

ING Historical Trend Data 1Q2018 Introduction

General comments

- The Historical Trend Data document includes quarterly financial trend data and details of restatements. The Historical Trend Data document is published on a quarterly basis.
- Allocation keys are used to calculate segmental information; e.g. Retail vs. Wholesale banking and product information. These allocation keys might be refined over time.
- ING analyses its results on an underlying basis. Underlying results are derived from results based on IFRS as adopted by the European Union (IFRS-EU), excluding the impact from divestments, special items 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. On 18 March 2018 ING sold its remaining part of warrants on the shares of Voya Financial.
- IFRS 9 'Financial Instruments' has become effective as per 1 January 2018. ING applies the classification, measurement, and impairment requirements retrospectively by adjusting the opening balance sheet and opening equity as at 1 January 2018, and has decided not to restate comparative periods. ING furthermore decided to continue applying IAS 39 for hedge accounting including the application of the EU carve-out explicitly permitted by IFRS 9.
- Small differences are possible in the tables due to rounding.
- All figures are unaudited.

Product segmentation Wholesale Banking

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

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ING 1.1 Profit or loss: Comparable quarters

Profit or loss												
In € million	Total Group			of which: Retail Banking			of which: Wholesale Banking			of which: Corporate Line		
	1Q2018	1Q2017	4Q2017	1Q2018	1Q2017	4Q2017	1Q2018	1Q2017	4Q2017	1Q2018	1Q2017	4Q2017
Profit or loss												
Net interest income	3,404	3,352	3,512	2,405	2,371	2,423	935	955	1,031	64	25	58
Net commission income	661	682	674	399	403	395	263	280	279	-1	-1	-0
Investment income	65	48	20	40	27	16	24	23	5	1	-3	-0
Other income	327	314	162	183	111	144	179	287	91	-35	-85	-73
Total underlying income	4,457	4,396	4,368	3,027	2,913	2,978	1,402	1,545	1,406	29	-63	-16
Expenses excl. regulatory costs	2,193	2,137	2,354	1,521	1,459	1,629	603	608	670	68	70	55
Regulatory costs ¹⁾	493	474	264	378	384	152	116	91	112	-0	0	0
Operating expenses	2,686	2,611	2,618	1,898	1,843	1,781	719	698	781	68	70	55
Gross result	1,771	1,785	1,751	1,128	1,071	1,197	683	847	625	-40	-133	-71
Addition to loan loss provisions	85	133	190	105	98	122	-20	35	68	0	0	0
Underlying result before tax	1,686	1,652	1,560	1,023	972	1,075	702	813	557	-40	-133	-71
Taxation	464	456	543	270	267	313	169	230	202	25	-41	28
Non-controlling interests	29	21	17	25	17	13	4	4	4	-0	-	-
Underlying net result	1,192	1,175	1,001	728	688	749	529	579	351	-65	-92	-99
Special items after tax	-	-	-	-	-	-	-	-	-	-	-	-
Net result Banking	1,192	1,175	1,001	728	688	749	529	579	351	-65	-92	-99
Net result Insurance Other	33	-32	15									
Net result ING Group	1,225	1,143	1,015									
Key figures²⁾												
Interest margin	1.52%	1.52%	1.58%									
Cost/income ratio	60.3%	59.4%	59.9%	62.7%	63.3%	59.8%	51.3%	45.2%	55.6%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity ING Group	10.0%	9.6%	8.3%									
Return on equity based on 12.0% CET1 ³⁾	13.1%	12.8%	10.9%	15.8%	15.1%	16.0%	11.9%	12.7%	7.9%	-70.0%	-80.0%	-113.6%
Risk costs in bps of average RWA	11	17	25	26	25	31	-5	9	18	1	0	3
Risk-weighted assets (end of period)	312,434	309,796	309,887	160,062	154,677	157,632	149,017	151,929	149,427	3,355	3,190	2,828
Employees (internal FTEs, end of period)	51,752	51,464	51,815	39,757	39,960	40,008	11,992	11,500	11,804	3	3	3
Four-quarter rolling average key figures												
Interest margin	1.54%	1.52%	1.54%									
Cost/income ratio	55.7%	53.1%	55.5%	56.8%	55.1%	56.9%	48.7%	44.5%	47.1%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity ING Group	10.3%	10.8%	10.2%									
Return on equity based on 12.0% CET1 ³⁾	13.6%	14.3%	13.5%	18.3%	18.4%	18.1%	10.7%	11.6%	10.9%	-93.5%	-42.6%	-95.1%

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: 1Q2018 Segment split

Profit or loss 1Q2018												
In € million	Total	Retail	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	General Lending & Transaction Services		Financial Markets	Bank Treasury & Other	Corporate Line
		Banking	Netherlands	Belgium	Germany	Other		Industry Lending				
Balance sheet related interest	3,404	2,381	859	440	408	673	1,038	512	276	102	148	-16
Capital charge on book equity	-	-1	1	0	9	-11	-129	-0	-0	-2	-127	130
Interest benefit on total capital	-	25	8	6	4	6	25	11	8	4	1	-49
Net interest income	3,404	2,405	869	446	422	668	935	523	284	105	23	64
Net commission income	661	399	155	95	46	103	263	132	102	34	-5	-1
Investment income	2	-1	-	-1	-0	0	2	0	0	0	2	1
Realised gains and fair value changes on investments	63	41	23	22	0	-5	22	-3	-	-0	25	0
Total investment income	65	40	23	22	0	-5	24	-3	0	-0	27	1
Valuation result and net trading income	253	128	78	33	9	8	164	-30	8	148	39	-39
Other income	74	55	13	14	3	25	15	0	10	-6	11	4
Total other income	327	183	91	47	12	33	179	-30	18	142	50	-35
Total underlying income	4,457	3,027	1,138	610	479	799	1,402	623	403	281	95	29
Expenses excl. regulatory costs	2,193	1,521	487	362	224	448	603	171	208	223	1	68
Regulatory costs ¹⁾	493	378	92	181	51	54	116	26	24	39	27	-0
Operating expenses	2,686	1,898	578	543	275	502	719	197	232	262	28	68
Gross result	1,771	1,128	559	67	204	297	683	426	172	18	67	-40
Addition to loan loss provisions	85	105	-4	47	9	52	-20	-17	-17	0	15	0
Underlying result before tax	1,686	1,023	563	21	195	245	702	443	189	18	52	-40
Taxation	464	270	137	12	62	59	169	105	52	2	10	25
Non-controlling interests	29	25	-	6	0	19	4	3	2	1	-2	-0
Underlying net result	1,192	728	426	3	132	167	529	336	135	15	44	-65
Special items after tax	-	-	-	-	-	-	-	-	-	-	-	-
Net result Banking	1,192	728	426	3	132	167	529	336	135	15	44	-65
Net result Insurance Other	33											
Net result ING Group	1,225											
Key figures²⁾												
Interest margin	1.52%											
Cost/income ratio	60.3%	62.7%	50.8%	89.0%	57.4%	62.8%	51.3%	31.6%	57.4%	93.5%	29.6%	n.a.
Return on equity based on IFRS-EU equity ING Group	10.0%											
Return on equity based on 12.0% CET1 ³⁾	13.1%	15.8%	29.1%	0.8%	17.6%	12.6%	11.9%	16.5%	9.5%	2.2%	15.9%	-70.0%
Risk costs in bps of average RWA	11	26	-3	52	15	42	-5	-10	-14	0	67	1
Risk-weighted assets (end of period)	312,434	160,062	49,236	36,190	25,328	49,308	149,017	67,244	48,609	24,606	8,558	3,355
Employees (internal FTEs, end of period)	51,752	39,757	9,119	8,073	4,735	17,830	11,992					3
Four-quarter rolling average key figures												
Interest margin	1.54%											
Cost/income ratio	55.7%	56.8%	48.8%	65.2%	54.0%	63.7%	48.7%	27.1%	52.3%	99.7%	53.3%	n.a.
Return on equity based on IFRS-EU equity ING Group	10.3%											
Return on equity based on 12.0% CET1 ³⁾	13.6%	18.3%	29.7%	10.7%	21.5%	10.8%	10.7%	16.8%	9.7%	0.3%	-1.5%	-93.5%

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 1.3 Profit or loss: Quarterly overview

Profit or loss								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Interest income				6,462	10,921	10,952	10,959	11,127
Minus: interest expense				3,059	7,408	7,461	7,599	7,776
Net interest income				3,404	3,512	3,490	3,359	3,352
Net commission income				661	674	643	714	682
Investment income				2	9	55	18	3
Realised gains and fair value changes on investments				63	12	27	25	45
Total investment income				65	20	82	43	48
Valuation result and net trading income				253	94	100	267	215
Other income				74	68	92	148	99
Total other income				327	162	193	415	314
Total underlying income				4,457	4,368	4,408	4,532	4,396
Staff expenses				1,340	1,336	1,286	1,309	1,271
Regulatory costs ¹⁾				493	264	94	69	474
Other expenses				853	1,018	909	934	865
Operating expenses				2,686	2,618	2,289	2,311	2,611
Gross result				1,771	1,751	2,119	2,221	1,785
Addition to loan loss provisions				85	190	124	229	133
Underlying result before tax				1,686	1,560	1,995	1,992	1,652
Taxation				464	543	595	565	456
Non-controlling interests				29	17	21	23	21
Underlying net result				1,192	1,001	1,378	1,403	1,175
Special items after tax				-	-	0	-	-
Net result Banking				1,192	1,001	1,378	1,403	1,175
Net result Insurance Other				33	15	-3	-32	-32
Net result ING Group				1,225	1,015	1,376	1,371	1,143
Key figures²⁾								
Interest margin				1.52%	1.58%	1.57%	1.51%	1.52%
Cost/income ratio				60.3%	59.9%	51.9%	51.0%	59.4%
Return on equity based on IFRS-EU equity ING Group				10.0%	8.3%	11.5%	11.7%	9.6%
Return on equity based on 12.0% CET1 ³⁾				13.1%	10.9%	15.0%	15.3%	12.8%
Risk costs in bps of average RWA				11	25	16	30	17
Risk-weighted assets (end of period)				312,434	309,887	311,036	310,336	309,796
Employees (internal FTEs, end of period)				51,752	51,815	51,550	51,342	51,464
Four-quarter rolling average key figures								
Interest margin				1.54%	1.54%	1.53%	1.52%	1.52%
Cost/income ratio				55.7%	55.5%	53.8%	53.6%	53.1%
Return on equity based on IFRS-EU equity ING Group				10.3%	10.2%	11.0%	10.8%	10.8%
Return on equity based on 12.0% CET1 ³⁾				13.6%	13.5%	14.5%	14.3%	14.3%

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 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Balance sheet related interest				2,381	2,404	2,411	2,357	2,344
Capital charge on book equity				-1	3	0	-2	1
Interest benefit on total capital				25	16	15	17	26
Net interest income				2,405	2,423	2,426	2,372	2,371
Net commission income				399	395	391	419	403
Investment income				-1	4	55	13	1
Realised gains and fair value changes on investments				41	12	32	26	26
Total investment income				40	16	87	39	27
Valuation result and net trading income				128	105	35	88	73
Other income				55	38	56	55	38
Total other income				183	144	91	144	111
Total underlying income				3,027	2,978	2,995	2,974	2,913
Expenses excl. regulatory costs				1,521	1,629	1,488	1,493	1,459
Regulatory costs				378	152	80	61	384
Operating expenses				1,898	1,781	1,569	1,554	1,843
Gross result				1,128	1,197	1,426	1,420	1,071
Addition to loan loss provisions				105	122	78	93	98
Underlying result before tax				1,023	1,075	1,348	1,327	972
Taxation				270	313	343	369	267
Non-controlling interests				25	13	18	20	17
Underlying net result				728	749	988	938	688
Special items after tax				-	-	-	-	-
Net result				728	749	988	938	688
Key figures¹⁾								
Cost/income ratio				62.7%	59.8%	52.4%	52.3%	63.3%
Return on equity based on 12.0% common equity Tier 1 ²⁾				15.8%	16.0%	21.0%	20.3%	15.1%
Risk costs in bps of average RWA				26	31	19	24	25
Risk-weighted assets (end of period)				160,062	157,632	159,884	159,683	154,677
Employees (internal FTEs, end of period)				39,757	40,008	39,870	39,753	39,960
Four-quarter rolling average key figures								
Cost/income ratio				56.8%	56.9%	55.5%	55.2%	55.1%
Return on equity based on 12.0% common equity Tier 1 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 1.5 Profit or loss: Retail Banking Benelux

Profit or loss Retail Banking Benelux								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Balance sheet related interest				1,300	1,347	1,360	1,348	1,348
Capital charge on book equity				1	2	2	1	1
Interest benefit on total capital				14	9	8	10	15
Net interest income				1,315	1,359	1,370	1,359	1,364
Net commission income				250	238	240	265	265
Investment income				-1	1	1	11	1
Realised gains and fair value changes on investments				45	1	5	9	14
Total investment income				45	2	6	20	15
Valuation result and net trading income				111	105	62	95	57
Other income				27	19	48	30	20
Total other income				138	124	110	126	77
Total underlying income				1,748	1,723	1,726	1,770	1,721
Expenses excl. regulatory costs				848	900	807	870	836
Regulatory costs				273	75	20	5	282
Operating expenses				1,121	975	827	875	1,118
Gross result				627	748	899	895	603
Addition to loan loss provisions				43	32	7	25	53
Underlying result before tax				583	716	893	870	550
Taxation				149	232	245	238	146
Non-controlling interests				6	-5	0	2	2
Underlying net result				428	489	647	630	402
Special items after tax				-	-	-	-	-
Net result				428	489	647	630	402
Key figures¹⁾								
Cost/income ratio				64.1%	56.6%	47.9%	49.4%	65.0%
Return on equity based on 12.0% common equity Tier 1 ²⁾				17.2%	19.2%	25.4%	25.2%	16.3%
Risk costs in bps of average RWA				20	15	3	12	26
Risk-weighted assets (end of period)				85,426	83,372	84,539	85,471	81,873
Employees (internal FTEs, end of period)				17,192	17,255	17,135	17,137	17,420
Four-quarter rolling average key figures								
Cost/income ratio				54.5%	54.7%	54.0%	55.0%	56.0%
Return on equity based on 12.0% common equity Tier 1 ²⁾				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 1.6 Profit or loss: Retail Banking Netherlands

Profit or loss Retail Banking Netherlands								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Balance sheet related interest				859	901	918	883	879
Capital charge on book equity				1	2	2	1	1
Interest benefit on total capital				8	5	5	6	9
Net interest income				869	908	924	889	889
Net commission income				155	152	148	150	151
Investment income				-	-	-	0	-
Realised gains and fair value changes on investments				23	0	3	5	11
Total investment income				23	0	3	5	11
Valuation result and net trading income				78	79	27	64	18
Other income				13	-2	37	9	8
Total other income				91	76	64	73	25
Total underlying income				1,138	1,136	1,138	1,117	1,076
Expenses excl. regulatory costs				487	550	454	520	496
Regulatory costs				92	65	21	19	86
Operating expenses				578	615	475	539	582
Gross result				559	521	663	578	494
Addition to loan loss provisions				-4	5	-22	12	17
Underlying result before tax				563	516	685	565	477
Taxation				137	133	171	140	121
Non-controlling interests				-	-	-	-	-
Underlying net result				426	383	514	425	356
Special items after tax				-	-	-	-	-
Net result				426	383	514	425	356
Key figures¹⁾								
Cost/income ratio				50.8%	54.1%	41.8%	48.3%	54.1%
Return on equity based on 12.0% common equity Tier 1 ²⁾				29.1%	26.2%	34.3%	29.0%	24.7%
Risk costs in bps of average RWA				-3	4	-17	10	14
Risk-weighted assets (end of period)				49,236	48,235	49,254	50,680	46,898
Employees (internal FTEs, end of period)				9,119	9,050	8,893	8,750	8,945
Four-quarter rolling average key figures								
Cost/income ratio				48.8%	49.5%	49.4%	51.0%	55.2%
Return on equity based on 12.0% common equity Tier 1 ²⁾				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 1.7 Profit or loss: Retail Banking Belgium

Profit or loss Retail Banking Belgium ¹⁾								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Balance sheet related interest				440	447	443	466	469
Capital charge on book equity				0	0	0	0	0
Interest benefit on total capital				6	4	3	4	6
Net interest income				446	451	446	470	475
Net commission income				95	86	93	115	114
Investment income				-1	1	1	11	1
Realised gains and fair value changes on investments				22	1	2	4	3
Total investment income				22	2	3	16	4
Valuation result and net trading income				33	27	35	31	40
Other income				14	21	11	22	12
Total other income				47	48	46	53	52
Total underlying income				610	587	588	654	645
Expenses excl. regulatory costs				362	350	352	350	340
Regulatory costs				181	10	-1	-13	196
Operating expenses				543	360	351	336	536
Gross result				67	227	236	317	109
Addition to loan loss provisions				47	27	28	13	36
Underlying result before tax				21	200	208	304	73
Taxation				12	99	74	98	25
Non-controlling interests				6	-5	0	2	2
Underlying net result				3	107	134	205	46
Special items after tax				-	-	-	-	-
Net result				3	107	134	205	46
Key figures²⁾								
Cost/income ratio				89.0%	61.3%	59.8%	51.4%	83.1%
Return on equity based on 12.0% common equity Tier 1 ³⁾				0.8%	9.6%	12.7%	19.7%	4.6%
Risk costs in bps of average RWA				52	30	32	15	42
Risk-weighted assets (end of period)				36,190	35,137	35,285	34,791	34,975
Employees (internal FTEs, end of period)				8,073	8,205	8,241	8,387	8,475
Four-quarter rolling average key figures								
Cost/income ratio				65.2%	64.0%	62.3%	62.1%	57.3%
Return on equity based on 12.0% common equity Tier 1 ³⁾				10.7%	11.7%	13.3%	13.8%	15.6%

¹⁾ Including ING Luxembourg.

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 1.8 Profit or loss: Retail Banking Challengers & Growth Markets

Profit or loss Retail Banking Challengers & Growth Markets								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Balance sheet related interest				1,081	1,057	1,051	1,008	996
Capital charge on book equity				-2	1	-1	-3	-0
Interest benefit on total capital				11	7	6	7	11
Net interest income				1,090	1,065	1,056	1,013	1,007
Net commission income				149	157	151	154	138
Investment income				-0	3	54	2	0
Realised gains and fair value changes on investments				-5	10	27	17	12
Total investment income				-5	14	81	18	12
Valuation result and net trading income				17	0	-27	-7	16
Other income				28	19	8	25	18
Total other income				45	19	-19	18	34
Total underlying income				1,279	1,255	1,269	1,203	1,192
Expenses excl. regulatory costs				673	730	682	623	623
Regulatory costs				105	76	60	55	102
Operating expenses				777	806	742	679	725
Gross result				501	449	527	525	467
Addition to loan loss provisions				62	90	71	68	45
Underlying result before tax				440	359	455	457	422
Taxation				121	81	97	131	121
Non-controlling interests				19	19	17	18	15
Underlying net result				300	259	341	308	286
Special items after tax				-	-	-	-	-
Net result				300	259	341	308	286
Key figures¹⁾								
Cost/income ratio				60.8%	64.2%	58.5%	56.4%	60.8%
Return on equity based on 12.0% common equity Tier 1 ²⁾				14.3%	12.4%	16.0%	14.8%	13.8%
Risk costs in bps of average RWA				33	48	38	37	25
Risk-weighted assets (end of period)				74,636	74,259	75,344	74,212	72,804
Employees (internal FTEs, end of period)				22,565	22,753	22,735	22,617	22,541
Four-quarter rolling average key figures								
Cost/income ratio				60.0%	60.0%	57.6%	55.5%	53.8%
Return on equity based on 12.0% common equity Tier 1 ²⁾				14.3%	14.2%	15.6%	15.9%	17.0%

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: Retail Banking Germany

Profit or loss Retail Banking Germany ¹⁾								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Balance sheet related interest				408	430	426	394	401
Capital charge on book equity				9	12	10	8	10
Interest benefit on total capital				4	3	2	3	5
Net interest income				422	444	438	405	416
Net commission income				46	63	53	51	48
Investment income				-0	-0	-0	0	0
Realised gains and fair value changes on investments				0	11	2	0	10
Total investment income				0	11	2	0	10
Valuation result and net trading income				9	-17	-25	-3	-14
Other income				3	2	1	1	3
Total other income				12	-15	-24	-2	-11
Total underlying income				479	503	470	455	463
Expenses excl. regulatory costs				224	242	229	222	225
Regulatory costs				51	28	19	15	52
Operating expenses				275	270	248	237	277
Gross result				204	233	222	218	186
Addition to loan loss provisions				9	-18	2	5	2
Underlying result before tax				195	251	220	214	185
Taxation				62	55	53	70	63
Non-controlling interests				0	1	1	1	1
Underlying net result				132	195	167	142	121
Special items after tax								
Net result				132	195	167	142	121
Key figures²⁾								
Cost/income ratio				57.4%	53.7%	52.7%	52.1%	59.8%
Return on equity based on 12.0% common equity Tier 1 ³⁾				17.6%	26.1%	22.5%	19.6%	16.4%
Risk costs in bps of average RWA				15	-29	3	7	3
Risk-weighted assets (end of period)				25,328	24,872	25,047	24,497	24,207
Employees (internal FTEs, end of period)				4,735	4,715	4,680	4,645	4,611
Four-quarter rolling average key figures								
Cost/income ratio				54.0%	54.6%	51.2%	47.9%	45.4%
Return on equity based on 12.0% common equity Tier 1 ³⁾				21.5%	21.2%	22.6%	22.9%	24.8%

¹⁾ Including ING Austria.

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

Profit or loss Retail Banking Other Challengers & Growth Markets ¹⁾								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Balance sheet related interest				673	627	625	614	596
Capital charge on book equity				-11	-11	-11	-11	-11
Interest benefit on total capital				6	4	4	4	7
Net interest income				668	620	618	607	591
Net commission income				103	94	98	103	91
Investment income				0	3	54	2	0
Realised gains and fair value changes on investments				-5	-0	25	17	2
Total investment income				-5	3	79	18	2
Valuation result and net trading income				8	17	-3	-4	30
Other income				25	17	7	23	15
Total other income				33	35	5	20	45
Total underlying income				799	752	799	748	729
Expenses excl. regulatory costs				448	488	453	401	398
Regulatory costs				54	48	41	40	50
Operating expenses				502	536	494	441	448
Gross result				297	216	305	307	281
Addition to loan loss provisions				52	108	69	63	43
Underlying result before tax				245	108	236	243	238
Taxation				59	26	45	60	58
Non-controlling interests				19	18	17	18	15
Underlying net result				167	64	174	165	165
Special items after tax				-	-	-	-	-
Net result				167	64	174	165	165
Key figures²⁾								
Cost/income ratio				62.8%	71.3%	61.9%	59.0%	61.4%
Return on equity based on 12.0% common equity Tier 1 ³⁾				12.6%	5.5%	12.7%	12.4%	12.5%
Risk costs in bps of average RWA				42	87	55	51	36
Risk-weighted assets (end of period)				49,308	49,388	50,298	49,715	48,597
Employees (internal FTEs, end of period)				17,830	18,038	18,055	17,972	17,929
Four-quarter rolling average key figures								
Cost/income ratio				63.7%	63.4%	61.6%	60.2%	59.2%
Return on equity based on 12.0% common equity Tier 1 ³⁾				10.8%	10.8%	12.0%	12.3%	12.9%

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

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 1.11 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Balance sheet related interest				1,038	1,146	1,084	1,057	1,061
Capital charge on book equity				-129	-131	-131	-135	-134
Interest benefit on total capital				25	17	15	18	28
Net interest income				935	1,031	967	941	955
Net commission income				263	279	252	297	280
Investment income				2	4	-0	4	5
Realised gains and fair value changes on investments				22	0	-2	7	19
Total investment income				24	5	-3	11	23
Valuation result and net trading income				164	67	134	249	252
Other income				15	23	31	91	35
Total other income				179	91	166	340	287
Total underlying income				1,402	1,406	1,382	1,588	1,545
Expenses excl. regulatory costs				603	670	625	668	608
Regulatory costs				116	112	13	7	91
Operating expenses				719	781	638	675	698
Gross result				683	625	745	914	847
Addition to loan loss provisions				-20	68	46	135	35
Underlying result before tax				702	557	698	778	813
Taxation				169	202	241	208	230
Non-controlling interests				4	4	4	3	4
Underlying net result				529	351	454	566	579
Special items after tax				-	-	-	-	-
Net result				529	351	454	566	579
Key figures¹⁾								
Cost/income ratio				51.3%	55.6%	46.1%	42.5%	45.2%
Return on equity based on 12.0% common equity Tier 1 ²⁾				11.9%	7.9%	10.3%	12.7%	12.7%
Risk costs in bps of average RWA				-5	18	12	36	9
Risk-weighted assets (end of period)				149,017	149,427	148,158	148,023	151,929
Employees (internal FTEs, end of period)				11,992	11,804	11,677	11,586	11,500
Value at Risk trading positions (average)				5.9	5.5	5.9	7.1	7.0
Four-quarter rolling average key figures								
Cost/income ratio				48.7%	47.1%	45.1%	45.0%	44.5%
Return on equity based on 12.0% common equity Tier 1 ²⁾				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 1.12 Profit or loss: WB - Industry Lending

Profit or loss Wholesale Banking - Industry Lending								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Balance sheet related interest				512	543	531	541	542
Capital charge on book equity				-0	-0	0	0	-0
Interest benefit on total capital				11	8	7	8	13
Net interest income				523	550	538	549	555
Net commission income				132	145	147	156	155
Investment income				0	4	0	-	-
Realised gains and fair value changes on investments				-3	0	-6	1	-4
Total investment income				-3	4	-6	1	-4
Valuation result and net trading income				-30	-3	-18	8	-19
Other income				0	22	35	2	19
Total other income				-30	19	17	10	-0
Total underlying income				623	719	696	716	705
Expenses excl. regulatory costs				171	177	167	174	161
Regulatory costs				26	32	1	0	17
Operating expenses				197	208	168	174	178
Gross result				426	511	528	542	528
Addition to loan loss provisions				-17	36	-4	94	17
Underlying result before tax				443	474	532	448	511
Taxation				105	152	157	108	120
Non-controlling interests				3	2	2	1	2
Underlying net result				336	321	373	339	389
Special items after tax				-	-	-	-	-
Net result				336	321	373	339	389
Key figures¹⁾								
Cost/income ratio				31.6%	29.0%	24.1%	24.4%	25.2%
Return on equity based on 12.0% common equity Tier 1 ²⁾				16.5%	15.7%	18.5%	16.5%	18.7%
Risk costs in bps of average RWA				-10	21	-2	54	10
Risk-weighted assets (end of period)				67,244	69,260	67,283	67,993	69,428
Four-quarter rolling average key figures								
Cost/income ratio				27.1%	25.7%	25.4%	25.1%	24.8%
Return on equity based on 12.0% common equity Tier 1 ²⁾				16.8%	17.4%	18.1%	17.6%	18.2%

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

Profit or loss Wholesale Banking - General Lending & Transaction Services								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Balance sheet related interest				276	283	277	279	260
Capital charge on book equity				-0	-0	-0	-0	-0
Interest benefit on total capital				8	5	5	6	8
Net interest income				284	288	282	284	268
Net commission income				102	104	92	103	98
Investment income				0	0	0	0	0
Realised gains and fair value changes on investments				-	-	0	-	-
Total investment income				0	0	0	0	0
Valuation result and net trading income				8	30	11	10	10
Other income				10	1	1	-1	3
Total other income				18	31	11	9	13
Total underlying income				403	423	385	396	379
Expenses excl. regulatory costs				208	207	188	190	187
Regulatory costs				24	23	-0	1	19
Operating expenses				232	231	188	191	206
Gross result				172	192	198	205	174
Addition to loan loss provisions				-17	4	21	5	-13
Underlying result before tax				189	188	177	200	187
Taxation				52	51	49	54	48
Non-controlling interests				2	1	1	2	2
Underlying net result				135	136	126	144	136
Special items after tax				-	-	-	-	-
Net result				135	136	126	144	136
Key figures¹⁾								
Cost/income ratio				57.4%	54.6%	48.7%	48.2%	54.2%
Return on equity based on 12.0% common equity Tier 1 ²⁾				9.5%	9.6%	9.2%	10.5%	10.0%
Risk costs in bps of average RWA				-14	3	18	4	-11
Risk-weighted assets (end of period)				48,609	48,019	46,998	45,828	46,333
Four-quarter rolling average key figures								
Cost/income ratio				52.3%	51.5%	51.1%	51.0%	52.4%
Return on equity based on 12.0% common equity Tier 1 ²⁾				9.7%	9.8%	9.9%	10.1%	9.1%

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 1.14 Profit or loss: WB - Financial Markets

Profit or loss Wholesale Banking - Financial Markets								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Balance sheet related interest				102	171	106	64	84
Capital charge on book equity				-2	-1	-1	-1	-1
Interest benefit on total capital				4	3	2	3	5
Net interest income				105	172	107	66	89
Net commission income				34	34	21	39	27
Investment income				0	-	-	-	2
Realised gains and fair value changes on investments				-0	-1	-0	-0	-0
Total investment income				-0	-1	-0	-0	1
Valuation result and net trading income				148	0	138	198	249
Other income				-6	-14	-13	-19	-10
Total other income				142	-13	125	179	239
Total underlying income				281	192	253	285	356
Expenses excl. regulatory costs				223	242	226	220	227
Regulatory costs				39	50	6	2	31
Operating expenses				262	292	232	222	258
Gross result				18	-100	21	63	98
Addition to loan loss provisions				0	-1	1	1	-0
Underlying result before tax				18	-99	20	63	98
Taxation				2	-55	21	25	27
Non-controlling interests				1	1	1	1	1
Underlying net result				15	-45	-2	37	70
Special items after tax				-	-	-	-	-
Net result				15	-45	-2	37	70
Key figures¹⁾								
Cost/income ratio				93.5%	152.0%	91.7%	77.8%	72.5%
Return on equity based on 12.0% common equity Tier 1 ²⁾				2.2%	-6.2%	0.0%	4.9%	8.7%
Risk costs in bps of average RWA				0	-1	1	1	-0
Risk-weighted assets (end of period)				24,606	23,175	24,922	24,645	26,253
Four-quarter rolling average key figures								
Cost/income ratio				99.7%	92.4%	82.9%	84.5%	80.5%
Return on equity based on 12.0% common equity Tier 1 ²⁾				0.3%	2.1%	3.9%	3.3%	4.4%

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 1.15 Profit or loss: WB - Bank Treasury & Other

Profit or loss Wholesale Banking - Bank Treasury & Other								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Balance sheet related interest				148	150	170	174	174
Capital charge on book equity				-127	-130	-130	-133	-132
Interest benefit on total capital				1	1	1	1	2
Net interest income				23	21	41	42	43
Net commission income				-5	-3	-9	-1	-0
Investment income				2	1	-0	4	3
Realised gains and fair value changes on investments				25	1	4	6	23
Total investment income				27	1	4	10	26
Valuation result and net trading income				39	40	4	32	12
Other income				11	14	9	109	23
Total other income				50	54	12	141	35
Total underlying income				95	73	49	192	104
Expenses excl. regulatory costs				1	44	45	84	33
Regulatory costs				27	7	6	4	24
Operating expenses				28	51	51	88	57
Gross result				67	22	-2	104	48
Addition to loan loss provisions				15	29	28	36	31
Underlying result before tax				52	-7	-31	68	17
Taxation				10	53	14	21	34
Non-controlling interests				-2	-0	-1	0	-1
Underlying net result				44	-60	-44	47	-16
Special items after tax				-	-	-	-	-
Net result				44	-60	-44	47	-16
Key figures¹⁾								
Cost/income ratio				29.6%	69.8%	104.4%	45.8%	54.3%
Return on equity based on 12.0% common equity Tier 1 ²⁾				15.9%	-22.4%	-16.2%	16.0%	-5.7%
Risk costs in bps of average RWA				67	128	123	148	122
Risk-weighted assets (end of period)				8,558	8,973	8,956	9,557	9,914
Four-quarter rolling average key figures								
Cost/income ratio				53.3%	58.9%	48.9%	47.3%	43.8%
Return on equity based on 12.0% common equity Tier 1 ²⁾				-1.5%	-6.6%	1.4%	9.4%	2.9%

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 1.16 Profit or loss: Corporate Line

Profit or loss Corporate Line								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Balance sheet related interest				-16	-38	-5	-55	-53
Capital charge on book equity				130	128	131	137	133
Interest benefit on total capital				-49	-33	-29	-36	-55
Net interest income				64	58	97	46	25
Net commission income				-1	-0	0	-2	-1
Investment income				1	-0	-0	1	-3
Realised gains and fair value changes on investments				0	-0	-3	-7	0
Total investment income				1	-0	-3	-6	-3
Valuation result and net trading income				-39	-79	-68	-70	-111
Other income				4	6	5	2	26
Total other income				-35	-73	-64	-68	-85
Total underlying income				29	-16	31	-30	-63
Expenses excl. regulatory costs				68	55	82	82	70
Regulatory costs				-0	0	1	1	0
Operating expenses				68	55	83	82	70
Gross result				-40	-71	-52	-113	-133
Addition to loan loss provisions				0	0	0	1	0
Underlying result before tax				-40	-71	-52	-113	-133
Taxation				25	28	12	-12	-41
Non-controlling interests				-0	-	-	-	-
Underlying net result				-65	-99	-63	-101	-92
Special items after tax				-	-	0	-	-
Net result				-65	-99	-63	-101	-92
Key figures¹⁾								
Risk-weighted assets (end of period)				3,355	2,828	2,994	2,630	3,190
Employees (internal FTEs, end of period)				3	3	3	3	3

¹⁾ Key figures based on underlying figures.

ING 1.17 Geographical split: 1Q2018

Geographical split 1Q2018

In € million	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Wholesale Banking Rest of World		Other ¹⁾		
	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Wholesale Banking	Total	Wholesale Banking	Corporate Line
Profit or loss																				
Net interest income	1,129	869	260	511	446	65	550	422	128	437	324	114	394	344	50	320	320	62	-2	64
Net commission income	232	155	77	120	95	25	57	46	11	63	39	24	79	64	15	111	111	-1	-0	-1
Investment income	35	23	12	33	22	11	0	0	0	-13	-14	1	10	9	1	-1	-1	1	0	1
Other income	77	91	-13	82	47	34	16	12	4	28	3	26	48	31	18	109	109	-34	2	-35
Total underlying income	1,474	1,138	337	745	610	135	623	479	144	516	352	164	531	448	83	539	539	29	-0	29
Expenses excl. regulatory costs	659	487	172	405	362	43	257	224	32	266	225	41	261	224	37	276	276	70	2	68
Regulatory costs	126	92	34	206	181	25	54	51	3	23	18	6	47	36	10	37	37	-0	-	-0
Operating expenses	784	578	206	611	543	68	311	275	35	289	242	47	307	260	47	313	313	70	2	68
Gross result	690	559	131	134	67	66	312	204	108	226	109	117	224	188	36	226	226	-42	-2	-40
Addition to loan loss provisions	-27	-4	-23	35	47	-12	10	9	1	37	20	17	31	32	-2	-1	-1	0	-	0
Underlying result before tax	717	563	154	99	21	78	302	195	108	189	89	100	193	156	38	227	227	-42	-2	-40
Retail Banking	563	563		21	21		195	195		89	89		156	156						
Wholesale Banking	154		154	78		78	108		108	100		100	38		38	227	227	-2	-2	
Corporate Line																		-40		-40
Underlying result before tax	717	563	154	99	21	78	302	195	108	189	89	100	193	156	38	227	227	-42	-2	-40
Customer lending/deposits (in € billion)																				
Residential mortgages	111.8	111.1	0.7	36.6	36.5	0.0	70.4	70.3	0.1	50.4	50.4	0.0	9.2	9.1	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	75.2	35.7	39.6	62.1	46.9	15.3	42.3	13.0	29.3	29.9	7.4	22.4	26.8	18.9	7.9	63.3	63.3	0.3	0.0	0.3
Customer deposits	173.8	142.7	31.1	100.4	83.7	16.7	133.6	132.5	1.1	89.5	87.9	1.5	36.5	32.5	4.0	13.3	13.3	-0.2	0.0	-0.2
Key figures²⁾																				
Cost/income ratio	53.2%	50.8%	61.2%	82.1%	89.0%	50.8%	49.9%	57.4%	24.6%	56.1%	68.9%	28.7%	57.8%	58.0%	56.8%	58.0%	58.0%	n.a.	n.a.	n.a.
Return on equity based on 12.0% common equity Tier 1 ³⁾	23.4%	29.1%	13.7%	4.7%	0.8%	13.9%	16.4%	17.6%	14.3%	13.9%	13.7%	14.2%	12.1%	12.1%	12.3%	9.6%	9.6%	-66.9%	-21.8%	-71.4%
Risk costs in bps of average RWA	-14	-3	-33	27	52	-32	10	15	2	48	54	42	28	37	-7	-0	-0	1	-	1
Risk-weighted assets (end of period)	76,342	49,236	27,106	50,532	36,190	14,342	40,984	25,328	15,657	31,380	14,783	16,597	43,400	34,525	8,874	66,220	66,220	3,576	221	3,355
Four-quarter rolling average key figures																				
Cost/income ratio	50.1%	48.8%	54.7%	67.2%	65.2%	76.0%	47.2%	54.0%	23.5%	63.5%	77.8%	31.4%	53.5%	53.8%	52.1%	49.8%	49.8%	n.a.	10.1%	n.a.
Return on equity based on 12.0% common equity Tier 1 ³⁾	23.4%	29.7%	13.3%	8.1%	10.7%	2.3%	19.1%	21.5%	14.9%	8.7%	7.3%	10.0%	12.1%	12.2%	11.4%	9.8%	9.8%	-64.8%	245.5%	-93.5%

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

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 1.18 Geographical split: Comparable quarters

Geographical split comparable quarters

In € million	Total Banking		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World		Other	
	1Q2018	1Q2017	1Q2018	1Q2017	1Q2018	1Q2017	1Q2018	1Q2017	1Q2018	1Q2017	1Q2018	1Q2017	1Q2018	1Q2017	1Q2018	1Q2017
Profit or loss																
Net interest income	3,404	3,352	1,129	1,127	511	551	550	528	437	375	394	359	320	387	62	26
Net commission income	661	682	232	224	120	139	57	60	63	56	79	73	111	131	-1	-1
Investment income	65	48	35	31	33	7	0	11	-13	3	10	1	-1	-2	1	-3
Other income	327	314	77	70	82	142	16	-6	28	17	48	64	109	101	-34	-73
Total underlying income	4,457	4,396	1,474	1,451	745	839	623	594	516	450	531	496	539	617	29	-52
Expenses excl. regulatory costs	2,193	2,137	659	664	405	428	257	252	266	237	261	233	276	251	70	72
Regulatory costs	493	474	126	105	206	226	54	53	23	23	47	43	37	24	-0	0
Operating expenses	2,686	2,611	784	769	611	654	311	306	289	260	307	276	313	275	70	72
Gross result	1,771	1,785	690	682	134	185	312	288	226	191	224	220	226	342	-42	-124
Addition to loan loss provisions	85	133	-27	-11	35	58	10	-1	37	40	31	53	-1	-7	0	0
Underlying result before tax	1,686	1,652	717	693	99	127	302	289	189	151	193	168	227	349	-42	-124
Retail Banking	1,023	972	563	477	21	73	195	185	89	107	156	131	-	-	-	-
Wholesale Banking	702	813	154	216	78	54	108	104	100	44	38	37	227	349	-2	9
Corporate Line	-40	-133	-	-	-	-	-	-	-	-	-	-	-	-	-40	-133
Underlying result before tax	1,686	1,652	717	693	99	127	302	289	189	151	193	168	227	349	-42	-124
Taxation	464	456	173	174	28	44	105	97	59	43	36	35	38	101	25	-37
Non-controlling interests	29	21	-0	-	6	2	0	1	-	-	23	19	-	-	-0	-
Underlying net result	1,192	1,175	543	519	65	81	197	191	130	108	134	114	189	249	-66	-87
Special items after tax	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net result Banking	1,192	1,175	543	519	65	81	197	191	130	108	134	114	189	249	-66	-87
Key figures¹⁾																
Cost/income ratio	60.3%	59.4%	53.2%	53.0%	82.1%	77.9%	49.9%	51.5%	56.1%	57.6%	57.8%	55.6%	58.0%	44.5%	245.8%	n.a.
Return on equity based on 12.0% common equity Tier 1 ²⁾	13.1%	12.8%	23.4%	21.1%	4.7%	5.4%	16.4%	17.2%	13.9%	12.5%	12.1%	10.2%	9.6%	12.7%	-66.9%	-70.4%
Risk costs in bps of average RWA	11	17	-14	-5	27	45	10	-1	48	56	28	49	-0	-4	1	0
Risk-weighted assets (end of period)	312,434	309,796	76,342	79,738	50,532	51,242	40,984	36,616	31,380	29,035	43,400	43,922	66,220	65,766	3,576	3,477
Four-quarter rolling average key figures																
Cost/income ratio	55.7%	53.1%	50.1%	54.5%	67.2%	54.9%	47.2%	41.2%	63.5%	56.3%	53.5%	53.0%	49.8%	45.5%	n.a.	n.a.
Return on equity based on 12.0% common equity Tier 1 ²⁾	13.6%	14.3%	23.4%	17.9%	8.1%	14.4%	19.1%	22.6%	8.7%	13.8%	12.1%	11.4%	9.8%	10.7%	-64.8%	-36.8%

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).

Geographical split comparable quarters

In € billion	Total Banking		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World		Other	
	1Q2018	1 Jan 18	1Q2018	1 Jan 18	1Q2018	1 Jan 18	1Q2018	1 Jan 18	1Q2018	1 Jan 18	1Q2018	1 Jan 18	1Q2018	1 Jan 18	1Q2018	1 Jan 18
Customer lending/deposits																
Residential mortgages	278.3	278.6	111.8	112.6	36.6	36.2	70.4	70.0	50.4	50.8	9.2	8.9	0.0	0.0	0.0	0.0
Other customer lending	299.9	292.1	75.2	74.2	62.1	61.3	42.3	38.5	29.9	29.5	26.8	27.5	63.3	60.7	0.3	0.3
Customer deposits	546.8	539.9	173.8	167.4	100.4	98.8	133.6	133.7	89.5	90.5	36.5	36.6	13.3	13.0	-0.2	-0.2

ING 1.19 Geographical split: Netherlands

Geographical split Netherlands								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Profit or loss								
Net interest income				1,129	1,128	1,153	1,129	1,127
Net commission income				232	217	206	224	224
Investment income				35	-2	5	8	31
Other income				77	117	95	120	70
Total underlying income				1,474	1,460	1,460	1,482	1,451
Expenses excl. regulatory costs				659	723	625	686	664
Regulatory costs				126	86	21	19	105
Operating expenses				784	809	646	705	769
Gross result				690	650	814	777	682
Addition to loan loss provisions				-27	13	-16	17	-11
Underlying result before tax				717	637	830	760	693
Retail Banking				563	516	685	565	477
Wholesale Banking				154	122	145	195	216
Corporate Line								
Underlying result before tax				717	637	830	760	693
Key figures¹⁾								
Cost/income ratio				53.2%	55.5%	44.3%	47.6%	53.0%
Return on equity based on 12.0% common equity Tier 1 ²⁾				23.4%	19.9%	26.6%	23.4%	21.1%
Risk costs in bps of average RWA				-14	6	-8	8	-5
Risk-weighted assets (end of period)				76,342	78,340	80,208	82,514	79,738
Four-quarter rolling average key figures								
Cost/income ratio				50.1%	50.1%	49.6%	51.0%	54.5%
Return on equity based on 12.0% common equity Tier 1 ²⁾				23.4%	22.8%	22.5%	20.6%	17.9%

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).

Customer lending/deposits					
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	1 Jan 18
Customer lending/deposits					
Residential mortgages				111.8	112.6
Other customer lending				75.2	74.2
Customer deposits				173.8	167.4

ING 1.20 Geographical split: Belgium

Geographical split Belgium ¹⁾								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Profit or loss								
Net interest income				511	508	512	528	551
Net commission income				120	118	113	148	139
Investment income				33	1	4	20	7
Other income				82	111	70	125	142
Total underlying income				745	739	699	822	839
Expenses excl. regulatory costs				405	457	444	481	428
Regulatory costs				206	41	-1	-13	226
Operating expenses				611	498	443	468	654
Gross result				134	240	256	354	185
Addition to loan loss provisions				35	46	36	19	58
Underlying result before tax				99	194	220	335	127
Retail Banking				21	200	208	304	73
Wholesale Banking				78	-6	12	30	54
Corporate Line								
Underlying result before tax				99	194	220	335	127
Key figures²⁾								
Cost/income ratio				82.1%	67.5%	63.3%	56.9%	77.9%
Return on equity based on 12.0% common equity Tier 1 ³⁾				4.7%	5.9%	7.5%	14.1%	5.4%
Risk costs in bps of average RWA				27	36	28	15	45
Risk-weighted assets (end of period)				50,532	50,783	51,170	51,640	51,242
Four-quarter rolling average key figures								
Cost/income ratio				67.2%	66.6%	63.0%	61.6%	54.9%
Return on equity based on 12.0% common equity Tier 1 ³⁾				8.1%	8.2%	10.8%	12.3%	14.4%

¹⁾ Including ING Luxembourg.

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).

Customer lending/deposits					
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	1 Jan 18
Customer lending/deposits					
Residential mortgages				36.6	36.2
Other customer lending				62.1	61.3
Customer deposits				100.4	98.8

ING 1.21 Geographical split: Germany

Geographical split Germany ¹⁾								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Profit or loss								
Net interest income				550	566	556	522	528
Net commission income				57	79	65	65	60
Investment income				0	11	2	0	11
Other income				16	-14	-25	3	-6
Total underlying income				623	641	599	590	594
Expenses excl. regulatory costs				257	273	258	250	252
Regulatory costs				54	33	19	15	53
Operating expenses				311	306	277	265	306
Gross result				312	335	322	325	288
Addition to loan loss provisions				10	-15	-2	2	-1
Underlying result before tax				302	350	324	322	289
Retail Banking				195	251	220	214	185
Wholesale Banking				108	99	104	109	104
Corporate Line								
Underlying result before tax				302	350	324	322	289
Key figures²⁾								
Cost/income ratio				49.9%	47.7%	46.2%	45.0%	51.5%
Return on equity based on 12.0% common equity Tier 1 ³⁾				16.4%	21.7%	19.3%	19.2%	17.2%
Risk costs in bps of average RWA				10	-15	-2	3	-1
Risk-weighted assets (end of period)				40,984	39,420	37,793	38,011	36,616
Four-quarter rolling average key figures								
Cost/income ratio				47.2%	47.6%	45.3%	42.8%	41.2%
Return on equity based on 12.0% common equity Tier 1 ³⁾				19.1%	19.4%	20.3%	21.1%	22.6%

¹⁾ Including ING Austria.

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).

Customer lending/deposits					
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	1 Jan 18
Customer lending/deposits					
Residential mortgages				70.4	70.0
Other customer lending				42.3	38.5
Customer deposits				133.6	133.7

ING 1.22 Geographical split: Other Challengers

Geographical split Other Challengers ¹⁾								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Profit or loss								
Net interest income				437	394	385	373	375
Net commission income				63	61	57	57	56
Investment income				-13	2	-2	3	3
Other income				28	13	-18	5	17
Total underlying income				516	470	422	439	450
Expenses excl. regulatory costs				266	307	283	235	237
Regulatory costs				23	26	16	15	23
Operating expenses				289	334	299	250	260
Gross result				226	136	122	189	191
Addition to loan loss provisions				37	61	44	57	40
Underlying result before tax				189	75	79	132	151
Retail Banking				89	6	16	84	107
Wholesale Banking				100	69	63	48	44
Corporate Line								
Underlying result before tax				189	75	79	132	151
Key figures²⁾								
Cost/income ratio				56.1%	71.0%	71.0%	57.0%	57.6%
Return on equity based on 12.0% common equity Tier 1 ³⁾				13.9%	5.3%	5.1%	10.3%	12.5%
Risk costs in bps of average RWA				48	80	59	77	56
Risk-weighted assets (end of period)				31,380	30,836	30,130	29,688	29,035
Four-quarter rolling average key figures								
Cost/income ratio				63.5%	64.2%	61.2%	57.8%	56.3%
Return on equity based on 12.0% common equity Tier 1 ³⁾				8.7%	8.2%	10.7%	12.4%	13.8%

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

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).

Customer lending/deposits					
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	1 Jan 18
Customer lending/deposits					
Residential mortgages				50.4	50.8
Other customer lending				29.9	29.5
Customer deposits				89.5	90.5

ING 1.23 Geographical split: Growth Markets

Geographical split Growth Markets ¹⁾								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Profit or loss								
Net interest income				394	385	388	384	359
Net commission income				79	76	79	88	73
Investment income				10	3	79	22	1
Other income				48	50	42	35	64
Total underlying income				531	514	588	529	496
Expenses excl. regulatory costs				261	261	246	244	233
Regulatory costs				47	38	29	31	43
Operating expenses				307	299	276	275	276
Gross result				224	215	313	253	220
Addition to loan loss provisions				31	76	55	57	53
Underlying result before tax				193	138	258	197	168
Retail Banking				156	102	220	159	131
Wholesale Banking				38	37	38	37	37
Corporate Line								
Underlying result before tax				193	138	258	197	168
Key figures²⁾								
Cost/income ratio				57.8%	58.2%	46.9%	52.0%	55.6%
Return on equity based on 12.0% common equity Tier 1 ³⁾				12.1%	7.8%	16.8%	11.5%	10.2%
Risk costs in bps of average RWA				28	70	50	52	49
Risk-weighted assets (end of period)				43,400	42,904	44,225	43,916	43,922
Four-quarter rolling average key figures								
Cost/income ratio				53.5%	52.9%	52.9%	53.3%	53.0%
Return on equity based on 12.0% common equity Tier 1 ³⁾				12.1%	11.6%	11.5%	11.2%	11.4%

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

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).

Customer lending/deposits					
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	1 Jan 18
Customer lending/deposits					
Residential mortgages				9.2	8.9
Other customer lending				26.8	27.5
Customer deposits				36.5	36.6

Geographical split Growth Markets - Asian stakes								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Underlying result before tax				12	13	72	13	13
Risk-weighted assets (end of period) ⁴⁾				11,053	11,220	11,052	11,210	11,800

Market value ⁴⁾ - Asian stakes	
In € million	31 Mar 2018
TMB (25.0% held at ING Bank NV + 4.9% held at ING Group) ⁴⁾	874
Bank of Beijing (13.0%)	2,451
Kotak Mahindra Bank (3.7%)	929
Total valuation	4,253

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

ING 1.24 Geographical split: Wholesale Banking Rest of World

Geographical split Wholesale Banking Rest of World								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Profit or loss								
Net interest income				320	475	398	376	387
Net commission income				111	123	122	133	131
Investment income				-1	5	-4	-4	-2
Other income				109	-44	93	99	101
Total underlying income				539	559	610	604	617
Expenses excl. regulatory costs				276	273	255	261	251
Regulatory costs				37	39	9	1	24
Operating expenses				313	312	264	263	275
Gross result				226	247	346	341	342
Addition to loan loss provisions				-1	9	7	76	-7
Underlying result before tax				227	238	339	265	349
Retail Banking				-				
Wholesale Banking				227	238	339	265	349
Corporate Line								
Underlying result before tax				227	238	339	265	349
Key figures¹⁾								
Cost/income ratio				58.0%	55.8%	43.2%	43.5%	44.5%
Return on equity based on 12.0% common equity Tier 1 ²⁾				9.6%	7.4%	12.1%	10.0%	12.7%
Risk costs in bps of average RWA				-0	5	4	48	-4
Risk-weighted assets (end of period)				66,220	64,571	64,290	61,541	65,766
Four-quarter rolling average key figures								
Cost/income ratio				49.8%	46.6%	44.5%	45.4%	45.5%
Return on equity based on 12.0% common equity Tier 1 ²⁾				9.8%	10.6%	12.0%	11.1%	10.7%

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).

Customer lending/deposits					
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	1 Jan 18
Customer lending/deposits					
Residential mortgages				0.0	0.0
Other customer lending				63.3	60.7
Customer deposits				13.3	13.0

ING 1.25 Geographical split: Other

Geographical split Other ¹⁾								
In € million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
Profit or loss								
Net interest income				62	58	97	47	26
Net commission income				-1	-0	0	-2	-1
Investment income				1	-0	-2	-6	-3
Other income				-34	-70	-65	27	-73
Total underlying income				29	-13	30	66	-52
Expenses excl. regulatory costs				70	59	84	84	72
Regulatory costs				-0	0	1	1	0
Operating expenses				70	59	85	85	72
Gross result				-42	-72	-55	-19	-124
Addition to loan loss provisions				0	0	0	1	0
Underlying result before tax				-42	-72	-55	-19	-124
Retail Banking				-	-	-	-	-
Wholesale Banking				-2	-1	-3	94	9
Corporate Line				-40	-71	-52	-113	-133
Underlying result before tax				-42	-72	-55	-19	-124
Key figures²⁾								
Cost/income ratio				n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 12.0% common equity Tier 1 ³⁾				-66.9%	-96.9%	-87.7%	-42.5%	-44.6%
Risk costs in bps of average RWA				1	3	2	7	0
Risk-weighted assets (end of period)				3,576	3,033	3,220	3,027	3,477
Four-quarter rolling average key figures								
Cost/income ratio				n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 12.0% common equity Tier 1 ³⁾				-64.8%	-66.0%	-58.1%	-49.4%	-36.8%

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

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).

Customer lending/deposits					
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	1 Jan 18
Customer lending/deposits					
Residential mortgages				0.0	0.0
Other customer lending				0.3	0.3
Customer deposits				-0.2	-0.2

ING 2.1 Consolidated Balance Sheet: Assets - Comparable quarters

ING Group: Assets						
In € million	ING Group		ING Bank N.V.		Holding/Eliminations	
	31 Mar 2018	1 Jan 2018	31 Mar 2018	1 Jan 2018	31 Mar 2018	1 Jan 2018
Cash and balances with central banks	32,879	21,992	32,879	21,992		
Loans and advances to banks	29,441	28,690	29,439	28,689	1	1
Financial assets at fair value through profit or loss						
- trading assets	62,358	65,484	62,371	65,498	-13	-14
- non-trading derivatives	2,584	2,808	2,573	2,762	11	46
- designated as at fair value through profit or loss	2,529	2,162	2,529	2,162		
- mandatorily at fair value through profit or loss	85,710	57,218	85,710	57,218		
Financial assets at fair value OCI						
- equity securities FV OCI	3,836	3,905	3,836	3,905		
- debt securities FV OCI	25,074	30,437	25,074	30,437		
- loans and advances FV OCI	3,117	3,364	3,117	3,364		
Securities at amortised cost	49,293	48,952	49,231	48,888	62	64
Loans and advances to customers						
- customer lending	578,167	570,670	578,527	571,040	-361	-369
- provision for loan losses	-5,051	-5,269	-5,051	-5,269		
Investments in associates and joint ventures	1,088	1,060	947	924	141	136
Property and equipment	1,786	1,801	1,786	1,801		
Intangible assets	1,742	1,469	1,742	1,469		
Current tax assets	351	399	351	399		
Deferred tax assets	1,090	1,071	1,090	1,071		
Other assets	11,026	8,867	10,961	8,837	65	30
Total assets	887,020	845,081	887,114	845,188	-94	-107

ING 2.2 Consolidated Balance Sheet: Assets - Quarterly overview

ING Group: Assets ¹⁾										
In € million	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	Opening balance sheet 1 Jan 2018	Impact accounting change ²⁾	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017
Cash and balances with central banks				32,879	21,992	3	21,989	20,667	17,894	40,466
Loans and advances to banks				29,441	28,690	145	28,546	30,291	27,783	30,649
Financial assets at fair value through profit or loss										
- trading assets				62,358	65,484	-52,640	118,124	135,159	136,834	131,053
- non-trading derivatives				2,584	2,808		2,808	2,847	3,581	3,179
- designated as at fair value through profit or loss				2,529	2,162	-2,081	4,242	5,015	4,971	4,848
- mandatorily at fair value through profit or loss				85,710	57,218	57,218				
Financial assets at fair value OCI										
- equity securities FV OCI				3,836	3,905	-78	3,983	3,854	3,936	4,145
- debt securities FV OCI				25,074	30,457	-35,289	65,746	66,493	69,199	74,082
- loans and advances FV OCI				3,117	3,344	3,344				
Securities at amortised cost				49,293	48,952	34,245	14,707	14,188	16,344	16,717
Loans and advances to customers										
- customer lending				578,167	570,670	-3,281	573,951	568,339	567,435	566,738
- provision for loan losses				-5,051	-5,269	-753	-4,515	-4,852	-5,034	-5,100
Investments in associates and joint ventures				1,088	1,060	-28	1,088	1,066	1,066	1,180
Property and equipment				1,786	1,801		1,801	1,885	1,938	1,990
Intangible assets				1,742	1,469		1,469	1,495	1,491	1,477
Current tax assets				351	399	75	324	267	350	394
Deferred tax assets				1,090	1,071	254	818	890	880	888
Other assets				11,026	8,867	-2,268	11,135	14,097	13,381	12,108
Total assets				887,020	845,081	-1,135	846,216	861,701	862,051	884,815

¹⁾ As from 1 January 2018, ING's financial figures are based on new accounting rules for IFRS 9 and accrued interest.

²⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest. The latter has no impact on total consolidated assets.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules. However, reported 2017 figures have been reclassified to show consistent information for its users.

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

ING Group: Total liabilities and equity						
In € million	ING Group		ING Bank N.V.		Holding/Eliminations	
	31 Mar 2018	1 Jan 2018	31 Mar 2018	1 Jan 2018	31 Mar 2018	1 Jan 2018
Deposits from banks	40,661	36,929	40,661	36,962		-33
Customer deposits	546,755	539,852	560,550	552,813	-13,795	-12,961
Financial liabilities at fair value through profit or loss						
- trading liabilities	40,446	38,234	40,446	38,234		-0
- non-trading derivatives	2,274	2,657	2,287	2,672	-13	-15
- designated as at fair value through profit or loss	63,162	48,479	63,164	48,479	-2	-0
Current tax liability	670	710	697	734	-27	-24
Deferred tax liabilities	704	704	704	704		
Provisions	1,447	1,725	1,447	1,725	0	
Other liabilities	14,506	12,693	14,416	12,606	89	87
Debt securities in issue	107,824	96,826	101,125	90,934	6,699	5,892
Subordinated loans	17,672	16,209	17,538	16,001	134	208
Total liabilities	836,121	795,018	843,035	801,863	-6,915	-6,845
Shareholders' equity	50,164	49,363	43,343	42,624	6,821	6,739
Non-controlling interests	735	700	735	700		
Total equity	50,900	50,063	44,078	43,325	6,821	6,739
Total liabilities and equity	887,020	845,081	887,114	845,188	-94	-107

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

ING Group: Total liabilities and equity¹⁾

In € million	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	Opening balance sheet 1 Jan 2018	Impact accounting change ²⁾	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017
Deposits from banks				40,661	36,929	108	36,821	39,023	39,248	39,182
Customer deposits				546,755	539,852	53	539,799	538,098	533,210	533,737
Financial liabilities at fair value through profit or loss										
- trading liabilities				40,446	38,234	-37,137	75,371	93,101	90,527	97,355
- non-trading derivatives				2,274	2,657	-1	2,658	2,755	3,312	3,474
- designated as at fair value through profit or loss				63,162	48,479	37,264	11,215	11,084	11,586	11,716
Current tax liability				670	710	-40	750	858	570	560
Deferred tax liabilities				704	704	-48	752	715	682	734
Provisions				1,447	1,725	11	1,714	1,810	1,873	1,924
Other liabilities				14,506	12,693	-1,267	13,960	15,701	15,376	14,937
Debt securities in issue				107,824	96,826	740	96,086	91,450	98,968	113,048
Liabilities held for sale				17,672	16,209	241	15,968	16,653	16,339	16,752
Total liabilities				836,121	795,018	-77	795,095	811,249	811,692	833,419
Shareholders' equity (in parent)				50,164	49,363	-1,043	50,406	49,770	49,685	50,741
Non-controlling interests				735	700	-14	715	682	674	655
Total equity				50,900	50,063	-1,057	51,121	50,452	50,359	51,396
Total liabilities and equity				887,020	845,081	-1,135	846,216	861,701	862,051	884,815

¹⁾ As from 1 January 2018, ING's financial figures are based on new accounting rules for IFRS 9 and accrued interest.

²⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest. The latter has no impact on total consolidated assets.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules. However, reported 2017 figures have been reclassified to show consistent information for its users.

ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank N.V.		Holdings/Eliminations	
	31 Mar 2018	1 Jan 2018	31 Mar 2018	1 Jan 2018	31 Mar 2018	1 Jan 2018
Share capital	39	39	525	525	-487	-486
Share premium	17,049	17,006	16,542	16,542	507	464
Revaluation reserve equity securities	2,375	2,429	2,375	2,429		
Revaluation reserve debt instruments	513	578	514	580	-2	-2
Revaluation reserve cashflow hedge	222	263	222	263		
Other revaluation reserve	201	203	198	201	2	2
Remeasurement of the net defined benefit asset/liability	-394	-400	-394	-400		
Currency translation reserve	-1,928	-1,663	-1,948	-1,682	20	19
Liability credit reserve	-144	-190	-144	-190		-1
Treasury shares	-13	-15			-13	-15
Retained earnings and other reserves	31,019	31,113	24,255	24,355	6,765	6,758
Net result year to date	1,225	-	1,196	-	29	
Shareholders' equity	50,164	49,363	43,343	42,624	6,821	6,739
Non-controlling interests	735	700	735	700		
Total equity	50,900	50,064	44,078	43,325	6,821	6,739
Key figures						
Shareholders' equity per share in €	12.91	12.71				
Shares outstanding in the market (in million)	3,887	3,885				

ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity

In € million	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	Opening balance sheet 1 Jan 2018	Impact accounting change ²⁾	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017
Share capital				39	39		39	39	39	39
Share premium				17,049	17,006		17,006	17,005	17,003	16,997
Revaluation reserve equity securities				2,375	2,429	-45	2,474	2,562	2,647	2,802
Revaluation reserve debt securities				513	578	-395	973	999	1,007	1,044
Revaluation reserve cashflow hedge				222	263		263	379	382	565
Other revaluation reserve				201	203		203	193	199	203
Remeasurement of the net defined benefit asset/liability				-394	-400		-400	-384	-361	-362
Currency translation reserve				-1,928	-1,663	-1	-1,662	-1,486	-1,221	-801
Libility credit reserve				-144	-190	-190				
Treasury shares				-13	-15		-15	-10	-10	-12
Retained earnings and other reserves				31,019	31,113	-412	26,620	26,583	27,486	29,123
Net result year to date				1,225	0		4,905	3,890	2,514	1,143
Shareholders' equity				50,164	49,363	-1,043	50,406	49,770	49,685	50,741
Non-controlling interests				735	700	-14	715	682	674	655
Total equity				50,900	50,064	-1,057	51,121	50,452	50,359	51,396
Key figures										
Shareholders' equity per share in EUR				12.91	12.71	-0.27	12.97	12.81	12.79	13.07

¹⁾ As from 1 January 2018, ING's financial figures are based on new accounting rules for IFRS 9 and accrued interest.

²⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest. The latter has no impact on total consolidated assets.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules. However, reported 2017 figures have been reclassified to show consistent information for its users.

ING 2.7 Capital position

Capital position

In € million	ING Group				ING Bank			
	2019 rules (fully loaded)		2018 rules (phased in)		2019 rules (fully loaded)		2018 rules (phased in)	
	31 Mar 2018	1 Jan 2018	31 Mar 2018	1 Jan 2018	31 Mar 2018	1 Jan 2018	31 Mar 2018	1 Jan 2018
Shareholders' equity (parent)	50,164	49,364	50,164	49,364	43,343	42,624	43,343	42,624
- Interim profit not included in CET1 capital ¹⁾	-2,538	-1,670	-2,538	-1,670	-912	-44	-912	-44
- Minority interests, counting as CET1 capital	146	143	121	96	262	266	239	221
- Goodwill and intangibles deductible from CET1	-1,971	-1,695	-1,971	-1,356	-1,939	-1,664	-1,939	-1,331
- Shortfall on expected loan loss provision	-447	-290	-447	-232	-447	-289	-447	-231
- Adjustment Revaluation reserve bonds				-82				-83
- Adjustment Revaluation reserve equity				-486				-486
- Adjustment Revaluation reserve real estate				-41				-40
- Adjustment Revaluation reserve cash flow hedge	-222	-263	-222	-263	-222	-263	-222	-263
- Treasury shares (ING Group)					-13	-14	-13	-14
- Prudent Valuation adjustment	-21	-13	-21	-13	-17	-13	-17	-13
- Own credit risk	144	190	144	190	144	190	144	190
- Defined benefit remeasurement			79	160			79	160
- Defined benefit pension fund assets	-452	-453	-452	-362	-452	-453	-452	-362
- Deferred tax assets	-116	-132	-116	-106	-116	-132	-116	-106
- Own credit risk adjustments to derivatives (DVA)	-18	-15	-18	-12	-18	-15	-18	-12
- Irrevocable Payment Commitment (IPC)	-111		-111		-111		-111	
Regulatory adjustments	-5,605	-4,198	-5,551	-4,176	-3,840	-2,431	-3,784	-2,414
Available common equity Tier 1 capital	44,560	45,166	44,613	45,187	39,503	40,193	39,559	40,210
Subordinated loans qualifying as Tier 1 capital ^{2), 3)}	5,025	5,137	5,025	5,137	4,879	4,989	4,879	4,989
Regulatory adjustments additional Tier 1	43	42	41	-328	52	53	52	-309
Available Tier 1 capital	49,627	50,345	49,679	49,997	44,435	45,235	44,491	44,890
Supplementary capital - Tier 2 bonds ⁴⁾	10,846	11,086	10,846	11,086	10,846	11,086	10,846	11,086
Regulatory adjustments Tier 2	-2,340	-2,487	-2,632	-3,908	49	46	50	20
Available BIS capital	58,132	58,944	57,892	57,174	55,330	56,368	55,387	55,997
Risk-weighted assets	312,434	311,224	312,434	311,224	311,834	310,624	311,834	310,624
Common equity Tier 1 ratio	14.3%	14.5%	14.3%	14.5%	12.7%	12.9%	12.7%	12.9%
Tier 1 ratio	15.9%	16.2%	15.9%	16.1%	14.2%	14.6%	14.3%	14.5%
Total capital ratio	18.6%	18.9%	18.5%	18.4%	17.7%	18.1%	17.8%	18.0%

¹⁾ Interim profit not included in CET1 capital ING Group as per 31 March 2018 was €2,538 million.

²⁾ ING Group: Including €2,618 million which is CRR/CRD IV-compliant (4Q2017: €2,691 million), and €2,406 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (4Q2017: €2,446 million).

³⁾ ING Bank: Including €3,037 million which is CRR/CRD IV-compliant (4Q2017: €3,123 million), and €1,842 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (4Q2017: €1,866 million).

⁴⁾ Including €10,663 million which is CRR/CRD IV-compliant (4Q2017: €8,995 million), and €182 million to be replaced (by Group instruments) as capital recognition is subject to CRR/CRD IV grandfathering rules (4Q2017: €2,091 million).

ING 2.8 Funding

ING Group: Maturity ladder outstanding long-term debt 31 March 2018

In € million	Long-term debt issued			Maturing											
	2016	2017	2018	Remaining 2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	>2028
ING Bank senior debt ¹⁾	7,419	1,337	400	4,668	8,422	4,953	5,643	2,804	502	130	6	435	298	253	2,056
ING Bank covered bond	493			4,058	1,839	3,560	3,708	3,404	1,739	773	592	1,109	721	362	2,524
ING Bank RMBS	611	791		593	3,121	769		564							
ING Group senior debt ¹⁾		6,214	994	7	7			3,516			994		1,211	995	156
ING Bank Tier 2	983	-983		131	34				6,293			1,564	150		
ING Group Tier 2		3,115	1,741	129	3								76	2,065	2,784

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

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

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

	31 Mar 2018	1 Jan 2018
Loan-to-deposit ratio	1.05	1.05
Key figures		
Customer deposits (retail)	49%	51%
Customer deposits (corporate)	21%	22%
Lending / repurchase agreement	8%	6%
Interbank	5%	5%
CD/CP	6%	4%
Long-term public debt	9%	10%
Subordinated debt	2%	2%
Total ¹⁾	100%	100%

¹⁾ Liabilities excluding trading securities and IFRS equity.

ING 2.9 Investments: Group

ING Group: Total Investments - 31 March 2018

In € billion	Securities at amortised cost	Financial assets at fair value through other comprehensive income (FV OCI)		Fair value through profit or loss	Total	
	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total debt securities	49.3	25.1	0.4	3.0	77.4	0.4
of which Government bonds	25.6	14.7	0.3	0.4	40.7	0.3
of which Sub-sovereign, Supranationals and Agencies	11.3	6.0	0.1	0.4	17.6	0.1
of which Covered bonds	6.9	2.2	0.0		9.2	0.0
of which Financial institutions	2.2	0.1	0.0	1.5	3.8	0.0
of which Corporate bonds	1.0	1.1	0.0	0.2	2.3	0.0
of which asset-backed securities	2.3	1.0	-0.0	0.5	3.8	-0.0
Total equity securities		3.9	2.4	0.0	3.9	2.4
Total Investments	49.3	28.9	2.8	3.0	81.3	2.8

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

ING 3.1 Customer lending/deposits: 1Q2018 Segment split

Customer lending/deposits												
In € billion	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	General Lending & Transaction Services		Financial Markets	Bank Treasury & Other	Corporate Line
			Netherlands	Belgium	Germany	Other		Industry Lending				
Residential mortgages												
Beginning of period¹⁾	278.6	277.7	111.8	36.2	70.0	59.7	0.9	0.0	0.0	0.0	0.9	0.0
Net production	1.5	1.5	-0.6	0.5	0.4	1.2	0.1				0.1	
Bank Treasury												
Acquisitions / divestments	-0.2	-0.2		-0.2								
FX impact and other	-1.6	-1.5	-0.1	0.0	-0.1	-1.4	-0.1				-0.1	
End of period	278.3	277.4	111.1	36.5	70.3	59.5	0.8	0.0	0.0	0.0	0.8	0.0
Other customer lending												
Beginning of period¹⁾	292.1	118.8	35.3	45.2	12.1	26.1	173.0	112.4	53.2	0.9	6.5	0.3
Net production	10.4	3.4	0.6	1.7	0.3	0.8	7.0	4.4	1.6	0.9	0.0	
Bank Treasury	0.1	0.3	-0.3	-0.1	0.6	0.1	-0.1				-0.1	
Acquisitions / divestments												
FX impact and other	-2.7	-0.7				-0.7	-2.0	-1.6	-0.4		-0.0	-0.0
End of period	299.9	121.8	35.7	46.9	13.0	26.3	177.8	115.2	54.3	1.8	6.4	0.3
Customer deposits												
Beginning of period¹⁾	539.9	474.9	139.3	82.5	132.7	120.4	65.1	1.6	50.5	5.0	8.0	-0.2
Net production	2.4	1.8	-0.8	1.2	-0.2	1.6	0.6	-0.1	0.9	-0.2	-0.0	0.0
Bank Treasury	6.4	4.2	4.1	-0.0	-0.0	0.1	2.1				2.1	
Acquisitions / divestments												
FX impact and other	-1.9	-1.6				-1.6	-0.2	-0.0	-0.1	-0.1	-0.0	-0.1
End of period	546.8	479.3	142.7	83.7	132.5	120.5	67.7	1.6	51.4	4.7	10.1	-0.2

¹⁾ As per 1 January 2018.

ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits									
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ¹⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period²⁾				278.6	281.4	280.4	280.0	281.4	280.2
Net production				1.5	0.0	2.1	2.0	1.3	0.4
Bank Treasury									
Acquisitions / divestments				-0.2		-0.3	-0.8	-0.3	-0.3
FX impact and other				-1.6	-2.9	-0.8	-0.8	-2.4	1.0
End of period				278.3	278.6	281.4	280.4	280.0	281.4
Other customer lending									
Beginning of period²⁾				292.1	292.5	288.0	287.4	285.3	281.1
Net production				10.4	0.0	4.1	5.5	4.6	4.7
Bank Treasury				0.1		1.2	-1.7	2.8	0.9
Acquisitions / divestments									
FX impact and other				-2.7	-0.4	-0.8	-3.2	-5.3	-1.4
End of period				299.9	292.1	292.5	288.0	287.4	285.3
Customer deposits									
Beginning of period				539.9	539.8	538.1	533.2	533.7	522.9
Net production				2.4	-0.0	2.7	4.2	5.3	6.7
Bank Treasury				6.4		-0.6	1.8	-3.5	2.1
Acquisitions / divestments									
FX impact and other				-1.9	0.1	-0.3	-1.2	-2.4	2.0
End of period				546.8	539.9	539.8	538.1	533.2	533.7

¹⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

²⁾ As per 1Q2018, part of the Residential mortgage portfolio of Retail Belgium has been reclassified as Other customer lending. Historical figures have been adjusted.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking									
In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ¹⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period²⁾				277.7	280.5	279.4	279.0	280.3	279.1
Net production				1.5	0.0	2.1	2.0	1.3	0.4
Bank Treasury									
Acquisitions / divestments				-0.2		-0.3	-0.8	-0.3	-0.3
FX impact and other				-1.5	-2.8	-0.8	-0.7	-2.3	1.0
End of period				277.4	277.7	280.5	279.4	279.0	280.3
Other customer lending									
Beginning of period²⁾				118.8	118.4	116.5	117.1	112.9	110.4
Net production				3.4	0.0	1.2	0.9	2.7	1.8
Bank Treasury				0.3		0.8	-1.0	1.8	0.5
Acquisitions / divestments									
FX impact and other				-0.7	0.4	-0.1	-0.6	-0.2	0.2
End of period				121.8	118.8	118.4	116.5	117.1	112.9
Customer deposits									
Beginning of period				474.9	474.9	473.9	471.2	466.7	458.3
Net production				1.8	-0.0	1.2	2.2	8.1	6.4
Bank Treasury				4.2		0.0	1.6	-2.0	0.3
Acquisitions / divestments									
FX impact and other				-1.6	0.0	-0.2	-1.1	-1.7	1.7
End of period				479.3	474.9	474.9	473.9	471.2	466.7

¹⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

²⁾ As per 1Q2018, part of the Residential mortgage portfolio of Retail Belgium has been reclassified as Other customer lending. Historical figures have been adjusted.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

ING 3.4 Customer lending/deposits: Retail Banking Netherlands

Customer lending/deposits Retail Banking Netherlands

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ¹⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period				111.8	114.6	115.8	117.4	118.9	120.9
Net production				-0.6		-0.8	-0.6	-1.2	-1.5
Bank Treasury									
Acquisitions / divestments						-0.3	-0.8	-0.3	-0.3
FX impact and other				-0.1	-2.8	-0.1	-0.1	-0.1	-0.2
End of period				111.1	111.8	114.6	115.8	117.4	118.9
Other customer lending									
Beginning of period				35.3	35.3	35.0	36.8	34.6	34.4
Net production				0.6		-0.6	-0.2	0.4	0.2
Bank Treasury				-0.3		0.8	-1.6	1.8	0.0
Acquisitions / divestments									
FX impact and other					0.1				
End of period				35.7	35.3	35.3	35.0	36.8	34.6
Customer deposits									
Beginning of period				139.3	139.3	140.5	138.3	137.1	134.7
Net production				-0.8		-1.2	0.6	3.1	2.1
Bank Treasury				4.1		-0.0	1.6	-1.9	0.3
Acquisitions / divestments									
FX impact and other					0.0				
End of period				142.7	139.3	139.3	140.5	138.3	137.1

¹⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium¹⁾

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ²⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period³⁾				36.2	36.2	35.4	34.4	33.9	33.5
Net production				0.5		1.0	1.0	0.7	0.5
Bank Treasury									
Acquisitions / divestments				-0.2					
FX impact and other				0.0	-0.0	-0.2	-0.0	-0.2	-0.0
End of period				36.5	36.2	36.2	35.4	34.4	33.9
Other customer lending									
Beginning of period³⁾				45.2	45.2	44.3	44.4	43.6	43.3
Net production				1.7		0.8	-0.2	0.5	0.3
Bank Treasury				-0.1		-0.1	0.0	0.0	0.0
Acquisitions / divestments									
FX impact and other					0.0	0.2	0.0	0.2	0.0
End of period				46.9	45.2	45.2	44.3	44.4	43.6
Customer deposits									
Beginning of period				82.5	82.5	83.5	82.7	80.8	81.1
Net production				1.2		-1.0	0.7	1.9	-0.2
Bank Treasury				-0.0		-0.0	0.0	0.0	-0.1
Acquisitions / divestments									
FX impact and other									
End of period				83.7	82.5	82.5	83.5	82.7	80.8

¹⁾ Including ING Luxembourg.

²⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

³⁾ As per 1Q2018, part of the Residential mortgage portfolio of Retail Belgium has been reclassified as Other customer lending. Historical figures have been adjusted.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

ING 3.6 Customer lending/deposits: Retail Banking Germany

Customer lending/deposits Retail Banking Germany¹⁾

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ²⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period				70.0	70.0	69.7	69.3	68.8	68.7
Net production				0.4		0.3	0.4	0.6	0.3
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-0.1	0.0	-0.1	-0.0	-0.1	-0.2
End of period				70.3	70.0	70.0	69.7	69.3	68.8
Other customer lending									
Beginning of period				12.1	12.1	11.9	11.0	10.7	9.8
Net production				0.3		0.2	0.3	0.3	0.3
Bank Treasury				0.6		0.0	0.6	0.1	0.5
Acquisitions / divestments									
FX impact and other					0.1				
End of period				13.0	12.1	12.1	11.9	11.0	10.7
Customer deposits									
Beginning of period				132.7	132.7	132.3	132.8	131.6	129.0
Net production				-0.2		0.5	-0.5	1.1	2.7
Bank Treasury				-0.0		-0.0	-0.0	0.0	0.0
Acquisitions / divestments									
FX impact and other					0.0				
End of period				132.5	132.7	132.7	132.3	132.8	131.6

¹⁾ Including ING Austria.

²⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

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

Customer lending/deposits Retail Banking Other Challengers & Growth Markets

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ¹⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period				59.7	59.7	58.5	57.9	58.6	56.0
Net production				1.2		1.5	1.2	1.1	1.2
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-1.4	0.0	-0.4	-0.6	-1.8	1.4
End of period				59.5	59.7	59.7	58.5	57.9	58.6
Other customer lending									
Beginning of period				26.1	25.9	25.3	24.9	23.9	22.9
Net production				0.8		0.9	1.0	1.5	0.9
Bank Treasury				0.1		-0.0	0.0	-0.1	-0.1
Acquisitions / divestments									
FX impact and other				-0.7	0.2	-0.3	-0.6	-0.4	0.2
End of period				26.3	26.1	25.9	25.3	24.9	23.9
Customer deposits									
Beginning of period				120.4	120.4	117.7	117.3	117.1	113.5
Net production				1.6		2.8	1.4	2.0	1.8
Bank Treasury				0.1		0.1	0.0	-0.1	0.1
Acquisitions / divestments									
FX impact and other				-1.6	0.0	-0.2	-1.1	-1.7	1.7
End of period				120.5	120.4	120.4	117.7	117.3	117.1

¹⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ¹⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period				0.9	0.9	1.0	1.0	1.1	1.1
Net production				0.1		0.0	-0.0	-0.0	-0.0
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-0.1	-0.1	-0.0	-0.0	-0.1	0.0
End of period				0.8	0.9	0.9	1.0	1.0	1.1
Other customer lending									
Beginning of period				173.0	173.8	171.5	170.2	172.5	169.9
Net production				7.0	0.0	2.9	4.6	1.9	2.9
Bank Treasury				-0.1		0.4	-0.8	1.0	0.5
Acquisitions / divestments									
FX impact and other				-2.0	-0.8	-1.1	-2.6	-5.2	-0.8
End of period				177.8	173.0	173.8	171.5	170.2	172.5
Customer deposits									
Beginning of period				65.1	65.1	64.3	62.4	67.2	64.8
Net production				0.6	-0.0	1.5	2.0	-2.8	0.3
Bank Treasury				2.1		-0.7	0.2	-1.5	1.8
Acquisitions / divestments									
FX impact and other				-0.2	0.0	-0.0	-0.3	-0.5	0.2
End of period				67.7	65.1	65.1	64.3	62.4	67.2

¹⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

ING 3.9 Customer lending/deposits: WB - Industry Lending

Customer lending/deposits Wholesale Banking - Industry Lending

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ¹⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period				0.0	0.0	0.0	0.0	0.0	0.0
Net production									
Bank Treasury									
Acquisitions / divestments									
FX impact and other									
End of period				0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending									
Beginning of period				112.4	113.2	109.6	110.8	113.6	114.6
Net production				4.4		4.4	0.9	1.5	-0.3
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-1.6	-0.8	-0.9	-2.1	-4.2	-0.7
End of period				115.2	112.4	113.2	109.6	110.8	113.6
Customer deposits									
Beginning of period				1.6	1.6	1.8	1.6	1.8	1.7
Net production				-0.1		-0.1	0.3	-0.2	0.1
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-0.0	0.0	-0.0	-0.0	-0.1	0.0
End of period				1.6	1.6	1.6	1.8	1.6	1.8

¹⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

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

Customer lending/deposits Wholesale Banking - General Lending & Transaction Services

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ¹⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period				0.0	0.0	0.0	0.0	0.0	0.0
Net production						0.0	0.0	0.0	-0.0
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-0.0		-0.0	-0.0	-0.0	0.0
End of period				0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending									
Beginning of period				53.2	53.1	54.6	51.0	51.6	48.1
Net production				1.6		-1.4	4.1	0.4	3.5
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-0.4	0.1	-0.2	-0.5	-0.9	-0.1
End of period				54.3	53.2	53.1	54.6	51.0	51.6
Customer deposits									
Beginning of period				50.5	50.5	49.2	47.4	50.5	50.4
Net production				0.9		1.4	2.0	-3.0	-0.0
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-0.1	0.0	-0.0	-0.2	-0.2	0.1
End of period				51.4	50.5	50.5	49.2	47.4	50.5

¹⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

ING 3.11 Customer lending/deposits: WB - Financial Markets

Customer lending/deposits Wholesale Banking - Financial Markets

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ¹⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period				0.0	0.0	0.0	0.0	0.0	0.0
Net production									
Bank Treasury									
Acquisitions / divestments									
FX impact and other									
End of period				0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending									
Beginning of period				0.9	0.9	0.9	1.1	1.1	1.3
Net production				0.9		-0.0	-0.2	0.0	-0.2
Bank Treasury									
Acquisitions / divestments									
FX impact and other					0.0				
End of period				1.8	0.9	0.9	0.9	1.1	1.1
Customer deposits									
Beginning of period				5.0	5.0	4.7	5.0	4.8	4.6
Net production				-0.2		0.4	-0.3	0.5	0.2
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-0.1	0.0	-0.0	-0.1	-0.2	0.1
End of period				4.7	5.0	5.0	4.7	5.0	4.8

¹⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

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

Customer lending/deposits Wholesale Banking - Bank Treasury & Other

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ¹⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period				0.9	0.9	1.0	1.0	1.1	1.1
Net production				0.1		0.0	-0.0	-0.0	-0.0
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-0.1	-0.1	-0.0	-0.0	-0.1	0.0
End of period				0.8	0.9	0.9	1.0	1.0	1.1
Other customer lending									
Beginning of period				6.5	6.6	6.3	7.3	6.2	5.9
Net production				0.0		-0.1	-0.2	-0.0	-0.1
Bank Treasury				-0.1		0.4	-0.8	1.0	0.5
Acquisitions / divestments									
FX impact and other				-0.0	-0.1	-0.0	-0.0	-0.0	-0.0
End of period				6.4	6.5	6.6	6.3	7.3	6.2
Customer deposits									
Beginning of period				8.0	7.9	8.7	8.4	10.1	8.2
Net production				-0.0		-0.1	0.1	-0.2	0.1
Bank Treasury				2.1		-0.7	0.2	-1.5	1.8
Acquisitions / divestments									
FX impact and other				-0.0	0.0	0.0	-0.0	-0.0	0.0
End of period				10.1	8.0	7.9	8.7	8.4	10.1

¹⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ¹⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period									
Net production									
Bank Treasury									
Acquisitions / divestments									
FX impact and other									
End of period									
Other customer lending									
Beginning of period				0.3	0.3	-0.0	0.0	-0.0	0.8
Net production									
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-0.0	-0.0	0.4	-0.1	0.0	-0.8
End of period				0.3	0.3	0.3	-0.0	0.0	-0.0
Customer deposits									
Beginning of period				-0.2	-0.2	-0.1	-0.3	-0.2	-0.2
Net production									
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-0.1	0.0	-0.0	0.2	-0.2	0.0
End of period				-0.2	-0.2	-0.2	-0.1	-0.3	-0.2

¹⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

ING 3.14 Customer lending/deposits: 1Q2018 Geographical split

Customer lending/deposits Geographical split								
In € billion	Total	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World	Other
Residential mortgages								
Beginning of period¹⁾	278.6	112.6	36.2	70.0	50.8	8.9	0.0	0.0
Net production	1.5	-0.6	0.5	0.4	0.8	0.3	0.0	
Bank Treasury								
Acquisitions / divestments	-0.2		-0.2					
FX impact and other	-1.6	-0.1	0.0	-0.1	-1.2	-0.1		
End of period	278.3	111.8	36.6	70.4	50.4	9.2	0.0	0.0
Other customer lending								
Beginning of period¹⁾	292.1	74.2	61.3	38.5	29.5	27.5	60.7	0.3
Net production	10.4	3.1	1.4	1.0	0.3	0.6	4.0	0.0
Bank Treasury	0.1	-0.7	-0.1	0.8	0.0	0.0	-0.0	
Acquisitions / divestments								
FX impact and other	-2.7	-1.4	-0.5	1.9	0.0	-1.4	-1.4	-0.0
End of period	299.9	75.2	62.1	42.3	29.9	26.8	63.3	0.3
Customer deposits								
Beginning of period¹⁾	539.9	167.4	98.8	133.7	90.5	36.6	13.0	-0.2
Net production	2.4	0.2	1.6	-0.1	0.0	0.4	0.2	0.0
Bank Treasury	6.4	6.1	-0.1	-0.0	0.0	0.1	0.2	
Acquisitions / divestments								
FX impact and other	-1.9	0.0			-1.1	-0.6	-0.1	-0.1
End of period	546.8	173.8	100.4	133.6	89.5	36.5	13.3	-0.2

¹⁾ As per 1 January 2018.

ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ¹⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period				112.6	115.4	116.7	118.3	119.9	121.9
Net production				-0.6		-0.8	-0.6	-1.2	-1.5
Bank Treasury									
Acquisitions / divestments						-0.3	-0.8	-0.3	-0.3
FX impact and other				-0.1	-2.9	-0.1	-0.1	-0.2	-0.2
End of period				111.8	112.6	115.4	116.7	118.3	119.9
Other customer lending									
Beginning of period				74.2	74.4	74.9	76.9	75.2	73.3
Net production				3.1		-1.5	0.8	1.1	1.7
Bank Treasury				-0.7		1.3	-2.5	1.3	0.4
Acquisitions / divestments									
FX impact and other				-1.4	-0.3	-0.1	-0.3	-0.7	-0.1
End of period				75.2	74.2	74.4	74.9	76.9	75.2
Customer deposits									
Beginning of period				167.4	167.4	169.1	164.5	166.0	165.2
Net production				0.2		-1.7	2.2	1.4	-0.5
Bank Treasury				6.1		0.0	2.3	-2.9	1.2
Acquisitions / divestments									
FX impact and other				0.0	0.0	-0.0	-0.0	-0.0	0.0
End of period				173.8	167.4	167.4	169.1	164.5	166.0

¹⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium¹⁾

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ²⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period³⁾				36.2	36.3	35.5	34.5	34.0	33.6
Net production				0.5		1.0	1.0	0.7	0.5
Bank Treasury									
Acquisitions / divestments				-0.2					
FX impact and other				0.0	-0.0	-0.2	-0.0	-0.2	-0.0
End of period				36.6	36.2	36.3	35.5	34.5	34.0
Other customer lending									
Beginning of period³⁾				61.3	61.3	59.8	60.2	59.7	59.4
Net production				1.4		1.4	-0.3	0.6	0.3
Bank Treasury				-0.1		-0.1	0.1	0.0	0.0
Acquisitions / divestments									
FX impact and other				-0.5	-0.0	0.2	-0.2	-0.1	-0.0
End of period				62.1	61.3	61.3	59.8	60.2	59.7
Customer deposits									
Beginning of period				98.8	98.8	98.9	98.0	96.9	94.9
Net production				1.6		-0.1	0.8	1.1	2.1
Bank Treasury				-0.1		-0.0	0.1	0.0	-0.1
Acquisitions / divestments									
FX impact and other					0.0				
End of period				100.4	98.8	98.8	98.9	98.0	96.9

¹⁾ Including ING Luxembourg.

²⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

³⁾ As per 1Q2018, part of the Residential mortgage portfolio of Retail Belgium has been reclassified as Other customer lending. Historical figures have been adjusted.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany¹⁾

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ²⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period				70.0	70.0	69.7	69.4	68.9	68.8
Net production				0.4		0.3	0.4	0.6	0.3
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-0.1	0.0	-0.1	-0.1	-0.2	-0.2
End of period				70.4	70.0	70.0	69.7	69.4	68.9
Other customer lending									
Beginning of period				38.5	38.4	36.2	35.2	32.8	32.7
Net production				1.0		1.0	1.0	1.4	0.2
Bank Treasury				0.8		0.0	0.6	0.1	0.7
Acquisitions / divestments									
FX impact and other				1.9	0.1	1.2	-0.7	0.9	-0.8
End of period				42.3	38.5	38.4	36.2	35.2	32.8
Customer deposits									
Beginning of period				133.7	133.7	133.1	133.8	132.7	129.9
Net production				-0.1		0.6	-0.6	1.0	2.8
Bank Treasury				-0.0		-0.0	-0.0	0.1	0.0
Acquisitions / divestments									
FX impact and other					0.0				
End of period				133.6	133.7	133.7	133.1	133.8	132.7

¹⁾ Including ING Austria.

²⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

ING 3.18 Customer lending/deposits: Geographical Other Challengers

Customer lending/deposits Geographical Other Challengers¹⁾

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ²⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period				50.8	50.8	50.1	49.6	50.6	48.3
Net production				0.8		1.2	0.9	0.8	1.0
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-1.2	0.0	-0.5	-0.4	-1.8	1.3
End of period				50.4	50.8	50.8	50.1	49.6	50.6
Other customer lending									
Beginning of period				29.5	29.8	28.5	26.6	26.9	25.9
Net production				0.3		1.4	2.0	0.1	0.9
Bank Treasury				0.0		0.0	0.1	-0.1	0.0
Acquisitions / divestments									
FX impact and other				0.0	-0.3	-0.1	-0.1	-0.4	0.2
End of period				29.9	29.5	29.8	28.5	26.6	26.9
Customer deposits									
Beginning of period				90.5	90.5	89.4	88.9	88.9	86.4
Net production				0.0		1.5	1.0	1.5	1.4
Bank Treasury				0.0		-0.0	-0.1	-0.0	0.0
Acquisitions / divestments									
FX impact and other				-1.1	0.0	-0.4	-0.4	-1.5	1.1
End of period				89.5	90.5	90.5	89.4	88.9	88.9

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

²⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

ING 3.19 Customer lending/deposits: Geographical Growth Markets

Customer lending/deposits Geographical Growth Markets¹⁾

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ²⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period				8.9	8.9	8.4	8.3	8.0	7.7
Net production				0.3		0.4	0.3	0.3	0.2
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-0.1	0.0	0.1	-0.2	-0.0	0.2
End of period				9.2	8.9	8.9	8.4	8.3	8.0
Other customer lending									
Beginning of period				27.5	27.5	27.6	27.6	26.8	26.0
Net production				0.6		0.2	0.6	1.1	0.8
Bank Treasury				0.0		-0.0	-0.0	-0.0	-0.1
Acquisitions / divestments									
FX impact and other				-1.4	0.1	-0.2	-0.7	-0.3	0.1
End of period				26.8	27.5	27.5	27.6	27.6	26.8
Customer deposits									
Beginning of period				36.6	36.6	34.2	34.0	34.1	32.8
Net production				0.4		2.1	0.8	0.1	0.6
Bank Treasury				0.1		0.1	0.2	-0.1	0.1
Acquisitions / divestments									
FX impact and other				-0.6	0.0	0.2	-0.8	-0.2	0.7
End of period				36.5	36.6	36.6	34.2	34.0	34.1

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

²⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

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

Customer lending/deposits Geographical Wholesale Banking Rest of World

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ¹⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period				0.0	0.0	0.0	0.0	0.0	0.0
Net production									
Bank Treasury									
Acquisitions / divestments									
FX impact and other									
End of period				0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending									
Beginning of period				60.7	60.7	61.0	60.8	63.9	63.0
Net production				4.0		1.8	1.4	1.6	0.8
Bank Treasury				-0.0		-0.0	-0.0	-0.0	-0.1
Acquisitions / divestments									
FX impact and other				-1.4	0.0	-2.1	-1.2	-4.7	0.1
End of period				63.3	60.7	60.7	61.0	60.8	63.9
Customer deposits									
Beginning of period				13.0	13.0	13.6	14.5	15.3	14.0
Net production				0.2		0.2	-0.1	0.2	0.4
Bank Treasury				0.2		-0.7	-0.5	-0.6	0.8
Acquisitions / divestments									
FX impact and other				-0.1	0.0	-0.1	-0.3	-0.5	0.1
End of period				13.3	13.0	13.0	13.6	14.5	15.3

¹⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other¹⁾

In € billion	4Q2018	3Q2018	2Q2018	1Q2018	Impact accounting change ²⁾	4Q2017	3Q2017	2Q2017	1Q2017
Residential mortgages									
Beginning of period									
Net production									
Bank Treasury									
Acquisitions / divestments									
FX impact and other									
End of period									
Other customer lending									
Beginning of period				0.3	0.3	-0.0	0.1	-0.0	0.8
Net production							-0.0	0.0	
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-0.0	-0.0	0.4	-0.1	0.0	-0.8
End of period				0.3	0.3	0.3	-0.0	0.1	-0.0
Customer deposits									
Beginning of period				-0.2	-0.2	-0.1	-0.3	-0.2	-0.2
Net production						0.0			
Bank Treasury									
Acquisitions / divestments									
FX impact and other				-0.1	0.0	-0.0	0.2	-0.2	0.0
End of period				-0.2	-0.2	-0.2	-0.1	-0.3	-0.2

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

²⁾ Impact accounting change includes the impact of IFRS 9, and reclassifications related to new accounting rules for accrued interest.

Note: ING decided not to restate historical figures when adopting IFRS 9 accounting rules.

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 2017 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, (2) changes in performance of financial markets, including developing markets, (3) potential consequences of European Union countries leaving the European Union or a break-up of the euro, (4) changes in the availability of, and costs associated with, sources of liquidity such as interbank funding, as well as conditions in the credit and capital markets generally, including changes in borrower and counterparty creditworthiness, (5) changes affecting interest rate levels, (6) changes affecting currency exchange rates, (7) changes in investor and customer behaviour, (8) changes in general competitive factors, (9) changes in laws and regulations and the interpretation and application thereof, (10) geopolitical risks and policies and actions of governmental and regulatory authorities, (11) changes in standards and interpretations under International Financial Reporting Standards (IFRS) and the application thereof, (12) conclusions with regard to purchase accounting assumptions and methodologies, and other changes in accounting assumptions and methodologies including changes in valuation of issued securities and credit market exposure, (13) changes in ownership that could affect the future availability to us of net operating loss, net capital and built-in loss carry forwards, (14) changes in credit ratings, (15) the outcome of current and future legal and regulatory proceedings, (16) operational risks, such as system disruptions or failures, breaches of security, cyberattacks, human error, changes in operational practices or inadequate controls including in respect of third parties with which we do business, (17) the inability to protect our intellectual property and infringement claims by third parties, (18) the inability to retain key personnel, (19) business, operational, regulatory, reputation and other risks in connection with climate change, (20) ING's ability to achieve its strategy, including projected operational synergies and cost-saving programmes and (21) the other risks and uncertainties detailed in the 2017 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. Many of those factors are beyond ING's control.

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

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