

# ING Historical Trend Data 1Q2021 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.
- In this document consolidated results of ING Group are based on IFRS as adopted by the European Union (IFRS-EU).
- 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.
- As of 2021, innovation areas at ING have been brought into one dedicated business area called ING Neo, and recorded as part of Corporate Line. Previously these activities were recorded as part of Retail Banking, Wholesale Banking or Corporate Line. Historical figures have not been adjusted.
- Small differences are possible due to rounding.
- All figures are unaudited.

## Product segmentation Wholesale Banking

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

# Table of contents

1. Profit or loss	2. Balance sheet and other	3. Customer lending/deposits
1.1 Profit or loss: Comparable quarters	2.1 Consolidated Balance sheet: Assets - Comparable quarters	3.1 Customer lending/deposits: 1Q2021 Segment split
1.2 Profit or loss: 1Q2021 Segment split	2.2 Consolidated Balance sheet: Assets - Quarterly overview	3.2 Customer lending/deposits: Quarterly overview
1.3 Profit or loss: Quarterly overview	2.3 Consolidated Balance sheet: Liabilities and Equity - Comparable quarters	3.3 Customer lending/deposits: Retail Banking
1.4 Profit or loss: Retail Banking	2.4 Consolidated Balance sheet: Liabilities and Equity - Quarterly overview	3.4 Customer lending/deposits: Retail Banking Netherlands
1.5 Profit or loss: Retail Banking Benelux	2.5 Total equity: Comparable quarters	3.5 Customer lending/deposits: Retail Banking Belgium
1.6 Profit or loss: Retail Banking Netherlands	2.6 Total equity: Quarterly overview	3.6 Customer lending/deposits: Retail Banking Germany
1.7 Profit or loss: Retail Banking Belgium	2.7 Capital position	3.7 Customer lending/deposits: Retail Banking Other Challengers & Growth Markets
1.8 Profit or loss: Retail Banking Challengers & Growth Markets	2.8 Funding	3.8 Customer lending/deposits: Wholesale Banking
1.9 Profit or loss: Retail Banking Germany	2.9 Investments: ING Group	3.9 Customer lending/deposits: Wholesale Banking - Lending
1.10 Profit or loss: Retail Banking Other Challengers & Growth Markets		3.10 Customer lending/deposits: Wholesale Banking - Daily Banking & Trade Finance
1.11 Profit or loss: Wholesale Banking		3.11 Customer lending/deposits: Wholesale Banking - Financial Markets
1.12 Profit or loss: Wholesale Banking - Lending		3.12 Customer lending/deposits: Wholesale Banking - Treasury & Other
1.13 Profit or loss: Wholesale Banking - Daily Banking & Trade Finance		3.13 Customer lending/deposits: Corporate Line
1.14 Profit or loss: Wholesale Banking - Financial Markets		3.14 Customer lending/deposits: 1Q2021 Geographical split
1.15 Profit or loss: Wholesale Banking - Treasury & Other		3.15 Customer lending/deposits: Geographical Netherlands
1.16 Profit or loss: Corporate Line		3.16 Customer lending/deposits: Geographical Belgium
1.17 Geographical split: 1Q2021		3.17 Customer lending/deposits: Geographical Germany
1.18 Geographical split: Comparable quarters		3.18 Customer lending/deposits: Geographical Other Challengers
1.19 Geographical split: Netherlands		3.19 Customer lending/deposits: Geographical Growth Markets
1.20 Geographical split: Belgium		3.20 Customer lending/deposits: Geographical Wholesale Banking Rest of World
1.21 Geographical split: Germany		3.21 Customer lending/deposits: Geographical Other
1.22 Geographical split: Other Challengers		
1.23 Geographical split: Growth Markets		
1.24 Geographical split: Wholesale Banking Rest of World		
1.25 Geographical split: Other		

## ING 1.1 Profit or loss: Comparable quarters

Profit or loss												
In € million	ING Group			of which: Retail Banking			of which: Wholesale Banking			of which: Corporate Line		
	1Q2021	1Q2020	4Q2020	1Q2021	1Q2020	4Q2020	1Q2021	1Q2020	4Q2020	1Q2021	1Q2020	4Q2020
<b>Profit or loss</b>												
Net interest income	3,513	3,501	3,344	2,356	2,461	2,376	1,038	937	945	118	103	24
Net fee and commission income	854	783	771	573	487	516	278	297	255	4	-1	-0
Investment income	39	21	6	31	18	4	8	4	3	0	0	0
Other income	296	205	48	170	195	114	173	33	40	-47	-22	-106
<b>Total income</b>	<b>4,702</b>	<b>4,511</b>	<b>4,169</b>	<b>3,130</b>	<b>3,160</b>	<b>3,009</b>	<b>1,497</b>	<b>1,270</b>	<b>1,242</b>	<b>75</b>	<b>80</b>	<b>-83</b>
Expenses excl. regulatory costs	2,429	2,307	2,583	1,676	1,597	1,704	640	669	746	113	42	134
Regulatory costs <sup>1)</sup>	587	526	331	440	396	244	148	130	92	0	-0	-5
<b>Operating expenses</b>	<b>3,016</b>	<b>2,833</b>	<b>2,914</b>	<b>2,115</b>	<b>1,992</b>	<b>1,947</b>	<b>787</b>	<b>799</b>	<b>838</b>	<b>113</b>	<b>42</b>	<b>129</b>
<b>Gross result</b>	<b>1,686</b>	<b>1,678</b>	<b>1,255</b>	<b>1,015</b>	<b>1,168</b>	<b>1,062</b>	<b>709</b>	<b>471</b>	<b>405</b>	<b>-39</b>	<b>39</b>	<b>-212</b>
Addition to loan loss provisions	223	661	208	192	285	258	30	373	-50	-0	3	-0
<b>Result before tax</b>	<b>1,463</b>	<b>1,017</b>	<b>1,046</b>	<b>823</b>	<b>883</b>	<b>804</b>	<b>679</b>	<b>98</b>	<b>454</b>	<b>-39</b>	<b>36</b>	<b>-212</b>
Taxation	439	329	304	240	239	243	149	33	110	51	57	-49
Non-controlling interests	18	17	15	16	14	7	2	4	8	-0	-0	-
<b>Net result</b>	<b>1,005</b>	<b>670</b>	<b>727</b>	<b>567</b>	<b>630</b>	<b>554</b>	<b>528</b>	<b>61</b>	<b>335</b>	<b>-89</b>	<b>-20</b>	<b>-162</b>
<b>Key figures</b>												
Interest margin	1.46%	1.55%	1.41%									
Cost/income ratio	64.1%	62.8%	69.9%	67.6%	63.0%	64.7%	52.6%	62.9%	67.4%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	15	42	14	18	26	24	7	80	-12	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	7.8%	5.1%	5.6%									
Return on equity based on 12.5% CET1 <sup>2)</sup>	10.6%	6.6%	7.7%	11.6%	12.0%	11.1%	11.7%	1.3%	7.6%	-109.4%	-25.8%	-203.1%
Risk-weighted assets (end of period)	311,014	335,375	306,324	161,106	174,557	160,045	147,187	158,168	143,775	2,721	2,650	2,503
Employees (internal FTEs, end of period)	57,731	55,452	57,034	43,454	41,771	42,699	13,942	13,676	14,328	335	5	7
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.42%	1.54%	1.44%									
Cost/income ratio	63.6%	57.0%	63.2%	63.0%	57.2%	61.8%	57.0%	56.3%	59.6%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	5.4%	8.4%	4.8%									
Return on equity based on 12.5% CET1 <sup>2)</sup>	7.3%	11.0%	6.4%	11.1%	15.9%	11.2%	5.3%	5.9%	2.8%	-115.7%	-12.5%	-95.3%

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

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

Note: As of 2021, innovation areas at ING have been brought into one dedicated business area called ING Neo, and recorded as part of Corporate Line. Previously these activities were recorded as part of Retail Banking, Wholesale Banking or Corporate Line. Historical figures have not been adjusted.

## ING 1.2 Profit or loss: 1Q2021 Segment split

Profit or loss 1Q2021												
In € million	Total	Retail	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	Daily Banking & Lending		Financial Markets	Treasury & Other	Corporate Line
		Banking	Netherlands	Belgium	Germany	Other		Trade Finance				
Balance sheet related interest	3,513	2,399	849	470	373	707	1,071	678	176	122	94	43
Capital charge on book equity	-	-14	2	-5	11	-21	-7	-0	1	-7	-1	21
Interest benefit on total capital	-	-28	-8	-7	-5	-8	-26	-16	-4	-4	-1	54
Net interest income	3,513	2,356	842	457	378	679	1,038	662	173	111	92	118
Net fee and commission income	854	573	173	121	148	130	278	107	129	44	-1	4
Investment income	3	2	-	2	-0	0	1	-	-	-0	1	0
Realised gains and fair value changes on investments	36	29	23	-0	6	-1	7	-	-	-	7	-
Total investment income	39	31	23	2	6	-0	8	-	-	-0	8	0
Valuation result and net trading income	240	118	29	51	13	26	170	6	16	146	2	-47
Other income	56	52	18	11	2	22	3	2	-4	-2	7	-0
Total other income	296	170	47	62	15	47	173	8	12	144	9	-47
<b>Total income</b>	<b>4,702</b>	<b>3,130</b>	<b>1,086</b>	<b>642</b>	<b>548</b>	<b>855</b>	<b>1,497</b>	<b>777</b>	<b>314</b>	<b>299</b>	<b>107</b>	<b>75</b>
Expenses excl. regulatory costs	2,429	1,676	537	358	256	524	640	217	181	183	59	113
Regulatory costs <sup>1)</sup>	587	440	114	209	33	84	148	54	39	38	17	0
<b>Operating expenses</b>	<b>3,016</b>	<b>2,115</b>	<b>651</b>	<b>567</b>	<b>289</b>	<b>608</b>	<b>787</b>	<b>271</b>	<b>220</b>	<b>220</b>	<b>77</b>	<b>113</b>
<b>Gross result</b>	<b>1,686</b>	<b>1,015</b>	<b>435</b>	<b>74</b>	<b>259</b>	<b>247</b>	<b>709</b>	<b>507</b>	<b>94</b>	<b>79</b>	<b>30</b>	<b>-39</b>
Addition to loan loss provisions	223	192	-10	117	3	82	30	29	5	-2	-2	-0
<b>Result before tax</b>	<b>1,463</b>	<b>823</b>	<b>445</b>	<b>-43</b>	<b>255</b>	<b>165</b>	<b>679</b>	<b>478</b>	<b>89</b>	<b>80</b>	<b>32</b>	<b>-39</b>
Taxation	439	240	117	-9	86	45	149	129	23	22	-24	51
Non-controlling interests	18	16	-	0	1	15	2	2	1	1	-2	-0
<b>Net result</b>	<b>1,005</b>	<b>567</b>	<b>329</b>	<b>-34</b>	<b>168</b>	<b>104</b>	<b>528</b>	<b>347</b>	<b>65</b>	<b>57</b>	<b>58</b>	<b>-89</b>
<b>Key figures</b>												
Interest margin	1.46%											
Cost/income ratio	64.1%	67.6%	59.9%	88.4%	52.8%	71.1%	52.6%	34.8%	70.0%	73.7%	71.9%	n.a.
Risk costs in bps of average customer lending	15	18	-3	52	1	33	7	8	7	-11	-13	n.a.
Return on equity based on IFRS-EU equity	7.8%											
Return on equity based on 12.5% CET1 <sup>2)</sup>	10.6%	11.6%	25.0%	-2.7%	18.3%	7.9%	11.7%	12.4%	9.1%	7.6%	24.8%	-109.4%
Risk-weighted assets (end of period)	311,014	161,106	41,892	40,729	29,830	48,654	147,187	91,253	23,673	24,693	7,569	2,721
Employees (internal FTEs, end of period)	57,731	43,454	10,184	7,961	5,911	19,397	13,942					335
<b>Four-quarter rolling average key figures</b>												
Interest margin	1.42%											
Cost/income ratio	63.6%	63.0%	52.5%	72.1%	51.8%	77.8%	57.0%	32.4%	70.7%	67.0%	227.5%	n.a.
Return on equity based on IFRS-EU equity	5.4%											
Return on equity based on 12.5% CET1 <sup>2)</sup>	7.3%	11.1%	26.3%	2.1%	17.1%	1.2%	5.3%	6.6%	7.8%	8.8%	-27.3%	-115.7%

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

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.3 Profit or loss: Quarterly overview

Profit or loss								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Interest income				5,354	5,262	5,377	5,723	6,335
Minus: interest expense				1,841	1,918	2,048	2,294	2,834
Net interest income				3,513	3,344	3,329	3,430	3,501
Net fee and commission income				854	771	734	723	783
Investment income				3	3	98	4	1
Realised gains and fair value changes on investments				36	3	5	15	20
Total investment income				39	6	103	19	21
Valuation result and net trading income				240	85	311	437	-1
Other income				56	-37	-191	62	206
Total other income				296	48	120	499	205
<b>Total income</b>				<b>4,702</b>	<b>4,169</b>	<b>4,286</b>	<b>4,671</b>	<b>4,511</b>
Staff expenses				1,465	1,461	1,429	1,458	1,465
Regulatory costs <sup>1)</sup>				587	331	111	137	526
Other expenses				964	1,123	1,073	1,198	842
<b>Operating expenses</b>				<b>3,016</b>	<b>2,914</b>	<b>2,613</b>	<b>2,793</b>	<b>2,833</b>
<b>Gross result</b>				<b>1,686</b>	<b>1,255</b>	<b>1,673</b>	<b>1,878</b>	<b>1,678</b>
Addition to loan loss provisions				223	208	469	1,336	661
<b>Result before tax</b>				<b>1,463</b>	<b>1,046</b>	<b>1,204</b>	<b>542</b>	<b>1,017</b>
Taxation				439	304	389	224	329
Non-controlling interests				18	15	27	19	17
<b>Net result</b>				<b>1,005</b>	<b>727</b>	<b>788</b>	<b>299</b>	<b>670</b>
<b>Key figures</b>								
Interest margin				1.46%	1.41%	1.38%	1.44%	1.51%
Cost/income ratio				64.1%	69.9%	61.0%	59.8%	62.8%
Risk costs in bps of average customer lending				15	14	30	85	42
Return on equity based on IFRS-EU equity				7.8%	5.6%	6.0%	2.3%	5.1%
Return on equity based on 12.5% CET1 <sup>2)</sup>				10.6%	7.7%	8.2%	3.1%	6.6%
Risk-weighted assets (end of period)				311,014	306,324	312,307	322,234	335,375
Employees (internal FTEs, end of period)				57,731	57,034	56,492	55,772	55,452
<b>Four-quarter rolling average key figures</b>								
interest margin				1.42%	1.44%	1.48%	1.52%	1.54%
Cost/income ratio				63.6%	63.2%	60.9%	58.9%	57.0%
Return on equity based on IFRS-EU equity				5.4%	4.8%	5.1%	6.1%	8.4%
Return on equity based on 12.5% CET1 <sup>2)</sup>				7.3%	6.4%	6.7%	8.1%	11.0%

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

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.4 Profit or loss: Retail Banking

Profit or loss Retail Banking								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Balance sheet related interest				2,399	2,412	2,436	2,472	2,526
Capital charge on book equity				-14	-15	-19	-32	-55
Interest benefit on total capital				-28	-22	-12	-7	-11
Net interest income				2,356	2,376	2,405	2,433	2,461
Net fee and commission income				573	516	479	460	487
Investment income				2	1	97	4	1
Realised gains and fair value changes on investments				29	3	4	13	17
Total investment income				31	4	102	16	18
Valuation result and net trading income				118	78	126	148	76
Other income				52	36	-178	63	119
Total other income				170	114	-52	210	195
<b>Total income</b>				<b>3,130</b>	<b>3,009</b>	<b>2,934</b>	<b>3,119</b>	<b>3,160</b>
Expenses excl. regulatory costs				1,676	1,704	1,763	1,635	1,597
Regulatory costs				440	244	99	116	396
<b>Operating expenses</b>				<b>2,115</b>	<b>1,947</b>	<b>1,861</b>	<b>1,751</b>	<b>1,992</b>
<b>Gross result</b>				<b>1,015</b>	<b>1,062</b>	<b>1,073</b>	<b>1,368</b>	<b>1,168</b>
Addition to loan loss provisions				192	258	324	454	285
<b>Result before tax</b>				<b>823</b>	<b>804</b>	<b>749</b>	<b>913</b>	<b>883</b>
Taxation				240	243	222	305	239
Non-controlling interests				16	7	23	14	14
<b>Net result</b>				<b>567</b>	<b>554</b>	<b>503</b>	<b>594</b>	<b>630</b>
<b>Key figures</b>								
Cost/income ratio				67.6%	64.7%	63.4%	56.2%	63.0%
Risk costs in bps of average customer lending				18	24	30	42	26
Return on equity based on 12.5% CET1 <sup>1)</sup>				11.6%	11.1%	10.3%	11.5%	12.0%
Risk-weighted assets (end of period)				161,106	160,045	163,099	164,061	174,557
Employees (internal FTEs, end of period)				43,454	42,699	42,407	41,928	41,771
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				63.0%	61.8%	60.2%	57.9%	57.2%
Return on equity based on 12.5% CET1 <sup>1)</sup>				11.1%	11.2%	12.2%	14.1%	15.9%

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.5 Profit or loss: Retail Banking Benelux

Profit or loss Retail Banking Benelux								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Balance sheet related interest				1,318	1,324	1,332	1,355	1,375
Capital charge on book equity				-4	-4	-5	-6	-13
Interest benefit on total capital				-15	-12	-7	-4	-6
Net interest income				1,300	1,307	1,320	1,344	1,356
Net fee and commission income				295	281	273	262	277
Investment income				2	-1	1	0	1
Realised gains and fair value changes on investments				23	2	2	9	16
Total investment income				25	1	3	9	17
Valuation result and net trading income				79	40	82	107	10
Other income				29	26	26	29	74
Total other income				108	66	108	136	83
<b>Total income</b>				<b>1,728</b>	<b>1,655</b>	<b>1,704</b>	<b>1,751</b>	<b>1,734</b>
Expenses excl. regulatory costs				895	893	863	888	851
Regulatory costs				323	135	25	42	276
<b>Operating expenses</b>				<b>1,218</b>	<b>1,029</b>	<b>888</b>	<b>930</b>	<b>1,127</b>
<b>Gross result</b>				<b>510</b>	<b>627</b>	<b>816</b>	<b>821</b>	<b>607</b>
Addition to loan loss provisions				107	66	184	276	145
<b>Result before tax</b>				<b>403</b>	<b>561</b>	<b>632</b>	<b>545</b>	<b>462</b>
Taxation				108	140	163	152	119
Non-controlling interests				0	0	-0	-0	-0
<b>Net result</b>				<b>294</b>	<b>421</b>	<b>470</b>	<b>393</b>	<b>343</b>
<b>Key figures</b>								
Cost/income ratio				70.5%	62.1%	52.1%	53.1%	65.0%
Risk costs in bps of average customer lending				17	11	29	44	23
Return on equity based on 12.5% CET1 <sup>1)</sup>				11.4%	15.9%	17.2%	13.8%	11.8%
Risk-weighted assets (end of period)				82,622	82,535	86,760	87,671	94,665
Employees (internal FTEs, end of period)				18,145	17,594	17,651	17,533	17,726
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				59.4%	58.1%	56.6%	56.5%	55.3%
Return on equity based on 12.5% CET1 <sup>1)</sup>				14.6%	14.6%	14.9%	15.2%	17.4%

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.6 Profit or loss: Retail Banking Netherlands

Profit or loss Retail Banking Netherlands								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Balance sheet related interest				849	881	873	884	882
Capital charge on book equity				2	2	2	1	1
Interest benefit on total capital				-8	-6	-3	-2	-3
Net interest income				842	877	871	883	880
Net fee and commission income				173	175	174	164	168
Investment income				-	0	-	-0	0
Realised gains and fair value changes on investments				23	1	2	10	1
Total investment income				23	2	2	10	1
Valuation result and net trading income				29	16	48	60	50
Other income				18	13	24	14	40
Total other income				47	29	72	73	90
<b>Total income</b>				<b>1,086</b>	<b>1,083</b>	<b>1,119</b>	<b>1,130</b>	<b>1,139</b>
Expenses excl. regulatory costs				537	507	507	487	480
Regulatory costs				114	110	25	35	86
<b>Operating expenses</b>				<b>651</b>	<b>616</b>	<b>532</b>	<b>522</b>	<b>566</b>
<b>Gross result</b>				<b>435</b>	<b>466</b>	<b>587</b>	<b>609</b>	<b>573</b>
Addition to loan loss provisions				-10	-29	47	120	19
<b>Result before tax</b>				<b>445</b>	<b>495</b>	<b>540</b>	<b>489</b>	<b>554</b>
Taxation				117	124	136	124	138
Non-controlling interests				-	0	-0	-0	-0
<b>Net result</b>				<b>329</b>	<b>371</b>	<b>404</b>	<b>365</b>	<b>416</b>
<b>Key figures</b>								
Cost/income ratio				59.9%	56.9%	47.5%	46.2%	49.7%
Risk costs in bps of average customer lending				-3	-7	12	30	5
Return on equity based on 12.5% CET1 <sup>1)</sup>				25.0%	27.2%	28.6%	24.4%	26.2%
Risk-weighted assets (end of period)				41,892	42,068	45,225	45,149	50,385
Employees (internal FTEs, end of period)				10,184	9,963	9,833	9,728	9,755
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				52.5%	50.0%	48.7%	48.8%	48.8%
Return on equity based on 12.5% CET1 <sup>1)</sup>				26.3%	26.6%	25.9%	24.8%	25.7%

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).



## ING 1.7 Profit or loss: Retail Banking Belgium

Profit or loss Retail Banking Belgium <sup>1)</sup>								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Balance sheet related interest				470	443	458	471	493
Capital charge on book equity				-5	-7	-7	-8	-14
Interest benefit on total capital				-7	-6	-3	-2	-3
Net interest income				457	430	448	461	476
Net fee and commission income				121	106	99	98	110
Investment income				2	-1	1	1	1
Realised gains and fair value changes on investments				-0	1	0	-1	15
Total investment income				2	-0	1	-0	16
Valuation result and net trading income				51	24	34	47	-41
Other income				11	13	3	15	33
Total other income				62	36	37	62	-7
<b>Total income</b>				<b>642</b>	<b>572</b>	<b>585</b>	<b>621</b>	<b>595</b>
Expenses excl. regulatory costs				358	387	356	401	370
Regulatory costs				209	25	0	8	190
<b>Operating expenses</b>				<b>567</b>	<b>412</b>	<b>356</b>	<b>408</b>	<b>560</b>
<b>Gross result</b>				<b>74</b>	<b>160</b>	<b>229</b>	<b>212</b>	<b>34</b>
Addition to loan loss provisions				117	95	137	156	126
<b>Result before tax</b>				<b>-43</b>	<b>66</b>	<b>92</b>	<b>56</b>	<b>-92</b>
Taxation				-9	16	27	28	-20
Non-controlling interests				0	0	0	0	0
<b>Net result</b>				<b>-34</b>	<b>50</b>	<b>65</b>	<b>28</b>	<b>-73</b>
<b>Key figures</b>								
Cost/income ratio				88.4%	72.0%	60.8%	65.8%	94.2%
Risk costs in bps of average customer lending				52	42	60	68	55
Return on equity based on 12.5% CET1 <sup>2)</sup>				-2.7%	3.9%	5.0%	2.1%	-5.5%
Risk-weighted assets (end of period)				40,729	40,467	41,535	42,522	44,280
Employees (internal FTEs, end of period)				7,961	7,631	7,818	7,805	7,971
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				72.1%	73.2%	71.6%	71.1%	67.4%
Return on equity based on 12.5% CET1 <sup>2)</sup>				2.1%	1.3%	1.9%	3.5%	6.9%

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

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

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

Profit or loss Retail Banking Challengers & Growth Markets								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Balance sheet related interest				1,080	1,089	1,104	1,117	1,152
Capital charge on book equity				-10	-10	-14	-25	-42
Interest benefit on total capital				-13	-10	-5	-3	-5
Net interest income				1,057	1,069	1,085	1,089	1,105
Net fee and commission income				278	235	206	198	210
Investment income				0	2	97	3	0
Realised gains and fair value changes on investments				6	1	2	4	1
Total investment income				6	2	99	7	1
Valuation result and net trading income				38	38	44	41	66
Other income				24	10	-204	34	45
Total other income				62	48	-160	74	111
<b>Total income</b>				<b>1,403</b>	<b>1,354</b>	<b>1,230</b>	<b>1,368</b>	<b>1,426</b>
Expenses excl. regulatory costs				780	810	899	748	746
Regulatory costs				117	109	74	74	120
<b>Operating expenses</b>				<b>897</b>	<b>919</b>	<b>973</b>	<b>821</b>	<b>866</b>
<b>Gross result</b>				<b>505</b>	<b>435</b>	<b>256</b>	<b>547</b>	<b>561</b>
Addition to loan loss provisions				85	193	140	178	140
<b>Result before tax</b>				<b>420</b>	<b>243</b>	<b>116</b>	<b>369</b>	<b>421</b>
Taxation				131	102	60	153	121
Non-controlling interests				16	7	24	15	14
<b>Net result</b>				<b>272</b>	<b>134</b>	<b>33</b>	<b>201</b>	<b>286</b>
<b>Key figures</b>								
Cost/income ratio				64.0%	67.9%	79.2%	60.0%	60.7%
Risk costs in bps of average customer lending				18	41	30	39	30
Return on equity based on 12.5% CET1 <sup>1)</sup>				11.8%	5.8%	2.4%	8.8%	12.2%
Risk-weighted assets (end of period)				78,484	77,510	76,339	76,390	79,892
Employees (internal FTEs, end of period)				25,309	25,105	24,756	24,395	24,045
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				67.4%	66.6%	64.9%	59.6%	59.4%
Return on equity based on 12.5% CET1 <sup>1)</sup>				7.3%	7.3%	9.1%	12.7%	14.0%

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.9 Profit or loss: Retail Banking Germany

Profit or loss Retail Banking Germany <sup>1)</sup>								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Balance sheet related interest				373	385	388	398	389
Capital charge on book equity				11	10	10	9	8
Interest benefit on total capital				-5	-4	-2	-1	-2
Net interest income				378	391	395	405	396
Net fee and commission income				148	125	97	109	106
Investment income				-0	2	2	1	0
Realised gains and fair value changes on investments				6	-0	1	-1	-0
Total investment income				6	1	3	0	0
Valuation result and net trading income				13	14	18	25	17
Other income				2	-3	1	3	14
Total other income				15	11	19	28	31
<b>Total income</b>				<b>548</b>	<b>528</b>	<b>515</b>	<b>542</b>	<b>533</b>
Expenses excl. regulatory costs				256	250	253	253	255
Regulatory costs				33	22	19	19	40
<b>Operating expenses</b>				<b>289</b>	<b>272</b>	<b>272</b>	<b>272</b>	<b>295</b>
<b>Gross result</b>				<b>259</b>	<b>256</b>	<b>243</b>	<b>270</b>	<b>238</b>
Addition to loan loss provisions				3	17	26	8	6
<b>Result before tax</b>				<b>255</b>	<b>239</b>	<b>217</b>	<b>262</b>	<b>232</b>
Taxation				86	85	58	122	66
Non-controlling interests				1	1	1	1	1
<b>Net result</b>				<b>168</b>	<b>153</b>	<b>158</b>	<b>139</b>	<b>165</b>
<b>Key figures</b>								
Cost/income ratio				52.8%	51.5%	52.8%	50.2%	55.4%
Risk costs in bps of average customer lending				1	7	12	4	3
Return on equity based on 12.5% CET1 <sup>2)</sup>				18.3%	16.7%	17.6%	15.7%	19.4%
Risk-weighted assets (end of period)				29,830	29,459	29,469	28,537	28,489
Employees (internal FTEs, end of period)				5,911	5,750	5,602	5,411	5,258
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				51.8%	52.4%	52.9%	52.0%	53.5%
Return on equity based on 12.5% CET1 <sup>2)</sup>				17.1%	17.3%	17.7%	18.8%	20.1%

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

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

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

Profit or loss Retail Banking Other Challengers & Growth Markets <sup>1)</sup>								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Balance sheet related interest				707	704	716	719	763
Capital charge on book equity				-21	-21	-24	-34	-51
Interest benefit on total capital				-8	-6	-3	-2	-3
Net interest income				679	678	690	683	709
Net fee and commission income				130	110	109	89	103
Investment income				0	0	95	2	-0
Realised gains and fair value changes on investments				-1	1	1	5	1
Total investment income				-0	1	96	7	1
Valuation result and net trading income				26	24	26	16	49
Other income				22	14	-205	31	31
Total other income				47	37	-179	47	80
<b>Total income</b>				<b>855</b>	<b>826</b>	<b>715</b>	<b>826</b>	<b>894</b>
Expenses excl. regulatory costs				524	560	647	494	491
Regulatory costs				84	87	55	55	80
<b>Operating expenses</b>				<b>608</b>	<b>647</b>	<b>702</b>	<b>549</b>	<b>571</b>
<b>Gross result</b>				<b>247</b>	<b>179</b>	<b>13</b>	<b>277</b>	<b>323</b>
Addition to loan loss provisions				82	176	114	170	134
<b>Result before tax</b>				<b>165</b>	<b>3</b>	<b>-100</b>	<b>107</b>	<b>189</b>
Taxation				45	17	2	31	54
Non-controlling interests				15	6	23	14	13
<b>Net result</b>				<b>104</b>	<b>-19</b>	<b>-125</b>	<b>62</b>	<b>121</b>
<b>Key figures</b>								
Cost/income ratio				71.1%	78.3%	98.1%	66.5%	63.9%
Risk costs in bps of average customer lending				33	72	47	71	55
Return on equity based on 12.5% CET1 <sup>2)</sup>				7.9%	-0.9%	-6.9%	4.9%	8.3%
Risk-weighted assets (end of period)				48,654	48,051	46,870	47,853	51,403
Employees (internal FTEs, end of period)				19,397	19,354	19,154	18,984	18,786
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				77.8%	75.7%	72.3%	64.0%	62.8%
Return on equity based on 12.5% CET1 <sup>2)</sup>				1.2%	1.4%	3.9%	8.7%	10.0%

<sup>1)</sup> Includes: Australia, Czech Republic, France, Italy, Spain, Poland, Romania, Turkey, Philippines, Asian stakes and Other.

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.11 Profit or loss: Wholesale Banking

Profit or loss Wholesale Banking								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Balance sheet related interest				1,071	974	931	953	988
Capital charge on book equity				-7	-9	-10	-20	-41
Interest benefit on total capital				-26	-20	-11	-7	-10
Net interest income				1,038	945	909	927	937
Net fee and commission income				278	255	253	264	297
Investment income				1	2	0	0	1
Realised gains and fair value changes on investments				7	1	1	3	3
Total investment income				8	3	2	3	4
Valuation result and net trading income				170	43	217	314	-24
Other income				3	-3	-7	1	56
Total other income				173	40	210	315	33
<b>Total income</b>				<b>1,497</b>	<b>1,242</b>	<b>1,374</b>	<b>1,509</b>	<b>1,270</b>
Expenses excl. regulatory costs				640	746	644	909	669
Regulatory costs				148	92	8	20	130
<b>Operating expenses</b>				<b>787</b>	<b>838</b>	<b>652</b>	<b>929</b>	<b>799</b>
<b>Gross result</b>				<b>709</b>	<b>405</b>	<b>722</b>	<b>580</b>	<b>471</b>
Addition to loan loss provisions				30	-50	145	882	373
<b>Result before tax</b>				<b>679</b>	<b>454</b>	<b>577</b>	<b>-302</b>	<b>98</b>
Taxation				149	110	161	-10	33
Non-controlling interests				2	8	4	4	4
<b>Net result</b>				<b>528</b>	<b>335</b>	<b>412</b>	<b>-296</b>	<b>61</b>
<b>Key figures</b>								
Cost/income ratio				52.6%	67.4%	47.4%	61.6%	62.9%
Risk costs in bps of average customer lending				7	-12	33	186	80
Return on equity based on 12.5% CET1 <sup>1)</sup>				11.7%	7.6%	8.8%	-6.0%	1.3%
Risk-weighted assets (end of period)				147,187	143,775	146,596	155,536	158,168
Employees (internal FTEs, end of period)				13,942	14,328	14,078	13,838	13,676
Value at Risk trading positions (average)				21.4	25.1	29.8	39.2	21.6
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				57.0%	59.6%	58.7%	59.1%	56.3%
Return on equity based on 12.5% CET1 <sup>1)</sup>				5.3%	2.8%	1.7%	1.7%	5.9%

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.12 Profit or loss: WB - Lending

Profit or loss Wholesale Banking - Lending								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Balance sheet related interest				678	630	625	645	629
Capital charge on book equity				-0	-0	0	-0	0
Interest benefit on total capital				-16	-13	-7	-4	-6
Net interest income				662	618	618	641	622
Net fee and commission income				107	104	122	97	131
Investment income				-	-	-	0	-
Realised gains and fair value changes on investments				-	-	-	-	-
Total investment income				-	-	-	0	-
Valuation result and net trading income				6	-17	4	34	-94
Other income				2	4	2	6	6
Total other income				8	-12	7	40	-88
<b>Total income</b>				<b>777</b>	<b>709</b>	<b>747</b>	<b>777</b>	<b>665</b>
Expenses excl. regulatory costs				217	215	220	222	230
Regulatory costs				54	41	0	6	45
<b>Operating expenses</b>				<b>271</b>	<b>256</b>	<b>220</b>	<b>228</b>	<b>275</b>
<b>Gross result</b>				<b>507</b>	<b>454</b>	<b>526</b>	<b>549</b>	<b>390</b>
Addition to loan loss provisions				29	-56	146	833	306
<b>Result before tax</b>				<b>478</b>	<b>510</b>	<b>381</b>	<b>-284</b>	<b>84</b>
Taxation				129	118	120	-63	35
Non-controlling interests				2	5	2	1	2
<b>Net result</b>				<b>347</b>	<b>386</b>	<b>258</b>	<b>-222</b>	<b>47</b>
<b>Key figures</b>								
Cost/income ratio				34.8%	36.1%	29.5%	29.3%	41.4%
Risk costs in bps of average customer lending				8	-17	41	223	84
Return on equity based on 12.5% CET1 <sup>1)</sup>				12.4%	13.6%	8.6%	-7.1%	1.6%
Risk-weighted assets (end of period)				91,253	89,368	94,421	99,208	99,200
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				32.4%	33.8%	34.7%	34.7%	34.8%
Return on equity based on 12.5% CET1 <sup>1)</sup>				6.6%	4.0%	2.7%	2.9%	7.4%

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.13 Profit or loss: WB - Daily Banking & Trade Finance

Profit or loss Wholesale Banking - Daily Banking & Trade Finance								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Balance sheet related interest				176	164	152	151	182
Capital charge on book equity				1	1	1	1	1
Interest benefit on total capital				-4	-3	-2	-1	-2
Net interest income				173	161	152	151	181
Net fee and commission income				129	130	106	117	124
Investment income				-	0	-	-0	0
Realised gains and fair value changes on investments				-	-	-	-	-
Total investment income				-	0	-	-0	0
Valuation result and net trading income				16	11	12	14	11
Other income				-4	-3	-3	-5	-2
Total other income				12	7	9	9	9
<b>Total income</b>				<b>314</b>	<b>299</b>	<b>267</b>	<b>276</b>	<b>314</b>
Expenses excl. regulatory costs				181	208	186	187	182
Regulatory costs				39	15	0	3	25
<b>Operating expenses</b>				<b>220</b>	<b>222</b>	<b>186</b>	<b>190</b>	<b>207</b>
<b>Gross result</b>				<b>94</b>	<b>77</b>	<b>81</b>	<b>87</b>	<b>108</b>
Addition to loan loss provisions				5	3	-4	46	62
<b>Result before tax</b>				<b>89</b>	<b>74</b>	<b>85</b>	<b>41</b>	<b>46</b>
Taxation				23	19	22	9	17
Non-controlling interests				1	1	1	1	2
<b>Net result</b>				<b>65</b>	<b>54</b>	<b>62</b>	<b>31</b>	<b>28</b>
<b>Key figures</b>								
Cost/income ratio				70.0%	74.3%	69.8%	68.6%	65.7%
Risk costs in bps of average customer lending				7	4	-6	62	79
Return on equity based on 12.5% CET1 <sup>1)</sup>				9.1%	8.2%	9.5%	4.6%	3.9%
Risk-weighted assets (end of period)				23,673	22,665	20,956	21,677	22,668
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				70.7%	69.6%	65.1%	60.5%	56.3%
Return on equity based on 12.5% CET1 <sup>1)</sup>				7.8%	6.4%	5.1%	7.0%	9.8%

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

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

Profit or loss Wholesale Banking - Financial Markets								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Balance sheet related interest				122	110	97	105	126
Capital charge on book equity				-7	-8	-9	-13	-23
Interest benefit on total capital				-4	-3	-2	-1	-1
Net interest income				111	98	86	91	102
Net fee and commission income				44	19	26	43	37
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				146	74	191	281	23
Other income				-2	-9	-6	-9	-9
Total other income				144	65	184	272	14
<b>Total income</b>				<b>299</b>	<b>181</b>	<b>297</b>	<b>406</b>	<b>154</b>
Expenses excl. regulatory costs				183	175	183	185	194
Regulatory costs				38	26	1	3	38
<b>Operating expenses</b>				<b>220</b>	<b>201</b>	<b>184</b>	<b>188</b>	<b>232</b>
<b>Gross result</b>				<b>79</b>	<b>-20</b>	<b>113</b>	<b>218</b>	<b>-78</b>
Addition to loan loss provisions				-2	0	2	1	-0
<b>Result before tax</b>				<b>80</b>	<b>-20</b>	<b>111</b>	<b>217</b>	<b>-78</b>
Taxation				22	-5	33	63	-22
Non-controlling interests				1	2	1	3	2
<b>Net result</b>				<b>57</b>	<b>-18</b>	<b>77</b>	<b>151</b>	<b>-58</b>
<b>Key figures</b>								
Cost/income ratio				73.7%	111.0%	61.8%	46.3%	150.8%
Risk costs in bps of average customer lending				-11	3	64	29	-2
Return on equity based on 12.5% CET1 <sup>1)</sup>				7.6%	-2.0%	9.9%	19.6%	-8.3%
Risk-weighted assets (end of period)				24,693	24,837	24,402	26,139	24,159
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				67.0%	77.5%	84.8%	92.3%	123.0%
Return on equity based on 12.5% CET1 <sup>1)</sup>				8.8%	5.3%	3.7%	1.8%	-4.9%

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

Return on equity of ING's total Financial Markets activities, including Retail Banking								
	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Key figures</b>								
Return on equity based on 12.5% CET1 <sup>1)</sup>				10.7%	1.0%	12.5%	21.2%	-4.6%
<b>Four-quarter rolling average key figures</b>								
Return on equity based on 12.5% CET1 <sup>1)</sup>				11.4%	8.0%	6.7%	4.9%	-1.2%



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

Profit or loss Wholesale Banking - Treasury & Other								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Balance sheet related interest				94	70	56	53	51
Capital charge on book equity				-1	-1	-2	-8	-19
Interest benefit on total capital				-1	-1	-1	-1	-1
Net interest income				92	68	53	45	32
Net fee and commission income				-1	1	-1	8	5
Investment income				1	2	0	0	0
Realised gains and fair value changes on investments				7	1	1	3	3
Total investment income				8	2	1	3	4
Valuation result and net trading income				2	-25	10	-15	36
Other income				7	6	-0	9	62
Total other income				9	-19	10	-5	98
<b>Total income</b>				<b>107</b>	<b>53</b>	<b>64</b>	<b>50</b>	<b>138</b>
Expenses excl. regulatory costs				59	148	55	316	63
Regulatory costs				17	10	6	8	23
<b>Operating expenses</b>				<b>77</b>	<b>158</b>	<b>62</b>	<b>324</b>	<b>86</b>
<b>Gross result</b>				<b>30</b>	<b>-106</b>	<b>2</b>	<b>-274</b>	<b>52</b>
Addition to loan loss provisions				-2	4	1	2	6
<b>Result before tax</b>				<b>32</b>	<b>-110</b>	<b>1</b>	<b>-276</b>	<b>46</b>
Taxation				-24	-22	-13	-19	3
Non-controlling interests				-2	-1	-1	-1	-2
<b>Net result</b>				<b>58</b>	<b>-88</b>	<b>15</b>	<b>-256</b>	<b>44</b>
<b>Key figures</b>								
Cost/income ratio				71.9%	301.2%	96.9%	n.a.	62.3%
Risk costs in bps of average customer lending				-13	32	7	9	29
Return on equity based on 12.5% CET1 <sup>1)</sup>				24.8%	-41.1%	6.0%	-79.5%	12.8%
Risk-weighted assets (end of period)				7,569	6,906	6,818	8,512	12,142
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				227.5%	207.2%	176.7%	191.0%	106.7%
Return on equity based on 12.5% CET1 <sup>1)</sup>				-27.3%	-25.9%	-20.9%	-22.4%	3.8%

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.16 Profit or loss: Corporate Line

Profit or loss Corporate Line								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Balance sheet related interest				43	-42	-38	5	-13
Capital charge on book equity				21	23	30	51	96
Interest benefit on total capital				54	42	23	14	20
Net interest income				118	24	15	70	103
Net fee and commission income				4	-0	2	-2	-1
Investment income				0	0	0	0	0
Realised gains and fair value changes on investments				-	-	-	-0	0
Total investment income				0	0	0	0	0
Valuation result and net trading income				-47	-35	-33	-25	-53
Other income				-0	-71	-6	-2	31
Total other income				-47	-106	-39	-26	-22
<b>Total income</b>				<b>75</b>	<b>-83</b>	<b>-22</b>	<b>42</b>	<b>80</b>
Expenses excl. regulatory costs				113	134	95	111	42
Regulatory costs				0	-5	5	1	-0
<b>Operating expenses</b>				<b>113</b>	<b>129</b>	<b>100</b>	<b>112</b>	<b>42</b>
<b>Gross result</b>				<b>-39</b>	<b>-212</b>	<b>-122</b>	<b>-70</b>	<b>39</b>
Addition to loan loss provisions				-0	-0	-0	0	3
<b>Result before tax</b>				<b>-39</b>	<b>-212</b>	<b>-122</b>	<b>-70</b>	<b>36</b>
Taxation				51	-49	5	-71	57
Non-controlling interests				-0	-	-	-	-0
<b>Net result</b>				<b>-89</b>	<b>-162</b>	<b>-127</b>	<b>1</b>	<b>-20</b>
<b>Key figures</b>								
Risk-weighted assets (end of period)				2,721	2,503	2,612	2,637	2,650
Employees (internal FTEs, end of period)				335	7	7	5	5

Note: As of 2021, innovation areas at ING have been brought into one dedicated business area called ING Neo, and recorded as part of Corporate Line. Previously these activities were recorded as part of Retail Banking, Wholesale Banking or Corporate Line. Historical figures have not been adjusted.

# ING 1.17 Geographical split: 1Q2021

## Geographical split 1Q2021

In € million	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Wholesale Banking Rest of World		Other <sup>1)</sup>		
	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Retail Banking	Wholesale Banking	Total	Wholesale Banking	Total	Wholesale Banking	Corporate Line
<b>Profit or loss</b>																				
Net interest income	1,029	842	187	549	457	92	522	378	144	508	349	159	374	329	45	411	411	119	0	118
Net fee and commission income	246	173	73	172	121	51	150	148	2	83	64	19	81	65	15	118	118	3	-0	4
Investment income	30	23	7	2	2	0	8	6	1	-1	-0	-0	-	-	-	0	0	0	-	0
Other income	70	47	23	84	62	22	30	15	16	19	-2	21	71	49	22	69	69	-48	-0	-47
<b>Total income</b>	<b>1,375</b>	<b>1,086</b>	<b>289</b>	<b>807</b>	<b>642</b>	<b>165</b>	<b>711</b>	<b>548</b>	<b>163</b>	<b>610</b>	<b>411</b>	<b>198</b>	<b>526</b>	<b>444</b>	<b>82</b>	<b>599</b>	<b>599</b>	<b>75</b>	<b>-</b>	<b>75</b>
Expenses excl. regulatory costs	715	537	178	423	358	65	296	256	40	343	298	45	263	226	36	276	276	113	-0	113
Regulatory costs	163	114	49	231	209	22	34	33	1	31	28	2	69	55	13	60	60	0	-	0
<b>Operating expenses</b>	<b>878</b>	<b>651</b>	<b>227</b>	<b>654</b>	<b>567</b>	<b>87</b>	<b>330</b>	<b>289</b>	<b>41</b>	<b>373</b>	<b>326</b>	<b>47</b>	<b>332</b>	<b>282</b>	<b>50</b>	<b>336</b>	<b>336</b>	<b>113</b>	<b>-0</b>	<b>113</b>
<b>Gross result</b>	<b>497</b>	<b>435</b>	<b>62</b>	<b>153</b>	<b>74</b>	<b>78</b>	<b>381</b>	<b>259</b>	<b>122</b>	<b>237</b>	<b>85</b>	<b>152</b>	<b>195</b>	<b>162</b>	<b>33</b>	<b>262</b>	<b>262</b>	<b>-39</b>	<b>0</b>	<b>-39</b>
Addition to loan loss provisions	-4	-10	6	120	117	3	13	3	10	49	30	19	52	52	0	-8	-8	-0	-	-0
<b>Result before tax</b>	<b>502</b>	<b>445</b>	<b>56</b>	<b>32</b>	<b>-43</b>	<b>75</b>	<b>367</b>	<b>255</b>	<b>112</b>	<b>187</b>	<b>54</b>	<b>133</b>	<b>143</b>	<b>110</b>	<b>33</b>	<b>270</b>	<b>270</b>	<b>-39</b>	<b>0</b>	<b>-39</b>
Retail Banking	445	445		-43	-43		255	255		54	54		110	110						
Wholesale Banking	56		56	75		75	112		112	133		133	33		33	270	270	0	0	
Corporate Line																		-39		-39
<b>Result before tax</b>	<b>502</b>	<b>445</b>	<b>56</b>	<b>32</b>	<b>-43</b>	<b>75</b>	<b>367</b>	<b>255</b>	<b>112</b>	<b>187</b>	<b>54</b>	<b>133</b>	<b>143</b>	<b>110</b>	<b>33</b>	<b>270</b>	<b>270</b>	<b>-39</b>	<b>0</b>	<b>-39</b>
<b>Customer lending/deposits (in € billion)</b>																				
Residential mortgages	110.3	109.9	0.5	38.8	38.7	0.1	81.3	81.3	0.1	60.6	60.6	0.0	13.5	13.5	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	80.0	45.7	34.3	66.4	50.4	16.0	44.6	11.0	33.6	34.0	10.3	23.7	24.9	16.7	8.2	68.5	68.5	0.4	0.0	0.4
Customer deposits	212.8	177.2	35.5	110.7	93.1	17.6	148.0	146.6	1.4	98.5	96.3	2.2	48.0	43.9	4.1	10.2	10.2	0.0	0.0	0.0
<b>Key figures</b>																				
Cost/income ratio	63.8%	59.9%	78.5%	81.1%	88.4%	52.6%	46.4%	52.8%	25.0%	61.2%	79.4%	23.5%	63.0%	63.5%	60.3%	56.2%	56.2%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	-1	-3	8	46	52	9	4	1	13	21	17	33	54	69	0	-5	-5	-1	n.a.	-1
Return on equity based on 12.5% CET1 <sup>2)</sup>	16.6%	25.0%	4.8%	1.4%	-2.7%	13.6%	17.1%	18.3%	15.1%	11.8%	5.7%	18.5%	9.7%	9.3%	11.0%	11.7%	11.7%	-105.1%	144.8%	-109.4%
Risk-weighted assets (end of period)	72,511	41,892	30,619	54,507	40,729	13,777	46,128	29,830	16,298	36,473	18,966	17,507	39,082	29,688	9,394	59,592	59,592	2,721	-0	2,721
Employees (internal FTEs, end of period)	16,811	10,184	6,627	9,127	7,961	1,166	6,359	5,911	447	6,108	5,487	621	15,252	13,911	1,342	3,734	3,734	340	5	335
<b>Four-quarter rolling average key figures</b>																				
Cost/income ratio	61.5%	52.5%	94.8%	68.4%	72.1%	52.6%	46.4%	51.8%	26.8%	74.6%	91.2%	31.0%	62.2%	63.8%	47.4%	54.2%	54.4%	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 <sup>2)</sup>	13.8%	26.3%	-5.5%	3.9%	2.1%	9.2%	13.5%	17.1%	7.6%	3.9%	-1.9%	10.3%	5.3%	3.9%	12.2%	6.5%	6.5%	-111.1%	39.6%	-115.7%

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

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

Note: As of 2021, innovation areas at ING have been brought into one dedicated business area called ING Neo, and recorded in geographical split Other (as part of Corporate Line). Previously these activities were recorded as part of Retail Banking, Wholesale Banking or Corporate Line.

## ING 1.18 Geographical split: Comparable quarters

### Geographical split comparable quarters

In € million	Total		Netherlands		Belgium		Germany		Other Challengers		Growth Markets		Wholesale Banking Rest of World		Other	
	1Q2021	1Q2020	1Q2021	1Q2020	1Q2021	1Q2020	1Q2021	1Q2020	1Q2021	1Q2020	1Q2021	1Q2020	1Q2021	1Q2020	1Q2021	1Q2020
<b>Profit or loss</b>																
Net interest income	3,513	3,501	1,029	1,056	549	556	522	525	508	449	374	410	411	405	119	101
Net fee and commission income	854	783	246	255	172	149	150	110	83	70	81	69	118	131	3	-1
Investment income	39	21	30	2	2	18	8	0	-1	0	-	0	0	0	0	0
Other income	296	205	70	6	84	-3	30	41	19	21	71	100	69	61	-48	-21
<b>Total income</b>	<b>4,702</b>	<b>4,511</b>	<b>1,375</b>	<b>1,319</b>	<b>807</b>	<b>720</b>	<b>711</b>	<b>676</b>	<b>610</b>	<b>541</b>	<b>526</b>	<b>579</b>	<b>599</b>	<b>597</b>	<b>75</b>	<b>79</b>
Expenses excl. regulatory costs	2,429	2,307	715	650	423	441	296	296	343	308	263	271	276	300	113	42
Regulatory costs	587	526	163	121	231	211	34	43	31	26	69	72	60	53	0	0
<b>Operating expenses</b>	<b>3,016</b>	<b>2,833</b>	<b>878</b>	<b>771</b>	<b>654</b>	<b>652</b>	<b>330</b>	<b>339</b>	<b>373</b>	<b>334</b>	<b>332</b>	<b>343</b>	<b>336</b>	<b>353</b>	<b>113</b>	<b>42</b>
<b>Gross result</b>	<b>1,686</b>	<b>1,678</b>	<b>497</b>	<b>548</b>	<b>153</b>	<b>68</b>	<b>381</b>	<b>337</b>	<b>237</b>	<b>207</b>	<b>195</b>	<b>237</b>	<b>262</b>	<b>244</b>	<b>-39</b>	<b>37</b>
Addition to loan loss provisions	223	661	-4	64	120	144	13	13	49	75	52	87	-8	276	-0	3
<b>Result before tax</b>	<b>1,463</b>	<b>1,017</b>	<b>502</b>	<b>484</b>	<b>32</b>	<b>-76</b>	<b>367</b>	<b>324</b>	<b>187</b>	<b>132</b>	<b>143</b>	<b>150</b>	<b>270</b>	<b>-32</b>	<b>-39</b>	<b>34</b>
Retail Banking	823	883	445	554	-43	-92	255	232	54	64	110	125	-	-	-	-
Wholesale Banking	679	98	56	-70	75	16	112	92	133	68	33	26	270	-32	0	-2
Corporate Line	-39	36	-	-	-	-	-	-	-	-	-	-	-	-	-39	36
<b>Result before tax</b>	<b>1,463</b>	<b>1,017</b>	<b>502</b>	<b>484</b>	<b>32</b>	<b>-76</b>	<b>367</b>	<b>324</b>	<b>187</b>	<b>132</b>	<b>143</b>	<b>150</b>	<b>270</b>	<b>-32</b>	<b>-39</b>	<b>34</b>
Taxation	439	329	128	110	8	-13	121	100	54	45	25	39	53	-7	49	56
Non-controlling interests	18	17	-	-0	0	0	1	1	-	-	17	17	-	-	-0	-0
<b>Net result</b>	<b>1,005</b>	<b>670</b>	<b>374</b>	<b>374</b>	<b>24</b>	<b>-63</b>	<b>245</b>	<b>223</b>	<b>133</b>	<b>88</b>	<b>100</b>	<b>95</b>	<b>217</b>	<b>-25</b>	<b>-87</b>	<b>-22</b>
<b>Customer lending/deposits (in € billion)</b>																
Residential mortgages	304.6	294.6	110.3	112.2	38.8	39.1	81.3	76.4	60.6	54.8	13.5	12.0	0.0	0.0	0.0	0.0
Other customer lending	318.9	337.0	80.0	77.7	66.4	70.8	44.6	45.1	34.0	32.9	24.9	27.2	68.5	82.9	0.4	0.4
Customer deposits	628.2	586.2	212.8	188.1	110.7	109.9	148.0	138.4	98.5	92.5	48.0	43.9	10.2	13.5	0.0	0.0
<b>Key figures</b>																
Cost/income ratio	64.1%	62.8%	63.8%	58.5%	81.1%	90.5%	46.4%	50.1%	61.2%	61.7%	63.0%	59.1%	56.2%	59.2%	151.8%	53.6%
Risk costs in bps of average customer lending	15	42	-1	14	46	53	4	4	21	34	54	88	-5	144	-1	196
Return on equity based on 12.5% CET1 <sup>1)</sup>	10.6%	6.6%	16.6%	15.2%	1.4%	-3.6%	17.1%	15.4%	11.8%	7.9%	9.7%	8.1%	11.7%	-1.2%	-105.1%	-26.6%
Risk-weighted assets (end of period)	311,014	335,375	72,511	78,807	54,507	58,547	46,128	47,017	36,473	34,976	39,082	43,955	59,592	69,331	2,721	2,741
Employees (internal FTEs, end of period)	57,731	55,452	16,811	16,217	9,127	9,105	6,359	5,677	6,108	5,817	15,252	14,910	3,734	3,716	340	9
<b>Four-quarter rolling average key figures</b>																
Cost/income ratio	63.6%	57.0%	61.5%	56.1%	68.4%	66.0%	46.4%	47.3%	74.6%	62.0%	62.2%	55.5%	54.2%	54.5%	n.a.	n.a.
Return on equity based on 12.5% CET1 <sup>1)</sup>	7.3%	11.0%	13.8%	16.6%	3.9%	6.6%	13.5%	16.6%	3.9%	9.3%	5.3%	11.2%	6.5%	5.7%	-111.1%	-12.8%

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

Note: As of 2021, innovation areas at ING have been brought into one dedicated business area called ING Neo, and recorded in geographical split Other (as part of Corporate Line). Previously these activities were recorded as part of Retail Banking, Wholesale Banking or Corporate Line. Historical figures have not been adjusted.

## ING 1.19 Geographical split: Netherlands

Geographical split Netherlands								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Profit or loss</b>								
Net interest income				1,029	1,047	1,034	1,041	1,056
Net fee and commission income				246	239	249	238	255
Investment income				30	2	3	12	2
Other income				70	25	171	178	6
<b>Total income</b>				<b>1,375</b>	<b>1,312</b>	<b>1,457</b>	<b>1,470</b>	<b>1,319</b>
Expenses excl. regulatory costs				715	780	677	925	650
Regulatory costs				163	130	25	40	121
<b>Operating expenses</b>				<b>878</b>	<b>909</b>	<b>702</b>	<b>965</b>	<b>771</b>
<b>Gross result</b>				<b>497</b>	<b>403</b>	<b>755</b>	<b>505</b>	<b>548</b>
Addition to loan loss provisions				-4	-27	129	256	64
<b>Result before tax</b>				<b>502</b>	<b>430</b>	<b>626</b>	<b>248</b>	<b>484</b>
Retail Banking				445	495	540	489	554
Wholesale Banking				56	-65	86	-240	-70
Corporate Line								
<b>Result before tax</b>				<b>502</b>	<b>430</b>	<b>626</b>	<b>248</b>	<b>484</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				110.3	110.8	111.4	111.9	112.2
Other customer lending				80.0	72.0	73.5	79.3	77.7
Customer deposits				212.8	199.0	197.7	196.4	188.1
<b>Key figures</b>								
Cost/income ratio				63.8%	69.3%	48.2%	65.7%	58.5%
Risk costs in bps of average customer lending				-1	-6	27	54	14
Return on equity based on 12.5% CET1 <sup>1)</sup>				16.6%	14.2%	20.3%	4.5%	15.2%
Risk-weighted assets (end of period)				72,511	71,383	73,582	73,763	78,807
Employees (internal FTEs, end of period)				16,811	17,095	16,675	16,351	16,217
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				61.5%	60.2%	58.0%	59.5%	56.1%
Return on equity based on 12.5% CET1 <sup>1)</sup>				13.8%	13.5%	13.8%	13.2%	16.6%

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.20 Geographical split: Belgium

Geographical split Belgium <sup>1)</sup>								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020 <sup>3)</sup>	3Q2020	2Q2020	1Q2020
<b>Profit or loss</b>								
Net interest income				549	503	523	534	556
Net fee and commission income				172	149	132	154	149
Investment income				2	-0	1	-0	18
Other income				84	40	56	83	-3
<b>Total income</b>				<b>807</b>	<b>693</b>	<b>712</b>	<b>770</b>	<b>720</b>
Expenses excl. regulatory costs				423	455	421	464	441
Regulatory costs				231	35	-0	10	211
<b>Operating expenses</b>				<b>654</b>	<b>490</b>	<b>421</b>	<b>474</b>	<b>652</b>
<b>Gross result</b>				<b>153</b>	<b>202</b>	<b>291</b>	<b>296</b>	<b>68</b>
Addition to loan loss provisions				120	121	130	194	144
<b>Result before tax</b>				<b>32</b>	<b>81</b>	<b>161</b>	<b>102</b>	<b>-76</b>
Retail Banking				-43	66	92	56	-92
Wholesale Banking				75	16	69	45	16
Corporate Line								
<b>Result before tax</b>				<b>32</b>	<b>81</b>	<b>161</b>	<b>102</b>	<b>-76</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				38.8	38.7	38.7	39.0	39.1
Other customer lending				66.4	64.8	66.5	68.2	70.8
Customer deposits				110.7	108.9	108.3	111.3	109.9
<b>Key figures</b>								
Cost/income ratio				81.1%	70.8%	59.1%	61.6%	90.5%
Risk costs in bps of average customer lending				46	46	49	72	53
Return on equity based on 12.5% CET1 <sup>2)</sup>				1.4%	3.5%	6.9%	3.6%	-3.6%
Risk-weighted assets (end of period)				54,507	54,014	54,807	56,232	58,547
Employees (internal FTEs, end of period)				9,127	8,750	8,936	8,920	9,105
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				68.4%	70.4%	69.6%	69.2%	66.0%
Return on equity based on 12.5% CET1 <sup>2)</sup>				3.9%	2.6%	2.8%	3.7%	6.6%

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

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

<sup>3)</sup> 4Q2020 included a shift of €140 million from Other customer lending to Residential mortgages.

## ING 1.21 Geographical split: Germany

Geographical split Germany <sup>1)</sup>								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Profit or loss</b>								
Net interest income				522	512	519	534	525
Net fee and commission income				150	136	104	118	110
Investment income				8	1	3	-0	0
Other income				30	17	25	39	41
<b>Total income</b>				<b>711</b>	<b>666</b>	<b>651</b>	<b>691</b>	<b>676</b>
Expenses excl. regulatory costs				296	287	290	294	296
Regulatory costs				34	23	19	19	43
<b>Operating expenses</b>				<b>330</b>	<b>310</b>	<b>309</b>	<b>313</b>	<b>339</b>
<b>Gross result</b>				<b>381</b>	<b>357</b>	<b>342</b>	<b>378</b>	<b>337</b>
Addition to loan loss provisions				13	7	19	228	13
<b>Result before tax</b>				<b>367</b>	<b>350</b>	<b>323</b>	<b>150</b>	<b>324</b>
Retail Banking				255	239	217	262	232
Wholesale Banking				112	110	106	-112	92
Corporate Line								
<b>Result before tax</b>				<b>367</b>	<b>350</b>	<b>323</b>	<b>150</b>	<b>324</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				81.3	80.3	78.8	77.5	76.4
Other customer lending				44.6	41.9	43.7	44.8	45.1
Customer deposits				148.0	145.6	142.9	141.0	138.4
<b>Key figures</b>								
Cost/income ratio				46.4%	46.5%	47.5%	45.3%	50.1%
Risk costs in bps of average customer lending				4	2	6	75	4
Return on equity based on 12.5% CET1 <sup>2)</sup>				17.1%	16.4%	15.3%	5.5%	15.4%
Risk-weighted assets (end of period)				46,128	45,852	47,009	46,640	47,017
Employees (internal FTEs, end of period)				6,359	6,183	6,031	5,839	5,677
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				46.4%	47.3%	47.5%	46.4%	47.3%
Return on equity based on 12.5% CET1 <sup>2)</sup>				13.5%	13.1%	12.9%	13.6%	16.6%

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

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.22 Geographical split: Other Challengers

Geographical split Other Challengers <sup>1)</sup>								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Profit or loss</b>								
Net interest income				508	448	439	444	449
Net fee and commission income				83	72	68	66	70
Investment income				-1	0	0	0	0
Other income				19	7	6	-8	21
<b>Total income</b>				<b>610</b>	<b>527</b>	<b>514</b>	<b>502</b>	<b>541</b>
Expenses excl. regulatory costs				343	370	464	315	308
Regulatory costs				31	44	19	20	26
<b>Operating expenses</b>				<b>373</b>	<b>414</b>	<b>483</b>	<b>336</b>	<b>334</b>
<b>Gross result</b>				<b>237</b>	<b>113</b>	<b>31</b>	<b>167</b>	<b>207</b>
Addition to loan loss provisions				49	43	43	137	75
<b>Result before tax</b>				<b>187</b>	<b>70</b>	<b>-12</b>	<b>29</b>	<b>132</b>
Retail Banking				54	5	-105	10	64
Wholesale Banking				133	66	93	20	68
Corporate Line								
<b>Result before tax</b>				<b>187</b>	<b>70</b>	<b>-12</b>	<b>29</b>	<b>132</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				60.6	59.1	57.6	57.7	54.8
Other customer lending				34.0	32.0	32.7	33.9	32.9
Customer deposits				98.5	100.4	98.7	98.0	92.5
<b>Key figures</b>								
Cost/income ratio				61.2%	78.5%	94.0%	66.8%	61.7%
Risk costs in bps of average customer lending				21	19	19	61	34
Return on equity based on 12.5% CET1 <sup>2)</sup>				11.8%	3.8%	-1.8%	1.6%	7.9%
Risk-weighted assets (end of period)				36,473	35,649	34,765	35,038	34,976
Employees (internal FTEs, end of period)				6,108	6,110	6,115	5,990	5,817
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				74.6%	75.1%	70.4%	63.7%	62.0%
Return on equity based on 12.5% CET1 <sup>2)</sup>				3.9%	2.9%	4.6%	7.1%	9.3%

<sup>1)</sup> Including Australia, Czech Republic, France, Italy, Spain and Portugal, Other.

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).



## ING 1.23 Geographical split: Growth Markets

Geographical split Growth Markets <sup>1)</sup>								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Profit or loss</b>								
Net interest income				374	383	396	389	410
Net fee and commission income				81	76	78	62	69
Investment income				-	1	96	7	0
Other income				71	70	-155	95	100
<b>Total income</b>				<b>526</b>	<b>530</b>	<b>415</b>	<b>553</b>	<b>579</b>
Expenses excl. regulatory costs				263	265	267	259	271
Regulatory costs				69	53	42	42	72
<b>Operating expenses</b>				<b>332</b>	<b>318</b>	<b>309</b>	<b>301</b>	<b>343</b>
<b>Gross result</b>				<b>195</b>	<b>212</b>	<b>106</b>	<b>252</b>	<b>237</b>
Addition to loan loss provisions				52	141	66	118	87
<b>Result before tax</b>				<b>143</b>	<b>71</b>	<b>40</b>	<b>134</b>	<b>150</b>
Retail Banking				110	-1	5	97	125
Wholesale Banking				33	72	35	37	26
Corporate Line								
<b>Result before tax</b>				<b>143</b>	<b>71</b>	<b>40</b>	<b>134</b>	<b>150</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				13.5	13.1	12.6	12.6	12.0
Other customer lending				24.9	24.9	25.2	26.0	27.2
Customer deposits				48.0	46.6	46.9	47.1	43.9
<b>Key figures</b>								
Cost/income ratio				63.0%	60.0%	74.5%	54.4%	59.1%
Risk costs in bps of average customer lending				54	149	69	122	88
Return on equity based on 12.5% CET1 <sup>2)</sup>				9.7%	3.3%	0.2%	7.7%	8.1%
Risk-weighted assets (end of period)				39,082	38,361	37,811	39,810	43,955
Employees (internal FTEs, end of period)				15,252	15,181	14,984	14,928	14,910
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				62.2%	61.2%	61.4%	55.7%	55.5%
Return on equity based on 12.5% CET1 <sup>2)</sup>				5.3%	5.0%	6.3%	10.3%	11.2%

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

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

Geographical split Growth Markets - Asian stakes								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Result before tax				13	6	-121	25	9
Risk-weighted assets (end of period)				7,360	7,161	6,580	7,546	7,342

Market value <sup>3)</sup> - Asian stakes	
In € million	31 Mar 2021
TMB (23.0%)	739
Bank of Beijing (13.0%)	1,720
<b>Total valuation</b>	<b>2,459</b>

<sup>3)</sup> Value of ING's stake, Bloomberg end of quarter data and FX rates.

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

Geographical split Wholesale Banking Rest of World								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Profit or loss</b>								
Net interest income				411	427	403	418	405
Net fee and commission income				118	100	101	86	131
Investment income				0	0	0	0	0
Other income				69	-9	55	136	61
<b>Total income</b>				<b>599</b>	<b>518</b>	<b>560</b>	<b>640</b>	<b>597</b>
Expenses excl. regulatory costs				276	291	285	286	300
Regulatory costs				60	51	2	5	53
<b>Operating expenses</b>				<b>336</b>	<b>343</b>	<b>286</b>	<b>290</b>	<b>353</b>
<b>Gross result</b>				<b>262</b>	<b>175</b>	<b>273</b>	<b>350</b>	<b>244</b>
Addition to loan loss provisions				-8	-77	83	402	276
<b>Result before tax</b>				<b>270</b>	<b>251</b>	<b>191</b>	<b>-52</b>	<b>-32</b>
Retail Banking				-				
Wholesale Banking				270	251	191	-52	-32
Corporate Line								
<b>Result before tax</b>				<b>270</b>	<b>251</b>	<b>191</b>	<b>-52</b>	<b>-32</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				0.0	0.0	0.0	0.0	0.0
Other customer lending				68.5	65.8	66.6	71.4	82.9
Customer deposits				10.2	9.2	11.1	12.0	13.5
<b>Key figures</b>								
Cost/income ratio				56.2%	66.3%	51.2%	45.4%	59.2%
Risk costs in bps of average customer lending				-5	-46	48	209	144
Return on equity based on 12.5% CET1 <sup>1)</sup>				11.7%	10.7%	7.2%	-2.3%	-1.2%
Risk-weighted assets (end of period)				59,592	58,473	61,630	68,024	69,331
Employees (internal FTEs, end of period)				3,734	3,703	3,739	3,733	3,716
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				54.2%	55.0%	54.3%	53.1%	54.5%
Return on equity based on 12.5% CET1 <sup>1)</sup>				6.5%	3.3%	1.2%	1.6%	5.7%

<sup>1)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

## ING 1.25 Geographical split: Other

Geographical split Other <sup>1)</sup>								
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Profit or loss</b>								
Net interest income				119	24	14	69	101
Net fee and commission income				3	-0	2	-2	-1
Investment income				0	2	0	0	0
Other income				-48	-103	-39	-24	-21
<b>Total income</b>				<b>75</b>	<b>-77</b>	<b>-23</b>	<b>44</b>	<b>79</b>
Expenses excl. regulatory costs				113	135	97	112	42
Regulatory costs				0	-5	5	1	0
<b>Operating expenses</b>				<b>113</b>	<b>130</b>	<b>102</b>	<b>113</b>	<b>42</b>
<b>Gross result</b>				<b>-39</b>	<b>-207</b>	<b>-125</b>	<b>-69</b>	<b>37</b>
Addition to loan loss provisions				-0	-0	-0	0	3
<b>Result before tax</b>				<b>-39</b>	<b>-207</b>	<b>-125</b>	<b>-69</b>	<b>34</b>
Retail Banking								
Wholesale Banking				0	4	-3	0	-2
Corporate Line				-39	-212	-122	-70	36
<b>Result before tax</b>				<b>-39</b>	<b>-207</b>	<b>-125</b>	<b>-69</b>	<b>34</b>
<b>Customer lending/deposits (in € billion)</b>								
Residential mortgages				0.0	0.0	0.0	0.0	0.0
Other customer lending				0.4	0.4	0.4	0.4	0.4
Customer deposits				0.0	0.0	0.0	0.0	0.0
<b>Key figures</b>								
Cost/income ratio				n.a.	n.a.	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending				-1	-4	-10	11	196
Return on equity based on 12.5% CET1 <sup>2)</sup>				-105.1%	-192.2%	-146.3%	-3.5%	-26.6%
Risk-weighted assets (end of period)				2,721	2,592	2,704	2,726	2,741
Employees (internal FTEs, end of period)				340	12	12	10	9
<b>Four-quarter rolling average key figures</b>								
Cost/income ratio				n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 <sup>2)</sup>				-111.1%	-91.8%	-52.7%	-13.3%	-12.8%

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

<sup>2)</sup> After-tax return divided by average equity based on 12.5% of RWA (annualised).

Note: As of 2021, innovation areas at ING have been brought into one dedicated business area called ING Neo, and recorded in geographical split Other (as part of Corporate Line). Previously these activities were recorded as part of Retail Banking, Wholesale Banking or Corporate Line. Historical figures have not been adjusted.

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

ING Group: Assets						
In € million	ING Group		ING Bank N.V.		Holding/Eliminations	
	31 Mar 2021	31 Dec 2020	31 Mar 2021	31 Dec 2020	31 Mar 2021	31 Dec 2020
Cash and balances with central banks	112,703	111,087	112,703	111,087		
Loans and advances to banks	31,033	25,364	31,032	25,363	1	1
<b>Financial assets at fair value through profit or loss</b>						
- trading assets	50,453	51,356	50,460	51,361	-7	-4
- non-trading derivatives	2,442	3,583	2,442	3,583		
- designated as at fair value through profit or loss	5,030	4,126	5,030	4,126		
- mandatorily at fair value through profit or loss	62,677	44,305	62,677	44,305		
<b>Financial assets at fair value OCI</b>						
- equity securities FV OCI	1,924	1,862	1,924	1,862		
- debt securities FV OCI	30,851	32,977	30,851	32,977		
- loans and advances FV OCI	963	1,056	963	1,056		
Securities at amortised cost	49,893	50,587	49,893	50,587		
<b>Loans and advances to customers</b>						
- customer lending	623,488	603,956	623,650	604,086	-162	-130
- provision for loan losses	-5,785	-5,779	-5,785	-5,779		
Investments in associates and joint ventures	1,502	1,475	1,502	1,475		
Property and equipment	2,724	2,841	2,724	2,841		
Intangible assets	1,362	1,394	1,362	1,394		
Current tax assets	766	419	750	403	15	16
Deferred tax assets	838	773	838	773		
Other assets	7,487	5,893	7,447	5,879	40	13
Assets held for sale	518		518			
<b>Total assets</b>	<b>980,870</b>	<b>937,275</b>	<b>980,982</b>	<b>937,379</b>	<b>-112</b>	<b>-104</b>

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

ING Group: Assets								
In € million	31 Dec 2021	30 Sep 2021	30 Jun 2021	31 Mar 2021	31 Dec 2020	30 Sep 2020	30 Jun 2020	31 Mar 2020
Cash and balances with central banks				112,703	111,087	111,081	118,971	63,819
Loans and advances to banks				31,033	25,364	29,019	30,664	32,998
<b>Financial assets at fair value through profit or loss</b>								
- trading assets				50,453	51,356	52,592	53,781	62,071
- non-trading derivatives				2,442	3,583	2,752	2,488	2,415
- designated as at fair value through profit or loss				5,030	4,126	3,890	3,700	2,793
- mandatorily at fair value through profit or loss				62,677	44,305	53,137	51,142	52,264
<b>Financial assets at fair value OCI</b>								
- equity securities FV OCI				1,924	1,862	1,817	1,998	1,980
- debt securities FV OCI				30,851	32,977	34,248	35,650	34,102
- loans and advances FV OCI				963	1,056	1,180	1,345	1,525
Securities at amortised cost				49,893	50,587	50,526	51,085	47,534
<b>Loans and advances to customers</b>								
- customer lending				623,488	603,956	607,599	622,738	631,569
- provision for loan losses				-5,785	-5,779	-6,185	-6,029	-4,998
Investments in associates and joint ventures				1,502	1,475	1,467	1,775	1,693
Property and equipment				2,724	2,841	2,987	3,086	3,119
Intangible assets				1,362	1,394	1,418	1,586	1,917
Current tax assets				766	419	474	515	475
Deferred tax assets				838	773	836	806	818
Other assets				7,487	5,893	7,642	9,543	8,591
Assets held for sale				518				
<b>Total assets</b>				<b>980,870</b>	<b>937,275</b>	<b>956,481</b>	<b>984,842</b>	<b>944,685</b>

## 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 2021	31 Dec 2020	31 Mar 2021	31 Dec 2020	31 Mar 2021	31 Dec 2020
Deposits from banks	85,095	78,098	85,095	78,098		
Customer deposits	628,233	609,642	664,821	643,138	-36,587	-33,495
<b>Financial liabilities at fair value through profit or loss</b>						
- trading liabilities	29,700	32,709	29,700	32,709		
- non-trading derivatives	2,853	1,629	2,853	1,629		
- designated as at fair value through profit or loss	59,437	48,444	59,437	48,445	-0	-0
Current tax liability	351	342	351	341		1
Deferred tax liabilities	585	584	585	584		
Provisions	744	691	716	666	28	26
Other liabilities	13,363	11,609	13,353	11,605	10	4
Debt securities in issue	90,033	82,065	61,201	55,573	28,832	26,491
Subordinated loans	14,494	15,805	14,590	15,897	-96	-92
<b>Total liabilities</b>	<b>924,887</b>	<b>881,616</b>	<b>932,701</b>	<b>888,683</b>	<b>-7,814</b>	<b>-7,066</b>
Shareholders' equity	55,041	54,637	47,340	47,675	7,702	6,962
Non-controlling interests	941	1,022	941	1,022		
<b>Total equity</b>	<b>55,982</b>	<b>55,659</b>	<b>48,281</b>	<b>48,697</b>	<b>7,702</b>	<b>6,962</b>
<b>Total liabilities and equity</b>	<b>980,870</b>	<b>937,275</b>	<b>980,982</b>	<b>937,379</b>	<b>-112</b>	<b>-104</b>

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

ING Group: Total liabilities and equity								
In € million	31 Dec 2021	30 Sep 2021	30 Jun 2021	31 Mar 2021	31 Dec 2020	30 Sep 2020	30 Jun 2020	31 Mar 2020
Deposits from banks				85,095	78,098	78,173	78,649	45,908
Customer deposits				628,233	609,642	605,620	605,798	586,193
<b>Financial liabilities at fair value through profit or loss</b>								
- trading liabilities				29,700	32,709	32,089	35,745	44,794
- non-trading derivatives				2,853	1,629	2,449	2,435	3,074
- designated as at fair value through profit or loss				59,437	48,444	56,292	52,461	49,823
Current tax liability				351	342	349	387	454
Deferred tax liabilities				585	584	702	758	834
Provisions				744	691	545	566	607
Other liabilities				13,363	11,609	12,667	14,879	16,255
Debt securities in issue				90,033	82,065	95,972	121,138	124,501
Subordinated loans				14,494	15,805	16,393	16,697	16,951
<b>Total liabilities</b>				<b>924,887</b>	<b>881,616</b>	<b>901,251</b>	<b>929,515</b>	<b>889,395</b>
Shareholders' equity (in parent)				55,041	54,637	54,204	54,305	54,334
Non-controlling interests				941	1,022	1,025	1,022	956
<b>Total equity</b>				<b>55,982</b>	<b>55,659</b>	<b>55,230</b>	<b>55,327</b>	<b>55,290</b>
<b>Total liabilities and equity</b>				<b>980,870</b>	<b>937,275</b>	<b>956,481</b>	<b>984,842</b>	<b>944,685</b>

## ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank N.V.		Holdings/Eliminations	
	31 Mar 2021	31 Dec 2020	31 Mar 2021	31 Dec 2020	31 Mar 2021	31 Dec 2020
Share capital	39	39	525	525	-486	-486
Share premium	17,105	17,089	16,542	16,542	563	547
Revaluation reserve equity securities	1,240	1,181	1,240	1,181		
Revaluation reserve debt instruments	197	296	197	296		
Revaluation reserve cashflow hedge	1,009	1,450	1,009	1,450		0
Other revaluation reserve	219	221	219	221		
Remeasurement of the net defined benefit asset/liability	-285	-307	-285	-307		
Currency translation reserve	-3,336	-3,636	-3,336	-3,636	0	0
Treasury shares	-7	-4			-7	-4
Liability credit reserve	-100	-117	-100	-117		
Retained earnings and other reserves	37,954	35,941	30,323	29,105	7,632	6,836
Net result year to date	1,005	2,485	1,005	2,415	0	70
<b>Shareholders' equity</b>	<b>55,041</b>	<b>54,637</b>	<b>47,340</b>	<b>47,675</b>	<b>7,702</b>	<b>6,962</b>
Non-controlling interests	941	1,022	941	1,022		
<b>Total equity</b>	<b>55,982</b>	<b>55,659</b>	<b>48,281</b>	<b>48,697</b>	<b>7,702</b>	<b>6,962</b>
<b>Key figures</b>						
Shareholders' equity per share in €	14.10	14.01				
Shares outstanding in the market (in million)	3,903	3,900				



## ING 2.6 Total Equity: Quarterly overview

ING Group: Total equity								
In € million	31 Dec 2021	30 Sep 2021	30 Jun 2021	31 Mar 2021	31 Dec 2020	30 Sep 2020	30 Jun 2020	31 Mar 2020
Share capital				39	39	39	39	39
Share premium				17,105	17,089	17,089	17,089	17,088
Revaluation reserve equity securities				1,240	1,181	1,130	1,270	1,258
Revaluation reserve debt instruments				197	296	250	200	113
Revaluation reserve cashflow hedge				1,009	1,450	1,602	1,709	1,567
Other revaluation reserve				219	221	231	262	248
Remeasurement of the net defined benefit asset/liability				-285	-307	-291	-252	-167
Currency translation reserve				-3,336	-3,636	-3,419	-2,729	-2,677
Treasury shares				-7	-4	-9	-3	-6
Liability credit reserve				-100	-117	-119	-103	350
Retained earnings and other reserves				37,954	35,941	35,946	35,855	35,852
Net result year to date				1,005	2,485	1,757	969	670
<b>Shareholders' equity</b>				<b>55,041</b>	<b>54,637</b>	<b>54,204</b>	<b>54,305</b>	<b>54,334</b>
Non-controlling interests				941	1,022	1,025	1,022	956
<b>Total equity</b>				<b>55,982</b>	<b>55,659</b>	<b>55,230</b>	<b>55,327</b>	<b>55,290</b>
<b>Key figures</b>								
Shareholders' equity per share in €				14.10	14.01	13.90	13.92	13.93

## ING 2.7 Capital position

Capital position	ING Group		ING Bank	
	31 Mar 2021	31 Dec 2020	31 Mar 2021	31 Dec 2020
In € million				
Shareholders' equity (parent)	55,041	54,637	47,340	47,675
- Reserved profit not included in CET1 capital <sup>1)</sup>	-3,301	-3,266	-502	-1,207
- Minority interests, counting as CET1 capital	168	173	325	331
- Goodwill and intangibles deductible from CET1	-1,115	-1,122	-1,115	-1,122
- Deferred tax liabilities associated to intangible assets	16	25	16	25
- Shortfall on expected loan loss provision				
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	-1,009	-1,450	-1,009	-1,450
- Treasury shares (ING Group)			-7	-4
- Prudent Valuation adjustment	-458	-484	-458	-484
- Own credit risk	100	117	100	117
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-587	-579	-587	-579
- Deferred tax assets	-130	-124	-130	-124
- Own credit risk adjustments to derivatives (DVA)	-19	-13	-19	-13
- Irrevocable Payment Commitment (IPC)	-340	-339	-340	-339
- IRB Excess of provisions over expected losses eligible	149	110	149	110
- Non-Performing Exposure Prudential Backstop	-398	-351		
Regulatory adjustments	-6,923	-7,303	-3,576	-4,741
<b>Available common equity Tier 1 capital</b>	<b>48,118</b>	<b>47,333</b>	<b>43,764</b>	<b>42,934</b>
Subordinated loans qualifying as Tier 1 capital <sup>2), 3)</sup>	5,801	5,643	5,549	5,648
Regulatory adjustments additional Tier 1	49	48	69	68
<b>Available Tier 1 capital</b>	<b>53,968</b>	<b>53,024</b>	<b>49,382</b>	<b>48,650</b>
Supplementary capital - Tier 2 bonds <sup>4)</sup>	7,896	9,359	7,896	9,359
Regulatory adjustments Tier 2	-181	-846	23	23
<b>Available BIS capital</b>	<b>61,682</b>	<b>61,537</b>	<b>57,300</b>	<b>58,032</b>
Risk-weighted assets	311,014	306,324	310,669	306,016
<b>Common equity Tier 1 ratio</b>	<b>15.5%</b>	<b>15.5%</b>	<b>14.1%</b>	<b>14.0%</b>
Tier 1 ratio	17.4%	17.3%	15.9%	15.9%
Total capital ratio	19.8%	20.1%	18.4%	19.0%

<sup>1)</sup> The reserved profit not included in CET1 capital ING Group as per 31 March 2021 was €3,301, of which €503 relates to the result of 2021, €1,044 million relates to the result of 2020 and €1,754 million relates to the result of 2019.

<sup>2)</sup> ING Group: Including €4,878 million which is CRR/CRD IV-compliant (4Q2020: €4,660 million), and €922 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (4Q2020: €983 million).

<sup>3)</sup> ING Bank: Including €4,872 million which is CRR/CRD IV-compliant (4Q2020: €4,654 million), and €677 million to be replaced as capital recognition is subject to CRR/CRD IV grandfathering rules (4Q2020: €994 million).

<sup>4)</sup> Including €7,743 million which is CRR/CRD IV-compliant (4Q2020: €9,206 million), and €153 million to be replaced (by Group instruments) as capital recognition is subject to CRR/CRD IV grandfathering rules (4Q2020: €153 million).

## ING 2.8 Funding

### ING Group: Maturity ladder outstanding long-term debt 31 March 2021

In € million	Long-term debt issued			Maturing <sup>1)</sup>										
	2019	2020	2021	Remaining 2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	>2030
ING Bank senior debt <sup>2)</sup>	4,616	1,160	373	5,608	3,644	491	148	552	490	466	202	174	108	1,191
ING Bank covered bond	4,266	1,250		3,286	3,348	3,020	1,269	1,759	2,010	1,372	2,063	2,444	1,600	2,393
ING Bank RMBS	949			215	1,053									366
ING Group senior debt <sup>2)</sup>	6,277	2,065	2,460		3,892	4,533	1,537	2,000	4,093	1,292	4,653	2,592	3,220	361
ING Bank Tier 2						691			2	150				
ING Group Tier 2	995	1,500								77	2,066	1,842	1,750	1,722

<sup>1)</sup> All bond instruments with an early redemption option are included as per their contractual maturity date.

<sup>2)</sup> Figures shown for issued senior bonds are only included with original tenors  $\geq$  1 year.

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

	31 Mar 2021	31 Dec 2020
Loan-to-deposit ratio	0.98	0.98
<b>Key figures</b>		
Customer deposits (retail)	50%	52%
Customer deposits (corporate)	21%	20%
Repurchase agreement	7%	6%
Interbank	9%	9%
CD/CP	3%	2%
Long-term senior debt	8%	9%
Subordinated debt	2%	2%
<b>Total <sup>1)</sup></b>	<b>100%</b>	<b>100%</b>

<sup>1)</sup> Financial liabilities excluding trading securities and IFRS equity.

## ING 2.9 Investments: Group

### ING Group: Total Investments - 31 March 2021

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	49.9	30.9	0.1	5.3	86.1	0.1
of which Government bonds	27.2	20.8	0.1	0.0	48.1	0.1
of which Sub-sovereign, Supranationals and Agencies	14.4	7.2	0.1	3.1	24.6	0.1
of which Covered bonds	5.4	1.8	0.0		7.2	0.0
of which Financial institutions	1.9	0.3	0.0	1.4	3.6	0.0
of which Corporate bonds	0.1	0.2	0.0	0.0	0.3	0.0
of which asset-backed securities	0.8	0.6	0.0	0.7	2.2	0.0
Total equity securities		1.9	1.2		1.9	1.2
<b>Total Investments</b>	<b>49.9</b>	<b>32.8</b>	<b>1.4</b>	<b>5.3</b>	<b>88.0</b>	<b>1.4</b>

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

## ING 3.1 Customer lending/deposits: 1Q2021 Segment split

Customer lending/deposits												
In € billion	Total	Retail Banking	Retail Benelux		Retail Challengers & Growth Markets		Wholesale Banking	Lending	Daily Banking & Trade Finance	Financial Markets	Treasury & Other	Corporate Line
			Netherlands	Belgium	Germany	Other						
<b>Residential mortgages</b>												
<b>Beginning of period</b>	<b>302.2</b>	<b>301.4</b>	<b>110.2</b>	<b>38.7</b>	<b>80.2</b>	<b>72.2</b>	<b>0.8</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.8</b>	<b>0.0</b>
Net production	2.5	2.6	0.1	0.1	1.2	1.2	-0.1				-0.1	
Treasury												
Acquisitions / divestments												
FX impact and other	-0.1	0.0	-0.5	-0.1	-0.2	0.8	-0.1				-0.1	
<b>End of period</b>	<b>304.6</b>	<b>304.0</b>	<b>109.9</b>	<b>38.7</b>	<b>81.3</b>	<b>74.1</b>	<b>0.6</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.6</b>	<b>0.0</b>
<b>Other customer lending</b>												
<b>Beginning of period</b>	<b>301.8</b>	<b>135.5</b>	<b>46.6</b>	<b>50.8</b>	<b>11.1</b>	<b>26.9</b>	<b>165.9</b>	<b>130.6</b>	<b>29.1</b>	<b>2.0</b>	<b>4.2</b>	<b>0.4</b>
Net production	15.1	-0.1	-0.1	-0.4	0.1	0.4	15.2	5.8	1.7	7.5	0.1	
Treasury	-1.2	-0.9	-0.8	-0.0	-0.1	0.0	-0.3				-0.3	
Acquisitions / divestments												
FX impact and other	3.2	-0.3				-0.3	3.6	2.7	0.8	-	0.0	0.0
<b>End of period</b>	<b>318.9</b>	<b>134.1</b>	<b>45.7</b>	<b>50.4</b>	<b>11.0</b>	<b>26.9</b>	<b>184.4</b>	<b>139.1</b>	<b>31.7</b>	<b>9.5</b>	<b>4.1</b>	<b>0.4</b>
<b>Customer deposits</b>												
<b>Beginning of period</b>	<b>609.6</b>	<b>544.2</b>	<b>165.2</b>	<b>93.5</b>	<b>144.3</b>	<b>141.1</b>	<b>65.4</b>	<b>1.0</b>	<b>58.9</b>	<b>3.3</b>	<b>2.3</b>	<b>-0.0</b>
Net production	8.1	4.8	5.1	-0.5	1.7	-1.5	3.3	-0.4	3.2	0.5	0.0	0.0
Treasury	10.3	8.2	6.9	0.1	0.6	0.5	2.1				2.1	
Acquisitions / divestments												
FX impact and other	0.2	0.0				0.0	0.1	0.0	-0.0	0.1	-0.0	0.0
<b>End of period</b>	<b>628.2</b>	<b>557.2</b>	<b>177.2</b>	<b>93.1</b>	<b>146.6</b>	<b>140.2</b>	<b>71.1</b>	<b>0.6</b>	<b>62.1</b>	<b>3.9</b>	<b>4.4</b>	<b>0.0</b>

## ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>302.2</b>	<b>298.9</b>	<b>298.7</b>	<b>294.6</b>	<b>298.0</b>
Net production				2.5	2.1	0.8	0.9	0.4
Treasury								
Acquisitions / divestments								
FX impact and other				-0.1	1.1	-0.5	3.3	-3.9
<b>End of period</b>				<b>304.6</b>	<b>302.2</b>	<b>298.9</b>	<b>298.7</b>	<b>294.6</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>301.8</b>	<b>308.7</b>	<b>324.0</b>	<b>337.0</b>	<b>318.3</b>
Net production				15.1	-3.3	-8.0	-8.2	11.6
Treasury				-1.2	-0.6	-3.0	-3.5	7.6
Acquisitions / divestments								
FX impact and other				3.2	-3.0	-4.3	-1.3	-0.6
<b>End of period</b>				<b>318.9</b>	<b>301.8</b>	<b>308.7</b>	<b>324.0</b>	<b>337.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>609.6</b>	<b>605.6</b>	<b>605.8</b>	<b>586.2</b>	<b>574.4</b>
Net production				8.1	7.8	3.4	20.9	9.2
Treasury				10.3	-4.8	-1.5	-4.4	8.9
Acquisitions / divestments								
FX impact and other				0.2	1.0	-2.1	3.1	-6.3
<b>End of period</b>				<b>628.2</b>	<b>609.6</b>	<b>605.6</b>	<b>605.8</b>	<b>586.2</b>

## ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>301.4</b>	<b>298.2</b>	<b>297.9</b>	<b>293.8</b>	<b>297.3</b>
Net production				2.6	2.1	0.8	0.9	0.4
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	1.1	-0.5	3.2	-3.9
<b>End of period</b>				<b>304.0</b>	<b>301.4</b>	<b>298.2</b>	<b>297.9</b>	<b>293.8</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>135.5</b>	<b>138.6</b>	<b>141.7</b>	<b>141.2</b>	<b>139.8</b>
Net production				-0.1	-2.6	0.1	-2.6	2.2
Treasury				-0.9	-0.5	-2.4	2.8	0.6
Acquisitions / divestments								
FX impact and other				-0.3	-0.1	-0.8	0.3	-1.5
<b>End of period</b>				<b>134.1</b>	<b>135.5</b>	<b>138.6</b>	<b>141.7</b>	<b>141.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>544.2</b>	<b>537.7</b>	<b>536.0</b>	<b>515.9</b>	<b>510.9</b>
Net production				4.8	8.8	4.4	20.6	3.2
Treasury				8.2	-3.3	-1.2	-3.4	7.5
Acquisitions / divestments								
FX impact and other				0.0	1.0	-1.6	2.9	-5.6
<b>End of period</b>				<b>557.2</b>	<b>544.2</b>	<b>537.7</b>	<b>536.0</b>	<b>515.9</b>

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

Customer lending/deposits Retail Banking Netherlands								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>110.2</b>	<b>110.8</b>	<b>111.3</b>	<b>111.7</b>	<b>111.9</b>
Net production				0.1	-0.5	-0.5	-0.5	-0.5
Treasury								
Acquisitions / divestments								
FX impact and other				-0.5	-0.0	-0.0	0.1	0.3
<b>End of period</b>				<b>109.9</b>	<b>110.2</b>	<b>110.8</b>	<b>111.3</b>	<b>111.7</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>46.6</b>	<b>47.7</b>	<b>51.3</b>	<b>49.4</b>	<b>48.3</b>
Net production				-0.1	-1.0	-0.9	-0.7	0.1
Treasury				-0.8	-0.1	-2.7	2.6	0.9
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>45.7</b>	<b>46.6</b>	<b>47.7</b>	<b>51.3</b>	<b>49.4</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>165.2</b>	<b>165.2</b>	<b>164.8</b>	<b>158.1</b>	<b>150.3</b>
Net production				5.1	3.0	1.2	9.6	1.5
Treasury				6.9	-3.0	-0.8	-2.9	6.3
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>177.2</b>	<b>165.2</b>	<b>165.2</b>	<b>164.8</b>	<b>158.1</b>



## ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium <sup>1)</sup>								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020 <sup>2)</sup>	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>38.7</b>	<b>38.6</b>	<b>39.0</b>	<b>39.1</b>	<b>39.3</b>
Net production				0.1	-0.0	-0.3	-0.1	-0.2
Treasury								
Acquisitions / divestments								
FX impact and other <sup>2)</sup>				-0.1	0.1	-0.0	0.0	0.0
<b>End of period</b>				<b>38.7</b>	<b>38.7</b>	<b>38.6</b>	<b>39.0</b>	<b>39.1</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>50.8</b>	<b>52.3</b>	<b>51.8</b>	<b>53.0</b>	<b>52.0</b>
Net production				-0.4	-1.3	0.5	-1.3	1.3
Treasury				-0.0	-0.0	0.0	0.0	-0.3
Acquisitions / divestments								
FX impact and other <sup>2)</sup>					-0.1			
<b>End of period</b>				<b>50.4</b>	<b>50.8</b>	<b>52.3</b>	<b>51.8</b>	<b>53.0</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>93.5</b>	<b>92.6</b>	<b>93.6</b>	<b>90.9</b>	<b>89.7</b>
Net production				-0.5	1.2	-0.5	2.9	0.5
Treasury				0.1	-0.3	-0.4	-0.2	0.8
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>93.1</b>	<b>93.5</b>	<b>92.6</b>	<b>93.6</b>	<b>90.9</b>

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

<sup>2)</sup> 4Q2020 included a shift of €140 million from Other customer lending to Residential mortgages.

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

Customer lending/deposits Retail Banking Germany <sup>1)</sup>								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>80.2</b>	<b>78.6</b>	<b>77.4</b>	<b>76.3</b>	<b>76.0</b>
Net production				1.2	1.6	1.3	1.0	0.3
Treasury								
Acquisitions / divestments								
FX impact and other				-0.2	-0.0	0.0	0.0	0.0
<b>End of period</b>				<b>81.3</b>	<b>80.2</b>	<b>78.6</b>	<b>77.4</b>	<b>76.3</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>11.1</b>	<b>11.4</b>	<b>11.0</b>	<b>10.9</b>	<b>10.7</b>
Net production				0.1	0.1	0.1	-0.1	0.3
Treasury				-0.1	-0.4	0.3	0.2	-0.1
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>11.0</b>	<b>11.1</b>	<b>11.4</b>	<b>11.0</b>	<b>10.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>144.3</b>	<b>141.5</b>	<b>139.7</b>	<b>137.4</b>	<b>138.5</b>
Net production				1.7	2.9	1.7	2.4	-1.2
Treasury				0.6	-0.1	0.0	-0.1	0.1
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>146.6</b>	<b>144.3</b>	<b>141.5</b>	<b>139.7</b>	<b>137.4</b>

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

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

Customer lending/deposits Retail Banking Other Challengers & Growth Markets <sup>1)</sup>								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				72.2	70.1	70.3	66.8	70.1
Net production				1.2	1.1	0.3	0.5	0.8
Treasury								
Acquisitions / divestments								
FX impact and other				0.8	1.0	-0.5	3.0	-4.2
<b>End of period</b>				<b>74.1</b>	<b>72.2</b>	<b>70.1</b>	<b>70.3</b>	<b>66.8</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				26.9	27.2	27.7	27.9	28.8
Net production				0.4	-0.3	0.3	-0.5	0.5
Treasury				0.0	-0.0	-0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other				-0.3	0.1	-0.8	0.3	-1.5
<b>End of period</b>				<b>26.9</b>	<b>26.9</b>	<b>27.2</b>	<b>27.7</b>	<b>27.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				141.1	138.4	137.9	129.5	132.5
Net production				-1.5	1.7	2.0	5.8	2.3
Treasury				0.5	0.0	-0.0	-0.2	0.3
Acquisitions / divestments								
FX impact and other				0.0	1.0	-1.6	2.9	-5.6
<b>End of period</b>				<b>140.2</b>	<b>141.1</b>	<b>138.4</b>	<b>137.9</b>	<b>129.5</b>

<sup>1)</sup> Includes: Australia, Czech Republic, France, Italy, Spain, Poland, Romania, Turkey, Philippines, Asian stakes and Other.

## ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>
Net production				-0.1	0.1	-0.0	0.0	-0.0
Treasury								
Acquisitions / divestments								
FX impact and other				-0.1	-0.0	0.0	0.0	-0.0
<b>End of period</b>				<b>0.6</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>165.9</b>	<b>169.7</b>	<b>181.9</b>	<b>195.5</b>	<b>178.1</b>
Net production				15.2	-0.7	-8.1	-5.6	9.4
Treasury				-0.3	-0.1	-0.6	-6.3	7.1
Acquisitions / divestments								
FX impact and other				3.6	-3.0	-3.5	-1.6	0.9
<b>End of period</b>				<b>184.4</b>	<b>165.9</b>	<b>169.7</b>	<b>181.9</b>	<b>195.5</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>65.4</b>	<b>67.9</b>	<b>69.8</b>	<b>70.3</b>	<b>63.5</b>
Net production				3.3	-0.9	-1.0	0.3	6.0
Treasury				2.1	-1.5	-0.3	-1.0	1.4
Acquisitions / divestments								
FX impact and other				0.1	-0.1	-0.5	0.2	-0.6
<b>End of period</b>				<b>71.1</b>	<b>65.4</b>	<b>67.9</b>	<b>69.8</b>	<b>70.3</b>

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

Customer lending/deposits Wholesale Banking - Lending								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>				130.6	137.8	147.0	151.8	140.1
Net production				5.8	-5.0	-6.4	-3.6	11.2
Treasury								
Acquisitions / divestments								
FX impact and other				2.7	-2.2	-2.7	-1.2	0.5
<b>End of period</b>				139.1	130.6	137.8	147.0	151.8
<b>Customer deposits</b>								
<b>Beginning of period</b>				1.0	0.5	0.4	0.5	0.5
Net production				-0.4	0.5	0.1	-0.0	0.0
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	-0.0	-0.0	-0.0	0.0
<b>End of period</b>				0.6	1.0	0.5	0.4	0.5

## ING 3.10 Customer lending/deposits: WB - Daily Banking & Trade Finance

Customer lending/deposits Wholesale Banking - Daily Banking & Trade Finance								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>				29.1	26.2	28.8	30.4	32.0
Net production				1.7	3.6	-1.8	-1.2	-2.0
Treasury								
Acquisitions / divestments								
FX impact and other				0.8	-0.7	-0.8	-0.4	0.4
<b>End of period</b>				31.7	29.1	26.2	28.8	30.4
<b>Customer deposits</b>								
<b>Beginning of period</b>				58.9	58.5	59.7	58.2	54.0
Net production				3.2	0.4	-0.9	1.5	4.6
Treasury								
Acquisitions / divestments								
FX impact and other				-0.0	-0.0	-0.3	0.1	-0.4
<b>End of period</b>				62.1	58.9	58.5	59.7	58.2

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

Customer lending/deposits Wholesale Banking - Financial Markets								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>				2.0	1.4	1.6	2.1	1.4
Net production				7.5	0.6	-0.2	-0.6	0.7
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				9.5	2.0	1.4	1.6	2.1
<b>Customer deposits</b>								
<b>Beginning of period</b>				3.3	5.0	5.5	6.4	4.6
Net production				0.5	-1.6	-0.3	-1.0	2.0
Treasury								
Acquisitions / divestments								
FX impact and other				0.1	-0.1	-0.3	0.1	-0.2
<b>End of period</b>				3.9	3.3	5.0	5.5	6.4

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

Customer lending/deposits Wholesale Banking - Treasury & Other								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>
Net production				-0.1	0.1	-0.0	0.0	-0.0
Treasury								
Acquisitions / divestments								
FX impact and other				-0.1	-0.0	0.0	0.0	-0.0
<b>End of period</b>				<b>0.6</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>4.2</b>	<b>4.2</b>	<b>4.6</b>	<b>11.1</b>	<b>4.6</b>
Net production				0.1	0.1	0.3	-0.2	-0.5
Treasury				-0.3	-0.1	-0.6	-6.3	7.1
Acquisitions / divestments								
FX impact and other				0.0	-0.0	-0.0	-0.0	
<b>End of period</b>				<b>4.1</b>	<b>4.2</b>	<b>4.2</b>	<b>4.6</b>	<b>11.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>2.3</b>	<b>4.0</b>	<b>4.1</b>	<b>5.3</b>	<b>4.4</b>
Net production				0.0	-0.2	0.2	-0.1	-0.5
Treasury				2.1	-1.5	-0.3	-1.0	1.4
Acquisitions / divestments								
FX impact and other				-0.0	-0.0	-0.0	-0.0	-0.0
<b>End of period</b>				<b>4.4</b>	<b>2.3</b>	<b>4.0</b>	<b>4.1</b>	<b>5.3</b>



## ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>				0.4	0.4	0.4	0.4	0.4
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.0	0.0	0.0	0.0
<b>End of period</b>				0.4	0.4	0.4	0.4	0.4
<b>Customer deposits</b>								
<b>Beginning of period</b>				-0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	-0.0	-0.0	0.0	-0.0
<b>End of period</b>				0.0	-0.0	0.0	0.0	0.0

## ING 3.14 Customer lending/deposits: 1Q2021 Geographical split of the segments

Customer lending/deposits Geographical split of the segments								
In € billion	Total	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World	Other
<b>Residential mortgages</b>								
<b>Beginning of period</b>	<b>302.2</b>	<b>110.8</b>	<b>38.8</b>	<b>80.3</b>	<b>59.1</b>	<b>13.1</b>	<b>0.0</b>	<b>0.0</b>
Net production	2.5	0.1	0.0	1.2	0.4	0.7		
Treasury								
Acquisitions / divestments								
FX impact and other	-0.1	-0.6	-0.0	-0.2	1.0	-0.3		
<b>End of period</b>	<b>304.6</b>	<b>110.3</b>	<b>38.8</b>	<b>81.3</b>	<b>60.6</b>	<b>13.5</b>	<b>0.0</b>	<b>0.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>	<b>301.8</b>	<b>72.0</b>	<b>64.7</b>	<b>41.9</b>	<b>32.0</b>	<b>24.9</b>	<b>65.8</b>	<b>0.4</b>
Net production	15.1	8.5	1.6	2.4	1.7	0.5	0.4	0.0
Treasury	-1.2	-0.9	-0.0	-0.1	-0.0	0.0	-0.1	
Acquisitions / divestments								
FX impact and other	3.2	0.4	0.2	0.5	0.3	-0.5	2.3	0.0
<b>End of period</b>	<b>318.9</b>	<b>80.0</b>	<b>66.4</b>	<b>44.6</b>	<b>34.0</b>	<b>24.9</b>	<b>68.5</b>	<b>0.4</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>	<b>609.6</b>	<b>199.0</b>	<b>108.9</b>	<b>145.6</b>	<b>100.4</b>	<b>46.6</b>	<b>9.2</b>	<b>-0.0</b>
Net production	8.1	5.1	1.6	1.7	-2.7	1.7	0.8	0.0
Treasury	10.3	8.8	0.2	0.7	-0.1	0.7	-0.0	
Acquisitions / divestments								
FX impact and other	0.2				1.0	-1.0	0.2	0.0
<b>End of period</b>	<b>628.2</b>	<b>212.8</b>	<b>110.7</b>	<b>148.0</b>	<b>98.5</b>	<b>48.0</b>	<b>10.2</b>	<b>0.0</b>

## ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>110.8</b>	<b>111.4</b>	<b>111.9</b>	<b>112.2</b>	<b>112.4</b>
Net production				0.1	-0.5	-0.5	-0.5	-0.5
Treasury								
Acquisitions / divestments								
FX impact and other				-0.6	-0.1	-0.1	0.2	0.2
<b>End of period</b>				<b>110.3</b>	<b>110.8</b>	<b>111.4</b>	<b>111.9</b>	<b>112.2</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>72.0</b>	<b>73.5</b>	<b>79.3</b>	<b>77.7</b>	<b>75.6</b>
Net production				8.5	-1.0	-2.0	-1.4	1.0
Treasury				-0.9	-0.1	-3.4	3.2	0.9
Acquisitions / divestments								
FX impact and other				0.4	-0.4	-0.4	-0.2	0.2
<b>End of period</b>				<b>80.0</b>	<b>72.0</b>	<b>73.5</b>	<b>79.3</b>	<b>77.7</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>199.0</b>	<b>197.7</b>	<b>196.4</b>	<b>188.1</b>	<b>178.7</b>
Net production				5.1	4.9	2.3	11.9	1.9
Treasury				8.8	-3.7	-1.0	-3.6	7.5
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>212.8</b>	<b>199.0</b>	<b>197.7</b>	<b>196.4</b>	<b>188.1</b>

## ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium <sup>1)</sup>								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020 <sup>2)</sup>	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>38.8</b>	<b>38.7</b>	<b>39.0</b>	<b>39.1</b>	<b>39.3</b>
Net production				0.0	0.0	-0.3	-0.1	-0.2
Treasury								
Acquisitions / divestments								
FX impact and other				-0.0	0.1	-0.0	0.0	0.0
<b>End of period</b>				<b>38.8</b>	<b>38.8</b>	<b>38.7</b>	<b>39.0</b>	<b>39.1</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>64.7</b>	<b>66.5</b>	<b>68.2</b>	<b>70.8</b>	<b>67.6</b>
Net production				1.6	-1.5	-1.5	-2.5	3.4
Treasury				-0.0	-0.0	0.0	0.0	-0.4
Acquisitions / divestments								
FX impact and other				0.2	-0.3	-0.2	-0.1	0.1
<b>End of period</b>				<b>66.4</b>	<b>64.7</b>	<b>66.5</b>	<b>68.2</b>	<b>70.8</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>108.9</b>	<b>108.3</b>	<b>111.3</b>	<b>109.9</b>	<b>105.2</b>
Net production				1.6	1.1	-2.5	1.6	3.8
Treasury				0.2	-0.5	-0.5	-0.2	0.9
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>110.7</b>	<b>108.9</b>	<b>108.3</b>	<b>111.3</b>	<b>109.9</b>

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

<sup>2)</sup> 4Q2020 included a shift of €140 million from Other customer lending to Residential mortgages.

## ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany <sup>1)</sup>								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>80.3</b>	<b>78.8</b>	<b>77.5</b>	<b>76.4</b>	<b>76.1</b>
Net production				1.2	1.6	1.3	1.0	0.3
Treasury								
Acquisitions / divestments								
FX impact and other				-0.2	-0.0	0.0	0.0	0.1
<b>End of period</b>				<b>81.3</b>	<b>80.3</b>	<b>78.8</b>	<b>77.5</b>	<b>76.4</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>41.9</b>	<b>43.7</b>	<b>44.8</b>	<b>45.1</b>	<b>44.3</b>
Net production				2.4	-0.8	-0.9	-0.2	0.6
Treasury				-0.1	-0.5	0.4	0.2	-0.1
Acquisitions / divestments								
FX impact and other				0.5	-0.5	-0.5	-0.3	0.3
<b>End of period</b>				<b>44.6</b>	<b>41.9</b>	<b>43.7</b>	<b>44.8</b>	<b>45.1</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>145.6</b>	<b>142.9</b>	<b>141.0</b>	<b>138.4</b>	<b>139.5</b>
Net production				1.7	2.8	1.8	2.6	-1.2
Treasury				0.7	-0.1	0.1	-0.1	0.1
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				<b>148.0</b>	<b>145.6</b>	<b>142.9</b>	<b>141.0</b>	<b>138.4</b>

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

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

Customer lending/deposits Geographical Other Challengers <sup>1)</sup>								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>59.1</b>	<b>57.6</b>	<b>57.7</b>	<b>54.8</b>	<b>58.1</b>
Net production				0.4	0.5	0.0	0.0	0.2
Treasury								
Acquisitions / divestments								
FX impact and other				1.0	1.1	-0.2	2.9	-3.5
<b>End of period</b>				<b>60.6</b>	<b>59.1</b>	<b>57.6</b>	<b>57.7</b>	<b>54.8</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>32.0</b>	<b>32.7</b>	<b>33.9</b>	<b>32.9</b>	<b>32.6</b>
Net production				1.7	-0.9	-1.0	0.3	1.0
Treasury				-0.0	0.0	0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other				0.3	0.2	-0.1	0.6	-0.7
<b>End of period</b>				<b>34.0</b>	<b>32.0</b>	<b>32.7</b>	<b>33.9</b>	<b>32.9</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>100.4</b>	<b>98.7</b>	<b>98.0</b>	<b>92.5</b>	<b>95.3</b>
Net production				-2.7	0.5	1.0	3.0	0.5
Treasury				-0.1	-0.0	-0.0	-0.1	0.1
Acquisitions / divestments								
FX impact and other				1.0	1.1	-0.2	2.6	-3.5
<b>End of period</b>				<b>98.5</b>	<b>100.4</b>	<b>98.7</b>	<b>98.0</b>	<b>92.5</b>

<sup>1)</sup> Includes Australia, Czech Republic, France, Italy, Spain and Portugal, Other.

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

Customer lending/deposits Geographical Growth Markets <sup>1)</sup>								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				<b>13.1</b>	<b>12.6</b>	<b>12.6</b>	<b>12.0</b>	<b>12.1</b>
Net production				0.7	0.5	0.3	0.4	0.6
Treasury								
Acquisitions / divestments								
FX impact and other				-0.3	-0.0	-0.3	0.2	-0.7
<b>End of period</b>				<b>13.5</b>	<b>13.1</b>	<b>12.6</b>	<b>12.6</b>	<b>12.0</b>
<b>Other customer lending</b>								
<b>Beginning of period</b>				<b>24.9</b>	<b>25.2</b>	<b>26.0</b>	<b>27.2</b>	<b>27.8</b>
Net production				0.5	-0.2	0.2	-1.2	0.7
Treasury				0.0	-0.0	-0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other				-0.5	-0.1	-1.0	0.0	-1.3
<b>End of period</b>				<b>24.9</b>	<b>24.9</b>	<b>25.2</b>	<b>26.0</b>	<b>27.2</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>				<b>46.6</b>	<b>46.9</b>	<b>47.1</b>	<b>43.9</b>	<b>43.7</b>
Net production				1.7	-0.2	1.3	3.1	2.3
Treasury				0.7	0.0	0.0	-0.2	0.3
Acquisitions / divestments								
FX impact and other				-1.0	-0.1	-1.5	0.3	-2.4
<b>End of period</b>				<b>48.0</b>	<b>46.6</b>	<b>46.9</b>	<b>47.1</b>	<b>43.9</b>

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

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

Customer lending/deposits Geographical Wholesale Banking Rest of World								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>				0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>				0.0	0.0	0.0	0.0	0.0
<b>Other customer lending</b>								
<b>Beginning of period</b>				65.8	66.6	71.4	82.9	70.1
Net production				0.4	1.1	-2.7	-3.2	4.8
Treasury				-0.1	0.0	-0.0	-7.0	7.1
Acquisitions / divestments								
FX impact and other				2.3	-1.9	-2.1	-1.2	0.9
<b>End of period</b>				68.5	65.8	66.6	71.4	82.9
<b>Customer deposits</b>								
<b>Beginning of period</b>				9.2	11.1	12.0	13.5	12.0
Net production				0.8	-1.3	-0.4	-1.3	1.8
Treasury				-0.0	-0.6	-0.1	-0.2	-0.0
Acquisitions / divestments								
FX impact and other				0.2	-0.1	-0.4	0.1	-0.4
<b>End of period</b>				10.2	9.2	11.1	12.0	13.5



## ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other <sup>1)</sup>								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
<b>Residential mortgages</b>								
<b>Beginning of period</b>								
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
<b>End of period</b>								
<b>Other customer lending</b>								
<b>Beginning of period</b>								
Net production				0.4	0.4	0.4	0.4	0.4
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.0	0.0	0.0	0.0
<b>End of period</b>				<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>0.4</b>
<b>Customer deposits</b>								
<b>Beginning of period</b>								
Net production				0.0	0.0	0.0	0.0	0.0
Treasury								
Acquisitions / divestments								
FX impact and other				0.0	0.0	0.0	0.0	-0.0
<b>End of period</b>				<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>

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

## Important legal information

ING Group's annual accounts are prepared in accordance with International Financial Reporting Standards as adopted by the European Union ('IFRS-EU'). In preparing the financial information in this document, except as described otherwise, the same accounting principles are applied as in the 2020 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 and customer behaviour, in particular economic conditions in ING's core markets, including changes affecting currency exchange rates (2) the effects of the Covid-19 pandemic and related response measures, including lockdowns and travel restrictions, on economic conditions in countries in which ING operates, on ING's business and operations and on ING's employees, customers and counterparties (3) changes affecting interest rate levels (4) any default of a major market participant and related market disruption (5) changes in performance of financial markets, including in Europe and developing markets (6) political instability and fiscal uncertainty in Europe and the United States (7) discontinuation of or changes in 'benchmark' indices (8) inflation and deflation in our principal markets (9) changes in conditions in the credit and capital markets generally, including changes in borrower and counterparty creditworthiness (10) failures of banks falling under the scope of state compensation schemes (11) non-compliance with or changes in laws and regulations, including those concerning financial services, financial economic crimes and tax laws, and the interpretation and application thereof (12) geopolitical risks, political instabilities and policies and actions of governmental and regulatory authorities (13) legal and regulatory risks in certain countries with less developed legal and regulatory frameworks (14) prudential supervision and regulations, including in relation to stress tests and regulatory restrictions on dividends and distributions, (also among members of the group) (15) regulatory consequences of the United Kingdom's withdrawal from the European Union, including authorizations and equivalence decisions (16) ING's ability to meet minimum capital and other prudential regulatory requirements (17) changes in regulation of US commodities and derivatives businesses of ING and its customers (18) application of bank recovery and resolution regimes, including write-down and conversion powers in relation to our securities (19) outcome of current and future litigation, enforcement proceedings, investigations or other regulatory actions, including claims by customers who feel misled and other conduct issues (20) changes in tax laws and regulations and risks of non-compliance or investigation in connection with tax laws, including FATCA (21) operational risks, such as system disruptions or failures, breaches of security, cyber-attacks, human error, changes in operational practices or inadequate controls including in respect of third parties with which we do business (22) risks and challenges related to cybercrime including the effects of cyber-attacks and changes in legislation and regulation related to cybersecurity and data privacy (23) changes in general competitive factors, including ability to increase or maintain market share (24) the inability to protect our intellectual property and infringement claims by third parties (25) inability of counterparties to meet financial obligations or ability to enforce rights against such counterparties (26) changes in credit ratings (27) business, operational, regulatory, reputation and other risks and challenges in connection with climate change (28) inability to attract and retain key personnel (29) future liabilities under defined benefit retirement plans (30) failure to manage business risks, including in connection with use of models, use of derivatives, or maintaining appropriate policies and guidelines (31) changes in capital and credit markets, including interbank funding, as well as customer deposits, which provide the liquidity and capital required to fund our operations, and (32) the other risks and uncertainties detailed in the most recent annual report of ING Groep N.V. (including the Risk Factors contained therein) and ING's more recent disclosures, including press releases, which are available on [www.ING.com](http://www.ING.com).

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