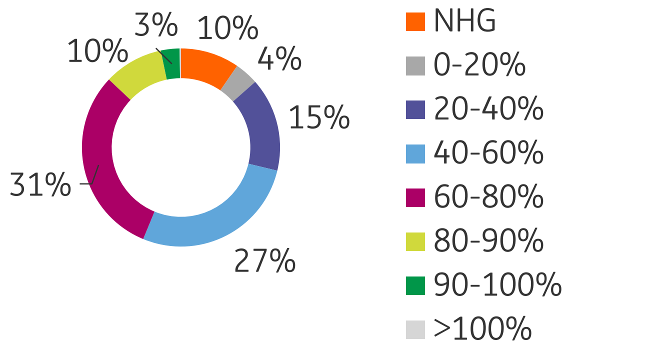
Repayment type



Interest rate type

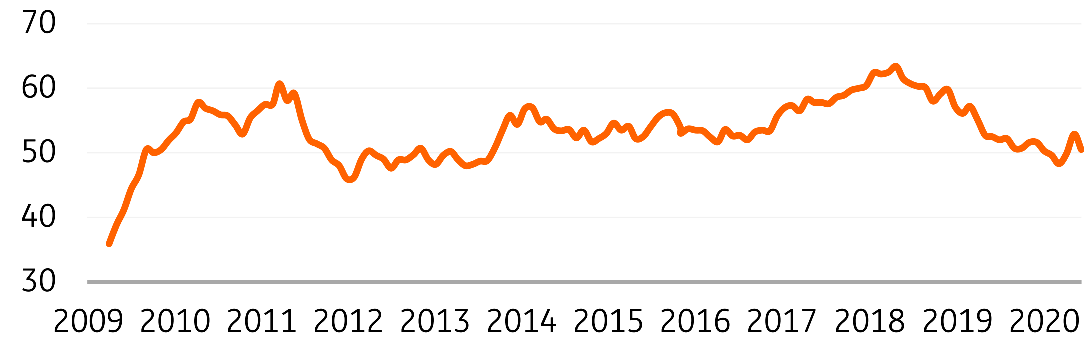


Current Indexed LTVs

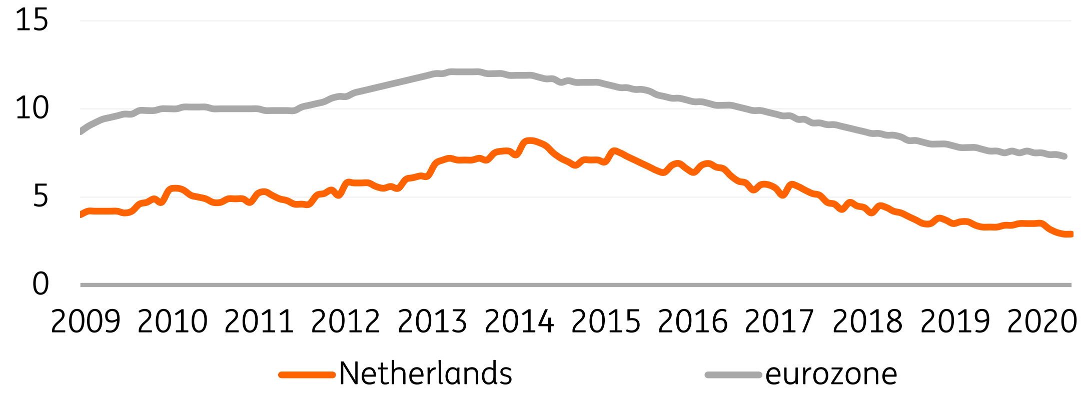


...benefiting from a strong Dutch housing market and an economy which was still solid at the end of 1Q2020

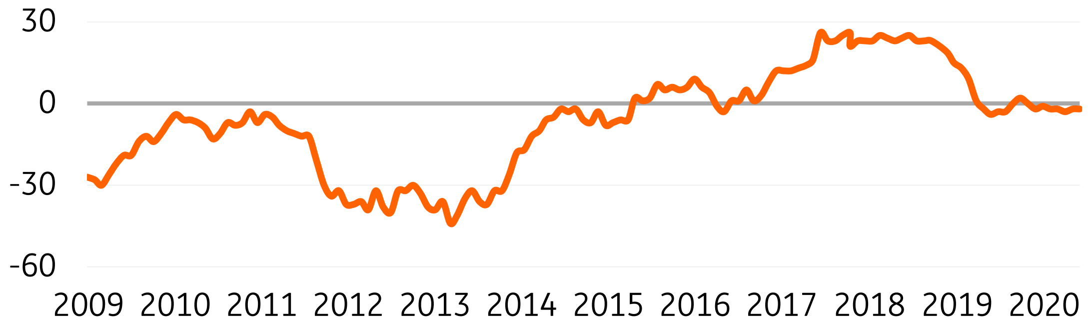
Dutch Purchasing Managers Index (PMI) was 50.5 as per end 1Q2020, indicating slightly positive industrial growth



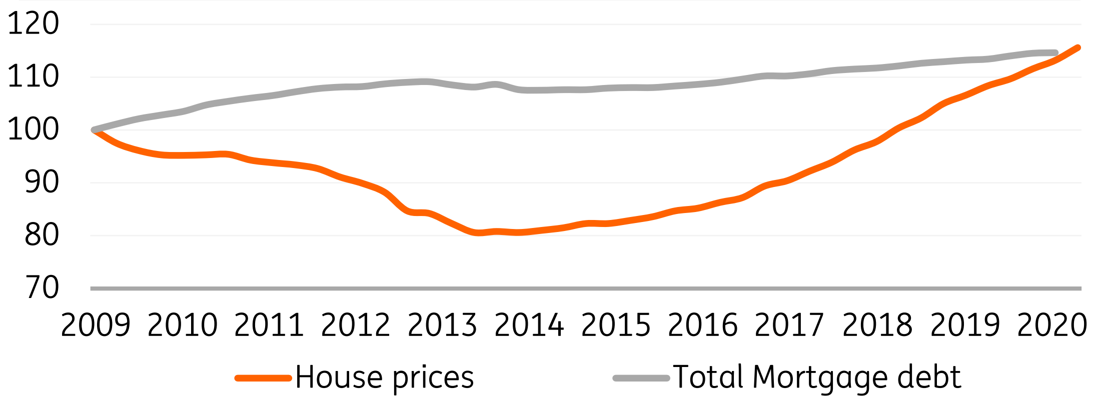
Dutch and eurozone unemployment rates (%) at a historically low level



Dutch consumer confidence remains below 0 in 1Q2020



Dutch house price increases in the last six years are not credit-driven*



Source: Central Bureau for Statistics for all data besides Dutch PMI (IHS Markit) and eurozone unemployment (Eurostat)
* Latest data 4Q2019

Important legal information

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

Certain of the statements contained herein are not historical facts, including, without limitation, certain statements made of future expectations and other forward-looking statements that are based on management's current views and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in such statements. Actual results, performance or events may differ materially from those in such statements due to a number of factors, including, without limitation: (1) changes in general economic conditions, in particular economic conditions in ING's core markets, including changes affecting currency exchange rates, (2) the effects of the Covid-19 pandemic and related response measures, including lockdowns and travel restrictions, on economic conditions in countries in which ING operates, on ING's business and operations and on ING's employees, customers and counterparties, (3) changes affecting interest rate levels, (4) any default of a major market participant and related market disruption, (5) changes in performance of financial markets, including in Europe and developing markets, (6) changes in the fiscal position and the future economic performance of the United States, including potential consequences of a downgrade of the sovereign credit rating of the US government, (7) consequences of the United Kingdom's withdrawal from the European Union, (8) changes in or discontinuation of 'benchmark' indices, (9) inflation and deflation in our principal markets, (10) changes in conditions in the credit and capital markets generally, including changes in borrower and counterparty creditworthiness, (11) failures of banks falling under the scope of state compensation schemes, (12) non-compliance with or changes in laws and regulations, including those financial services and tax laws, and the interpretation and application thereof, (13) geopolitical risks, political instabilities and policies and actions of governmental and regulatory authorities, (14) ING's ability to meet minimum capital and other prudential regulatory requirements, (15) outcome of current and future litigation, enforcement proceedings, investigations or other regulatory actions, including claims by customers, (16) operational risks, such as system disruptions or failures, breaches of security, cyber-attacks, human error, changes in operational practices or inadequate controls including in respect of third parties with which we do business, (17) risks and challenges related to cybercrime including the effects of cyber-attacks and changes in legislation and regulation related to cybersecurity and data privacy, (18) changes in general competitive factors, (19) the inability to protect our intellectual property and infringement claims by third parties, (20) changes in credit ratings, (21) business, operational, regulatory, reputation and other risks and challenges in connection with climate change, (22) inability to attract and retain key personnel, (23) future liabilities under defined benefit retirement plans, (24) failure to manage business risks, including in connection with use of models, use of derivatives, or maintaining appropriate policies and guidelines, (25) changes in capital and credit markets, including interbank funding, as well as customer deposits, which provide the liquidity and capital required to fund our operations, (26) the other risks and uncertainties detailed in the most recent annual report of ING Groep N.V. (including the Risk Factors contained therein) and ING's more recent disclosures, including press releases, which are available on www.ING.com.

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