

ING Historical Trend Data 4Q2021 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.
- Small differences are possible due to rounding.
- All figures are unaudited.

Product segmentation Wholesale Banking

Product Group

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

Sub products

Project and Asset-based Finance excluding Trade & Commodity Finance
Real Estate Finance Corporate Clients
General Lending

Transaction Services
Trade & Commodity Finance

Financial Markets Clients & Products

WB-part Treasury (Asset & Liability Management and Treasury)
General Lease and Real Estate run-off portfolios
General Leasing (non run-off)
Corporate Finance
Other

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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		
	4Q2021	4Q2020	3Q2021	4Q2021	4Q2020	3Q2021	4Q2021	4Q2020	3Q2021	4Q2021	4Q2020	3Q2021
Profit or loss												
Net interest income	3,374	3,344	3,388	2,250	2,376	2,312	1,065	945	1,042	59	24	34
Net fee and commission income	925	771	882	605	516	586	322	255	295	-2	-0	1
Investment income	15	6	74	15	4	71	1	3	3	-0	0	0
Other income	310	48	304	183	114	183	173	40	124	-47	-106	-3
Total income	4,624	4,169	4,648	3,053	3,009	3,152	1,561	1,242	1,463	10	-83	32
Expenses excl. regulatory costs	2,562	2,583	2,565	1,771	1,704	1,733	676	746	700	115	134	131
Regulatory costs ¹⁾	385	331	121	207	244	113	91	92	7	87	-5	0
Operating expenses	2,947	2,914	2,685	1,978	1,947	1,847	766	838	707	202	129	131
Gross result	1,677	1,255	1,962	1,075	1,062	1,305	795	405	756	-192	-212	-99
Addition to loan loss provisions	346	208	39	130	258	20	216	-50	19	0	-0	0
Result before tax	1,331	1,046	1,924	945	804	1,286	579	454	737	-192	-212	-99
Taxation	351	304	521	269	243	279	151	110	197	-68	-49	45
Non-controlling interests	35	15	35	26	7	28	8	8	7	0	-	0
Net result	945	727	1,367	650	554	979	420	335	533	-124	-162	-144
Key figures												
Interest margin	1.37%	1.41%	1.38%									
Cost/income ratio	63.7%	69.9%	57.8%	64.8%	64.7%	58.6%	49.1%	67.4%	48.3%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	22	14	3	12	24	2	48	-12	4	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	7.2%	5.6%	10.4%									
Return on equity based on 12.5% CET1 ²⁾	10.1%	7.7%	14.5%	13.4%	11.1%	19.7%	9.3%	7.6%	12.1%	-127.1%	-203.1%	-151.4%
Risk-weighted assets (end of period)	313,064	306,324	310,528	160,419	160,045	162,464	149,484	143,775	144,968	3,161	2,503	3,096
Employees (internal FTEs, end of period)	57,090	57,034	57,679	42,658	42,699	43,259	14,107	14,328	14,058	324	7	363
Four-quarter rolling average key figures												
Interest margin	1.39%	1.44%	1.40%									
Cost/income ratio	60.5%	63.2%	61.9%	62.3%	61.8%	62.3%	49.5%	59.6%	53.5%	n.a.	n.a.	n.a.
Return on equity based on IFRS-EU equity	9.2%	4.8%	8.8%									
Return on equity based on 12.5% CET1 ²⁾	12.7%	6.4%	12.1%	15.5%	11.2%	14.9%	12.0%	2.8%	11.6%	-112.7%	-95.3%	-129.6%

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

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

ING 1.2 Profit or loss: 4Q2021 Segment split

Profit or loss 4Q2021												
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		Lending	Trade Finance			
Balance sheet related interest	3,374	2,303	829	400	344	729	1,115	709	202	126	78	-44
Capital charge on book equity	-	-15	3	7	11	-36	-16	-0	1	-13	-3	31
Interest benefit on total capital	-	-37	-11	-9	-7	-10	-34	-23	-4	-5	-2	71
Net interest income	3,374	2,250	822	397	348	683	1,065	685	199	108	73	59
Net fee and commission income	925	605	206	129	125	144	322	112	142	48	20	-2
Investment income	11	10	2	0	8	0	1	-	-	0	1	-0
Realised gains and fair value changes on investments	4	5	1	-0	-	4	-0	-	-	-1	1	0
Total investment income	15	15	3	-0	8	4	1	-	-	-1	2	-0
Valuation result and net trading income	219	118	7	51	20	40	156	6	30	123	-3	-55
Other income	91	65	23	14	10	19	18	-0	-10	-6	33	8
Total other income	310	183	30	65	29	59	173	6	20	117	30	-47
Total income	4,624	3,053	1,061	592	510	890	1,561	803	362	271	126	10
Expenses excl. regulatory costs	2,562	1,771	465	379	263	663	676	232	191	200	53	115
Regulatory costs ¹⁾	385	207	77	31	32	67	91	36	16	30	8	87
Operating expenses	2,947	1,978	542	410	296	730	766	269	207	230	61	202
Gross result	1,677	1,075	519	182	214	160	795	534	155	41	65	-192
Addition to loan loss provisions	346	130	49	46	7	27	216	162	50	1	3	0
Result before tax	1,331	945	470	136	207	132	579	372	105	40	61	-192
Taxation	351	269	122	41	65	41	151	111	27	12	2	-68
Non-controlling interests	35	26	-	0	1	25	8	3	3	3	-1	0
Net result	945	650	348	95	141	66	420	258	75	26	61	-124
Key figures												
Interest margin	1.37%											
Cost/income ratio	63.7%	64.8%	51.1%	69.3%	58.0%	82.0%	49.1%	33.4%	57.2%	84.9%	48.5%	n.a.
Risk costs in bps of average customer lending	22	12	13	21	3	10	48	47	62	5	29	n.a.
Return on equity based on IFRS-EU equity	7.2%											
Return on equity based on 12.5% CET1 ²⁾	10.1%	13.4%	25.1%	7.7%	15.2%	6.1%	9.3%	8.6%	13.4%	3.8%	28.4%	-127.1%
Risk-weighted assets (end of period)	313,064	160,419	44,577	38,027	29,432	48,384	149,484	97,672	19,047	25,807	6,958	3,161
Employees (internal FTEs, end of period)	57,090	42,658	9,908	7,940	5,789	19,020	14,107					324
Four-quarter rolling average key figures												
Interest margin	1.39%											
Cost/income ratio	60.5%	62.3%	56.4%	67.4%	58.4%	68.1%	49.5%	31.4%	63.1%	75.0%	77.1%	n.a.
Return on equity based on IFRS-EU equity	9.2%											
Return on equity based on 12.5% CET1 ²⁾	12.7%	15.5%	26.4%	8.7%	14.2%	11.3%	12.0%	13.5%	11.0%	6.3%	14.5%	-112.7%

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

²⁾ 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	FY2021	FY2020
Interest income	5,236	5,156	5,368	5,354	5,262	5,377	5,723	6,335	21,114	22,698
Minus: interest expense	1,862	1,768	2,028	1,841	1,918	2,048	2,294	2,834	7,499	9,094
Net interest income	3,374	3,388	3,340	3,513	3,344	3,329	3,430	3,501	13,615	13,604
Net fee and commission income	925	882	855	854	771	734	723	783	3,517	3,011
Investment income	11	68	12	3	3	98	4	1	93	106
Realised gains and fair value changes on investments	4	6	-2	36	3	5	15	20	45	44
Total investment income	15	74	10	39	6	103	19	21	138	150
Valuation result and net trading income	219	204	184	240	85	311	437	-1	847	832
Other income	91	100	128	56	-37	-191	62	206	374	41
Total other income	310	304	312	296	48	120	499	205	1,221	872
Total income	4,624	4,648	4,517	4,702	4,169	4,286	4,671	4,511	18,490	17,637
Staff expenses	1,531	1,471	1,474	1,465	1,461	1,429	1,458	1,465	5,941	5,812
Regulatory costs ¹⁾	385	121	172	587	331	111	137	526	1,265	1,105
Other expenses	1,031	1,093	898	964	1,123	1,073	1,198	842	3,986	4,236
Operating expenses	2,947	2,685	2,543	3,016	2,914	2,613	2,793	2,833	11,192	11,153
Gross result	1,677	1,962	1,973	1,686	1,255	1,673	1,878	1,678	7,299	6,484
Addition to loan loss provisions	346	39	-91	223	208	469	1,336	661	516	2,675
Result before tax	1,331	1,924	2,065	1,463	1,046	1,204	542	1,017	6,782	3,809
Taxation	351	521	566	439	304	389	224	329	1,877	1,246
Non-controlling interests	35	35	40	18	15	27	19	17	128	78
Net result	945	1,367	1,459	1,005	727	788	299	670	4,776	2,485
Key figures										
Interest margin	1.37%	1.38%	1.36%	1.46%	1.41%	1.38%	1.44%	1.51%	1.39%	1.44%
Cost/income ratio	63.7%	57.8%	56.3%	64.1%	69.9%	61.0%	59.8%	62.8%	60.5%	63.2%
Risk costs in bps of average customer lending	22	3	-6	15	14	30	85	42	8	43
Return on equity based on IFRS-EU equity	7.2%	10.4%	11.2%	7.8%	5.6%	6.0%	2.3%	5.1%	9.2%	4.8%
Return on equity based on 12.5% CET1 ²⁾	10.1%	14.5%	15.5%	10.6%	7.7%	8.2%	3.1%	6.6%	12.7%	6.4%
Risk-weighted assets (end of period)	313,064	310,528	308,581	311,014	306,324	312,307	322,234	335,375	313,064	306,324
Employees (internal FTEs, end of period)	57,090	57,679	57,896	57,731	57,034	56,492	55,772	55,452	57,090	57,034
Four-quarter rolling average key figures										
interest margin	1.39%	1.40%	1.40%	1.42%	1.44%	1.48%	1.52%	1.54%		
Cost/income ratio	60.5%	61.9%	62.7%	63.6%	63.2%	60.9%	58.9%	57.0%		
Return on equity based on IFRS-EU equity	9.2%	8.8%	7.7%	5.4%	4.8%	5.1%	6.1%	8.4%		
Return on equity based on 12.5% CET1 ²⁾	12.7%	12.1%	10.5%	7.3%	6.4%	6.7%	8.1%	11.0%		

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

²⁾ 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	FY2021	FY2020
Balance sheet related interest	2,303	2,361	2,318	2,399	2,412	2,436	2,472	2,526	9,380	9,846
Capital charge on book equity	-15	-10	-7	-14	-15	-19	-32	-55	-46	-121
Interest benefit on total capital	-37	-39	-33	-28	-22	-12	-7	-11	-138	-52
Net interest income	2,250	2,312	2,277	2,356	2,376	2,405	2,433	2,461	9,196	9,674
Net fee and commission income	605	586	553	573	516	479	460	487	2,317	1,943
Investment income	10	66	9	2	1	97	4	1	86	103
Realised gains and fair value changes on investments	5	5	-1	29	3	4	13	17	38	36
Total investment income	15	71	7	31	4	102	16	18	124	139
Valuation result and net trading income	118	108	108	118	78	126	148	76	451	427
Other income	65	75	68	52	36	-178	63	119	261	40
Total other income	183	183	175	170	114	-52	210	195	712	467
Total income	3,053	3,152	3,013	3,130	3,009	2,934	3,119	3,160	12,349	12,223
Expenses excl. regulatory costs	1,771	1,733	1,593	1,676	1,704	1,763	1,635	1,597	6,773	6,698
Regulatory costs	207	113	163	440	244	99	116	396	923	854
Operating expenses	1,978	1,847	1,756	2,115	1,947	1,861	1,751	1,992	7,696	7,552
Gross result	1,075	1,305	1,258	1,015	1,062	1,073	1,368	1,168	4,653	4,670
Addition to loan loss provisions	130	20	58	192	258	324	454	285	399	1,322
Result before tax	945	1,286	1,200	823	804	749	913	883	4,253	3,348
Taxation	269	279	321	240	243	222	305	239	1,109	1,010
Non-controlling interests	26	28	32	16	7	23	14	14	102	58
Net result	650	979	847	567	554	503	594	630	3,042	2,281
Key figures										
Cost/income ratio	64.8%	58.6%	58.3%	67.6%	64.7%	63.4%	56.2%	63.0%	62.3%	61.8%
Risk costs in bps of average customer lending	12	2	5	18	24	30	42	26	9	30
Return on equity based on 12.5% CET1 ¹⁾	13.4%	19.7%	17.3%	11.6%	11.1%	10.3%	11.5%	12.0%	15.5%	11.2%
Risk-weighted assets (end of period)	160,419	162,464	164,552	161,106	160,045	163,099	164,061	174,557	160,419	160,045
Employees (internal FTEs, end of period)	42,658	43,259	43,588	43,454	42,699	42,407	41,928	41,771	42,658	42,699
Four-quarter rolling average key figures										
Cost/income ratio	62.3%	62.3%	63.5%	63.0%	61.8%	60.2%	57.9%	57.2%		
Return on equity based on 12.5% CET1 ¹⁾	15.5%	14.9%	12.6%	11.1%	11.2%	12.2%	14.1%	15.9%		

¹⁾ 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	FY2021	FY2020
Balance sheet related interest	1,230	1,284	1,258	1,318	1,324	1,332	1,355	1,375	5,091	5,384
Capital charge on book equity	10	9	5	-4	-4	-5	-6	-13	21	-29
Interest benefit on total capital	-20	-21	-18	-15	-12	-7	-4	-6	-74	-29
Net interest income	1,219	1,273	1,245	1,300	1,307	1,320	1,344	1,356	5,037	5,327
Net fee and commission income	336	338	322	295	281	273	262	277	1,290	1,094
Investment income	2	3	7	2	-1	1	0	1	13	1
Realised gains and fair value changes on investments	1	2	-0	23	2	2	9	16	26	29
Total investment income	3	5	7	25	1	3	9	17	39	31
Valuation result and net trading income	58	51	54	79	40	82	107	10	243	239
Other income	36	40	23	29	26	26	29	74	128	155
Total other income	95	91	77	108	66	108	136	83	371	393
Total income	1,652	1,706	1,651	1,728	1,655	1,704	1,751	1,734	6,737	6,844
Expenses excl. regulatory costs	844	987	824	895	893	863	888	851	3,550	3,495
Regulatory costs	108	38	51	323	135	25	42	276	519	478
Operating expenses	952	1,025	875	1,218	1,029	888	930	1,127	4,070	3,973
Gross result	700	682	776	510	627	816	821	607	2,668	2,871
Addition to loan loss provisions	95	-76	23	107	66	184	276	145	148	671
Result before tax	605	758	753	403	561	632	545	462	2,519	2,200
Taxation	163	174	200	108	140	163	152	119	645	574
Non-controlling interests	0	0	0	0	0	-0	-0	-0	0	-1
Net result	443	584	553	294	421	470	393	343	1,874	1,627
Key figures										
Cost/income ratio	57.6%	60.1%	53.0%	70.5%	62.1%	52.1%	53.1%	65.0%	60.4%	58.1%
Risk costs in bps of average customer lending	16	-12	4	17	11	29	44	23	6	27
Return on equity based on 12.5% CET1 ¹⁾	17.0%	22.0%	21.1%	11.4%	15.9%	17.2%	13.8%	11.8%	17.9%	14.6%
Risk-weighted assets (end of period)	82,604	84,384	85,280	82,622	82,535	86,760	87,671	94,665	82,604	82,535
Employees (internal FTEs, end of period)	17,848	18,012	18,259	18,145	17,594	17,651	17,533	17,726	17,848	17,594
Four-quarter rolling average key figures										
Cost/income ratio	60.4%	61.5%	59.5%	59.4%	58.1%	56.6%	56.5%	55.3%		
Return on equity based on 12.5% CET1 ¹⁾	17.9%	17.6%	16.4%	14.6%	14.6%	14.9%	15.2%	17.4%		

¹⁾ 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	FY2021	FY2020
Balance sheet related interest	829	826	816	849	881	873	884	882	3,320	3,520
Capital charge on book equity	3	3	2	2	2	2	1	1	9	7
Interest benefit on total capital	-11	-11	-9	-8	-6	-3	-2	-3	-39	-15
Net interest income	822	817	809	842	877	871	883	880	3,290	3,511
Net fee and commission income	206	197	194	173	175	174	164	168	771	681
Investment income	2	3	7	-	0	-	-0	0	11	0
Realised gains and fair value changes on investments	1	3	-0	23	1	2	10	1	27	14
Total investment income	3	5	7	23	2	2	10	1	38	14
Valuation result and net trading income	7	32	28	29	16	48	60	50	96	174
Other income	23	13	14	18	13	24	14	40	68	91
Total other income	30	45	42	47	29	72	73	90	163	265
Total income	1,061	1,064	1,052	1,086	1,083	1,119	1,130	1,139	4,262	4,471
Expenses excl. regulatory costs	465	642	484	537	507	507	487	480	2,128	1,981
Regulatory costs	77	38	46	114	110	25	35	86	275	255
Operating expenses	542	680	530	651	616	532	522	566	2,403	2,235
Gross result	519	384	522	435	466	587	609	573	1,860	2,235
Addition to loan loss provisions	49	-60	-55	-10	-29	47	120	19	-76	157
Result before tax	470	444	576	445	495	540	489	554	1,936	2,078
Taxation	122	110	151	117	124	136	124	138	499	523
Non-controlling interests	-	-	-	-	0	-0	-0	-0	-	-1
Net result	348	334	426	329	371	404	365	416	1,437	1,556
Key figures										
Cost/income ratio	51.1%	63.9%	50.4%	59.9%	56.9%	47.5%	46.2%	49.7%	56.4%	50.0%
Risk costs in bps of average customer lending	13	-16	-14	-3	-7	12	30	5	-5	10
Return on equity based on 12.5% CET1 ¹⁾	25.1%	24.1%	31.5%	25.0%	27.2%	28.6%	24.4%	26.2%	26.4%	26.6%
Risk-weighted assets (end of period)	44,577	44,108	44,699	41,892	42,068	45,225	45,149	50,385	44,577	42,068
Employees (internal FTEs, end of period)	9,908	9,902	10,189	10,184	9,963	9,833	9,728	9,755	9,908	9,963
Four-quarter rolling average key figures										
Cost/income ratio	56.4%	57.8%	53.7%	52.5%	50.0%	48.7%	48.8%	48.8%		
Return on equity based on 12.5% CET1 ¹⁾	26.4%	26.9%	28.1%	26.3%	26.6%	25.9%	24.8%	25.7%		

¹⁾ 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 ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	FY2021	FY2020
Balance sheet related interest	400	459	442	470	443	458	471	493	1,771	1,865
Capital charge on book equity	7	7	3	-5	-7	-7	-8	-14	11	-35
Interest benefit on total capital	-9	-10	-9	-7	-6	-3	-2	-3	-35	-14
Net interest income	397	456	437	457	430	448	461	476	1,747	1,816
Net fee and commission income	129	141	127	121	106	99	98	110	519	413
Investment income	0	0	0	2	-1	1	1	1	2	1
Realised gains and fair value changes on investments	-0	-0	-0	-0	1	0	-1	15	-1	15
Total investment income	-0	-0	0	2	-0	1	-0	16	1	16
Valuation result and net trading income	51	18	27	51	24	34	47	-41	147	65
Other income	14	27	9	11	13	3	15	33	61	64
Total other income	65	46	35	62	36	37	62	-7	208	129
Total income	592	642	599	642	572	585	621	595	2,475	2,373
Expenses excl. regulatory costs	379	345	340	358	387	356	401	370	1,422	1,514
Regulatory costs	31	-0	5	209	25	0	8	190	245	223
Operating expenses	410	345	345	567	412	356	408	560	1,667	1,737
Gross result	182	297	254	74	160	229	212	34	808	636
Addition to loan loss provisions	46	-16	77	117	95	137	156	126	225	514
Result before tax	136	313	177	-43	66	92	56	-92	583	122
Taxation	41	64	49	-9	16	27	28	-20	146	51
Non-controlling interests	0	0	0	0	0	0	0	0	0	0
Net result	95	249	128	-34	50	65	28	-73	437	71
Key figures										
Cost/income ratio	69.3%	53.7%	57.6%	88.4%	72.0%	60.8%	65.8%	94.2%	67.4%	73.2%
Risk costs in bps of average customer lending	21	-7	35	52	42	60	68	55	25	57
Return on equity based on 12.5% CET1 ²⁾	7.7%	19.7%	10.0%	-2.7%	3.9%	5.0%	2.1%	-5.5%	8.7%	1.3%
Risk-weighted assets (end of period)	38,027	40,276	40,581	40,729	40,467	41,535	42,522	44,280	38,027	40,467
Employees (internal FTEs, end of period)	7,940	8,110	8,070	7,961	7,631	7,818	7,805	7,971	7,940	7,631
Four-quarter rolling average key figures										
Cost/income ratio	67.4%	68.0%	70.1%	72.1%	73.2%	71.6%	71.1%	67.4%		
Return on equity based on 12.5% CET1 ²⁾	8.7%	7.7%	4.1%	2.1%	1.3%	1.9%	3.5%	6.9%		

¹⁾ Including ING Luxembourg.

²⁾ 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	FY2021	FY2020
Balance sheet related interest	1,073	1,076	1,060	1,080	1,089	1,104	1,117	1,152	4,289	4,462
Capital charge on book equity	-25	-19	-12	-10	-10	-14	-25	-42	-67	-92
Interest benefit on total capital	-17	-18	-15	-13	-10	-5	-3	-5	-63	-23
Net interest income	1,031	1,039	1,032	1,057	1,069	1,085	1,089	1,105	4,159	4,347
Net fee and commission income	269	247	232	278	235	206	198	210	1,026	849
Investment income	8	63	2	0	2	97	3	0	73	101
Realised gains and fair value changes on investments	4	3	-1	6	1	2	4	1	12	7
Total investment income	12	67	1	6	2	99	7	1	85	108
Valuation result and net trading income	60	57	53	38	38	44	41	66	208	189
Other income	29	35	45	24	10	-204	34	45	132	-115
Total other income	88	92	98	62	48	-160	74	111	341	74
Total income	1,400	1,446	1,362	1,403	1,354	1,230	1,368	1,426	5,611	5,378
Expenses excl. regulatory costs	926	747	769	780	810	899	748	746	3,222	3,203
Regulatory costs	100	75	112	117	109	74	74	120	404	376
Operating expenses	1,026	822	881	897	919	973	821	866	3,626	3,579
Gross result	374	624	482	505	435	256	547	561	1,985	1,799
Addition to loan loss provisions	35	96	35	85	193	140	178	140	251	651
Result before tax	339	528	447	420	243	116	369	421	1,734	1,148
Taxation	106	105	121	131	102	60	153	121	464	436
Non-controlling interests	26	28	32	16	7	24	15	14	102	59
Net result	207	395	293	272	134	33	201	286	1,168	654
Key figures										
Cost/income ratio	73.3%	56.8%	64.6%	64.0%	67.9%	79.2%	60.0%	60.7%	64.6%	66.6%
Risk costs in bps of average customer lending	7	19	7	18	41	30	39	30	13	35
Return on equity based on 12.5% CET1 ¹⁾	9.6%	17.2%	13.2%	11.8%	5.8%	2.4%	8.8%	12.2%	13.0%	7.3%
Risk-weighted assets (end of period)	77,816	78,080	79,272	78,484	77,510	76,339	76,390	79,892	77,816	77,510
Employees (internal FTEs, end of period)	24,810	25,247	25,330	25,309	25,105	24,756	24,395	24,045	24,810	25,105
Four-quarter rolling average key figures										
Cost/income ratio	64.6%	63.2%	68.6%	67.4%	66.6%	64.9%	59.6%	59.4%		
Return on equity based on 12.5% CET1 ¹⁾	13.0%	12.1%	8.4%	7.3%	7.3%	9.1%	12.7%	14.0%		

¹⁾ 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 ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	FY2021	FY2020
Balance sheet related interest	344	361	352	373	385	388	398	389	1,429	1,560
Capital charge on book equity	11	11	11	11	10	10	9	8	44	37
Interest benefit on total capital	-7	-8	-6	-5	-4	-2	-1	-2	-27	-9
Net interest income	348	365	356	378	391	395	405	396	1,447	1,587
Net fee and commission income	125	115	108	148	125	97	109	106	497	437
Investment income	8	-34	0	-0	2	2	1	0	-26	5
Realised gains and fair value changes on investments	-	2	0	6	-0	1	-1	-0	9	-0
Total investment income	8	-32	0	6	1	3	0	0	-17	4
Valuation result and net trading income	20	11	21	13	14	18	25	17	65	73
Other income	10	4	2	2	-3	1	3	14	17	15
Total other income	29	15	23	15	11	19	28	31	83	89
Total income	510	463	488	548	528	515	542	533	2,009	2,117
Expenses excl. regulatory costs	263	254	266	256	250	253	253	255	1,039	1,012
Regulatory costs	32	20	49	33	22	19	19	40	135	99
Operating expenses	296	274	315	289	272	272	272	295	1,174	1,110
Gross result	214	189	173	259	256	243	270	238	835	1,007
Addition to loan loss provisions	7	23	16	3	17	26	8	6	49	57
Result before tax	207	166	158	255	239	217	262	232	786	950
Taxation	65	52	49	86	85	58	122	66	252	331
Non-controlling interests	1	1	1	1	1	1	1	1	4	4
Net result	141	113	107	168	153	158	139	165	529	615
Key figures										
Cost/income ratio	58.0%	59.2%	64.5%	52.8%	51.5%	52.8%	50.2%	55.4%	58.4%	52.4%
Risk costs in bps of average customer lending	3	10	7	1	7	12	4	3	5	6
Return on equity based on 12.5% CET1 ²⁾	15.2%	11.9%	11.4%	18.3%	16.7%	17.6%	15.7%	19.4%	14.2%	17.3%
Risk-weighted assets (end of period)	29,432	30,362	30,829	29,830	29,459	29,469	28,537	28,489	29,432	29,459
Employees (internal FTEs, end of period)	5,789	5,945	5,949	5,911	5,750	5,602	5,411	5,258	5,789	5,750
Four-quarter rolling average key figures										
Cost/income ratio	58.4%	56.7%	55.2%	51.8%	52.4%	52.9%	52.0%	53.5%		
Return on equity based on 12.5% CET1 ²⁾	14.2%	14.5%	16.0%	17.1%	17.3%	17.7%	18.8%	20.1%		

¹⁾ Including ING Austria.

²⁾ 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 ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	FY2021	FY2020
Balance sheet related interest	729	715	708	707	704	716	719	763	2,860	2,902
Capital charge on book equity	-36	-30	-23	-21	-21	-24	-34	-51	-111	-129
Interest benefit on total capital	-10	-10	-9	-8	-6	-3	-2	-3	-37	-14
Net interest income	683	675	676	679	678	690	683	709	2,712	2,760
Net fee and commission income	144	133	124	130	110	109	89	103	530	412
Investment income	0	98	2	0	0	95	2	-0	99	97
Realised gains and fair value changes on investments	4	1	-1	-1	1	1	5	1	3	7
Total investment income	4	98	1	-0	1	96	7	1	103	104
Valuation result and net trading income	40	46	32	26	24	26	16	49	143	115
Other income	19	32	42	22	14	-205	31	31	115	-130
Total other income	59	77	75	47	37	-179	47	80	258	-15
Total income	890	983	874	855	826	715	826	894	3,602	3,261
Expenses excl. regulatory costs	663	493	503	524	560	647	494	491	2,183	2,191
Regulatory costs	67	55	63	84	87	55	55	80	269	278
Operating expenses	730	548	566	608	647	702	549	571	2,452	2,469
Gross result	160	435	309	247	179	13	277	323	1,150	792
Addition to loan loss provisions	27	72	19	82	176	114	170	134	202	593
Result before tax	132	363	289	165	3	-100	107	189	949	199
Taxation	41	53	72	45	17	2	31	54	212	105
Non-controlling interests	25	27	31	15	6	23	14	13	98	55
Net result	66	282	186	104	-19	-125	62	121	639	39
Key figures										
Cost/income ratio	82.0%	55.7%	64.7%	71.1%	78.3%	98.1%	66.5%	63.9%	68.1%	75.7%
Risk costs in bps of average customer lending	10	28	8	33	72	47	71	55	20	61
Return on equity based on 12.5% CET1 ²⁾	6.1%	20.6%	14.3%	7.9%	-0.9%	-6.9%	4.9%	8.3%	12.2%	1.5%
Risk-weighted assets (end of period)	48,384	47,718	48,444	48,654	48,051	46,870	47,853	51,403	48,384	48,051
Employees (internal FTEs, end of period)	19,020	19,302	19,380	19,397	19,354	19,154	18,984	18,786	19,020	19,354
Four-quarter rolling average key figures										
Cost/income ratio	68.1%	66.9%	77.1%	77.8%	75.7%	72.3%	64.0%	62.8%		
Return on equity based on 12.5% CET1 ²⁾	11.3%	9.7%	3.4%	1.2%	1.4%	3.9%	8.7%	10.0%		

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

²⁾ 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	FY2021	FY2020
Balance sheet related interest	1,115	1,089	1,044	1,071	974	931	953	988	4,319	3,846
Capital charge on book equity	-16	-13	-8	-7	-9	-10	-20	-41	-44	-80
Interest benefit on total capital	-34	-34	-30	-26	-20	-11	-7	-10	-124	-48
Net interest income	1,065	1,042	1,006	1,038	945	909	927	937	4,151	3,718
Net fee and commission income	322	295	302	278	255	253	264	297	1,197	1,069
Investment income	1	1	3	1	2	0	0	1	7	3
Realised gains and fair value changes on investments	-0	1	-1	7	1	1	3	3	7	8
Total investment income	1	3	2	8	3	2	3	4	14	10
Valuation result and net trading income	156	116	97	170	43	217	314	-24	538	550
Other income	18	8	-13	3	-3	-7	1	56	16	48
Total other income	173	124	84	173	40	210	315	33	554	598
Total income	1,561	1,463	1,394	1,497	1,242	1,374	1,509	1,270	5,916	5,396
Expenses excl. regulatory costs	676	700	656	640	746	644	909	669	2,671	2,967
Regulatory costs	91	7	9	148	92	8	20	130	255	250
Operating expenses	766	707	665	787	838	652	929	799	2,926	3,218
Gross result	795	756	730	709	405	722	580	471	2,990	2,178
Addition to loan loss provisions	216	19	-149	30	-50	145	882	373	117	1,351
Result before tax	579	737	879	679	454	577	-302	98	2,874	827
Taxation	151	197	206	149	110	161	-10	33	703	295
Non-controlling interests	8	7	8	2	8	4	4	4	26	20
Net result	420	533	664	528	335	412	-296	61	2,144	512
Key figures										
Cost/income ratio	49.1%	48.3%	47.7%	52.6%	67.4%	47.4%	61.6%	62.9%	49.5%	59.6%
Risk costs in bps of average customer lending	48	4	-33	7	-12	33	186	80	7	75
Return on equity based on 12.5% CET1 ¹⁾	9.3%	12.1%	14.9%	11.7%	7.6%	8.8%	-6.0%	1.3%	12.0%	2.8%
Risk-weighted assets (end of period)	149,484	144,968	141,044	147,187	143,775	146,596	155,536	158,168	149,484	143,775
Employees (internal FTEs, end of period)	14,107	14,058	13,904	13,942	14,328	14,078	13,838	13,676	14,107	14,328
Value at Risk trading positions (average)	5.4	5.4	7.2	21.4	25.1	29.8	39.2	21.6		
Four-quarter rolling average key figures										
Cost/income ratio	49.5%	53.5%	53.4%	57.0%	59.6%	58.7%	59.1%	56.3%		
Return on equity based on 12.5% CET1 ¹⁾	12.0%	11.6%	10.7%	5.3%	2.8%	1.7%	1.7%	5.9%		

¹⁾ 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	FY2021	FY2020
Balance sheet related interest	709	698	663	678	630	625	645	629	2,749	2,529
Capital charge on book equity	-0	0	-0	-0	-0	0	-0	0	-0	-0
Interest benefit on total capital	-23	-22	-19	-16	-13	-7	-4	-6	-80	-30
Net interest income	685	676	644	662	618	618	641	622	2,668	2,499
Net fee and commission income	112	127	111	107	104	122	97	131	457	453
Investment income	-	-	0	-	-	-	0	-	0	0
Realised gains and fair value changes on investments	-	-	-	-	-	-	-	-	-	-
Total investment income	-	-	0	-	-	-	0	-	0	0
Valuation result and net trading income	6	-1	-12	6	-17	4	34	-94	-0	-73
Other income	-0	3	-1	2	4	2	6	6	4	19
Total other income	6	2	-12	8	-12	7	40	-88	3	-54
Total income	803	805	743	777	709	747	777	665	3,129	2,898
Expenses excl. regulatory costs	232	222	222	217	215	220	222	230	893	887
Regulatory costs	36	-0	-0	54	41	0	6	45	89	93
Operating expenses	269	221	222	271	256	220	228	275	983	979
Gross result	534	584	521	507	454	526	549	390	2,146	1,919
Addition to loan loss provisions	162	-25	-161	29	-56	146	833	306	5	1,228
Result before tax	372	609	682	478	510	381	-284	84	2,141	691
Taxation	111	159	170	129	118	120	-63	35	569	211
Non-controlling interests	3	4	6	2	5	2	1	2	16	11
Net result	258	445	506	347	386	258	-222	47	1,556	469
Key figures										
Cost/income ratio	33.4%	27.5%	29.9%	34.8%	36.1%	29.5%	29.3%	41.4%	31.4%	33.8%
Risk costs in bps of average customer lending	47	-7	-47	8	-17	41	223	84	0	86
Return on equity based on 12.5% CET1 ¹⁾	8.6%	15.2%	17.9%	12.4%	13.6%	8.6%	-7.1%	1.6%	13.5%	4.0%
Risk-weighted assets (end of period)	97,672	97,415	91,647	91,253	89,368	94,421	99,208	99,200	97,672	89,368
Four-quarter rolling average key figures										
Cost/income ratio	31.4%	32.0%	32.6%	32.4%	33.8%	34.7%	34.7%	34.8%		
Return on equity based on 12.5% CET1 ¹⁾	13.5%	14.8%	13.1%	6.6%	4.0%	2.7%	2.9%	7.4%		

¹⁾ 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	FY2021	FY2020
Balance sheet related interest	202	171	173	176	164	152	151	182	723	649
Capital charge on book equity	1	1	1	1	1	1	1	1	4	3
Interest benefit on total capital	-4	-5	-5	-4	-3	-2	-1	-2	-17	-7
Net interest income	199	168	169	173	161	152	151	181	709	645
Net fee and commission income	142	133	137	129	130	106	117	124	541	478
Investment income	-	-	0	-	0	-	-0	0	0	0
Realised gains and fair value changes on investments	-	-	-	-	-	-	-	-	-	-
Total investment income	-	-	0	-	0	-	-0	0	0	0
Valuation result and net trading income	30	23	17	16	11	12	14	11	86	48
Other income	-10	-8	-5	-4	-3	-3	-5	-2	-27	-14
Total other income	20	15	11	12	7	9	9	9	59	34
Total income	362	316	318	314	299	267	276	314	1,310	1,156
Expenses excl. regulatory costs	191	225	173	181	208	186	187	182	769	762
Regulatory costs	16	1	1	39	15	0	3	25	57	43
Operating expenses	207	226	174	220	222	186	190	207	826	805
Gross result	155	90	144	94	77	81	87	108	483	352
Addition to loan loss provisions	50	40	14	5	3	-4	46	62	109	106
Result before tax	105	50	131	89	74	85	41	46	375	246
Taxation	27	13	35	23	19	22	9	17	98	66
Non-controlling interests	3	1	1	1	1	1	1	2	6	5
Net result	75	36	94	65	54	62	31	28	270	175
Key figures										
Cost/income ratio	57.2%	71.5%	54.6%	70.0%	74.3%	69.8%	68.6%	65.7%	63.1%	69.6%
Risk costs in bps of average customer lending	62	51	18	7	4	-6	62	79	35	37
Return on equity based on 12.5% CET1 ¹⁾	13.4%	6.6%	14.7%	9.1%	8.2%	9.5%	4.6%	3.9%	11.0%	6.4%
Risk-weighted assets (end of period)	19,047	18,421	17,733	23,673	22,665	20,956	21,677	22,668	19,047	22,665
Four-quarter rolling average key figures										
Cost/income ratio	63.1%	67.5%	66.9%	70.7%	69.6%	65.1%	60.5%	56.3%		
Return on equity based on 12.5% CET1 ¹⁾	11.0%	9.7%	10.3%	7.8%	6.4%	5.1%	7.0%	9.8%		

¹⁾ 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	FY2021	FY2020
Balance sheet related interest	126	147	138	122	110	97	105	126	533	437
Capital charge on book equity	-13	-11	-8	-7	-8	-9	-13	-23	-39	-53
Interest benefit on total capital	-5	-6	-5	-4	-3	-2	-1	-1	-21	-8
Net interest income	108	130	125	111	98	86	91	102	473	377
Net fee and commission income	48	31	45	44	19	26	43	37	168	125
Investment income	0	0	1	-0	-0	-0	-0	0	2	-0
Realised gains and fair value changes on investments	-1	0	-0	-	-	0	-	-	-1	0
Total investment income	-1	0	1	-0	-0	0	-0	0	0	0
Valuation result and net trading income	123	98	107	146	74	191	281	23	473	569
Other income	-6	5	-9	-2	-9	-6	-9	-9	-11	-33
Total other income	117	104	98	144	65	184	272	14	463	535
Total income	271	265	269	299	181	297	406	154	1,104	1,038
Expenses excl. regulatory costs	200	186	189	183	175	183	185	194	758	737
Regulatory costs	30	1	2	38	26	1	3	38	71	68
Operating expenses	230	187	191	220	201	184	188	232	828	804
Gross result	41	78	78	79	-20	113	218	-78	276	233
Addition to loan loss provisions	1	-1	-1	-2	0	2	1	-0	-3	4
Result before tax	40	79	79	80	-20	111	217	-78	278	230
Taxation	12	23	33	22	-5	33	63	-22	89	69
Non-controlling interests	3	2	2	1	2	1	3	2	8	8
Net result	26	54	45	57	-18	77	151	-58	182	152
Key figures										
Cost/income ratio	84.9%	70.7%	70.9%	73.7%	111.0%	61.8%	46.3%	150.8%	75.0%	77.5%
Risk costs in bps of average customer lending	5	-8	-4	-11	3	64	29	-2	-4	22
Return on equity based on 12.5% CET1 ¹⁾	3.8%	7.8%	6.1%	7.6%	-2.0%	9.9%	19.6%	-8.3%	6.3%	5.3%
Risk-weighted assets (end of period)	25,807	22,576	23,498	24,693	24,837	24,402	26,139	24,159	25,807	24,837
Four-quarter rolling average key figures										
Cost/income ratio	75.0%	78.8%	76.1%	67.0%	77.5%	84.8%	92.3%	123.0%		
Return on equity based on 12.5% CET1 ¹⁾	6.3%	4.8%	5.4%	8.8%	5.3%	3.7%	1.8%	-4.9%		

¹⁾ 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	FY2021	FY2020
Key figures										
Return on equity based on 12.5% CET1 ¹⁾	7.6%	10.9%	9.2%	10.7%	1.0%	12.5%	21.2%	-4.6%	9.6%	8.0%
Four-quarter rolling average key figures										
Return on equity based on 12.5% CET1 ¹⁾	9.6%	7.9%	8.4%	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	FY2021	FY2020
Balance sheet related interest	78	73	70	94	70	56	53	51	315	231
Capital charge on book equity	-3	-2	-1	-1	-1	-2	-8	-19	-8	-30
Interest benefit on total capital	-2	-2	-1	-1	-1	-1	-1	-1	-6	-3
Net interest income	73	68	68	92	68	53	45	32	300	198
Net fee and commission income	20	4	8	-1	1	-1	8	5	31	13
Investment income	1	1	2	1	2	0	0	0	5	3
Realised gains and fair value changes on investments	1	1	-1	7	1	1	3	3	8	7
Total investment income	2	3	1	8	2	1	3	4	13	10
Valuation result and net trading income	-3	-5	-14	2	-25	10	-15	36	-21	6
Other income	33	8	2	7	6	-0	9	62	50	76
Total other income	30	3	-13	9	-19	10	-5	98	29	83
Total income	126	77	64	107	53	64	50	138	374	304
Expenses excl. regulatory costs	53	67	71	59	148	55	316	63	251	582
Regulatory costs	8	6	7	17	10	6	8	23	38	47
Operating expenses	61	73	78	77	158	62	324	86	288	629
Gross result	65	5	-14	30	-106	2	-274	52	86	-326
Addition to loan loss provisions	3	5	-1	-2	4	1	2	6	6	13
Result before tax	61	-0	-13	32	-110	1	-276	46	80	-339
Taxation	2	3	-32	-24	-22	-13	-19	3	-53	-51
Non-controlling interests	-1	-0	-1	-2	-1	-1	-1	-2	-3	-4
Net result	61	-2	20	58	-88	15	-256	44	136	-284
Key figures										
Cost/income ratio	48.5%	93.8%	121.6%	71.9%	301.2%	96.9%	n.a.	62.3%	77.1%	207.2%
Risk costs in bps of average customer lending	29	42	-8	-13	32	7	9	29	12	19
Return on equity based on 12.5% CET1 ¹⁾	28.4%	-1.1%	7.9%	24.8%	-41.1%	6.0%	-79.5%	12.8%	14.5%	-25.9%
Risk-weighted assets (end of period)	6,958	6,556	8,166	7,569	6,906	6,818	8,512	12,142	6,958	6,906
Four-quarter rolling average key figures										
Cost/income ratio	77.1%	128.2%	130.5%	227.5%	207.2%	176.7%	191.0%	106.7%		
Return on equity based on 12.5% CET1 ¹⁾	14.5%	-1.7%	0.2%	-27.3%	-25.9%	-20.9%	-22.4%	3.8%		

¹⁾ 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	FY2021	FY2020
Balance sheet related interest	-44	-61	-23	43	-42	-38	5	-13	-85	-88
Capital charge on book equity	31	22	15	21	23	30	51	96	90	200
Interest benefit on total capital	71	73	63	54	42	23	14	20	262	100
Net interest income	59	34	56	118	24	15	70	103	267	212
Net fee and commission income	-2	1	0	4	-0	2	-2	-1	3	-1
Investment income	-0	0	0	0	0	0	0	0	0	1
Realised gains and fair value changes on investments	0	0	-0	-	-	-	-0	0	-0	-
Total investment income	-0	0	0	0	0	0	0	0	0	1
Valuation result and net trading income	-55	-19	-21	-47	-35	-33	-25	-53	-142	-146
Other income	8	16	73	-0	-71	-6	-2	31	97	-47
Total other income	-47	-3	52	-47	-106	-39	-26	-22	-45	-193
Total income	10	32	109	75	-83	-22	42	80	226	18
Expenses excl. regulatory costs	115	131	123	113	134	95	111	42	483	383
Regulatory costs	87	0	-0	0	-5	5	1	-0	87	0
Operating expenses	202	131	123	113	129	100	112	42	570	383
Gross result	-192	-99	-14	-39	-212	-122	-70	39	-345	-364
Addition to loan loss provisions	0	0	-0	-0	-0	-0	0	3	0	2
Result before tax	-192	-99	-14	-39	-212	-122	-70	36	-345	-367
Taxation	-68	45	38	51	-49	5	-71	57	65	-58
Non-controlling interests	0	0	0	-0	-	-	-	-0	-0	-0
Net result	-124	-144	-53	-89	-162	-127	1	-20	-410	-308
Key figures										
Risk-weighted assets (end of period)	3,161	3,096	2,985	2,721	2,503	2,612	2,637	2,650	3,161	2,503
Employees (internal FTEs, end of period)	324	363	404	335	7	7	5	5	324	7

ING 1.17 Geographical split: 4Q2021

Geographical split 4Q2021

In € million	Netherlands			Belgium			Germany			Other Challengers			Growth Markets			Wholesale Banking Rest of World		Other ¹⁾		Corporate Line
	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	
Profit or loss																				
Net interest income	1,045	822	223	491	397	94	432	348	84	453	330	123	403	354	49	492	492	59	0	59
Net fee and commission income	289	206	83	174	129	45	138	125	13	88	65	22	97	78	19	140	140	-2	-0	-2
Investment income	4	3	1	-0	-0	-0	8	8	-	-0	-0	0	6	5	1	-1	-1	0	1	-0
Other income	61	30	31	85	65	20	40	29	11	14	3	12	97	56	41	60	60	-47	-1	-47
Total income	1,399	1,061	338	750	592	158	618	510	108	555	398	157	602	493	109	690	690	10	-0	10
Expenses excl. regulatory costs	667	465	201	443	379	64	308	263	44	466	418	48	282	245	37	281	281	115	-0	115
Regulatory costs	103	77	26	42	31	12	33	32	0	24	23	1	53	44	9	42	42	87	0	87
Operating expenses	770	542	228	486	410	76	340	296	44	491	441	50	335	289	46	323	323	202	0	202
Gross result	629	519	110	264	182	82	278	214	64	64	-44	108	267	203	64	367	367	-192	-0	-192
Addition to loan loss provisions	113	49	64	65	46	19	43	7	36	29	10	19	20	18	3	75	75	0	-	0
Result before tax	516	470	46	199	136	63	235	207	28	35	-53	88	247	186	61	292	292	-192	-0	-192
Retail Banking	470	470		136	136		207	207		-53	-53		186	186						
Wholesale Banking	46		46	63		63	28		28	88		88	61		61	292	292	-0	-0	
Corporate Line																		-192		-192
Result before tax	516	470	46	199	136	63	235	207	28	35	-53	88	247	186	61	292	292	-192	-0	-192
Customer lending/deposits (in € billion)																				
Residential mortgages	110.3	109.9	0.4	39.6	39.5	0.0	85.8	85.8	0.0	62.9	62.9	0.0	15.2	15.2	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	75.6	44.3	31.3	66.8	50.2	16.6	42.0	11.3	30.7	33.4	10.3	23.1	26.9	18.2	8.6	74.1	74.1	0.2	0.0	0.2
Customer deposits	216.2	185.6	30.5	109.2	91.3	17.8	136.0	134.6	1.4	96.5	94.6	1.9	50.8	46.8	4.0	8.7	8.7	0.0	0.0	0.0
Key figures																				
Cost/income ratio	55.0%	51.1%	67.3%	64.8%	69.3%	48.0%	55.0%	58.0%	41.2%	88.4%	110.9%	31.5%	55.6%	58.7%	41.6%	46.8%	46.8%	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	24	13	86	25	21	47	14	3	47	12	5	34	19	21	12	42	42	1	n.a.	1
Return on equity based on 12.5% CET1 ²⁾	17.1%	25.1%	4.8%	8.3%	7.7%	9.9%	10.6%	15.2%	2.0%	2.1%	-9.7%	14.5%	16.1%	15.6%	18.1%	10.5%	10.5%	-127.5%	n.a.	-127.1%
Risk-weighted assets (end of period)	74,600	44,577	30,024	51,575	38,027	13,548	45,241	29,432	15,809	35,106	18,024	17,081	38,932	30,360	8,572	64,450	64,450	3,161	0	3,161
Employees (internal FTEs, end of period)	16,739	9,908	6,831	9,121	7,940	1,181	6,256	5,789	467	5,856	5,238	618	15,101	13,782	1,319	3,691	3,691	300	-	300
Four-quarter rolling average key figures																				
Cost/income ratio	60.1%	56.4%	73.7%	63.4%	67.4%	47.4%	52.0%	58.4%	29.7%	67.0%	82.8%	28.6%	54.8%	55.8%	49.2%	48.6%	48.6%	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 ²⁾	17.4%	26.4%	4.1%	10.5%	8.7%	16.0%	13.3%	14.2%	11.7%	10.5%	5.5%	15.9%	16.0%	16.4%	14.8%	13.5%	13.5%	-112.0%	86.7%	-129.6%

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

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

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	
	4Q2021	4Q2020	4Q2021	4Q2020	4Q2021	4Q2020	4Q2021	4Q2020	4Q2021	4Q2020	4Q2021	4Q2020	4Q2021	4Q2020	4Q2021	4Q2020
Profit or loss																
Net interest income	3,374	3,344	1,045	1,047	491	503	432	512	453	448	403	383	492	427	59	24
Net fee and commission income	925	771	289	239	174	149	138	136	88	72	97	76	140	100	-2	-0
Investment income	15	6	4	2	-0	-0	8	1	-0	0	6	1	-1	0	0	2
Other income	310	48	61	25	85	40	40	17	14	7	97	70	60	-9	-47	-103
Total income	4,624	4,169	1,399	1,312	750	693	618	666	555	527	602	530	690	518	10	-77
Expenses excl. regulatory costs	2,562	2,583	667	780	443	455	308	287	466	370	282	265	281	291	115	135
Regulatory costs	385	331	103	130	42	35	33	23	24	44	53	53	42	51	87	-5
Operating expenses	2,947	2,914	770	909	486	490	340	310	491	414	335	318	323	343	202	130
Gross result	1,677	1,255	629	403	264	202	278	357	64	113	267	212	367	175	-192	-207
Addition to loan loss provisions	346	208	113	-27	65	121	43	7	29	43	20	141	75	-77	0	-0
Result before tax	1,331	1,046	516	430	199	81	235	350	35	70	247	71	292	251	-192	-207
Retail Banking	945	804	470	495	136	66	207	239	-53	5	186	-1	-	-	-	-
Wholesale Banking	579	454	46	-65	63	16	28	110	88	66	61	72	292	251	-0	4
Corporate Line	-192	-212	-	-	-	-	-	-	-	-	-	-	-	-	-192	-212
Result before tax	1,331	1,046	516	430	199	81	235	350	35	70	247	71	292	251	-192	-207
Taxation	351	304	124	108	62	22	83	112	12	28	55	31	84	50	-68	-48
Non-controlling interests	35	15	-	0	0	0	1	1	-	-	33	14	-	-	0	-
Net result	945	727	392	322	137	59	151	237	23	42	159	25	208	201	-125	-159
Customer lending/deposits (in € billion)																
Residential mortgages	313.8	302.2	110.3	110.8	39.6	38.8	85.8	80.3	62.9	59.1	15.2	13.1	0.0	0.0	0.0	0.0
Other customer lending	319.0	301.8	75.6	72.0	66.8	64.7	42.0	41.9	33.4	32.0	26.9	24.9	74.1	65.8	0.2	0.4
Customer deposits	617.3	609.6	216.2	199.0	109.2	108.9	136.0	145.6	96.5	100.4	50.8	46.6	8.7	9.2	0.0	-0.0
Key figures																
Cost/income ratio	63.7%	69.9%	55.0%	69.3%	64.8%	70.8%	55.0%	46.5%	88.4%	78.5%	55.6%	60.0%	46.8%	66.3%	n.a.	n.a.
Risk costs in bps of average customer lending	22	14	24	-6	25	46	14	2	12	19	19	149	42	-46	1	-4
Return on equity based on 12.5% CET1 ¹⁾	10.1%	7.7%	17.1%	14.2%	8.3%	3.5%	10.6%	16.4%	2.1%	3.8%	16.1%	3.3%	10.5%	10.7%	-127.5%	-192.2%
Risk-weighted assets (end of period)	313,064	306,324	74,600	71,383	51,575	54,014	45,241	45,852	35,106	35,649	38,932	38,361	64,450	58,473	3,161	2,592
Employees (internal FTEs, end of period)	57,090	57,034	16,740	17,095	9,144	8,750	6,256	6,183	5,856	6,110	15,101	15,181	3,691	3,703	300	12
Four-quarter rolling average key figures																
Cost/income ratio	60.5%	63.2%	60.1%	60.2%	63.4%	70.4%	52.0%	47.3%	67.0%	75.1%	54.8%	61.2%	48.6%	55.0%	n.a.	n.a.
Return on equity based on 12.5% CET1 ¹⁾	12.7%	6.4%	17.4%	13.5%	10.5%	2.6%	13.3%	13.1%	10.5%	2.9%	16.0%	5.0%	13.5%	3.3%	-112.0%	-91.8%

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

ING 1.19 Geographical split: Netherlands

Geographical split Netherlands										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	FY2021	FY2020
Profit or loss										
Net interest income	1,045	1,000	994	1,029	1,047	1,034	1,041	1,056	4,068	4,178
Net fee and commission income	289	263	271	246	239	249	238	255	1,070	981
Investment income	4	7	10	30	2	3	12	2	51	18
Other income	61	95	38	70	25	171	178	6	263	379
Total income	1,399	1,364	1,313	1,375	1,312	1,457	1,470	1,319	5,452	5,557
Expenses excl. regulatory costs	667	888	655	715	780	677	925	650	2,925	3,032
Regulatory costs	103	44	45	163	130	25	40	121	354	316
Operating expenses	770	932	699	878	909	702	965	771	3,279	3,347
Gross result	629	432	614	497	403	755	505	548	2,173	2,210
Addition to loan loss provisions	113	-34	-47	-4	-27	129	256	64	28	421
Result before tax	516	466	660	502	430	626	248	484	2,145	1,788
Retail Banking	470	444	576	445	495	540	489	554	1,936	2,078
Wholesale Banking	46	22	84	56	-65	86	-240	-70	209	-290
Corporate Line									-	-
Result before tax	516	466	660	502	430	626	248	484	2,145	1,788
Customer lending/deposits (in € billion)										
Residential mortgages	110.3	110.4	110.5	110.3	110.8	111.4	111.9	112.2	110.3	110.8
Other customer lending	75.6	72.7	73.8	80.0	72.0	73.5	79.3	77.7	75.6	72.0
Customer deposits	216.2	215.5	212.9	212.8	199.0	197.7	196.4	188.1	216.2	199.0
Key figures										
Cost/income ratio	55.0%	68.3%	53.3%	63.8%	69.3%	48.2%	65.7%	58.5%	60.1%	60.2%
Risk costs in bps of average customer lending	24	-7	-10	-1	-6	27	54	14	2	22
Return on equity based on 12.5% CET1 ¹⁾	17.1%	14.5%	21.4%	16.6%	14.2%	20.3%	4.5%	15.2%	17.4%	13.5%
Risk-weighted assets (end of period)	74,600	72,525	74,333	72,511	71,383	73,582	73,763	78,807	74,600	71,383
Employees (internal FTEs, end of period)	16,740	16,663	16,848	16,811	17,095	16,675	16,351	16,217	16,740	17,095
Four-quarter rolling average key figures										
Cost/income ratio	60.1%	63.7%	58.4%	61.5%	60.2%	58.0%	59.5%	56.1%		
Return on equity based on 12.5% CET1 ¹⁾	17.4%	16.7%	18.2%	13.8%	13.5%	13.8%	13.2%	16.6%		

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

ING 1.20 Geographical split: Belgium

Geographical split Belgium ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	FY2021	FY2020
Profit or loss										
Net interest income	491	547	522	549	503	523	534	556	2,109	2,116
Net fee and commission income	174	187	184	172	149	132	154	149	717	583
Investment income	-0	-0	0	2	-0	1	-0	18	1	19
Other income	85	54	41	84	40	56	83	-3	264	177
Total income	750	788	747	807	693	712	770	720	3,092	2,896
Expenses excl. regulatory costs	443	408	404	423	455	421	464	441	1,679	1,781
Regulatory costs	42	-0	7	231	35	-0	10	211	280	256
Operating expenses	486	408	411	654	490	421	474	652	1,960	2,037
Gross result	264	379	336	153	202	291	296	68	1,132	858
Addition to loan loss provisions	65	-21	19	120	121	130	194	144	184	589
Result before tax	199	400	317	32	81	161	102	-76	948	269
Retail Banking	136	313	177	-43	66	92	56	-92	583	122
Wholesale Banking	63	87	140	75	16	69	45	16	365	147
Corporate Line									-	-
Result before tax	199	400	317	32	81	161	102	-76	948	269
Customer lending/deposits (in € billion)										
Residential mortgages	39.6	39.5	39.2	38.8	38.7	38.7	39.0	39.1	39.6	38.8
Other customer lending	66.8	66.0	65.5	66.4	64.8	66.5	68.2	70.8	66.8	64.7
Customer deposits	109.2	108.9	110.7	110.7	108.9	108.3	111.3	109.9	109.2	108.9
Key figures										
Cost/income ratio	64.8%	51.8%	55.0%	81.1%	70.8%	59.1%	61.6%	90.5%	63.4%	70.4%
Risk costs in bps of average customer lending	25	-8	7	46	46	49	72	53	17	55
Return on equity based on 12.5% CET1 ²⁾	8.3%	18.7%	13.8%	1.4%	3.5%	6.9%	3.6%	-3.6%	10.5%	2.6%
Risk-weighted assets (end of period)	51,575	54,260	53,291	54,507	54,014	54,807	56,232	58,547	51,575	54,014
Employees (internal FTEs, end of period)	9,144	9,277	9,234	9,127	8,750	8,936	8,920	9,105	9,144	8,750
Four-quarter rolling average key figures										
Cost/income ratio	63.4%	64.7%	66.8%	68.4%	70.4%	69.6%	69.2%	66.0%		
Return on equity based on 12.5% CET1 ²⁾	10.5%	9.3%	6.4%	3.9%	2.6%	2.8%	3.7%	6.6%		

¹⁾ Including ING Luxembourg.

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

ING 1.21 Geographical split: Germany

Geographical split Germany ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	FY2021	FY2020
Profit or loss										
Net interest income	432	501	488	522	512	519	534	525	1,943	2,090
Net fee and commission income	138	124	112	150	136	104	118	110	525	468
Investment income	8	-31	0	8	1	3	-0	0	-16	4
Other income	40	27	39	30	17	25	39	41	137	122
Total income	618	620	640	711	666	651	691	676	2,589	2,684
Expenses excl. regulatory costs	308	294	312	296	287	290	294	296	1,209	1,167
Regulatory costs	33	21	49	34	23	19	19	43	137	104
Operating expenses	340	315	361	330	310	309	313	339	1,346	1,270
Gross result	278	305	279	381	357	342	378	337	1,243	1,414
Addition to loan loss provisions	43	31	30	13	7	19	228	13	117	267
Result before tax	235	274	249	367	350	323	150	324	1,125	1,146
Retail Banking	207	166	158	255	239	217	262	232	786	950
Wholesale Banking	28	109	91	112	110	106	-112	92	340	197
Corporate Line									-	-
Result before tax	235	274	249	367	350	323	150	324	1,125	1,146
Customer lending/deposits (in € billion)										
Residential mortgages	85.8	84.1	82.4	81.3	80.3	78.8	77.5	76.4	85.8	80.3
Other customer lending	42.0	41.8	43.1	44.6	41.9	43.7	44.8	45.1	42.0	41.9
Customer deposits	136.0	140.9	144.8	148.0	145.6	142.9	141.0	138.4	136.0	145.6
Key figures										
Cost/income ratio	55.0%	50.8%	56.4%	46.4%	46.5%	47.5%	45.3%	50.1%	52.0%	47.3%
Risk costs in bps of average customer lending	14	10	10	4	2	6	75	4	9	22
Return on equity based on 12.5% CET1 ²⁾	10.6%	12.7%	12.7%	17.1%	16.4%	15.3%	5.5%	15.4%	13.3%	13.1%
Risk-weighted assets (end of period)	45,241	46,037	46,531	46,128	45,852	47,009	46,640	47,017	45,241	45,852
Employees (internal FTEs, end of period)	6,256	6,402	6,397	6,359	6,183	6,031	5,839	5,677	6,256	6,183
Four-quarter rolling average key figures										
Cost/income ratio	52.0%	49.9%	49.1%	46.4%	47.3%	47.5%	46.4%	47.3%		
Return on equity based on 12.5% CET1 ²⁾	13.3%	14.7%	15.4%	13.5%	13.1%	12.9%	13.6%	16.6%		

¹⁾ Including ING Austria.

²⁾ 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 ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	FY2021	FY2020
Profit or loss										
Net interest income	453	463	465	508	448	439	444	449	1,889	1,781
Net fee and commission income	88	82	77	83	72	68	66	70	331	276
Investment income	-0	0	-2	-1	0	0	0	0	-3	1
Other income	14	28	29	19	7	6	-8	21	91	27
Total income	555	573	570	610	527	514	502	541	2,308	2,084
Expenses excl. regulatory costs	466	313	325	343	370	464	315	308	1,448	1,458
Regulatory costs	24	18	26	31	44	19	20	26	99	108
Operating expenses	491	332	351	373	414	483	336	334	1,547	1,566
Gross result	64	242	218	237	113	31	167	207	761	518
Addition to loan loss provisions	29	15	6	49	43	43	137	75	99	298
Result before tax	35	227	213	187	70	-12	29	132	662	220
Retail Banking	-53	100	106	54	5	-105	10	64	206	-27
Wholesale Banking	88	127	107	133	66	93	20	68	456	247
Corporate Line									-	-
Result before tax	35	227	213	187	70	-12	29	132	662	220
Customer lending/deposits (in € billion)										
Residential mortgages	62.9	60.8	60.5	60.6	59.1	57.6	57.7	54.8	62.9	59.1
Other customer lending	33.4	32.4	33.1	34.0	32.0	32.7	33.9	32.9	33.4	32.0
Customer deposits	96.5	95.0	95.0	98.5	100.4	98.7	98.0	92.5	96.5	100.4
Key figures										
Cost/income ratio	88.4%	57.9%	61.7%	61.2%	78.5%	94.0%	66.8%	61.7%	67.0%	75.1%
Risk costs in bps of average customer lending	12	6	2	21	19	19	61	34	11	33
Return on equity based on 12.5% CET1 ²⁾	2.1%	15.0%	13.0%	11.8%	3.8%	-1.8%	1.6%	7.9%	10.5%	2.9%
Risk-weighted assets (end of period)	35,106	35,389	35,591	36,473	35,649	34,765	35,038	34,976	35,106	35,649
Employees (internal FTEs, end of period)	5,856	6,010	6,055	6,108	6,110	6,115	5,990	5,817	5,856	6,110
Four-quarter rolling average key figures										
Cost/income ratio	67.0%	64.5%	73.0%	74.6%	75.1%	70.4%	63.7%	62.0%		
Return on equity based on 12.5% CET1 ²⁾	10.5%	10.9%	6.8%	3.9%	2.9%	4.6%	7.1%	9.3%		

¹⁾ Including Australia, Czech Republic, France, Italy, Spain and Portugal, Other.

²⁾ 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 ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	FY2021	FY2020
Profit or loss										
Net interest income	403	380	375	374	383	396	389	410	1,532	1,578
Net fee and commission income	97	91	82	81	76	78	62	69	351	286
Investment income	6	98	2	-	1	96	7	0	106	104
Other income	97	92	80	71	70	-155	95	100	341	111
Total income	602	662	540	526	530	415	553	579	2,330	2,078
Expenses excl. regulatory costs	282	263	260	263	265	267	259	271	1,068	1,062
Regulatory costs	53	42	44	69	53	42	42	72	208	210
Operating expenses	335	305	305	332	318	309	301	343	1,276	1,272
Gross result	267	356	235	195	212	106	252	237	1,053	807
Addition to loan loss provisions	20	44	-7	52	141	66	118	87	110	412
Result before tax	247	312	242	143	71	40	134	150	944	395
Retail Banking	186	263	183	110	-1	5	97	125	742	225
Wholesale Banking	61	49	58	33	72	35	37	26	202	169
Corporate Line									-	-
Result before tax	247	312	242	143	71	40	134	150	944	395
Customer lending/deposits (in € billion)										
Residential mortgages	15.2	14.8	14.5	13.5	13.1	12.6	12.6	12.0	15.2	13.1
Other customer lending	26.9	26.3	25.4	24.9	24.9	25.2	26.0	27.2	26.9	24.9
Customer deposits	50.8	49.8	49.3	48.0	46.6	46.9	47.1	43.9	50.8	46.6
Key figures										
Cost/income ratio	55.6%	46.1%	56.4%	63.0%	60.0%	74.5%	54.4%	59.1%	54.8%	61.2%
Risk costs in bps of average customer lending	19	44	-7	54	149	69	122	88	27	107
Return on equity based on 12.5% CET1 ²⁾	16.1%	23.2%	15.4%	9.7%	3.3%	0.2%	7.7%	8.1%	16.0%	5.0%
Risk-weighted assets (end of period)	38,932	37,456	37,372	39,082	38,361	37,811	39,810	43,955	38,932	38,361
Employees (internal FTEs, end of period)	15,101	15,250	15,274	15,252	15,181	14,984	14,928	14,910	15,101	15,181
Four-quarter rolling average key figures										
Cost/income ratio	54.8%	55.8%	62.8%	62.2%	61.2%	61.4%	55.7%	55.5%		
Return on equity based on 12.5% CET1 ²⁾	16.0%	12.8%	7.1%	5.3%	5.0%	6.3%	10.3%	11.2%		

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

²⁾ 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	FY2021	FY2020
Result before tax	13	111	15	13	6	-121	25	9	152	-80
Risk-weighted assets (end of period)	7,270	6,883	7,287	7,360	7,161	6,580	7,546	7,342	7,270	7,161

Market value ³⁾ - Asian stakes	
In € million	31 Dec 2021
TMB (23.0%)	864
Bank of Beijing (13.0%)	1,694
Total valuation	2,558

³⁾ 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	FY2021	FY2020
Profit or loss										
Net interest income	492	463	439	411	427	403	418	405	1,805	1,654
Net fee and commission income	140	134	128	118	100	101	86	131	520	418
Investment income	-1	0	0	0	0	0	0	0	-1	0
Other income	60	11	31	69	-9	55	136	61	172	242
Total income	690	608	598	599	518	560	640	597	2,496	2,315
Expenses excl. regulatory costs	281	266	292	276	291	285	286	300	1,114	1,162
Regulatory costs	42	-4	1	60	51	2	5	53	99	111
Operating expenses	323	261	293	336	343	286	290	353	1,214	1,273
Gross result	367	347	305	262	175	273	350	244	1,282	1,042
Addition to loan loss provisions	75	4	-93	-8	-77	83	402	276	-21	684
Result before tax	292	343	398	270	251	191	-52	-32	1,303	357
Retail Banking									-	-
Wholesale Banking	292	343	398	270	251	191	-52	-32	1,303	357
Corporate Line									-	-
Result before tax	292	343	398	270	251	191	-52	-32	1,303	357
Customer lending/deposits (in € billion)										
Residential mortgages	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	74.1	69.9	67.8	68.5	65.8	66.6	71.4	82.9	74.1	65.8
Customer deposits	8.7	10.1	7.9	10.2	9.2	11.1	12.0	13.5	8.7	9.2
Key figures										
Cost/income ratio	46.8%	43.0%	48.9%	56.2%	66.3%	51.2%	45.4%	59.2%	48.6%	55.0%
Risk costs in bps of average customer lending	42	2	-55	-5	-46	48	209	144	-3	95
Return on equity based on 12.5% CET1 ¹⁾	10.5%	14.8%	17.1%	11.7%	10.7%	7.2%	-2.3%	-1.2%	13.5%	3.3%
Risk-weighted assets (end of period)	64,450	61,765	58,479	59,592	58,473	61,630	68,024	69,331	64,450	58,473
Employees (internal FTEs, end of period)	3,691	3,711	3,681	3,734	3,703	3,739	3,733	3,716	3,691	3,703
Four-quarter rolling average key figures										
Cost/income ratio	48.6%	53.1%	55.3%	54.2%	55.0%	54.3%	53.1%	54.5%		
Return on equity based on 12.5% CET1 ¹⁾	13.5%	13.6%	11.6%	6.5%	3.3%	1.2%	1.6%	5.7%		

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

ING 1.25 Geographical split: Other

Geographical split Other ¹⁾										
In € million	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020	FY2021	FY2020
Profit or loss										
Net interest income	59	34	56	119	24	14	69	101	268	208
Net fee and commission income	-2	1	1	3	-0	2	-2	-1	3	-1
Investment income	0	0	0	0	2	0	0	0	1	2
Other income	-47	-4	52	-48	-103	-39	-24	-21	-47	-186
Total income	10	32	109	75	-77	-23	44	79	226	23
Expenses excl. regulatory costs	115	131	123	113	135	97	112	42	483	387
Regulatory costs	87	0	0	0	-5	5	1	0	87	0
Operating expenses	202	131	123	113	130	102	113	42	570	387
Gross result	-192	-99	-14	-39	-207	-125	-69	37	-345	-365
Addition to loan loss provisions	0	0	-0	-0	-0	-0	0	3	0	2
Result before tax	-192	-99	-14	-39	-207	-125	-69	34	-345	-367
Retail Banking									-	-
Wholesale Banking	-0	-0	0	0	4	-3	0	-2	-0	-0
Corporate Line	-192	-99	-14	-39	-212	-122	-70	36	-345	-367
Result before tax	-192	-99	-14	-39	-207	-125	-69	34	-345	-367
Customer lending/deposits (in € billion)										
Residential mortgages	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending	0.2	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.2	0.4
Customer deposits	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-0.0
Key figures										
Cost/income ratio	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Risk costs in bps of average customer lending	1	3	-1	-1	-4	-10	11	196	0	47
Return on equity based on 12.5% CET1 ²⁾	-127.5%	-151.6%	-59.1%	-105.1%	-192.2%	-146.3%	-3.5%	-26.6%	-112.0%	-91.8%
Risk-weighted assets (end of period)	3,161	3,096	2,985	2,721	2,592	2,704	2,726	2,741	3,161	2,592
Employees (internal FTEs, end of period)	300	366	408	340	12	12	10	9	300	12
Four-quarter rolling average key figures										
Cost/income ratio	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Return on equity based on 12.5% CET1 ²⁾	-112.0%	-126.6%	-124.5%	-111.1%	-91.8%	-52.7%	-13.3%	-12.8%		

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

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

ING 2.1 Consolidated Balance Sheet: Total assets - Comparable quarters

ING Group: Total assets						
In € million	ING Group		ING Bank N.V.		Holding/Eliminations	
	31 Dec 2021	30 Sep 2021	31 Dec 2021	30 Sep 2021	31 Dec 2021	30 Sep 2021
Cash and balances with central banks	106,520	127,781	106,520	127,781		
Loans and advances to banks	23,592	25,828	23,591	25,827	1	1
Financial assets at fair value through profit or loss						
- trading assets	51,381	56,007	51,389	56,013	-8	-6
- non-trading derivatives	1,536	1,859	1,536	1,859		
- designated as at fair value through profit or loss	6,355	5,843	6,355	5,843		
- mandatorily at fair value through profit or loss	42,684	62,447	42,684	62,447		
Financial assets at fair value OCI						
- equity securities FV OCI	2,457	2,321	2,457	2,321		
- debt securities FV OCI	27,340	27,526	27,340	27,526		
- loans and advances FV OCI	838	837	838	837		
Securities at amortised cost	48,319	48,462	48,319	48,462		
Loans and advances to customers						
- customer lending	632,782	619,179	632,824	619,311	-42	-132
- provision for loan losses	-5,274	-5,201	-5,274	-5,201		
Investments in associates and joint ventures	1,587	1,470	1,587	1,470		
Property and equipment	2,515	2,555	2,515	2,555		
Intangible assets	1,156	1,246	1,156	1,246		
Current tax assets	549	575	533	556	16	19
Deferred tax assets	957	789	957	789		
Other assets	5,996	7,855	5,991	7,845	6	9
Assets held for sale		1,370		1,370		
Total assets	951,290	988,751	951,317	988,860	-28	-109

ING 2.2 Consolidated Balance Sheet: Total assets - Quarterly overview

ING Group: Total 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	106,520	127,781	121,331	112,703	111,087	111,081	118,971	63,819
Loans and advances to banks	23,592	25,828	26,198	31,033	25,364	29,019	30,664	32,998
Financial assets at fair value through profit or loss								
- trading assets	51,381	56,007	50,652	50,453	51,356	52,592	53,781	62,071
- non-trading derivatives	1,536	1,859	2,112	2,442	3,583	2,752	2,488	2,415
- designated as at fair value through profit or loss	6,355	5,843	5,421	5,030	4,126	3,890	3,700	2,793
- mandatorily at fair value through profit or loss	42,684	62,447	63,217	62,677	44,305	53,137	51,142	52,264
Financial assets at fair value OCI								
- equity securities FV OCI	2,457	2,321	2,434	1,924	1,862	1,817	1,998	1,980
- debt securities FV OCI	27,340	27,526	29,693	30,851	32,977	34,248	35,650	34,102
- loans and advances FV OCI	838	837	889	963	1,056	1,180	1,345	1,525
Securities at amortised cost	48,319	48,462	49,467	49,893	50,587	50,526	51,085	47,534
Loans and advances to customers								
- customer lending	632,782	619,179	616,284	623,488	603,956	607,599	622,738	631,569
- provision for loan losses	-5,274	-5,201	-5,347	-5,785	-5,779	-6,185	-6,029	-4,998
Investments in associates and joint ventures	1,587	1,470	1,461	1,502	1,475	1,467	1,775	1,693
Property and equipment	2,515	2,555	2,631	2,724	2,841	2,987	3,086	3,119
Intangible assets	1,156	1,246	1,315	1,362	1,394	1,418	1,586	1,917
Current tax assets	549	575	679	766	419	474	515	475
Deferred tax assets	957	789	787	838	773	836	806	818
Other assets	5,996	7,855	7,743	7,487	5,893	7,642	9,543	8,591
Assets held for sale		1,370	1,278	518				
Total assets	951,290	988,751	978,246	980,870	937,275	956,481	984,842	944,685

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 Dec 2021	30 Sep 2021	31 Dec 2021	30 Sep 2021	31 Dec 2021	30 Sep 2021
Deposits from banks	85,092	91,166	85,092	91,166		
Customer deposits	617,296	620,116	657,831	661,328	-40,535	-41,212
Financial liabilities at fair value through profit or loss						
- trading liabilities	27,113	25,051	27,113	25,051		
- non-trading derivatives	2,120	2,080	2,120	2,080		
- designated as at fair value through profit or loss	41,808	65,859	41,808	65,859	-0	-0
Current tax liability	271	316	271	316	0	
Deferred tax liabilities	603	574	603	574		
Provisions	995	943	973	911	21	32
Other liabilities	12,839	15,980	12,695	14,099	145	1,882
Liabilities held for sale		2,053		2,053		
Debt securities in issue	91,784	92,539	57,443	60,312	34,341	32,228
Subordinated loans	16,715	15,689	16,719	15,782	-4	-93
Total liabilities	896,635	932,367	902,668	939,531	-6,032	-7,164
Shareholders' equity	53,919	55,439	47,914	48,384	6,005	7,056
Non-controlling interests	736	945	736	945		
Total equity	54,654	56,384	48,650	49,329	6,005	7,056
Total liabilities and equity	951,290	988,751	951,317	988,860	-28	-109

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	85,092	91,166	89,134	85,095	78,098	78,173	78,649	45,908
Customer deposits	617,296	620,116	620,593	628,233	609,642	605,620	605,798	586,193
Financial liabilities at fair value through profit or loss								
- trading liabilities	27,113	25,051	26,845	29,700	32,709	32,089	35,745	44,794
- non-trading derivatives	2,120	2,080	1,925	2,853	1,629	2,449	2,435	3,074
- designated as at fair value through profit or loss	41,808	65,859	58,370	59,437	48,444	56,292	52,461	49,823
Current tax liability	271	316	290	351	342	349	387	454
Deferred tax liabilities	603	574	596	585	584	702	758	834
Provisions	995	943	756	744	691	545	566	607
Other liabilities	12,839	15,980	13,652	13,363	11,609	12,667	14,879	16,255
Liabilities held for sale		2,053	2,243					
Debt securities in issue	91,784	92,539	91,840	90,033	82,065	95,972	121,138	124,501
Subordinated loans	16,715	15,689	14,791	14,494	15,805	16,393	16,697	16,951
Total liabilities	896,635	932,367	921,037	924,887	881,616	901,251	929,515	889,395
Shareholders' equity	53,919	55,439	56,222	55,041	54,637	54,204	54,305	54,334
Non-controlling interests	736	945	987	941	1,022	1,025	1,022	956
Total equity	54,654	56,384	57,209	55,982	55,659	55,230	55,327	55,290
Total liabilities and equity	951,290	988,751	978,246	980,870	937,275	956,481	984,842	944,685

ING 2.5 Total Equity: Comparable quarters

ING Group: Total equity						
In € million	ING Group		ING Bank N.V.		Holdings/Eliminations	
	31 Dec 2021	30 Sep 2021	31 Dec 2021	30 Sep 2021	31 Dec 2021	30 Sep 2021
Share capital	39	39	525	525	-486	-486
Share premium	17,105	17,105	16,542	16,542	563	563
Revaluation reserve equity securities	1,282	1,151	1,282	1,151		
Revaluation reserve debt instruments	92	169	92	169		
Revaluation reserve cashflow hedge	-153	594	-153	594		
Other revaluation reserve	208	214	208	214		
Remeasurement of the net defined benefit asset/liability	-212	-256	-212	-256		
Currency translation reserve	-3,483	-3,401	-3,483	-3,401	0	0
Treasury shares	-1,612	-6			-1,612	-6
Liability credit reserve	-80	-96	-80	-96		
Retained earnings and other reserves	35,958	36,094	28,424	29,105	7,534	6,989
Net result year to date	4,776	3,832	4,770	3,836	7	-5
Shareholders' equity	53,919	55,439	47,914	48,384	6,005	7,056
Non-controlling interests	736	945	736	945		
Total equity	54,654	56,384	48,650	49,329	6,005	7,056
Key figures						
Shareholders' equity per share in €	14.28	14.20				
Shares outstanding in the market (in million)	3,776	3,904				

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	39	39	39
Share premium	17,105	17,105	17,105	17,105	17,089	17,089	17,089	17,088
Revaluation reserve equity securities	1,282	1,151	1,270	1,240	1,181	1,130	1,270	1,258
Revaluation reserve debt instruments	92	169	165	197	296	250	200	113
Revaluation reserve cashflow hedge	-153	594	873	1,009	1,450	1,602	1,709	1,567
Other revaluation reserve	208	214	215	219	221	231	262	248
Remeasurement of the net defined benefit asset/liability	-212	-256	-278	-285	-307	-291	-252	-167
Currency translation reserve	-3,483	-3,401	-3,485	-3,336	-3,636	-3,419	-2,729	-2,677
Treasury shares	-1,612	-6	-8	-7	-4	-9	-3	-6
Liability credit reserve	-80	-96	-100	-100	-117	-119	-103	350
Retained earnings and other reserves	35,958	36,094	37,962	37,954	35,941	35,946	35,855	35,852
Net result year to date	4,776	3,832	2,464	1,005	2,485	1,757	969	670
Shareholders' equity	53,919	55,439	56,222	55,041	54,637	54,204	54,305	54,334
Non-controlling interests	736	945	987	941	1,022	1,025	1,022	956
Total equity	54,654	56,384	57,209	55,982	55,659	55,230	55,327	55,290
Key figures								
Shareholders' equity per share in €	14.28	14.20	14.40	14.10	14.01	13.90	13.92	13.93

ING 2.7 Capital position

Capital position	ING Group		ING Bank	
	31 Dec 2021	30 Sep 2021	31 Dec 2021	30 Sep 2021
In € million				
Shareholders' equity (parent)	53,919	55,439	47,914	48,384
- Reserved profit not included in CET1 capital ¹⁾	-1,568	-2,840	-934	-685
- Minority interests, counting as CET1 capital	189	183	369	360
- Goodwill and intangibles deductible from CET1	-821	-914	-821	-914
- Deferred tax liabilities associated to intangible assets	6	15	6	15
- Shortfall on expected loan loss provision	-143	-155	-143	-155
- Adjustment Revaluation reserve bonds				
- Adjustment Revaluation reserve equity				
- Adjustment Revaluation reserve real estate				
- Adjustment Revaluation reserve cash flow hedge	153	-594	153	-594
- Treasury shares (ING Group)			-8	-6
- Prudent Valuation adjustment	-467	-471	-467	-471
- Own credit risk	80	96	80	96
- Defined benefit remeasurement				
- Defined benefit pension fund assets	-603	-571	-603	-571
- Deferred tax assets	-257	-172	-257	-172
- Own credit risk adjustments to derivatives (DVA)	-22	-21	-22	-21
- Irrevocable Payment Commitment (IPC)	-434	-434	-434	-434
- Excess of provisions over expected losses eligible	23	49	23	49
- Non-Performing Exposure Prudential Backstop (Pillar I)	-6	-2	-6	-2
- Non-Performing Exposure Prudential Backstop (Pillar II)	-289	-438	-	-
Regulatory adjustments	-4,159	-6,269	-3,064	-3,504
Available common equity Tier 1 capital	49,760	49,171	44,850	44,880
Subordinated loans qualifying as Tier 1 capital ²⁾	6,808	6,659	6,792	6,642
Regulatory adjustments additional Tier 1	50	49	78	76
Available Tier 1 capital	56,618	55,878	51,720	51,598
Supplementary capital - Tier 2 bonds ³⁾	9,341	8,346	9,341	8,346
Regulatory adjustments Tier 2	-158	-159	21	33
Available BIS capital	65,801	64,066	61,081	59,978
Risk-weighted assets	313,064	310,528	312,616	310,083
Common equity Tier 1 ratio	15.9%	15.8%	14.3%	14.5%
Tier 1 ratio	18.1%	18.0%	16.5%	16.6%
Total capital ratio	21.0%	20.6%	19.5%	19.3%

¹⁾ The reserved profit not included in CET1 capital ING Group as per 31 December 2021 was €1,568 million, which was fully related to the result of 2021.

²⁾ All AT1 securities are CRR/CRD IV compliant.

³⁾ Including €9,188 million, which is CRR/CRD IV-compliant (3Q2021: €8,193 million), and €153 million to be replaced (by Group instruments) as capital recognition is subject to CRR/CRD IV grandfathering rules (3Q2021: €153 million).

ING 2.8 Funding

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

In € million	Long-term debt issued			Maturing ¹⁾										
	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	>2031
ING Bank senior debt ²⁾	4,616	1,160	1,221	3,535	446	151	503	503	450	384	129	109	257	1,372
ING Bank covered bond	4,266	1,250	3,390	3,396	3,015	1,264	1,759	2,650	1,372	3,313	2,444	1,600	1,651	2,218
ING Bank RMBS	949		76											1,229
ING Group senior debt ²⁾	6,277	2,065	8,039	3,963	4,590	1,565	3,250	4,177	2,649	6,203	2,620	3,972	228	885
ING Bank Tier 2					716			2	150					
ING Group Tier 2	995	1,500	1,500						77	2,104	1,842	1,750	1,500	1,730

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

²⁾ 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 Dec 2021	30 Sep 2021
Loan-to-deposit ratio	1.02	0.99
Key figures		
Customer deposits (retail)	51%	49%
Customer deposits (corporate)	21%	20%
Repurchase agreement	5%	8%
Interbank	9%	10%
CD/CP	3%	3%
Long-term senior debt	8%	8%
Subordinated debt	2%	2%
Liabilities held for sale ¹⁾		0%
Total²⁾	100%	100%

¹⁾ Liabilities held for sale as per 3Q2021 relate to Retail Banking Austria customer deposits that were sold to bank99 in 4Q2021.

²⁾ Financial liabilities excluding trading securities and IFRS equity.

ING 2.9 Investments: ING Group

ING Group: Investments - 31 December 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	48.3	27.4	0.1	6.6	82.3	0.1
of which Government bonds	26.6	16.3	-0.0	0.0	42.9	-0.0
of which Sub-sovereign, Supranationals and Agencies	13.8	7.6	0.0	3.1	24.5	0.0
of which Covered bonds	5.1	1.7	0.0	0.0	6.8	0.0
of which Financial institutions	1.9	0.8	0.0	1.9	4.7	0.0
of which Corporate bonds	0.1	0.2	0.0	0.8	1.0	0.0
of which asset-backed securities	0.9	0.8	-0.0	0.7	2.4	-0.0
Total equity securities		2.5	1.3		2.5	1.3
Total Investments	48.3	29.8	1.3	6.6	84.7	1.3

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

ING 3.1 Customer lending/deposits: 4Q2021 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						
Residential mortgages												
Beginning of period	309.6	309.1	110.0	39.4	84.0	75.6	0.5	0.0	0.0	0.0	0.5	0.0
Net production	3.8	3.8	0.1	0.2	2.0	1.6	0.0				0.0	
Treasury												
Acquisitions / divestments												
FX impact and other	0.5	0.5	-0.1	-0.1	-0.2	0.9	-0.1				-0.1	
End of period	313.8	313.4	109.9	39.5	85.8	78.1	0.4	0.0	0.0	0.0	0.4	0.0
Other customer lending												
Beginning of period	309.6	135.1	44.9	50.1	11.6	28.6	174.1	133.2	31.7	4.9	4.2	0.4
Net production	9.3	0.7	-0.3	0.2	0.2	0.6	8.6	6.0	0.8	2.3	-0.4	
Treasury	-0.8	-0.7	-0.2	-0.0	-0.4	0.0	-0.1				-0.1	
Acquisitions / divestments												
FX impact and other	0.8	-0.7				-0.7	1.8	1.3	0.4			-0.3
End of period	319.0	134.4	44.3	50.2	11.3	28.5	184.4	140.5	33.0	7.2	3.7	0.2
Customer deposits												
Beginning of period	620.1	550.7	182.0	90.7	139.6	138.4	69.4	1.0	62.0	2.1	4.4	0.0
Net production	-2.1	2.7	3.8	0.4	-5.0	3.4	-4.9	-0.1	-4.4	-0.6	0.3	
Treasury	-0.6	-0.5	-0.2	-0.1	0.0	-0.2	-0.1				-0.1	
Acquisitions / divestments												
FX impact and other	-0.1	0.1		0.4		-0.2	-0.2	0.0	-0.3	0.0	0.0	
End of period	617.3	553.0	185.6	91.3	134.6	141.4	64.3	0.9	57.4	1.5	4.5	0.0

ING 3.2 Customer lending/deposits: Quarterly overview

Customer lending/deposits								
In € billion	4Q2021	3Q2021 ¹⁾	2Q2021 ²⁾	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period	309.6	307.0	304.6	302.2	298.9	298.7	294.6	298.0
Net production	3.8	3.6	3.2	2.5	2.1	0.8	0.9	0.4
Treasury								
Acquisitions / divestments								
FX impact and other	0.5	-1.0	-0.8	-0.1	1.1	-0.5	3.3	-3.9
End of period	313.8	309.6	307.0	304.6	302.2	298.9	298.7	294.6
Other customer lending								
Beginning of period	309.6	309.3	318.9	301.8	308.7	324.0	337.0	318.3
Net production	9.3	-0.7	-8.4	15.1	-3.3	-8.0	-8.2	11.6
Treasury	-0.8	-0.2	-0.3	-1.2	-0.6	-3.0	-3.5	7.6
Acquisitions / divestments								
FX impact and other	0.8	1.2	-1.0	3.2	-3.0	-4.3	-1.3	-0.6
End of period	319.0	309.6	309.3	318.9	301.8	308.7	324.0	337.0
Customer deposits								
Beginning of period	620.1	620.6	628.2	609.6	605.6	605.8	586.2	574.4
Net production	-2.1	-1.2	-3.4	8.1	7.8	3.4	20.9	9.2
Treasury	-0.6	1.8	-4.2	10.3	-4.8	-1.5	-4.4	8.9
Acquisitions / divestments								
FX impact and other	-0.1	-1.1	-0.0	0.2	1.0	-2.1	3.1	-6.3
End of period	617.3	620.1	620.6	628.2	609.6	605.6	605.8	586.2

¹⁾ Net production in customer deposits in 3Q2021 includes €-0.6 billion change in run-off portfolios of Retail Banking Austria (€-0.1 billion) and Retail Banking Czech Republic (€-0.5 billion) due to outflows.

²⁾ Net production in customer lending in 2Q2021 includes change in run-off portfolio of Retail Banking Austria due to transfer to assets held for sale (of which €-0.8 billion in mortgages and €-0.4 billion in other customer lending). Net production in customer deposits in 2Q2021 includes €-6.2 billion change in run-off portfolio of Retail Banking Austria due to outflows (€-4.0 billion) and transfer to liabilities held for sale (€-2.2 billion), and €-2.1 billion change in run-off portfolio of Retail Banking Czech Republic due to outflows.

ING 3.3 Customer lending/deposits: Retail Banking

Customer lending/deposits Retail Banking								
In € billion	4Q2021	3Q2021 ¹⁾	2Q2021 ²⁾	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period	309.1	306.4	304.0	301.4	298.2	297.9	293.8	297.3
Net production	3.8	3.6	3.2	2.6	2.1	0.8	0.9	0.4
Treasury								
Acquisitions / divestments								
FX impact and other	0.5	-0.9	-0.8	0.0	1.1	-0.5	3.2	-3.9
End of period	313.4	309.1	306.4	304.0	301.4	298.2	297.9	293.8
Other customer lending								
Beginning of period	135.1	134.7	134.1	135.5	138.6	141.7	141.2	139.8
Net production	0.7	0.9	0.7	-0.1	-2.6	0.1	-2.6	2.2
Treasury	-0.7	-0.1	-0.2	-0.9	-0.5	-2.4	2.8	0.6
Acquisitions / divestments								
FX impact and other	-0.7	-0.3	0.1	-0.3	-0.1	-0.8	0.3	-1.5
End of period	134.4	135.1	134.7	134.1	135.5	138.6	141.7	141.2
Customer deposits								
Beginning of period	550.7	552.9	557.2	544.2	537.7	536.0	515.9	510.9
Net production	2.7	-2.5	-1.0	4.8	8.8	4.4	20.6	3.2
Treasury	-0.5	1.5	-3.2	8.2	-3.3	-1.2	-3.4	7.5
Acquisitions / divestments								
FX impact and other	0.1	-1.2	-0.1	0.0	1.0	-1.6	2.9	-5.6
End of period	553.0	550.7	552.9	557.2	544.2	537.7	536.0	515.9

¹⁾ Net production in customer deposits in 3Q2021 includes €-0.6 billion change in run-off portfolios of Retail Banking Austria (€-0.1 billion) and Retail Banking Czech Republic (€-0.5 billion) due to outflows.

²⁾ Net production in customer lending in 2Q2021 includes change in run-off portfolio of Retail Banking Austria due to transfer to assets held for sale (of which €-0.8 billion in mortgages and €-0.4 billion in other customer lending). Net production in customer deposits in 2Q2021 includes €-6.2 billion change in run-off portfolio of Retail Banking Austria due to outflows (€-4.0 billion) and transfer to liabilities held for sale (€-2.2 billion), and €-2.1 billion change in run-off portfolio of Retail Banking Czech Republic due to outflows.

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
Residential mortgages								
Beginning of period	110.0	110.0	109.9	110.2	110.8	111.3	111.7	111.9
Net production	0.1	0.1	0.2	0.1	-0.5	-0.5	-0.5	-0.5
Treasury								
Acquisitions / divestments								
FX impact and other	-0.1	-0.1	-0.1	-0.5	-0.0	-0.0	0.1	0.3
End of period	109.9	110.0	110.0	109.9	110.2	110.8	111.3	111.7
Other customer lending								
Beginning of period	44.9	45.2	45.7	46.6	47.7	51.3	49.4	48.3
Net production	-0.3	-0.2	-0.0	-0.1	-1.0	-0.9	-0.7	0.1
Treasury	-0.2	-0.0	-0.5	-0.8	-0.1	-2.7	2.6	0.9
Acquisitions / divestments								
FX impact and other								
End of period	44.3	44.9	45.2	45.7	46.6	47.7	51.3	49.4
Customer deposits								
Beginning of period	182.0	179.4	177.2	165.2	165.2	164.8	158.1	150.3
Net production	3.8	1.7	4.2	5.1	3.0	1.2	9.6	1.5
Treasury	-0.2	0.9	-2.1	6.9	-3.0	-0.8	-2.9	6.3
Acquisitions / divestments								
FX impact and other								
End of period	185.6	182.0	179.4	177.2	165.2	165.2	164.8	158.1

ING 3.5 Customer lending/deposits: Retail Banking Belgium

Customer lending/deposits Retail Banking Belgium ¹⁾								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period	39.4	39.2	38.7	38.7	38.6	39.0	39.1	39.3
Net production	0.2	0.2	0.5	0.1	-0.0	-0.3	-0.1	-0.2
Treasury								
Acquisitions / divestments								
FX impact and other ²⁾	-0.1	0.0	-0.0	-0.1	0.1	-0.0	0.0	0.0
End of period	39.5	39.4	39.2	38.7	38.7	38.6	39.0	39.1
Other customer lending								
Beginning of period	50.1	50.4	50.4	50.8	52.3	51.8	53.0	52.0
Net production	0.2	-0.3	0.1	-0.4	-1.3	0.5	-1.3	1.3
Treasury	-0.0	-0.0	0.0	-0.0	-0.0	0.0	0.0	-0.3
Acquisitions / divestments								
FX impact and other ²⁾					-0.1			
End of period	50.2	50.1	50.4	50.4	50.8	52.3	51.8	53.0
Customer deposits								
Beginning of period	90.7	91.7	93.1	93.5	92.6	93.6	90.9	89.7
Net production	0.4	-1.1	-1.3	-0.5	1.2	-0.5	2.9	0.5
Treasury	-0.1	0.1	-0.1	0.1	-0.3	-0.4	-0.2	0.8
Acquisitions / divestments								
FX impact and other	0.4							
End of period	91.3	90.7	91.7	93.1	93.5	92.6	93.6	90.9

¹⁾ Including ING Luxembourg.

ING 3.6 Customer lending/deposits: Retail Banking Germany

Customer lending/deposits Retail Banking Germany ¹⁾								
In € billion	4Q2021	3Q2021 ²⁾	2Q2021 ³⁾	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period	84.0	82.3	81.3	80.2	78.6	77.4	76.3	76.0
Net production	2.0	1.8	1.1	1.2	1.6	1.3	1.0	0.3
Treasury								
Acquisitions / divestments								
FX impact and other	-0.2	-0.1	-0.1	-0.2	-0.0	0.0	0.0	0.0
End of period	85.8	84.0	82.3	81.3	80.2	78.6	77.4	76.3
Other customer lending								
Beginning of period	11.6	11.2	11.0	11.1	11.4	11.0	10.9	10.7
Net production	0.2	0.4	-0.1	0.1	0.1	0.1	-0.1	0.3
Treasury	-0.4	-0.1	0.3	-0.1	-0.4	0.3	0.2	-0.1
Acquisitions / divestments								
FX impact and other								
End of period	11.3	11.6	11.2	11.0	11.1	11.4	11.0	10.9
Customer deposits								
Beginning of period	139.6	143.7	146.6	144.3	141.5	139.7	137.4	138.5
Net production	-5.0	-4.4	-2.4	1.7	2.9	1.7	2.4	-1.2
Treasury	0.0	0.3	-0.5	0.6	-0.1	0.0	-0.1	0.1
Acquisitions / divestments								
FX impact and other								
End of period	134.6	139.6	143.7	146.6	144.3	141.5	139.7	137.4

¹⁾ Including ING Austria.

²⁾ Net production in customer deposits of Retail Banking Germany in 3Q2021 includes €-0.1 billion change in run-off portfolio of Retail Banking Austria due to outflows.

³⁾ Net production in customer lending of Retail Banking Germany in 2Q2021 includes €-1.2 billion change in run-off portfolio of Retail Banking Austria due to transfer to assets held for sale (of which €-0.8 billion in mortgages and €-0.4 billion in other customer lending). Net production in customer deposits of Retail Banking Germany in 2Q2021 includes €-6.2 billion change in run-off portfolio of Retail Banking Austria due to outflows (€-4.0 billion) and transfer to liabilities held for sale (€-2.2 billion).

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

Customer lending/deposits Retail Banking Other Challengers & Growth Markets ¹⁾								
In € billion	4Q2021	3Q2021 ²⁾	2Q2021 ³⁾	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period	75.6	74.9	74.1	72.2	70.1	70.3	66.8	70.1
Net production	1.6	1.5	1.4	1.2	1.1	0.3	0.5	0.8
Treasury								
Acquisitions / divestments								
FX impact and other	0.9	-0.8	-0.7	0.8	1.0	-0.5	3.0	-4.2
End of period	78.1	75.6	74.9	74.1	72.2	70.1	70.3	66.8
Other customer lending								
Beginning of period	28.6	27.8	26.9	26.9	27.2	27.7	27.9	28.8
Net production	0.6	1.1	0.8	0.4	-0.3	0.3	-0.5	0.5
Treasury	0.0	-0.0	-0.0	0.0	-0.0	-0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other	-0.7	-0.3	0.1	-0.3	0.1	-0.8	0.3	-1.5
End of period	28.5	28.6	27.8	26.9	26.9	27.2	27.7	27.9
Customer deposits								
Beginning of period	138.4	138.1	140.2	141.1	138.4	137.9	129.5	132.5
Net production	3.4	1.3	-1.5	-1.5	1.7	2.0	5.8	2.3
Treasury	-0.2	0.2	-0.6	0.5	0.0	-0.0	-0.2	0.3
Acquisitions / divestments								
FX impact and other	-0.2	-1.2	-0.1	0.0	1.0	-1.6	2.9	-5.6
End of period	141.4	138.4	138.1	140.2	141.1	138.4	137.9	129.5

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

²⁾ Net production in customer deposits of Retail Banking Other Challengers & Growth Markets in 3Q2021 includes €-0.5 billion change in run-off portfolio of Retail Banking Czech Republic due to outflows.

³⁾ Net production in customer deposits of Retail Banking Other Challengers & Growth Markets in 2Q2021 includes €-2.1 billion change in run-off portfolio of Retail Banking Czech Republic due to outflows.

ING 3.8 Customer lending/deposits: Wholesale Banking

Customer lending/deposits Wholesale Banking								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period	0.5	0.6	0.6	0.8	0.8	0.8	0.8	0.8
Net production	0.0		0.0	-0.1	0.1	-0.0	0.0	-0.0
Treasury								
Acquisitions / divestments								
FX impact and other	-0.1	-0.1	-0.0	-0.1	-0.0	0.0	0.0	-0.0
End of period	0.4	0.5	0.6	0.6	0.8	0.8	0.8	0.8
Other customer lending								
Beginning of period	174.1	174.2	184.4	165.9	169.7	181.9	195.5	178.1
Net production	8.6	-1.6	-9.1	15.2	-0.7	-8.1	-5.6	9.4
Treasury	-0.1	-0.0	-0.1	-0.3	-0.1	-0.6	-6.3	7.1
Acquisitions / divestments								
FX impact and other	1.8	1.6	-1.1	3.6	-3.0	-3.5	-1.6	0.9
End of period	184.4	174.1	174.2	184.4	165.9	169.7	181.9	195.5
Customer deposits								
Beginning of period	69.4	67.7	71.1	65.4	67.9	69.8	70.3	63.5
Net production	-4.9	1.4	-2.5	3.3	-0.9	-1.0	0.3	6.0
Treasury	-0.1	0.3	-0.9	2.1	-1.5	-0.3	-1.0	1.4
Acquisitions / divestments								
FX impact and other	-0.2	0.0	0.1	0.1	-0.1	-0.5	0.2	-0.6
End of period	64.3	69.4	67.7	71.1	65.4	67.9	69.8	70.3

ING 3.9 Customer lending/deposits: WB - Lending

Customer lending/deposits Wholesale Banking - Lending								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period	133.2	134.6	139.1	130.6	137.8	147.0	151.8	140.1
Net production	6.0	-2.5	-3.6	5.8	-5.0	-6.4	-3.6	11.2
Treasury								
Acquisitions / divestments								
FX impact and other	1.3	1.1	-0.9	2.7	-2.2	-2.7	-1.2	0.5
End of period	140.5	133.2	134.6	139.1	130.6	137.8	147.0	151.8
Customer deposits								
Beginning of period	1.0	0.4	0.6	1.0	0.5	0.4	0.5	0.5
Net production	-0.1	0.5	-0.2	-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	-0.0	-0.0	0.0
End of period	0.9	1.0	0.4	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
Residential mortgages								
Beginning of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period	31.7	30.4	31.7	29.1	26.2	28.8	30.4	32.0
Net production	0.8	1.0	-1.1	1.7	3.6	-1.8	-1.2	-2.0
Treasury								
Acquisitions / divestments								
FX impact and other	0.4	0.4	-0.2	0.8	-0.7	-0.8	-0.4	0.4
End of period	33.0	31.7	30.4	31.7	29.1	26.2	28.8	30.4
Customer deposits								
Beginning of period	62.0	61.4	62.1	58.9	58.5	59.7	58.2	54.0
Net production	-4.4	0.6	-0.8	3.2	0.4	-0.9	1.5	4.6
Treasury								
Acquisitions / divestments								
FX impact and other	-0.3	-0.0	0.1	-0.0	-0.0	-0.3	0.1	-0.4
End of period	57.4	62.0	61.4	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
Residential mortgages								
Beginning of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period	4.9	5.3	9.5	2.0	1.4	1.6	2.1	1.4
Net production	2.3	-0.3	-4.3	7.5	0.6	-0.2	-0.6	0.7
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period	7.2	4.9	5.3	9.5	2.0	1.4	1.6	2.1
Customer deposits								
Beginning of period	2.1	2.4	3.9	3.3	5.0	5.5	6.4	4.6
Net production	-0.6	-0.3	-1.5	0.5	-1.6	-0.3	-1.0	2.0
Treasury								
Acquisitions / divestments								
FX impact and other	0.0	0.0	-0.0	0.1	-0.1	-0.3	0.1	-0.2
End of period	1.5	2.1	2.4	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
Residential mortgages								
Beginning of period	0.5	0.6	0.6	0.8	0.8	0.8	0.8	0.8
Net production	0.0		0.0	-0.1	0.1	-0.0	0.0	-0.0
Treasury								
Acquisitions / divestments								
FX impact and other	-0.1	-0.1	-0.0	-0.1	-0.0	0.0	0.0	-0.0
End of period	0.4	0.5	0.6	0.6	0.8	0.8	0.8	0.8
Other customer lending								
Beginning of period	4.2	3.9	4.1	4.2	4.2	4.6	11.1	4.6
Net production	-0.4	0.3	-0.1	0.1	0.1	0.3	-0.2	-0.5
Treasury	-0.1	-0.0	-0.1	-0.3	-0.1	-0.6	-6.3	7.1
Acquisitions / divestments								
FX impact and other			-0.0	0.0	-0.0	-0.0	-0.0	
End of period	3.7	4.2	3.9	4.1	4.2	4.2	4.6	11.1
Customer deposits								
Beginning of period	4.4	3.5	4.4	2.3	4.0	4.1	5.3	4.4
Net production	0.3	0.5	0.0	0.0	-0.2	0.2	-0.1	-0.5
Treasury	-0.1	0.3	-0.9	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	-0.0	-0.0	-0.0
End of period	4.5	4.4	3.5	4.4	2.3	4.0	4.1	5.3

ING 3.13 Customer lending/deposits: Corporate Line

Customer lending/deposits Corporate Line								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period								
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period								
Other customer lending								
Beginning of period	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other	-0.3	-0.0	0.0	0.0	0.0	0.0	0.0	0.0
End of period	0.2	0.4	0.4	0.4	0.4	0.4	0.4	0.4
Customer deposits								
Beginning of period	0.0	0.0	0.0	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
End of period	0.0	0.0	0.0	0.0	-0.0	0.0	0.0	0.0

ING 3.14 Customer lending/deposits: 4Q2021 Geographical split

Customer lending/deposits Geographical split								
In € billion	Total	Netherlands	Belgium	Germany	Other Challengers	Growth Markets	WB Rest of World	Other
Residential mortgages								
Beginning of period	309.6	110.4	39.5	84.1	60.8	14.8	0.0	0.0
Net production	3.8	0.1	0.2	2.0	1.1	0.5		
Treasury								
Acquisitions / divestments								
FX impact and other	0.5	-0.2	-0.1	-0.3	1.0	-0.1		
End of period	313.8	110.3	39.6	85.8	62.9	15.2	0.0	0.0
Other customer lending								
Beginning of period	309.6	72.7	66.0	41.8	32.4	26.3	69.9	0.4
Net production	9.3	3.0	0.8	0.5	0.8	1.4	2.9	0.0
Treasury	-0.8	-0.3	-0.0	-0.5	-0.0	0.0	0.1	
Acquisitions / divestments								
FX impact and other	0.8	0.2	0.1	0.2	0.3	-0.9	1.2	-0.3
End of period	319.0	75.6	66.8	42.0	33.4	26.9	74.1	0.2
Customer deposits								
Beginning of period	620.1	215.5	108.9	140.9	95.0	49.8	10.1	0.0
Net production	-2.1	0.9	0.4	-5.0	0.6	2.5	-1.6	
Treasury	-0.6	-0.2	-0.1	0.0	-0.0	-0.2	-0.0	
Acquisitions / divestments								
FX impact and other	-0.1				0.9	-1.2	0.2	
End of period	617.3	216.2	109.2	136.0	96.5	50.8	8.7	0.0

ING 3.15 Customer lending/deposits: Geographical Netherlands

Customer lending/deposits Geographical Netherlands								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period	110.4	110.5	110.3	110.8	111.4	111.9	112.2	112.4
Net production	0.1	0.1	0.2	0.1	-0.5	-0.5	-0.5	-0.5
Treasury								
Acquisitions / divestments								
FX impact and other	-0.2	-0.2	-0.1	-0.6	-0.1	-0.1	0.2	0.2
End of period	110.3	110.4	110.5	110.3	110.8	111.4	111.9	112.2
Other customer lending								
Beginning of period	72.7	73.8	80.0	72.0	73.5	79.3	77.7	75.6
Net production	3.0	-1.2	-5.4	8.5	-1.0	-2.0	-1.4	1.0
Treasury	-0.3	-0.0	-0.7	-0.9	-0.1	-3.4	3.2	0.9
Acquisitions / divestments								
FX impact and other	0.2	0.2	-0.1	0.4	-0.4	-0.4	-0.2	0.2
End of period	75.6	72.7	73.8	80.0	72.0	73.5	79.3	77.7
Customer deposits								
Beginning of period	215.5	212.9	212.8	199.0	197.7	196.4	188.1	178.7
Net production	0.9	1.5	2.7	5.1	4.9	2.3	11.9	1.9
Treasury	-0.2	1.1	-2.6	8.8	-3.7	-1.0	-3.6	7.5
Acquisitions / divestments								
FX impact and other								
End of period	216.2	215.5	212.9	212.8	199.0	197.7	196.4	188.1

ING 3.16 Customer lending/deposits: Geographical Belgium

Customer lending/deposits Geographical Belgium ¹⁾								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period	39.5	39.2	38.8	38.8	38.7	39.0	39.1	39.3
Net production	0.2	0.2	0.5	0.0	0.0	-0.3	-0.1	-0.2
Treasury								
Acquisitions / divestments								
FX impact and other	-0.1	-0.0	-0.0	-0.0	0.1	-0.0	0.0	0.0
End of period	39.6	39.5	39.2	38.8	38.8	38.7	39.0	39.1
Other customer lending								
Beginning of period	66.0	65.5	66.4	64.7	66.5	68.2	70.8	67.6
Net production	0.8	0.5	-0.9	1.6	-1.5	-1.5	-2.5	3.4
Treasury	-0.0	-0.1	0.0	-0.0	-0.0	0.0	0.0	-0.4
Acquisitions / divestments								
FX impact and other	0.1	0.1	-0.0	0.2	-0.3	-0.2	-0.1	0.1
End of period	66.8	66.0	65.5	66.4	64.7	66.5	68.2	70.8
Customer deposits								
Beginning of period	108.9	110.7	110.7	108.9	108.3	111.3	109.9	105.2
Net production	0.4	-1.9	0.0	1.6	1.1	-2.5	1.6	3.8
Treasury	-0.1	0.1	-0.1	0.2	-0.5	-0.5	-0.2	0.9
Acquisitions / divestments								
FX impact and other								
End of period	109.2	108.9	110.7	110.7	108.9	108.3	111.3	109.9

¹⁾ Including ING Luxembourg.

ING 3.17 Customer lending/deposits: Geographical Germany

Customer lending/deposits Geographical Germany ¹⁾								
In € billion	4Q2021	3Q2021 ²⁾	2Q2021 ³⁾	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period	84.1	82.4	81.3	80.3	78.8	77.5	76.4	76.1
Net production	2.0	1.8	1.1	1.2	1.6	1.3	1.0	0.3
Treasury								
Acquisitions / divestments								
FX impact and other	-0.3	-0.1	-0.1	-0.2	-0.0	0.0	0.0	0.1
End of period	85.8	84.1	82.4	81.3	80.3	78.8	77.5	76.4
Other customer lending								
Beginning of period	41.8	43.1	44.6	41.9	43.7	44.8	45.1	44.3
Net production	0.5	-1.5	-1.8	2.4	-0.8	-0.9	-0.2	0.6
Treasury	-0.5	-0.1	0.4	-0.1	-0.5	0.4	0.2	-0.1
Acquisitions / divestments								
FX impact and other	0.2	0.2	-0.1	0.5	-0.5	-0.5	-0.3	0.3
End of period	42.0	41.8	43.1	44.6	41.9	43.7	44.8	45.1
Customer deposits								
Beginning of period	140.9	144.8	148.0	145.6	142.9	141.0	138.4	139.5
Net production	-5.0	-4.3	-2.6	1.7	2.8	1.8	2.6	-1.2
Treasury	0.0	0.4	-0.6	0.7	-0.1	0.1	-0.1	0.1
Acquisitions / divestments								
FX impact and other								
End of period	136.0	140.9	144.8	148.0	145.6	142.9	141.0	138.4

¹⁾ Including ING Austria.

²⁾ Net production in customer deposits of Germany in 3Q2021 includes €-0.1 billion change in run-off portfolio of Retail Banking Austria due to outflows.

³⁾ Net production in customer lending of Germany in 2Q2021 includes €-1.2 billion change in run-off portfolio of Retail Banking Austria due to transfer to assets held for sale (of which €-0.8 billion in mortgages and €-0.4 billion in other customer lending). Net production in customer deposits of Germany in 2Q2021 includes €-6.2 billion change in run-off portfolio of Retail Banking Austria due to outflows (€-4.0 billion) and transfer to liabilities held for sale (€-2.2 billion).

ING 3.18 Customer lending/deposits: Geographical Other Challengers

Customer lending/deposits Geographical Other Challengers ¹⁾								
In € billion	4Q2021	3Q2021 ²⁾	2Q2021 ³⁾	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period	60.8	60.5	60.6	59.1	57.6	57.7	54.8	58.1
Net production	1.1	0.8	0.8	0.4	0.5	0.0	0.0	0.2
Treasury								
Acquisitions / divestments								
FX impact and other	1.0	-0.5	-0.9	1.0	1.1	-0.2	2.9	-3.5
End of period	62.9	60.8	60.5	60.6	59.1	57.6	57.7	54.8
Other customer lending								
Beginning of period	32.4	33.1	34.0	32.0	32.7	33.9	32.9	32.6
Net production	0.8	-0.6	-0.6	1.7	-0.9	-1.0	0.3	1.0
Treasury	-0.0	-0.0	-0.0	-0.0	0.0	0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other	0.3	-0.1	-0.3	0.3	0.2	-0.1	0.6	-0.7
End of period	33.4	32.4	33.1	34.0	32.0	32.7	33.9	32.9
Customer deposits								
Beginning of period	95.0	95.0	98.5	100.4	98.7	98.0	92.5	95.3
Net production	0.6	0.4	-2.8	-2.7	0.5	1.0	3.0	0.5
Treasury	-0.0	0.0	0.1	-0.1	-0.0	-0.0	-0.1	0.1
Acquisitions / divestments								
FX impact and other	0.9	-0.4	-0.8	1.0	1.1	-0.2	2.6	-3.5
End of period	96.5	95.0	95.0	98.5	100.4	98.7	98.0	92.5

¹⁾ Includes Australia, Czech Republic, France, Italy, Spain and Portugal, Other.

²⁾ Net production in customer deposits of Other Challengers in 3Q2021 includes €-0.5 billion change in run-off portfolio of Retail Banking Czech Republic due to outflows.

³⁾ Net production in customer deposits of Other Challengers in 2Q2021 includes €-2.1 billion change in run-off portfolio of Retail Banking Czech Republic due to outflows.

ING 3.19 Customer lending/deposits: Geographical Growth Markets

Customer lending/deposits Geographical Growth Markets ¹⁾								
In € billion	4Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period	14.8	14.5	13.5	13.1	12.6	12.6	12.0	12.1
Net production	0.5	0.6	0.6	0.7	0.5	0.3	0.4	0.6
Treasury								
Acquisitions / divestments								
FX impact and other	-0.1	-0.3	0.3	-0.3	-0.0	-0.3	0.2	-0.7
End of period	15.2	14.8	14.5	13.5	13.1	12.6	12.6	12.0
Other customer lending								
Beginning of period	26.3	25.4	24.9	24.9	25.2	26.0	27.2	27.8
Net production	1.4	1.2	0.3	0.5	-0.2	0.2	-1.2	0.7
Treasury	0.0	-0.0	-0.0	0.0	-0.0	-0.0	0.0	0.0
Acquisitions / divestments								
FX impact and other	-0.9	-0.3	0.2	-0.5	-0.1	-1.0	0.0	-1.3
End of period	26.9	26.3	25.4	24.9	24.9	25.2	26.0	27.2
Customer deposits								
Beginning of period	49.8	49.3	48.0	46.6	46.9	47.1	43.9	43.7
Net production	2.5	1.1	1.4	1.7	-0.2	1.3	3.1	2.3
Treasury	-0.2	0.2	-0.7	0.7	0.0	0.0	-0.2	0.3
Acquisitions / divestments								
FX impact and other	-1.2	-0.8	0.7	-1.0	-0.1	-1.5	0.3	-2.4
End of period	50.8	49.8	49.3	48.0	46.6	46.9	47.1	43.9

¹⁾ 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	3Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other customer lending								
Beginning of period	69.9	67.8	68.5	65.8	66.6	71.4	82.9	70.1
Net production	2.9	1.0	-0.0	0.4	1.1	-2.7	-3.2	4.8
Treasury	0.1	0.0	0.0	-0.1	0.0	-0.0	-7.0	7.1
Acquisitions / divestments								
FX impact and other	1.2	1.1	-0.7	2.3	-1.9	-2.1	-1.2	0.9
End of period	74.1	69.9	67.8	68.5	65.8	66.6	71.4	82.9
Customer deposits								
Beginning of period	10.1	7.9	10.2	9.2	11.1	12.0	13.5	12.0
Net production	-1.6	2.1	-2.1	0.8	-1.3	-0.4	-1.3	1.8
Treasury	-0.0	-0.0	-0.2	-0.0	-0.6	-0.1	-0.2	-0.0
Acquisitions / divestments								
FX impact and other	0.2	0.1	0.0	0.2	-0.1	-0.4	0.1	-0.4
End of period	8.7	10.1	7.9	10.2	9.2	11.1	12.0	13.5

ING 3.21 Customer lending/deposits: Geographical Other

Customer lending/deposits Geographical Other ¹⁾								
In € billion	3Q2021	3Q2021	2Q2021	1Q2021	4Q2020	3Q2020	2Q2020	1Q2020
Residential mortgages								
Beginning of period								
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other								
End of period								
Other customer lending								
Beginning of period	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
Net production								
Treasury								
Acquisitions / divestments								
FX impact and other	-0.3	-0.0	0.0	0.0	0.0	0.0	0.0	0.0
End of period	0.2	0.4	0.4	0.4	0.4	0.4	0.4	0.4
Customer deposits								
Beginning of period	0.0	0.0	0.0	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
End of period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

¹⁾ 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. The financial statements for 2021 are in progress and may be subject to adjustments from subsequent events. 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.

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