

A record-breaking year for ING Bank Śląski

In 2018, the consolidated net profit of ING Bank Śląski Group totalled PLN 1,525.9 million, up by 9 percent from 2017, and it was the highest on record. It is the intention of the Bank Management Board to pay out dividend at around 30 percent of the last year's profit. In 2018, the Bank recorded the highest growth rate in loan value in its history. While ING Bank Śląski recorded dynamic growth, the quality of its lending portfolio remained one of the best on the Polish market.

Key financial figures of the ING Bank Śląski Group for 2018:

- total income up by 10 percent to PLN 5,232.4 million,
- total costs up by 9 percent to PLN 2,326.8 million,
- result before risk costs up by 10 percent to PLN 2,905.6 million,
- profit before tax up by 8 percent to PLN 2,033.0 million,
- profit after tax up by 9 percent to PLN 1,525.9 million,
- return on equity (ROE) was 12.5 percent versus 12.6 percent a year ago,
- C/I ratio down to 44.5 percent from 44.8 percent a year ago,
- share of non-performing loans settled at 2.8 percent compared with a 6.5 percent market average for banks,
- total capital ratio Tier 1 stood at 15.6 percent.

*- In 2018, we posted a record net profit of over PLN 1.5 billion. It was driven by the growth in the bank's core operations. The growth in lending by nearly PLN 16 billion is in particular worth highlighting. That is the highest nominal growth in the bank's history. As a consequence, the lending portfolio as at the year-end stood at PLN 104 billion, up by 18%. The high growth rate of lending resulted in an increase in the bank's market share. On the corporate side, the bank's market share hit a new record of 11.15%; in retail banking, the market share is 6.33%. We generate dynamic growth while maintaining a high quality of assets – the share of non-performing loans was 2.8 percent compared with a 6.5% market average for banks, said **Brunon Bartkiewicz, CEO of ING Bank Śląski.***

- For many years now, we have encouraged clients to use digital channels to access the bank. As a result, we record a dynamic growth in the number of transactions via those channels. That is illustrated by the share of mobile transfers in the total number of transfers – in 2018, it was 18%, up from 14% in 2017. Throughout the last year, the number of transfers made via mobile devices in retail banking rose 19 million and totalled more than 63 million, an increase of 44%. In corporate banking, the number of mobile transfers rose 36%. The number of BLIK transactions totalled 13.5 million during the period, which is four times as much as a year ago. The change in client behaviours and preferences is also evident in that the increase in electronic transactions was accompanied by a 14% decrease in cash withdrawals in branches and machines, added B. Bartkiewicz.

We help our corporate clients to transition to cashless service in that we offer them payment terminals and a payment gateway to receive online transactions. Last year, we installed a total of

12,600 terminals and processed 8 million transactions. More than 300 e-stores use our imoje payment gateway, of which 80 e-stores offer Twisto payments.

As at the end of last year, 76% of cash loans to individual clients and 71% of cash loans to entrepreneurs were granted online. On the corporate side, as many as 95% of credit applications are filed that way. Cutting-edge online and mobile banking systems increase client satisfaction and help us be more effective when serving the growing number of our clients, said the CEO of ING Bank Śląski.

Key business results of ING Bank Śląski S.A. Group in 2018:

- loans up by 18 percent to PLN 104,445 million,
- deposits up by 13 percent to PLN 115,908 million,
- new retail clients up to 4.8 million (up by 429,000 new clients from 2017),
- new corporate clients up to 62,000 (up by 11,600 new clients from 2017),
- number of current accounts up by 273,700 to 3.6 million.

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ING Bank Śląski jest jednym z największych banków w Polsce. Bank świadczy pełen zakres usług i produktów finansowych dla klientów indywidualnych oraz podmiotów gospodarczych. ING oferuje wielokanałowy dostęp do kont osobistych i firmowych oraz posiada ogólnopolską sieć nowoczesnych placówek bankowych. W skład grupy kapitałowej ING Banku Śląskiego wchodzi spółki świadczące usługi leasingowe oraz faktoringowe.

Grupa ING jest wywodzącą się z Holandii, globalną instytucją finansową świadczącą usługi z zakresu bankowości i zarządzania aktywami dla klientów detalicznych i korporacyjnych.