

ING wins the “Stars of Banking” for the seventh time

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For the seventh consecutive year, ING Bank Śląski tops the “Stars of Banking” ranking, which rates overall bank performance, and wins first place for effectiveness, innovation, stability, and customer relations. The ranking is prepared by Dziennik Gazeta Prawna and PwC Consulting.

“We have now stayed at the top for seven years in a row, which just goes to show we never really slacken in our efforts and always focus on clients. We create a portfolio of innovative solutions that not only meet, but even exceed, their expectations. Our win for “Customer Relations”, which is a people’s choice category, confirms that we are going in the right direction. The distinction is also a bow to all our employees, whose daily effort has helped us win this title. We did this together”, said **Brunon Bartkiewicz, CEO of ING Bank Śląski.**

It was the seventh time in a row that ING was identified by the jury as the best bank in Poland. The final ranking adds up scores in six categories: growth, effectiveness, innovation, stability, customer relations, and ESG. ING got a score of 79.3 (out of 100) and left all other institutions far behind.

Nearly 50% of the total possible score could be earned for good financial results. As stated in the jury’s decision *“They attest to the quality of management and matter to investors, both strategic and financial, but also to clients; banks with good financial results are better at safekeeping the money that is entrusted to them”.*

ING also swept the board in the following categories: customer relations, innovation, effectiveness, and stability.

Effectiveness was measured by parameters such as: profitability, net interest margins and commission margins, and risk costs. ING turned out to be unrivaled, particularly on account of its high ROE (more than 10%).

Stability is yet another category in which ING leads the fray. Banks were assessed in terms of their balance sheet structure, including outstanding payments and capital ratios. Among other parameters, the ING owes its win to a high share of commissions in its revenues.

The top rank for customer relations was awarded to ING by the clients themselves. Nearly 12 thousand surveys were passed around to select the winner.

The jury also rated it first in the innovation category, in recognition of its SAIO platform, which automates business processes, new mobile app functionalities, and the early deployment of a new central system.

The ING bank also ranked second for growth and ESG. This is the second time that the banks were awarded for their contribution to sustainable growth. This year, the jury assessed, for instance, their answers to questions about educational campaigns and programs, ESG factors included in their portfolio, as well as internal initiatives with a positive impact on the environment. The ING was one of the institutions with the highest score and jumped up to second place.

The jury of the eighth edition of the contest included experts from Dziennik Gazeta Prawna, the PwC consulting company, the Digital University Foundation, and the Polish Business Council. The authors of the ranking relied on three sources of information: 2020 and 2021 financial report audits, surveys filled out by the banks, and votes cast by clients, who were asked to choose their first-choice bank.