

Higher 2019 earnings for ING Bank Śląski

In 2019, the consolidated net profit of ING Bank Śląski Group totalled PLN 1,658.7 million, up by 9 percent from 2018, 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. ING Bank Śląski continued the growth of commercial volumes and implemented more improvements for clients.

Key financial figures of the ING Bank Śląski Group for 2019:

- total income up by 11 percent to PLN 5,796.4 million,
- total costs up by 7 percent to PLN 2,497.4 million,
- result before risk costs up by 14 percent to PLN 3,299 million,
- profit before tax up by 11 percent to PLN 2,257.8 million,
- profit after tax up by 9 percent to PLN 1658.7 million,
- return on equity (ROE) was 11.6 percent versus 12.4 percent a year ago,
- C/I ratio down to 43.1 percent from 44.5 percent a year ago,
- share of non-performing loans settled at 3 percent compared with a 6.2 percent market average for banks,
- total capital ratio Tier 1 stood at 16.93 percent.

- In 2019, lending reached PLN 118.5 billion, up by 13% from a year earlier. We increase the value of loans while maintaining asset quality – the share of non-performing loans settled at 3 percent compared with a 6.2 percent market average for banks. Last year, the bank consistently grew in terms of deposits which reached PLN 128.8 billion, **Brunon Bartkiewicz, CEO of ING Bank Śląski**, said.

- Over the last year, we implemented many improvements for clients in the digital access channels at the bank. We were the first on the market to respond to PSD2 and to offer our clients the possibility of viewing their accounts and cards with various banks through our online banking system. We implemented the *Moje Usługi, or My Services*, application to pay bills, new solutions in ING Accounting and on the Aleo platform, the request for data transfer (eID) and a simplified loan process for individual clients. We implemented payments as part of Apple Pay, Garmin Pay and Google Pay.

- Last year, we observed dynamic growth in the number of transactions via electronic channels, along with a decrease in the number of cash operations. The number of electronic transfers went up by 10%, while the number of debit card transactions increased by 24%. Concurrently, the number of in-branch transactions made by the clients went down by around 5%. 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 21,600 terminals. Nearly 1,300 e-stores use our imoje payment gateway, of which 300 e-stores offer Twisto payments, **B. Bartkiewicz** added.

Key business results of ING Bank Śląski S.A. Group in 2019:

- loans up by 13 percent to PLN 118,473 million,
- deposits up by 11 percent to PLN 128,800 million,
- the number of retail clients was 4.4 million (including 1.9 primary clients, up by 135,000 from 2018),
- the number of corporate clients was 71,900 (new corporate clients up by 7,500 from 2018).

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