Press release

Economics Department
London, XXXX

Americans wary of new technology in banking, despite high demand

- 62 percent of Americans have never used fingerprint or voice recognition to log into their bank's app
- Just 54 percent rate face recognition as secure and only 37 percent rate voice recognition as secure
- 70 percent still go into a branch to access services from their main banking provider
- Yet, 71 percent agree that banks should deliver the latest technologies to their customers and three quarters (75 percent) believe banks should work together to ensure the latest payment systems work everywhere

While American consumers expect their banks to ensure that the latest technology is available, consumers' rate of adoption does not necessarily meet the rate of innovation. Almost a third of Americans (30 percent) say their bank is over-ambitious introducing additional services on different devices, saying they do not need or want more ways to interact. At the same time, nearly three-quarters (71 percent) expect their bank to be delivering the latest technology to them, and almost half (47 percent) say that since they started using devices to manage their money, their financial goals clearer.

These are the findings of global bank ING, which published its seventh ING International Survey on 'New Technologies' today. The study of 14,824 respondents in 15 countries, including the USA, suggests that while Americans are optimistic about having the latest financial technology available to them, they are not necessarily adopting it as fast as it is becoming available.

For those who are using devices (i.e. tablets, phones or wearables) to manage their money, many agree they are keeping a closer track of their finances. Since they started using devices to manage their money, 68 percent of those in the US say they view their account balance more frequently, 36 percent said they take less risk with their money and 42 percent said they now think about money more.

The conflicting views on expectation vs adoption may be due, in part, to a lack of trust in technology and concerns over the security of how we interact with tools. Only half of Americans

(54 percent) believe that facial recognition is a secure tool. This, coupled with a quarter (24 percent) who believe that voice recognition access is not secure, indicates a gap between services provided and accepted amongst consumers.

Further to this, 53 percent of people in the US aren't comfortable with a computer programme making investment decisions on their behalf, and 34 percent say no to receiving recommended improvements to their spending habits from robo-advisers. In fact, 70 percent say they maintain the use of their local bank branch, in most cases in addition to use of technology to access banking services.

When it comes to awareness around financial data sharing innovations, such as the Second Payment Services Directive (PSD2), many are in the dark. 55 percent of Americans say they are not aware that in some countries, providing consent is given, financial providers can access information held by other companies (i.e. your bank). With 59 percent not happy to use this and 39 percent not believing that this advancement is useful, it is clear that more can be done to alert consumers to the potential benefits of these latest banking developments.

Jessica Exton, Behavioural Scientist at ING, said:

"Many people are now mobile bankers, using multiple devices to manage their money on the go and across different platforms. Yet while a large majority agree that the latest financial technologies should be available to them, when it comes to newer digital ways of managing money, we see some hesitence around adoption. Concerns about security, privacy and maintaining control of finances appear to be key barriers.

Over time and if new digital approaches are shown to be reliable, useful and socially accepted, it is possible that the uptake of services such as automatically generated advice for budgeting and even investing could be rapid. That was the experience with the uptake of mobile banking. Consumers indicate that they want banks and other financial institutions to stay in the lead by developing new ways to help them manage their money despite any reluctance to accept them immediately."

– ENDS –

About the research
The ING International Savings Survey was conducted by Ipsos using internet-based polling. Fifteen countries were surveyed: Austria, Belgium, Czech Republic, France, Germany, Italy, Luxembourg, the Netherlands, Poland, Romania, Spain, Turkey, the United Kingdom, Australia and the United States of America. Polling took place between 30 January and 11 February 2019. The full report is available at www.ezonomics.com/iis and www.slideshare.net/ING

The ING International Survey is produced several times a year by ING International Consumer Economics. It is about money and life - combining ideas around financial education, personal finance and behavioural economics to produce regular and practical information about the way people manage their money - and how this can affect consumers' lives.

For further information, please contact:

Christoph Linke
Press officer, ING Group
+31 20 576 43 15
Christoph.linke@ing.com

MHP Communications
+44 (0)20 3128 8100
ing@mhpc.com

For further information on ING, please visit www.ing.com. Frequent news updates can be found in the Newsroom or via the @ING_news Twitter feed. Photos of ING operations, buildings and its executives are available for download at Flickr. Footage (B-roll) of ING is available via videobankonline.com, or can be requested by emailing info@videobankonline.com. ING presentations are available at SlideShare.

ING PROFILE
ING is a global financial institution with a strong European base, offering banking services through its operating company ING Bank. The purpose of ING Bank is empowering people to stay a step ahead in life and in business. ING Bank's 52,000 employees offer retail and wholesale banking services to customers in over 40 countries. ING Group shares are listed on the exchanges of Amsterdam (INGA AS, ING.AS), Brussels and on the New York Stock Exchange (ADRs: ING US, ING.N).
Sustainability forms an integral part of ING's strategy, which is evidenced by the number one position among 395 banks ranked by Sustainalytics. ING Group shares are 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.
IMPORTANT LEGAL INFORMATION
Elements of this press release contain or may contain information about ING Groep N.V. and/ or ING Bank N.V. within the meaning of Article 7(1) to (4) of EU Regulation No 596/ 2014.
Certain of the statements contained herein are not historical facts, including, without limitation, certain statements made of future expectations and other forward-looking statements that are based on management's current views and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in such statements. Actual results, performance or events may differ materially from those in such statements due to, without limitation: (1) changes in general economic conditions, in particular economic conditions in ING's core markets, (2) changes in performance of financial markets, including developing markets, (3) consequences of a potential (partial) break-up of the euro, (4) potential consequences of European Union countries leaving the European Union, (5) changes in the availability of, and costs associated with, sources of liquidity such as interbank funding, as well as conditions in the credit markets generally, including changes in borrower and counterparty creditworthiness, (6) changes affecting interest rate levels, (7) changes affecting currency exchange rates, (8) changes in investor and customer behaviour, (9) changes in general competitive factors, (10) changes in laws and regulations, (11) changes in the policies of governments and/or regulatory authorities, (12) conclusions with regard to purchase accounting assumptions and methodologies, (13) changes in ownership that could affect the future availability to us of net operating loss, net capital and built-in loss carry forwards, (14) changes in credit ratings, (15) ING's ability to achieve projected operational synergies and (16) the other risks and uncertainties detailed in the most recent annual report of ING Groep N.V. (including the Risk Factors contained therein) and ING's more recent disclosures, including press releases, which are available on www.ING.com. Any forward looking statements made by or on

behalf of ING speak only as of the date they are made, and, ING assumes no obligation to publicly update or revise any forward-looking statements, whether as a result of new information or for any other reason.
This document does not constitute an offer to sell, or a solicitation of an offer to purchase, any securities in the United States or any other jurisdiction.