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Media release

Ann Sherry AO Appointed to ING Group Supervisory Board

Date: March 10, 2016

Global bank ING Group has proposed Ann Sherry, current director of ING DIRECT Australia and Executive Chair of Carnival Australia, be appointed to its Supervisory Board.

Ms Sherry has been a Director of ING DIRECT Australia since 2011.

In a <u>press statement</u> the ING Supervisory Board proposed Ms Sherry "based on her background in the financial sector and her knowledge and experience in both managing and supervising large international companies. With her successful track record Ann Sherry will be a valuable addition to the Supervisory Board of ING." The proposed appointment is subject to approval by the European Central Bank.

Ms Sherry says she's delighted to be recommended for appointment by the global bank which operates in more than 40 countries.

"The global banking industry is changing rapidly with customers demanding more control and transparency with their financial relationships", Ms Sherry said.

"Creating a differentiating customer experience is at the heart of ING Group's strategy and I believe my experience in both the banking and hospitality business will contribute to its success," Ms Sherry said.

Ms Sherry is Chairwoman of Carnival Australia, the largest cruise ship operator in Australasia and South Pacific and a former CEO of Westpac New Zealand and the Bank of Melbourne.

Before joining Westpac, Ms Sherry was First Assistant Secretary of the Office of the Status of Women advising the Prime Minister on policies and programmes to improve the status of women. In 2004 Ms Sherry was awarded an Order of Australia.

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About ING DIRECT

ING DIRECT changed the way Australians bank 17 years ago by launching the country's first high interest, fee free online savings account. Since then, we've brought this low fee value to home loans, transactional banking and superannuation. With over 1.5 million customers – and \$34 billion in savings and \$40 billion in mortgages – ING DIRECT has the highest Net Promoter Score of any bank.

Australia's most recommended bank according to Nielsen Consumer Media View.

ING Profile

ING is a global financial institution with a strong European base, offering banking services through its operating company ING Bank and holding a significant stake in the listed insurer NN Group NV. The

purpose of ING Bank is empowering people to stay a step ahead in life and in business. ING Bank's more than 52,000 employees offer retail and commercial banking services to customers in over 40 countries. ING Group shares are listed (in the form of depositary receipts) on the exchanges of Amsterdam (INGA NA, ING.AS), Brussels and on the New York Stock Exchange (ADRs: ING US, ING.N). Sustainability forms an integral part of ING's corporate strategy, which is evidenced by ING Group shares being included in the FTSE4Good index and in the Dow Jones Sustainability Index (Europe and World). where ING is among the leaders in the Banks industry group.