

ING Groep NV in Consumer Finance (Netherlands)

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Abstracts

ING Groep completed its restructuring phase in April 2016, after successfully separating the operations of its banking and insurance activities, as required by the European Commission. The financial institution is now focusing its efforts on better customer service with its “Think Forward” strategy. ING’s plan is to reach out to new retail customers, with the aim of reaching 10 million primary relationships by 2017.

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