



ING Nederland

Duurzame vooruitgang voor iedereen

VO-ING Ledendag


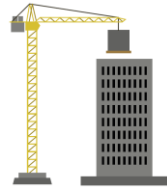
7 oktober 2022



do your thing

ING Nederland in 2022: feiten en cijfers



	Retail		Wholesale	
8 mln private customers 	Youth & students	Mass & Personal Banking	Private Banking	
625.000 business customers 	Self-employed & micro companies	SME's	Mid-corporates	Corporate clients

Customer info March 2022



200 mln
app logins



9 mln
web logins



250,000
calls



65 branches
278 service points

140,000
visits



Change is the only constant

Empower people

to stay a step ahead

in life and in business





Bij ING,

Ons commitment:

Duurzame vooruitgang voor iedereen



A close-up photograph of a woman with bright red hair, smiling broadly and looking upwards. A hand is holding a black microphone towards her mouth, suggesting she is speaking or singing. The background is a soft, out-of-focus blue sky. An orange rectangular box with white text is overlaid on the left side of the image.

Financiële gezondheid

A woman with long dark hair, wearing a light blue jacket and a brown scarf, is holding two ripe strawberries over her eyes. She has a surprised or excited expression with her mouth open. The background is a lush green strawberry field with orange support stakes. An orange banner with white text is overlaid on the left side of the image.

Een gezonde planeet



Eén voorwaarde:

veiligheid voorop

Onze stijl

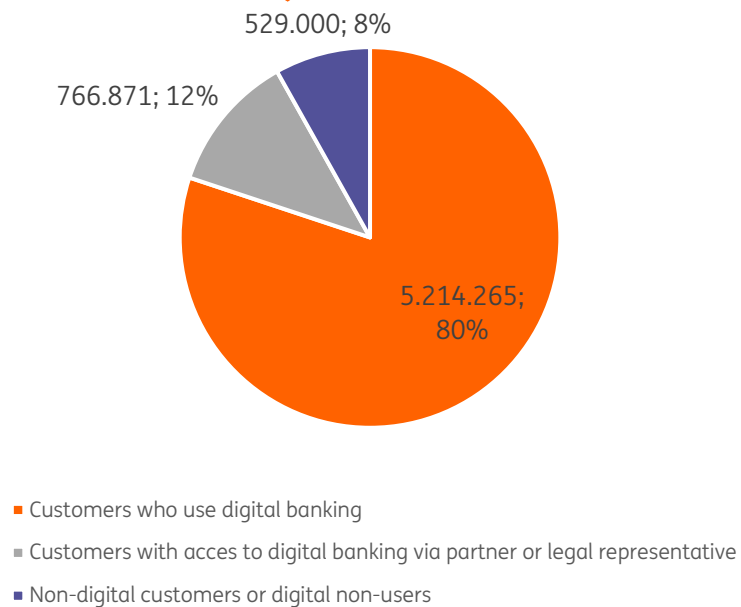
is digitaal ...



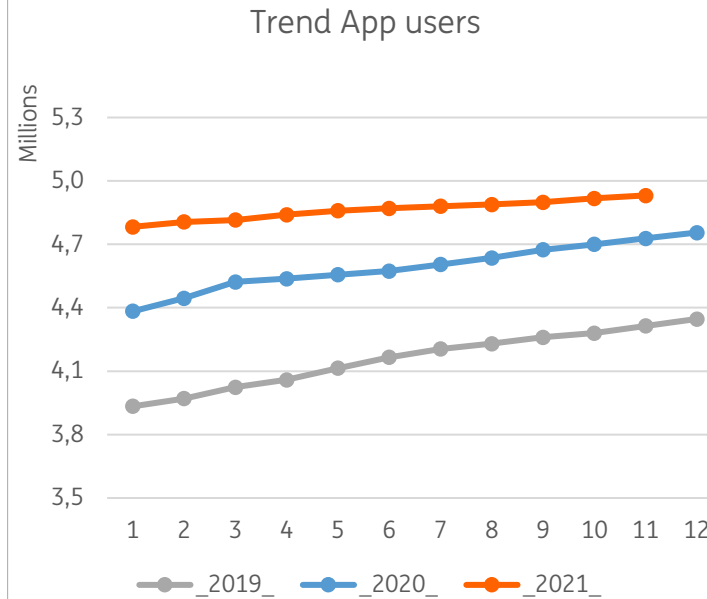
Meer dan 90% van onze klanten hebben toegang tot digitaal bankieren

>90% of customers have access to digital banking

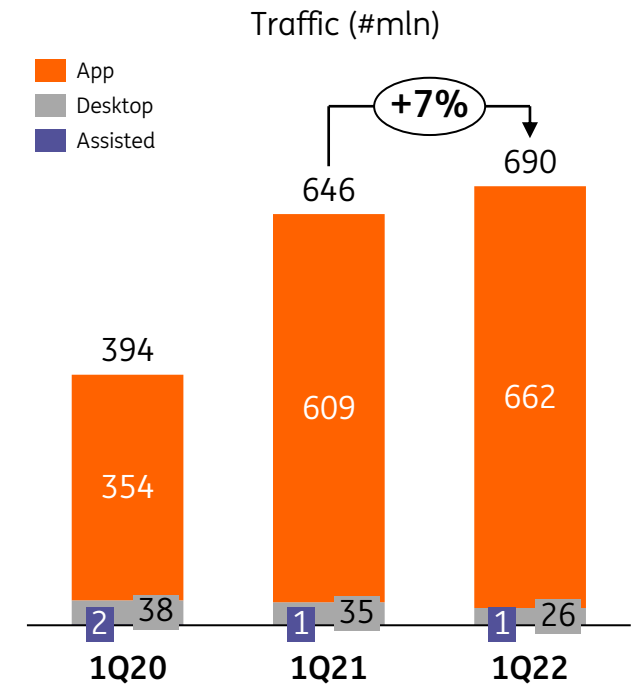
Only 163k primary non-digital customers



>80% of primary customers are frequent app users



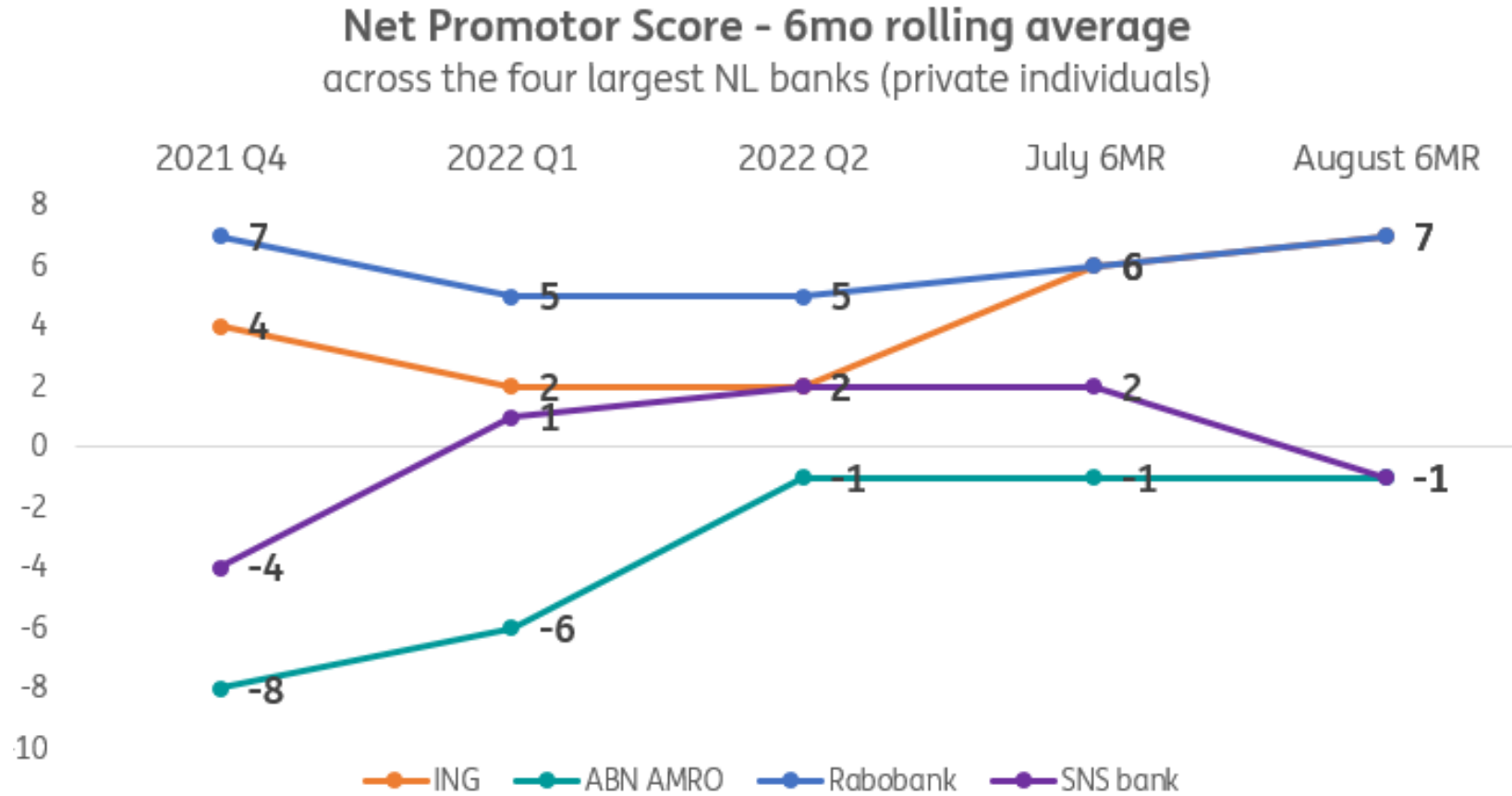
With increasing mobile interactions



A close-up photograph of a young man with a beard, wearing a bright yellow jacket and a blue scarf. He is smiling broadly while looking at a black smartphone held in his right hand. The background is a blurred outdoor setting, possibly a city street with bicycles.

... en toch altijd menselijk

Klanttevredenheid zit in de lift



An elderly man with grey hair, wearing a dark blue t-shirt and bright green shorts, is performing a pull-up on a large, rusty metal beam. He is standing on a rusty metal structure, possibly a piece of machinery or a scrap metal container. The background shows a scrap metal yard with various pieces of metal and a building with a corrugated metal roof. The sky is clear and blue.

De uitkomst:

gezonde resultaten

A high-angle photograph of a person with long hair, wearing a red t-shirt and grey shorts, climbing a bright yellow rock wall. The climber is positioned in the lower right quadrant, reaching up with both hands to grasp a hold. The wall is covered with various colored climbing holds (pink, white, grey). The lighting is bright, casting a shadow of the climber onto the wall.

Onze reis:

kleinere stappen naar

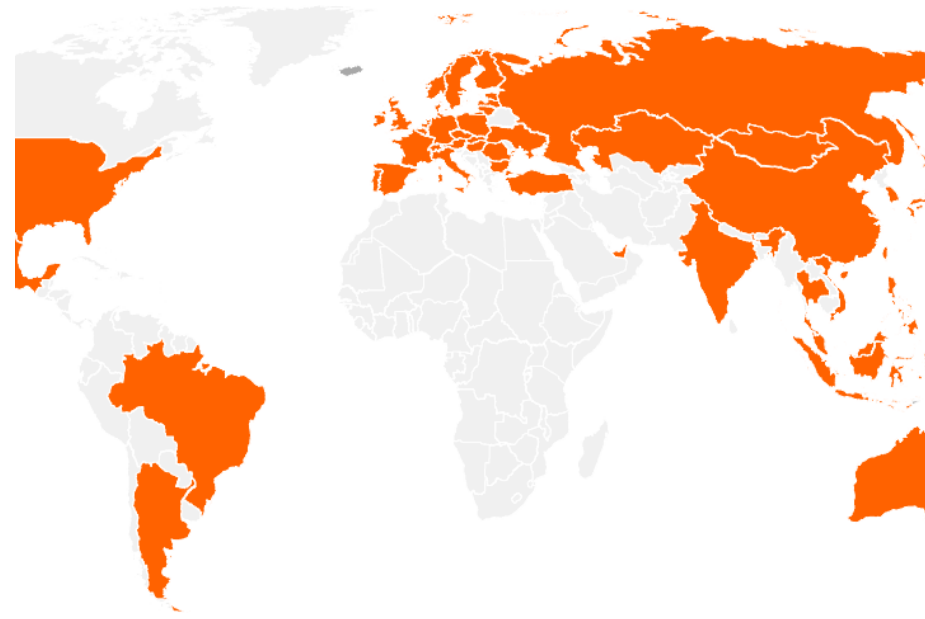
grote vooruitgang



Het team:

elke ING'er staat aan het roer

Werken bij ING in 2022



Customer Experience



Data Fluency



Leadership



Non-Financial Risk Management



Cyber Security



Operations Management

Kortom:

Duurzame vooruitgang voor iedereen

Ons commitment: financiële gezondheid en de gezondheid van onze planeet

Onze voorwaarde: veiligheid voorop

Onze stijl: digitaal en tegelijk menselijk

Het resultaat: gezonde prestaties

Onze reis: kleinere stappen naar grote vooruitgang

Ons team: waarom we allemaal aan het roer staan





do your thing



makkelijke en relevante bankdiensten.



do your thing