

Customers make their homes more sustainable in 5 steps, from advice to installation

ING introduces ING Upgrader for more sustainable and future-proof living

ING launched ING Upgrader 9 December. With this all-in-one service, the bank relieves its mortgage customers who want to make their homes (further) sustainable. From free energy-saving advice, help with applying for subsidies to the actual installation of the measures. The result is more living comfort, but also more sustainable and future-proof living. Plus, a positive effect on the value of the home.

ING wants to play a pioneering role in making homes more sustainable in order to meet the climate challenge. A significant part of CO2 emissions come from the built environment, including homes. ING sees two ways to help reduce emissions from Dutch homes. "We can ensure that new construction contributes as little as possible to the CO2 footprint. But we are making even more impact by improving existing homes, making them more energy-efficient and sustainable," says Peter Jacobs, CEO of ING in the Netherlands.

'Need for insight and overview'

People who want to upgrade often do not know what is needed or how everything fits together. Not to mention the costs, or finding the right contractors such as a contractor, and what subsidies or financing are available. Of course, money plays a role, Jacobs continues. "You can make your home more sustainable from as little as a few hundred euros. But the costs can also amount to several tens of thousands of euros or more. That depends entirely on your situation. What we see is that people want to upgrade their home, but don't know what they can do or where to start. They need insight and overview. A complete picture of the possibilities and a concrete step-by-step plan. People feel that making their homes more sustainable is a complex and expensive process. We believe that it can be manageable and easier. That's why we help customers who want to upgrade together with our partner Winst uit je woning from start to finish in the entire process."

Manageable and easy

ING Upgrader simplifies the sustainability of homes for the hundreds of thousands of households that the bank finances. Folkert van der Ploeg, director of ING Wonen adds: "ING customers start with the Upgrade Check. A digital tool that gives them easy and non-binding insight into the possibilities for sustainability and a cost-benefit estimate. If the customer wants to take action, this can be done with ING Upgrader. An all-in-one service from personal advice at home to the installation of energy-saving measures. Whether it is roof insulation, a heat pump or solar panels. The customer is in the driver's seat and can follow all the steps in the ING App or via My ING. In addition, he gets a single point of contact for the entire process from advice to installation."

If customers need financing, ING can of course help with this, but not everyone needs it. CEO Jacobs also nuances this. "The funding we provide is only part of the journey. Because we will continue to play an active role throughout the upgrade, so that we really unburden the customer from A to Z."

Smart investment

A win-win situation for everyone. As far as ING is concerned, that is the yield of ING Upgrader. The customer thus immediately saves on his energy consumption. This way he can still keep the ever-increasing cost of living under control. The energy-saving measures can also have a positive effect on the value of the house. For example, with an upgrade from energy label D to A, the home value can increase by up to 7.6%. From label G to A even 15%. This is shown by [research](#). And from a preview of stricter European legislation and new energy performance standards. For the customer, upgrading can therefore be a smart investment that translates into better financial health and improved living comfort.

Society also benefits. When people upgrade their homes, they reduce their emissions while helping to reduce the demand for fossil fuels. In this way, we help accelerate the transition to a low-CO2 society. In addition, ING Upgrader also benefits the bank itself. By making their homes more sustainable, customers are preparing for the future. For ING, the sum of all these sustainability measures leads to making its mortgage portfolio future-proof.

More sustainable and future-proof in 5 steps

With ING Upgrader, the bank promises that customers can live more sustainably and future-proof in just 5 steps. They can also see and follow everything in the ING App and on My ING. After logging in via the App or My ING, the customer goes through these 5 steps:

- Make an appointment: a sustainability advisor will visit and discuss the possible measures and the savings.
- Check financing: ING checks with the customer whether they have sufficient savings or need a loan.
- View savings plan and quotes: the customer receives free advice including the payback period and quotes for the sustainability measures.
- Complete installation: certified installers carry out the energy-saving measures.
- Adjust energy label: the upgrade is done. After installing one or more sustainability measures via ING Upgrader, the customer receives a free new energy label from ING.

Cooperation with Winst uit je woning

For ING Upgrader, ING works together with Winst uit je woning. This organization believes that the energy transition can be a bit faster and believes that you can achieve more together than alone. Winst uit je woning helps municipalities and other partners to convert policy and ideals into tangible results. They accelerate the energy transition by collectively making households more sustainable and thus making it easy to save energy. To this end, they collaborate with partners, municipalities, advisors and implementers.

Note for editors

For more on ING, please visit www.ing.com. Frequent news updates can be found in the [Newsroom](#) or via X [@ING_news](#) feed. Photos of ING operations, buildings and its executives are available for download at [Flickr](#).

Press enquiries

ING Netherlands
Alberta Opoku



telefoon +31612112627,
alberta.opoku@ing.com

ING PROFILE

ING is a global financial institution with a strong European base, offering banking services through its operating company ING Bank. The purpose of ING Bank is: empowering people to stay a step ahead in life and in business. ING Bank's more than 60,000 employees offer retail and wholesale banking services to customers in over 40 countries.

ING Group shares are listed on the exchanges of Amsterdam (INGA NA, INGA.AS), Brussels and on the New York Stock Exchange (ADRs: ING US, ING.N).

ING aims to put sustainability at the heart of what we do. Our policies and actions are assessed by independent research and ratings providers, which give updates on them annually. ING's ESG rating by MSCI was reconfirmed by MSCI as 'AA' in August 2024 for the fifth year. As of December 2023, in Sustainalytics' view, ING's management of ESG material risk is 'Strong'. Our current ESG Risk Rating, is 17.2 (Low Risk). ING Group shares are also included in major sustainability and ESG index products of leading providers. Here are some examples: Euronext, STOXX, Morningstar and FTSE Russell. Society is transitioning to a low-carbon economy. So are our clients, and so is ING. We finance a lot of sustainable activities, but we still finance more that's not. Follow our progress on ing.com/climate.

Important legal information

Elements of this press release contain or may contain information about ING Groep N.V. and/ or ING Bank N.V. within the meaning of Article 7(1) to (4) of EU Regulation No 596/2014 ('Market Abuse Regulation').

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 2023 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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changes in credit ratings (25) business, operational, regulatory, reputation, transition and other risks and challenges in connection with climate change and ESG-related matters, including data gathering and reporting (26) inability to attract and retain key personnel (27) future liabilities under defined benefit retirement plans (28) failure to manage business risks, including in connection with use of models, use of derivatives, or maintaining appropriate policies and guidelines (29) 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, and (30) 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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