مصرف الإمارات العربية المتحدة المركزي
CENTRAL BANK OF THE U.A.E.

Credit Sentiment Survey

Survey Results | 2018 Q1

The Credit Sentiment Survey ("The Survey") is a quarterly publication, which collects information from Senior Credit Officers from all banks and financial institutions extending credit within the UAE. The information collected constitutes qualitative responses to a series of questions relating to credit conditions in the most recent quarter and expectations for the upcoming quarter.

All results and analysis contained in this report constitute the aggregate opinions of Survey respondents only. The results contained herein do not reflect the views of the Central Bank and should not be construed as such. Further details about the Survey along with its questionnaire results for the March quarter are available in the "About the Survey" section and annexes to this report.[1]

> Executive Summary

Results from the Credit Sentiment Survey suggested that the appetite for business loans has moderately increased across the board, with the exception of the Emirate of Abu Dhabi. Demand for business loans was also expected to increase further in the next quarter. On the other hand, survey results revealed that demand for personal loans in aggregate has decreased and was expected to remain weak in the next quarter.

Lending to Corporates & Small Businesses – For the March quarter the survey results revealed a modest increase in demand for business loans coupled with a decrease in demand reported in the Emirate of Abu Dhabi. By loan type, the modest increase was most evident among large firms and local firms. Two-thirds of survey respondents reported no change in terms of credit standards, however, in aggregate, a positive net balance measure was observed, suggesting a tightening of credit standards during the March quarter. With respect to specific terms and conditions, survey results indicated a tightening in credit standards that occurred most with respect to collateralization requirements and premiums charged on riskier loans. In terms of outlook, survey respondents predicted further tightening in credit standards but to a lesser extent in the June quarter. Survey respondents also expected further tightening across all lending terms and conditions, particularly with respect to premiums charged on riskier loans and spread over cost of funds. Nonetheless, demand for business loans was expected to increase further in the next quarter.

Lending to Individuals – Demand for personal loans in aggregate has decreased in the March quarter. When asked about which factors contributed to the change in demand for loans, the survey respondents cited that change in income, and financial markets outlook were the most important. Consistent with previous quarters in terms of credit availability, more than 90% of survey results cited that the credit standard are to be unchanged across all the categories. In terms of outlook, survey respondents predicted demand for personal loans to remain in the negative territory and credit standards in aggregate to tighten moderately.

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[1] Results from the survey are reported as a net balance (expressed as a percentage). The net balance is calculated as the weighted percentage of respondents reporting an increase in demand for loans (or tightening of credit standards) minus the weighted percentage of respondents reporting a decrease in demand for loans (or easing of credit standards). Weightings are determined such that those responses indicating a modest change are given half the weighting of those reporting a significant change in the surveyed quarter. For the demand measures, a positive score indicates growth in demand for loans during the quarter and for the measures on credit availability and standards, a negative score indicates an easing in credit standards during the surveyed quarter.

For demand for loans, net balance = (% Reporting Substantial Increase + 0.5 x % Reporting Moderate Increase) – (% Reporting Substantial Decrease + 0.5 x % Reporting Moderate Decrease)

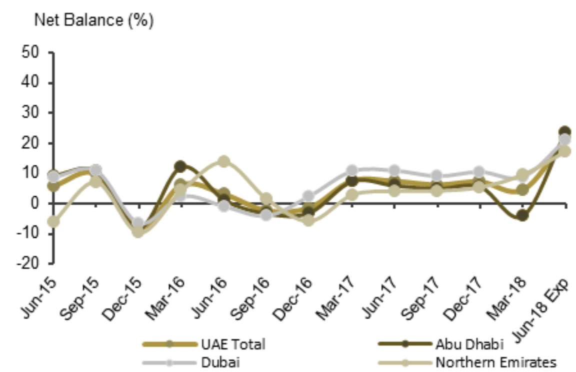
For credit standards, net balance = (% Reporting Significant Tightening + 0.5 x % Reporting Moderate Tightening) – (% Reporting Significant Easing + 0.5 x % Reporting Moderate Easing)

> Business Lending[2]

For the March quarter, the survey results revealed that demand for business loans has increased with a net balance measure of +4.6. According to the survey respondents, 45 percent reported no change, 33 percent reported an increase in demand, while 20.2 percent of respondents reported a moderate decrease in demand. By emirate, the survey respondents reported an increase in demand for Dubai and Northern Emirates while demand for loans in Abu Dhabi decreased.

With respect to expectations for the June quarter, survey results revealed a net balance measure of +21.4 suggesting an optimistic stance and demand for business loans to increase. By emirate, a strengthening in loan demand was registered across the board, most significantly in Abu Dhabi **(Chart 1)**.

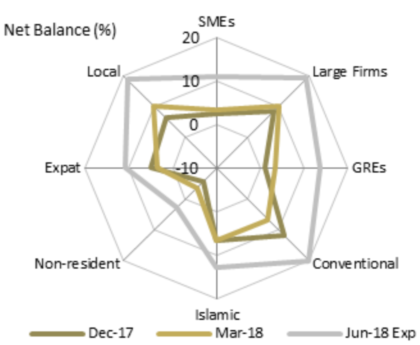
Chart 1 Change in Demand for Business Loans by Emirate



By market segment, demand increased across all categories with the exception of non-resident during the March quarter. The increase in demand for loans was most evident among large firms, local, conventional loans, and Islamic finance; while loan demand for expat, GREs, and SMEs increased to a lesser extent.

For the June quarter, survey respondents were expecting the demand for business loans to increase further among all categories, predominantly for conventional loans, large firms, and local **(Chart 2)**

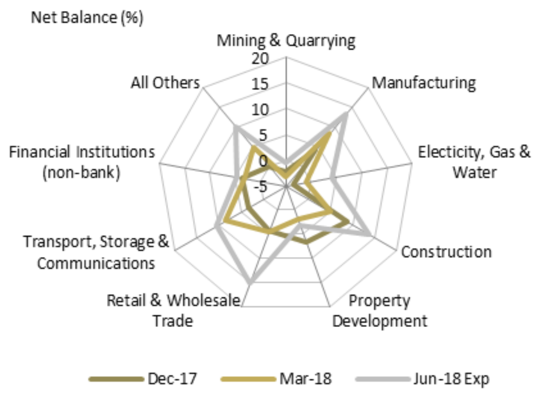
Chart 2 Change in Demand for Business Loans by Type



When asked about the change in demand for business loans by industry in the March quarter, net balance measures suggested an increase in demand across all other economic activities with the exception of mining and quarrying, electricity, gas and water, which both registered a relatively marginal decrease in demand,

For the June quarter, survey respondents were optimistic and expected demand for loans to increase across all industries, with the exception of a marginal increase in mining & quarrying **(Chart 3)**.

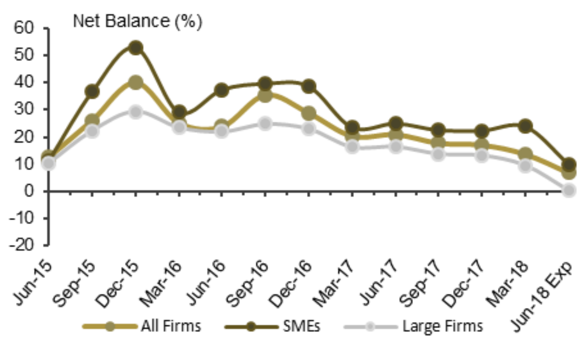
Chart 3 Change in Demand for Business Loans by Industry



The main factors determining the change in demand for business loans were customers' sales, customers' fixed asset investment, property market outlook and interest rates. For the June quarter, survey respondents cited that customers' sales and property market outlook will remain the most important determining factors.

In terms of credit standards, two-thirds of survey respondents reported no change. However, in aggregate, a positive net balance measure was observed, suggesting a tightening of credit standards during the March quarter. The survey results revealed a stronger tightening for small and medium enterprises relative to large firms. Moreover, survey respondents predicted further tightening in credit standards for the June quarter for small to medium enterprises but to a lesser extent. On the other hand, credit standards for large firms were expected to remain roughly unchanged **(Chart 4)**.

Chart 4 Change in Credit Standards

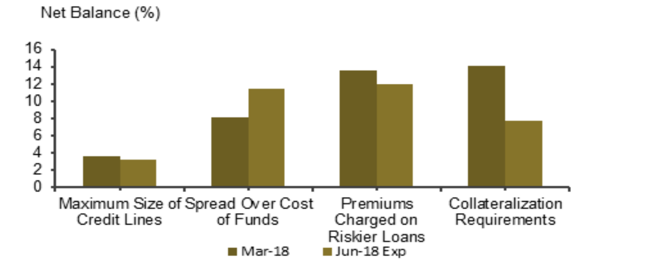


With respect to specific terms and conditions, survey results indicated a tightening in credit standards that occurred most with respect to collateralization requirements and premiums

[2] Full survey results are presented in Annex 1 of this report

charged on riskier loans. Terms and conditions pertaining to maximum size of credit lines and spread over the cost of funds tightened as well but to a lesser extent. In the June quarter, survey respondents expected further tightening across all terms and conditions, particularly with respect to premiums charged on riskier loans and spread over bank's cost of funds **(Chart 5)**.

Chart 5 Change in Terms and Conditions



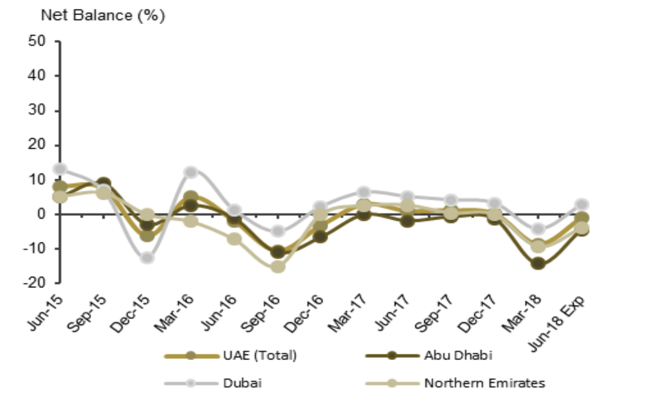
When asked about which factors were attributable to the change in credit standards in the March quarter, survey results reported economic outlook, industry or firm specific conditions, and quality of bank's asset portfolio as the most important factors. Competition from finance companies continued to have minimum bearing on credit standards in this quarter.

> Personal Lending[3]

Demand for personal loans on aggregate has decreased in the March quarter, reporting a negative net balance measure of -8.6. It has moved to the negative territory for the first time since December 2016. The decrease in personal loan demand was mainly attributable to the decline in demand across the board but most significantly in Abu Dhabi where a decline was registered for the 4th quarter in a row.

In terms of outlook, survey respondents anticipated the demand to decrease but to a lesser extent than the March quarter in aggregate. Survey respondents predicted that personal loans are going to remain in the negative territory as suggested by a net balance measure of -1.0. By emirate, survey respondents expected a decrease in demand in Abu Dhabi and Northern Emirates while an increase in demand in Dubai **(Chart 6).**

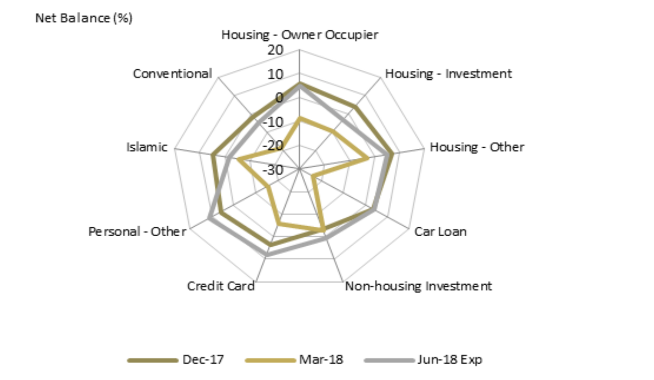
Chart 6 Change in Demand for Personal Loans by Emirate



For the March quarter, survey results suggested a decrease across all categories, most evident in car loan, conventional loan, personal – other, and housing - investment. Credit card, Islamic loans, and housing – other (includes refinancing, renovations) also reported a moderate decrease in demand.

With respect to expectations for the June quarter, survey respondents predicted a further decrease in demand in conventional loans, housing – investment, and Islamic loans. Nonetheless, demand for all the other categories were expected to increase, especially housing – other and credit card **(Chart 7)**.

Chart 7 Change in Demand for Personal Loans by Type



When asked about which factors contribute to the change in demand for loans, survey results revealed that change in income, and financial markets outlook were the most significant. Housing market outlook, interest rates, and competition with other banks or financial institutions were also considered important.

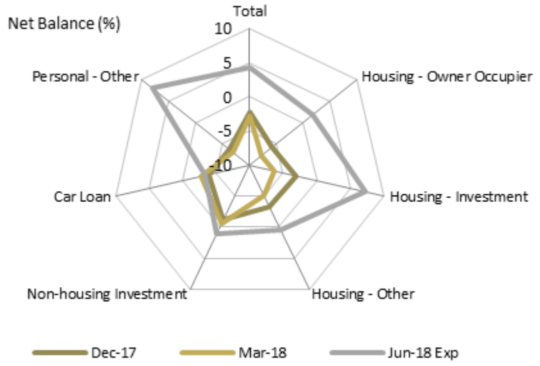
For the June quarter, survey respondents cited that financial markets outlook, housing markets outlook, and change in income to be the most significant factors expected to influence personal loans demand.

In terms of credit availability, more than 90% of survey respondents cited that the credit standards were unchanged across all the categories. However, on aggregate, a net balance of -2.8 for all households suggested a marginal easing of credit standards in the March quarter. By loan category, the easing in credit standards was evident across the board.

In terms of outlook for the June quarter, the credit standards on aggregate were expected to tighten moderately, as suggested by the net balance measure of +4.3. By loan type, survey respondents predicted credit standards to tighten across the board with the exception of car loan **(Chart 8).**

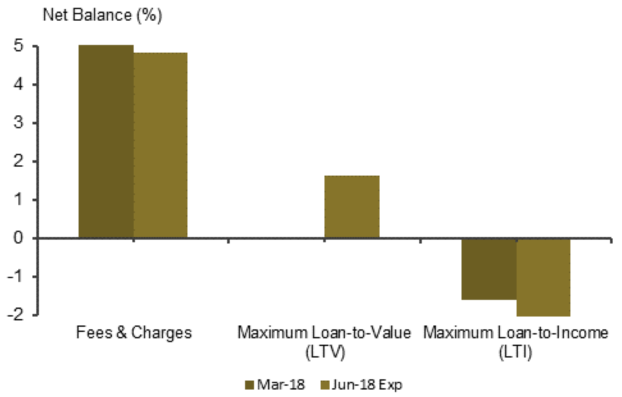
[3] Full survey results are presented in Annex 2 of this report

Chart 8 **Change in Credit Standards**



With respect to credit terms and conditions. In the March quarter, the survey respondents reported a tightening in fees and charges, and softening in maximum loan-to-income (LTI), while maximum loan-to-value (LTV) was unchanged. With respect to the outlook for the June quarter, survey respondents expect terms and conditions pertaining to fees & charges, and maximum loan-to-income (LTI) to ease marginally while maximum loan-to-value (LTV) to tighten marginally (**Chart 9)**.

Chart 9 **Change in Selected Terms and Conditions**



When asked about those factors determining the change in credit standards during the March quarter, 80% of survey respondents cited that quality of bank's asset portfolio, and economic outlook as very important. In addition, change in tolerance for risk and customer specific were also considered important. With respect to the outlook for the June quarter, quality of bank's asset portfolio, and industry or firm specific conditions were considered to be the most important.

About the Survey

The Credit Sentiment Survey (“The Survey”) is a quarterly publication which collects information from all banks and financial institutions extending credit within the UAE. The Survey was first launched in Q1 2014 as part of the Central Bank (“CBUAE”)’s efforts to gauge both supply and demand-side factors influencing the local credit market, and to further understand the linkages between credit sentiment and the broader UAE economy. A series of multiple choice questions were addressed to a sample of Senior Credit Officers (or employees of similar standing) within all financial institutions extending credit within the UAE. Such questions gauge the survey respondents’ experiences and expectations with respect to changes in both demand for credit as well as credit availability, for both business and personal lending.

More information on the Survey can be found in Notice No. 107/2014 addressed to all banks and finance companies operating in the UAE.

This report presents the findings of the 2018 Q1 Survey, which was conducted during the period of 16 – 31 March 2018. The Survey questionnaire results are available in the annexes attached to this report.

The total sample size for the June quarter survey was 209 respondents, with 99 answering questions related to personal credit and 110 answering questions related to business credit. The September quarter sample included responses from all banks and finance companies, conventional and Islamic financial institutions as well as Senior Credit Officers covering Abu Dhabi, Dubai and the Northern Emirates. **These results do not reflect the views of the CBUAE on Credit Sentiment in the UAE and should not be construed as such.**

Results from the survey are reported as a net balance (expressed as a percentage). The net balance is calculated as the weighted percentage of respondents reporting an increase in demand for loans (or tightening of credit standards) minus the weighted percentage of respondents reporting a decrease in demand for loans (or easing of credit standards). Weightings are determined such that those responses indicating a modest change are given half the weighting of those reporting a significant change in the surveyed quarter. For the demand measures, a positive score indicates growth in demand for loans during the quarter and for the measures on credit availability and standards, a negative score indicates an easing in credit standards during the surveyed quarter.

For demand for loans, net balance = (% Reporting Substantial Increase + 0.5 x % Reporting Moderate Increase) – (% Reporting Substantial Decrease + 0.5 x % Reporting Moderate Decrease)

For credit standards, net balance = (% Reporting Significant Tightening + 0.5 x % Reporting Moderate Tightening) – (% Reporting Significant Easing + 0.5 x % Reporting Moderate Easing)

The scheduled publication dates for the upcoming surveys are:

- 2018 Q2 Survey in July 2018
- 2018 Q3 Survey in October 2018
- 2018 Q4 Survey in January 2019
- 2019 Q1 Survey in April 2019

These publications will be available on the CBUAE’s website at www.centralbank.ae

Should you have any queries or comments on the Survey results, please communicate with CBUAE’s Monetary & Reserve Management Department via:

Monetary.Management@cbuae.gov.ae

Annex 1

> Business Lending Survey Questionnaires Results[4]

Q1. How has demand for loans changed relative to the preceding quarter? (% of total)

	Decreased Substantially	Decreased Moderately	No Change	Increased Moderately	Increased Substantially	Net Balance
All Firms	1.8	20.2	45.0	33.0	0.0	4.6
Abu Dhabi	2.7	29.7	40.5	27.0	0.0	-4.1
Dubai	2.2	15.6	44.4	37.8	0.0	8.9
Northern Emirates	0.0	15.4	50.0	34.6	0.0	9.6
Small and Medium Enterprises	2.9	13.3	60.0	21.9	1.9	3.3
Large Firms	1.9	16.8	42.1	37.4	1.9	10.3
Government Related Entities	1.0	11.3	70.1	14.4	3.1	3.6
Conventional Loans	1.9	16.5	47.6	34.0	0.0	6.8
Islamic Finance	0.0	6.6	73.6	19.8	0.0	6.6
Non-resident	3.2	10.5	78.9	5.3	2.1	-3.7
Expat	0.9	16.5	56.9	25.7	0.0	3.7
Local	1.9	7.4	59.3	31.5	0.0	10.2

Q2. By economic activity, how has demand for loans from firms changed compared to the preceding quarter? (% of total)

	Decreased Substantially	Decreased Moderately	No Change	Increased Moderately	Increased Substantially	Net Balance
Mining and Quarrying	4.3	8.7	78.3	6.5	2.2	-3.3
Manufacturing	1.8	16.5	46.8	33.0	1.8	8.3
Electricity, Gas and Water	3.9	6.8	76.7	12.6	0.0	-1.0
Construction	2.8	18.5	45.4	32.4	0.9	5.1
Property Development	6.9	10.8	55.9	24.5	2.0	2.0
Retail and Wholesale Trade	2.7	23.6	38.2	32.7	2.7	4.5
Transport, Storage and Communications	1.9	8.5	63.2	23.6	2.8	8.5
Financial Institutions (excluding Banks)	0.0	3.2	87.4	9.5	0.0	3.2
All Others	1.9	6.6	71.7	19.8	0.0	4.7

Q3. What factors were attributable to the change in demand for loans? (% of total)

	Not Important	Somewhat Important	Very Important
Customers' Sales	15.5	40.0	44.5
Customers' Fixed Asset Investment	28.2	42.7	29.1
Competition with Finance Companies	62.7	31.8	5.5
Competition with Banks	52.7	27.3	20.0
Interest Rates	38.2	29.1	32.7
Seasonal Influences	41.8	53.6	4.5
Property Market Outlook	30.0	34.5	35.5

[4] All figures are rounded to one decimal place

Q4. How have your bank/financial institution's credit standards for firms changed compared to the preceding quarter? (% of total)

	Tightened Significantly	Tightened Moderately	No Change	Eased Moderately	Eased Significantly	Net Balance
All Firms	2.7	26.4	66.4	4.5	0.0	13.6
Small and Medium Enterprises	14.0	21.5	62.6	1.9	0.0	23.8
Large Firms	1.8	22.0	69.7	6.4	0.0	9.6

Q5. What factors were attributable to the change in your bank/financial institution's credit standards? (% of total)

	Not Important	Somewhat Important	Very Important
Quality of Your Bank's Asset Portfolio	29.1	19.1	51.8
Economic Outlook	22.7	23.6	53.6
Industry or Firm Specific Conditions	27.3	29.1	43.6
Competition from Banks	52.7	37.3	10.0
Competition from Finance Companies	68.2	28.2	3.6
Change in Tolerance for Risk	32.7	35.5	31.8
Availability/Cost of Funds	39.1	31.8	29.1
Current/Anticipated Regulatory Changes	42.7	14.5	42.7

Q6. How have the following terms and conditions changed at your bank/financial institution compared to the preceding quarter? (% of total)

	Tightened Significantly	Tightened Moderately	No Change	Eased Moderately	Eased Significantly	Net Balance
Maximum Size of Credit Lines	1.8	12.7	76.4	9.1	0.0	3.6
Spread Over Your Cost of Funds	1.8	18.2	74.5	5.5	0.0	8.2
Premiums Charged on Riskier Loans	7.3	14.5	76.4	1.8	0.0	13.6
Collateralization Requirements	7.3	18.2	70.0	4.5	0.0	14.1

Q7. Over the next quarter, how do you expect demand for loans from firms to change? (% of total)

	Decrease Substantially	Decrease Moderately	No Change	Increase Moderately	Increase Substantially	Net Balance
All Firms	0.0	7.3	43.6	48	0.9	21.4
Abu Dhabi	0.0	5.3	42.1	52.6	0.0	23.7
Dubai	0.0	6.7	46.7	44.4	2.2	21.1
Northern Emirates	0.0	11.5	42.3	46.2	0.0	17.3
Small and Medium Enterprises	0.0	9.1	62.7	25.5	2.7	10.9
Large Firms	0.0	10.0	42.7	46.4	0.9	19.1
Government Related Entities	0.0	2.8	71.6	21.1	4.6	13.8
Conventional Loans	0.0	5.5	50.0	43.6	0.9	20.0
Islamic Finance	0.0	1.8	70.6	27.5	0.0	12.8
Non-resident	0.0	5.5	83.5	11.0	0.0	2.8
Expat	0.0	10.9	56.4	32.7	0.0	10.9
Local	0.0	3.6	57.3	37.3	1.8	18.6

Q8. By economic activity, how do you expect demand for loans from firms to change? (% of total)

	Decrease Substantially	Decrease Moderately	No Change	Increase Moderately	Increase Substantially	Net Balance
Mining and Quarrying	0.0	5.5	89.9	4.6	0.0	-0.5
Manufacturing	0.0	7.3	59.6	32.1	0.9	13.3
Electricity, Gas and Water	0.0	5.5	80.7	13.8	0.0	4.1
Construction	0.0	13.8	47.7	35.8	2.8	13.8
Property Development	0.0	14.7	65.1	19.3	0.9	3.2
Retail and Wholesale Trade	0.0	12.8	45.0	41.3	0.9	15.1
Transport, Storage and Communications	0.0	3.7	71.6	24.8	0.0	10.6
Financial Institutions (excluding Banks)	0.0	2.8	85.3	11.9	0.0	4.6
All Others	0.0	5.5	69.7	23.9	0.9	10.1

Q9. To what factors do you attribute to the expected change in demand for loans from firms? (% of total)

	Not Important	Somewhat Important	Very Important
Customers' Sales	24.5	30.0	45.5
Customers' Fixed Asset Investment	38.2	35.5	26.4
Competition with Finance Companies	74.5	21.8	3.6
Competition with Banks	56.4	23.6	20.0
Interest Rates	40.0	31.8	28.2
Seasonal Influences	37.3	59.1	3.6
Property Market Outlook	36.4	30.0	33.6

Q10. How do you expect your bank/financial institution's credit standards to change over the coming three months? (% of total)

	Tighten Significantly	Tighten Moderately	No Change	Ease Moderately	Ease Significantly	Net Balance
All Firms	0.9	19.1	72.7	7.3	0.0	6.8
Small and Medium Enterprises	5.5	16.4	70.9	7.3	0.0	10.0
Large Firms	0.9	11.8	74.5	12.7	0.0	0.5

Q11. To what factors do you attribute the expected change in your bank/financial institutions credit standards? (% of total)

	Not Important	Somewhat Important	Very Important
Quality of Your Bank's Asset Portfolio	34.5	16.4	49.1
Economic Outlook	25.5	19.1	55.5
Industry or Firm Specific Conditions	30.9	29.1	40.0
Competition from Banks	55.5	33.6	10.9
Competition from Finance Companies	72.7	23.6	3.6
Change in Tolerance for Risk	38.2	29.1	32.7
Availability/Cost of Funds	48.2	24.5	27.3
Current/Anticipated Regulatory Changes	45.5	18.2	36.4

Q12. How do you expect the following terms and conditions at your bank/financial institution to change for borrowing firms over the next quarter? (% of total)

	Tighten Significantly	Tighten Moderately	No Change	Ease Moderately	Ease Significantly	Net Balance
Maximum Size of Credit Lines	2.7	10.0	78.2	9.1	0.0	3.2
Spread Over Your Cost of Funds	1.8	22.0	73.4	2.8	0.0	11.5
Premiums Charged on Riskier Loans	5.5	15.6	76.1	2.8	0.0	11.9
Collateralization Requirements	5.5	11.9	76.1	5.5	0.9	7.8

Annex 2

> Personal Lending Survey Questionnaires Results[5]

Q1. How has demand for loans changed relative to the preceding quarter? (% of total)

	Decreased Substantially	Decreased Moderately	No Change	Increased Moderately	Increased Substantially	Net Balance
All Households	11.1	13.1	57.6	18.2	0.0	-8.6
Abu Dhabi	11.4	20.0	54.3	14.3	0.0	-14.3
Dubai	11.1	8.3	58.3	22.2	0.0	-4.2
Northern Emirates	11.1	11.1	63.0	14.8	0.0	-9.3
Islamic	5.5	7.7	79.1	7.7	0.0	-5.5
Conventional	13.5	18.8	59.4	8.3	0.0	-18.8
Housing – Owner Occupier	2.4	25.6	58.5	13.4	0.0	-8.5
Housing – Investment	4.8	19.3	67.5	7.2	1.2	-9.6
Housing – Other (includes refinancing, renovations)	2.4	19.3	62.7	13.3	2.4	-3.0
Car Loan	21.0	12.3	60.5	6.2	0.0	-24.1
Non-housing Investment	2.4	7.2	84.3	6.0	0.0	-3.0
Credit Card	5.7	15.9	62.5	15.9	0.0	-5.7
Personal - Other	13.8	20.2	48.9	17.0	0.0	-15.4

Q2. What factors were attributable to the change in demand for loans? (% of total)

	Not Important	Somewhat Important	Very Important
Housing market outlook	32.3	42.7	25.0
Financial markets outlook	29.3	44.4	26.3
Change in income	29.3	27.3	43.4
Interest rates	38.4	24.2	37.4
Competition with other banks or financial institutions	38.4	34.3	27.3
Seasonal influences	50.5	35.4	14.1

Q3. How have your bank/financial institution's credit standards for consumers changed compared to the preceding quarter? (% of total)

	Tightened Significantly	Tightened Moderately	No Change	Eased Moderately	Eased Significantly	Net Balance
All Households	0.0	0.0	94.4	5.6	0.0	-2.8
Housing – Owner Occupier	0.0	0.0	84.6	15.4	0.0	-7.7
Housing – Investment	0.0	0.0	87.5	12.5	0.0	-6.3
Housing – Other (includes refinancing, renovations)	0.0	0.0	89.9	10.1	0.0	-5.1
Non-housing Investment	0.0	0.0	98.6	1.4	0.0	-0.7
Car Loan	0.0	0.0	94.4	5.6	0.0	-2.8
Personal - Other	0.0	0.0	86.2	13.8	0.0	-6.9

[5] All figures are rounded to one decimal place

Q4. What factors were attributable to the change in your bank/financial institution's credit standards? (% of total)

	Not Important	Somewhat Important	Very Important
Quality of Your Bank's Asset Portfolio	19.8	19.8	60.4
Economic Outlook	22.2	32.3	45.5
Customer Specific	30.3	24.2	45.5
Competition from Banks	34.3	54.5	11.1
Competition from Finance Companies	58.6	36.4	5.1
Change in Tolerance for Risk	25.3	25.3	49.5
Availability/Cost of Funds	36.4	22.2	41.4
Current/Anticipated Regulatory Changes	35.4	17.2	47.5

Q5. How have the following terms and conditions changed at your bank/financial institution compared to the preceding quarter? (% of total)

	Tightened Significantly	Tightened Moderately	No Change	Eased Moderately	Eased Significantly	Net Balance
Fees and Charges	0.0	19.8	79.2	1.0	0.0	9.4
Maximum Loan-to-Value (LTV)	0.0	3.2	93.5	3.2	0.0	0.0
Maximum Loan-to-Income (LTI)	0.0	0.0	96.8	3.2	0.0	-1.6

Q6. How do you expect demand for loans from consumers to change over the next quarter? (% of total)

	Decrease Substantially	Decrease Moderately	No Change	Increase Moderately	Increase Substantially	Net Balance
All Households	3.1	17.7	57.3	21.9	0.0	-1.0
Abu Dhabi	2.9	20.6	58.8	17.6	0.0	-4.4
Dubai	2.9	14.3	57.1	25.7	0.0	2.9
Northern Emirates	3.8	19.2	57.7	19.2	0.0	-3.8
Islamic	0.0	13.0	77.2	9.8	0.0	-1.6
Conventional	3.2	21.5	58.1	16.1	1.1	-4.8
Housing – Owner Occupier	0.0	6.5	77.4	16.1	0.0	4.8
Housing – Investment	1.1	10.8	81.7	6.5	0.0	-3.2
Housing – Other (includes refinancing, renovations)	0.0	7.5	78.5	10.8	3.2	4.8
Car Loan	1.1	4.3	80.4	14.1	0.0	3.8
Non-housing Investment	0.0	4.3	91.3	3.3	1.1	0.5
Credit Card	1.1	7.6	65.2	26.1	0.0	8.2
Personal - Other	0.0	15.2	53.3	26.1	5.4	10.9

Q7. What factors do you attribute to the expected change in demand for loans? (% of total)

	Not Important	Somewhat Important	Very Important
Housing market outlook	37.2	36.2	26.6
Financial markets outlook	31.9	45.7	22.3
Change in income	38.3	21.3	40.4
Interest rates	42.6	26.6	30.9
Competition with other banks or financial institutions	43.6	45.7	10.6
Seasonal influences	41.5	41.5	17.0

Q8. How do you expect credit standards to change at your bank/financial institution? (% of total)

	Tighten Significantly	Tighten Moderately	No Change	Ease Moderately	Ease Significantly	Net Balance
All Households	3.2	10.8	77.4	8.6	0.0	4.3
Housing – Owner Occupier	0.0	12.4	78.7	9.0	0.0	1.7
Housing – Investment	0.0	16.9	80.9	2.2	0.0	7.3
Housing – Other (includes refinancing, renovations)	0.0	5.4	90.2	4.3	0.0	0.5
Non-housing Investment	0.0	5.3	91.6	3.2	0.0	1.1
Car Loan	0.0	2.3	88.6	9.1	0.0	-3.4
Personal - Other	5.4	17.4	65.2	12.0	0.0	8.2

Q9. To what factors do you attribute any expected change in your bank/financial institutions credit standards? (% of total)

	Not Important	Somewhat Important	Very Important
Quality of Your Bank's Asset Portfolio	27.7	19.1	53.2
Economic Outlook	23.4	39.4	37.2
Industry or Firm Specific Conditions	35.1	23.4	41.5
Competition from Banks	43.6	46.8	9.6
Competition from Finance Companies	64.9	30.9	4.3
Change in Tolerance for Risk	28.7	31.9	39.4
Availability/Cost of Funds	44.7	23.4	31.9
Current/Anticipated Regulatory Changes	38.3	18.1	43.6

Q10. How do you expect the following terms and conditions changes at your bank/financial institution over the quarter? (% of total)

	Tighten Significantly	Tighten Moderately	No Change	Ease Moderately	Ease Significantly	Net Balance
Fees and Charges	0	10.8	88.2	1.1	0	4.8
Maximum Loan-to-Value (LTV)	0	5.4	92.5	2.2	0	1.6
Maximum Loan-to-Income (LTI)	0	0.0	95.7	3.2	1.1	-2.7