



ING Bank Śląski, Press Office

Warsaw, 24 February 2021

## ING Bank Śląski has maintained good results and increases in digital channels.

In 2020 the consolidated net profit of the ING Bank Śląski Group reached a high level of PLN 1,337.6 million. At the end of December 2020 the total capital ratio was 18.72%, which means an increase by 1.85 percentage points in reference to the respective period of 2019. In the past year the bank continued the increase of commercial volumes and recorded an increase in transactions and in the sales of services in digital channels.

### The basic financial data of the ING Bank Śląski Group in 2020:

- The revenues in general increased by 7% to PLN 6,230.7 million.
- The costs in general increased by 11% to PLN 2,762.5 million.
- The result before risk costs increased by 5% to PLN 3,452.1 million.
- The gross profit decreased by 15% to PLN 1,911.7 million.
- The net profit decreased by 19% to PLN 1,337.6 million.
- The return on equity (ROE) was 7.6% compared to 11.6% a year before.
- The costs/revenues indicator increased to 44.3% from 43.1% a year before.
- The total capital ratio increased to 18.72% from 16.87%.

*I believe our results for 2020 are very good. Despite the turbulence in the market and additional risk costs we have achieved a net result at the level of PLN 1,337.6 million. This demonstrates that we are an institution which is strong and stable. The past year brought numerous events which we were not able to anticipate and we did not anticipate. This did not result in special disruptions in our operation. The element which was of key importance was, naturally, the care for the health of our employees and our customers. Thanks to the fact that digitalization is the direction which we have been consistently developing for years, we were able to efficiently operate and safely serve our customers even in such a difficult time - says Brunon Bartkiewicz, CEO of ING Bank Śląski.*

*Since the beginning of the pandemic, we have been supporting our customers and offering to them solutions that are adapted to the current situation - ones that are modern and digital. We have been observing a clear trend of customers switching to remote service channels. Among both, retail and corporate customers, we have recorded an increase in digital transactions and greater utilization of remote channels. In the 4th quarter of 2020 our individual customers performed by 11% YoY more transfers (99.96% electronically) - 110.0 million in total, of which as many as 34.2 million in mobile banking (+32% YoY). In the 4th quarter of last year individual customers also set up 142.5 thousand trusted profiles, the total number of which is already 1.6 million, and signed 755.5 thousand documents with their help. In the last quarter of 2020 corporate customers performed by 6% YoY more transfers, 22.7 million in total, 1.6 million of which using mobile banking (+40% YoY). They have also been increasingly willing to use payment terminals and internet payments. In the 4th quarter of last year in our terminals we processed as many as 7.8 million transactions (+24% YoY). In 2020 we recorded 2686 shops with an active imoje payment gateway (+1,417 from the beginning of the year), of which there were 504 shops with Twisto payments (+204 from the beginning of the year) - indicates Brunon Bartkiewicz, CEO.*

*We have been supporting our customers not only in the product dimension, but also in the educational one. We organized a range of open, thematic webinars during which experts shared their knowledge related to products, technology and economy - the **CEO of ING Bank Śląski** adds.*

**The most important business results of the ING Bank Śląski Group in 2020:**

- The increase of retail customer deposits by 15% to PLN 90,515 million,
- The increase of corporate customer deposits by 18% to PLN 58,755 million,
- The increase of credits for retail customers by 15% to PLN 55,833 million, including mortgages by 17% to PLN 47,901 million.
- Maintaining credits for corporate customers at the level of PLN 70,266 million.

*Press release in store for preliminary data for Q4 2020 - full annual report published on March 12, 2021.*

**ING Bank Śląski Press Office**

Joanna Majer-Skorupa

deputy spokesperson

[joanna.majer-skorupa@ing.pl](mailto:joanna.majer-skorupa@ing.pl)

---