

## What ING is doing to prevent discrimination

May 2025

Dear customer,

In April 2024, the Dutch Ministry of Finance and the Dutch Central Bank (DNB) published reports on discrimination experienced by customers of Dutch banks. Regrettably, ING was one of those banks.

First, I want to thank you for being our customer and for trusting us with your banking needs. The fact that some customers - perhaps including you - have felt discriminated against matters and is deeply concerning to us. To understand the root causes and improve, we initiated an internal assessment.

### **Key findings from our internal assessment**

Our assessment revealed that discrimination experienced by customers is primarily linked to ethnic background or nationality, with fewer cases related to gender, sexual orientation, or age.

Most instances occurred during legally mandated processes designed to safeguard the financial system, such as anti-money laundering and counter-terrorism financing checks. However, the issue often lies not in the legal requirements themselves but in how we implement them - leading some customers to feel unfairly treated.

I sincerely apologize for:

- Asking unnecessary questions when we already had the information.
- Failing to clearly explain why certain questions were asked or how the information would be used.
- Overlooking cultural customs, such as cash usage during religious holidays.
- Using an impersonal, overly formal, or distrustful tone in our communications.



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Based on our findings, we've taken targeted actions in four areas:

1. **Asking fewer questions:** We're reducing redundant questions by better utilizing existing customer data.
2. **Improving communication:** We explain better why we ask questions and how information will be used, adopting a more personal and accessible tone.
3. **Learning from customer experiences:** We've engaged with civil society organizations (e.g., mosques and churches with migrant congregations) and established a dedicated team for religious institutions. We've also improved our complaints process, including direct calls to customers who reported discrimination.
4. **Continuous learning and transparency:** We're sharing updates like this letter and an enclosed document detailing our actions. This is just the beginning - we'll keep evolving.

Have we found the perfect solution? No. This is an ongoing effort, and we're committed to daily improvement through collaboration with customers, civil society organizations, regulators, and other banks.

I'll keep you updated.

Kind regards,

Peter Jacobs  
CEO, ING Netherlands