



ING Bank Śląski, Press Office

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ING Bank Śląski's results after the first three quarters of 2022 Customer-centric strategy translates into stable functioning

After the first three quarters of 2022, ING Bank Śląski Group generated net profit of PLN 1,049 million, down by 36% from the same period last year. In the third quarter, the Bank recorded net loss of PLN 317 million. The estimated effects of the mortgage loans moratorium at PLN 1,632 million which were charged to the Bank's income was the reason behind the result.

- The result generated in the third quarter does not reflect our work. However, the solid foundations of our operations helped us generate a positive result after the first nine months of the year, despite the unfavourable economic environment and certain one-off factors, said Brunon Bartkiewicz, CEO of ING Bank Śląski.

- Our strategy which is focused on customer needs remains in force and translates into the stability of the bank's business. In the third quarter, the Bank gained 91 thousand new retail customers and 17 thousand new corporate customers. As at the end of September, the number of customers in those segments was, respectively, 4.4 million and 526 thousand. Amid the current economic environment, the market is highly disrupted and the situation influences the customers' behaviours, including but not limited to their decisions on early repayment of the loans or investing funds in instruments other than deposits. Because of those elements, the growth rate of multiple aggregates is slower. Overall, our lending portfolio increased by 10% per annum; the value of loans in corporate banking grew by 20%. The situation in the deposit area is similar. The growth is largely attributed to corporate banking, explained Brunon Bartkiewicz.

- We invariably attach great importance to remote processes. In the third quarter, the number of mobile-only customers in retail banking grew by 20% to 1.7 million. The number of transfers in Moje ING totalled 82.8 million (+2% y/y), where 51% of transfers were made via mobile banking. We processed 13.6 million (+13% y/y) transactions in our payment terminals. We also recorded a further 44 percent increase in BLIK transactions and a 10 percent increase in debit card transactions. At the same time, we recorded a further 13 percent decrease in the number of in-branch transactions. We also observed a higher activity on the part of corporate clients. The number of transfers ordered via ING Business system increased by 7 percent year on year, including a 36 percent increase in mobile banking. The number of the installed payment terminals is already 34.1 thousand. In the third quarter of the year, the number of transactions processed via those terminals was 13 percent higher than a year earlier. During that time, the number of online stores with an active imoje payment gateway increased by 15 percent, said the CEO of ING Bank Śląski.

Compared to the same period last year, the key business- and financial figures of the ING Bank Śląski Group after the first three quarters of 2022 are as follows:

- the number of retail clients was 4.44 million (up by 103 thousand y/y), including 2 million primary clients (up by 86 thousand y/y), and
- the number of corporate clients was 526 thousand (up by 17 thousand y/y),
- loans up by 10 percent to PLN 155.9 billion,
- deposits up by 12 percent to PLN 181.4 billion,
- investment funds and off-balance sheet products down by 18 percent to PLN 15.5 billion.

Compared to the same period last year, the key financial figures of the ING Bank Śląski Group after the first three quarters of 2022 are as follows:

- total income up by 8 percent to PLN 5,401.0 million,
- total costs up by 34 percent to PLN 2,953.1 million,
- profit before tax down by 35 percent to PLN 1,429.3 million,
- net profit down by 36 percent to PLN 1,048.5 million,
- cost (including banking tax) to income ratio (C/I) was 63.5 percent versus 51.9 percent a year ago,
- total capital ratio was 14.43 percent versus 17.65 percent a year ago,
- return on equity (ROE) after MCFH adjustment was 10.3 percent versus 12.4 percent a year ago.

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