

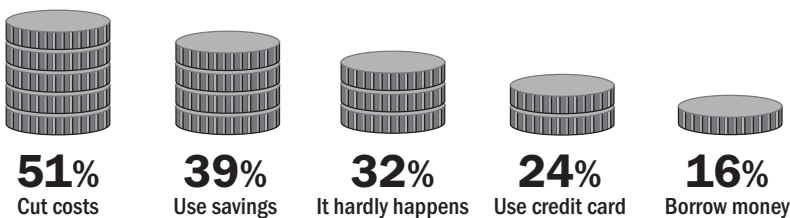
How we view money

ING recently released the findings of the ING Consumer Resourcefulness Study. This report contains the results of an international consumer survey on the relationship between financial literacy, attitudes and emotions towards finance, actual financial behaviour and resourcefulness with regard to individuals managing their daily finances.

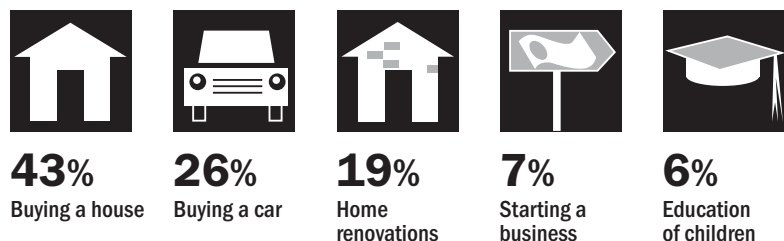
The objectives of the survey are to gain a better understanding of how consumers' financial literacy levels influence their attitudes and behaviour as well as the similarities and differences across countries.

Ten countries participated in the survey across Europe (The Netherlands, Romania, Poland, Belgium, Spain), Asia (India, Korea, Japan) and North America (US and Mexico).

What do you usually do if you don't have enough money left?



What is the purpose of your loans?



55% of respondents have a loan

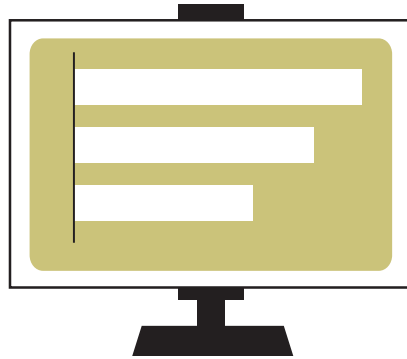
Some Observations

- Less than 60 per cent are saving for retirement. Today only 44 per cent of the respondents in Spain are saving for retirement versus 79 per cent in India.
- The first thing people do when their income declines is to cut down on luxury purchases, stop going out for dinner and conserve energy.
- "Enjoy the present and at the same time save for the future" is the advice given to respondents by their seniors and is the same they would pass on to their children.
- There is a direct correlation between financial literacy and product density. The more literate the respondent, the more products she uses.
- Asian countries are significantly more financially literate, Japan tops the list.
- There is clear evidence that males are more knowledgeable about money. Income (high) and education are significant drivers of financial literacy.

SPECIAL REPORT

When thinking about finance, which of these statements best represents how you look upon this topic?

- 73%** I pay my bills without delay
- 60%** I keep careful track of my finances
- 48%** Do research before taking financial decisions



How do you keep your household budget/ keep track of your finances?

- 55%** Bank account statements
- 37%** On paper
- 33%** Self-made overview on PC
- 29%** In my head
- 11%** Help of PC programme

70% of respondents keep a household budget

How is your monthly income spent?



26%
Food



25%
Housing



12%
Savings



11%
Transportation



10%
Other



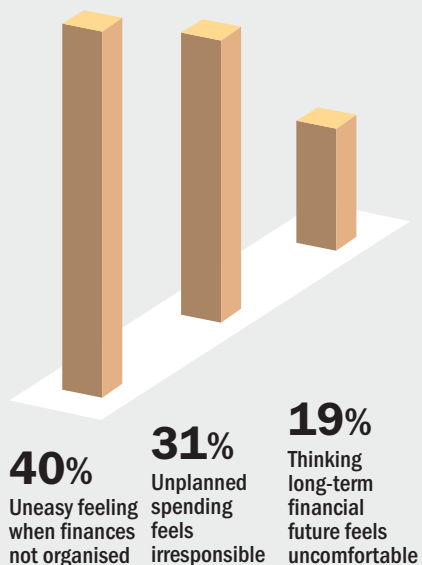
9%
Clothing



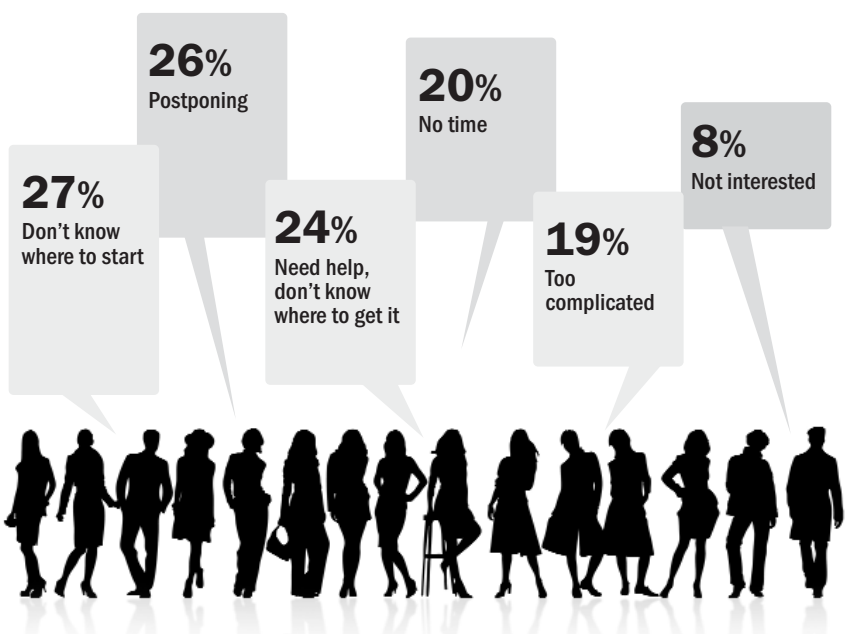
7%
Entertainment



What is your attitude towards finances?

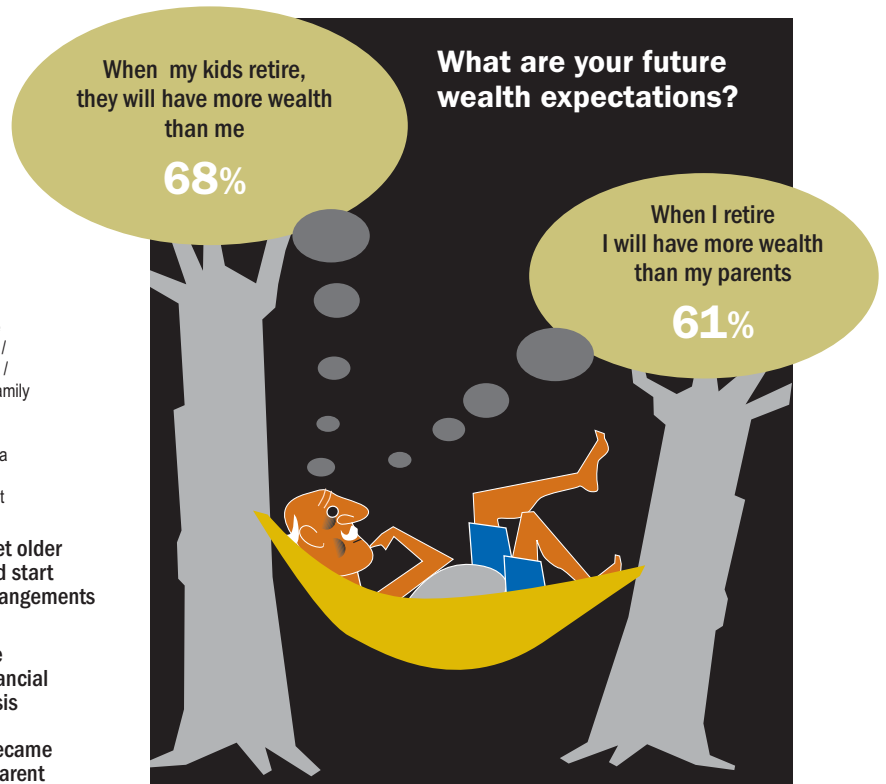
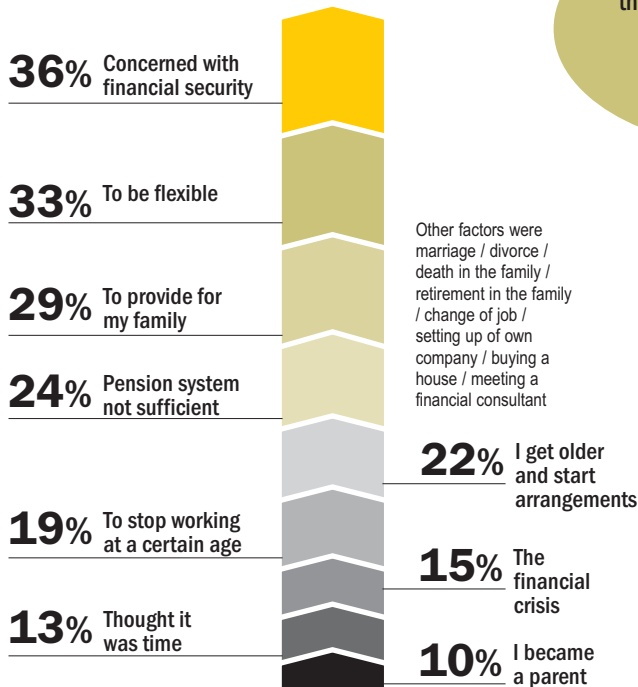


What prevents you from being better at money?



90% of consumers globally want to be better at managing money (in India 99%, in the Netherlands only 59%)

What are the key motivations for planning your financial future?



Japan and India are completely opposite in wealth expectations. Indians are most optimistic while the Japanese have among the lowest expectations.

What Indians have to say

Do you keep a household budget?

Yes - 84%

Do you manage to stay within/respect your budget?

Yes, all the time or at least most of the time - 87%

Are you currently saving for retirement?

Yes - 79%

Do you believe that when you retire you will have more wealth than your parents?

Yes - 89%

Do you believe that when your (future) kids retire they will have more wealth than you?

Yes - 91%

What are your key motivations for planning your financial future?

Concerned with financial literacy	38%
Provide for my family	38%
To be flexible	29%

Do you have an emergency fund?

No	13%
For 1 month	13%
For 2 months	18%
For 3 months	18%
For 4 months	7%
For 5 months	3%
For 6 months	12%
Between 6 months & 1 year	11%
More than 1 year	5%

When thinking about finance, which of these statements best represents how you look upon the topic?

I pay my bills without delay	73%
I keep careful track of my finances	67%
Do research before taking financial decisions	65%

What is your attitude towards finances?

Unplanned spending feels irresponsible	33%
Uneasy feeling when finances not organised	29%

Thinking long-term financial future feels uncomfortable 15%

Do you feel in control of your finances?

Yes - 49%

Do you feel confident when making an important financial decision?

Yes - 49%

What prevents you from being better at money?

Don't know where to start	30%
Postponing	34%
Need help, don't know where to get it	39%
No time	24%
Too complicated	18%
Not interested	6%

Are you good with money?

Yes	39%
Not bad, could be better	20%
Not at all	1%