



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

Credit Sentiment Survey

Survey Results | 2025 Q3

Executive Summary

Favorable credit conditions persisted through the last quarter (ending in September), with demand measures¹ well above their long-run averages for both households and corporates. On the supply-side, financial institutions continue to report a robust appetite to extend credit. Favorable economic conditions, higher household incomes, a supportive investment environment, and increased government expenditure continued to underpin strong credit activity and reflect ongoing confidence in the strength and outlook of the UAE economy. Compared to last quarter, the most significant change was in personal lending, where both supply and demand conditions have improved further (compared to unchanged yet still very positive business lending conditions). Looking forward, recent credit conditions are expected to persist, maintaining recent momentum in demand and willingness to lend.

Business Lending – Business credit conditions remained supportive throughout the quarter, reflecting steady improvement in both loan demand and supply (Chart 1). Loan demand strengthened across most industries, especially in the construction sector, while mining and quarrying recorded a decline. The current economic climate and outlook for growth continued to support both demand for loans and willingness to lend. Lower interest rates were also supportive of borrower demand, but not to the same extent as factors related to economic sentiment. Looking forward, both credit demand and supply are expected to maintain their positive momentum into the next quarter, indicative of sustained confidence in the state of the economy.

Personal Lending – Personal lending conditions strengthened in the quarter, with stronger measures recorded for both demand and supply (Chart 2). Credit cards, housing loans (owner-occupier and investment), and personal (other) loans recorded the highest demand growth. On the demand-side, improved household incomes, economic conditions, and lower interest rates supported growth. From the supply-side, lending appetite was driven by a favorable economic outlook, increased competition among banks, and continued improvements in borrower creditworthiness and asset quality. For this quarter (ending in December), both demand growth and willingness to lend are expected to remain solid.

Chart 1 Business Loans: Change in Supply vs. Demand

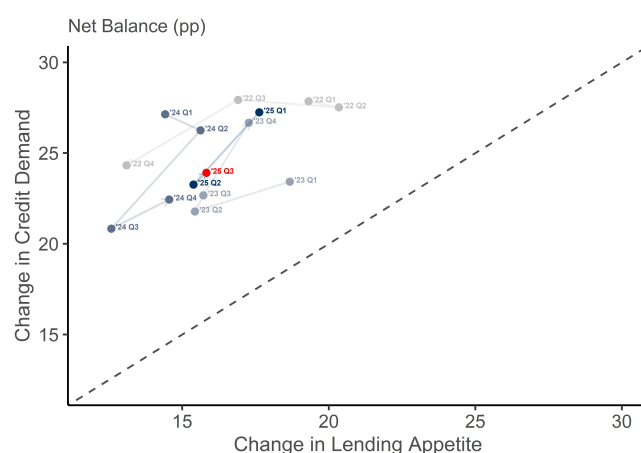
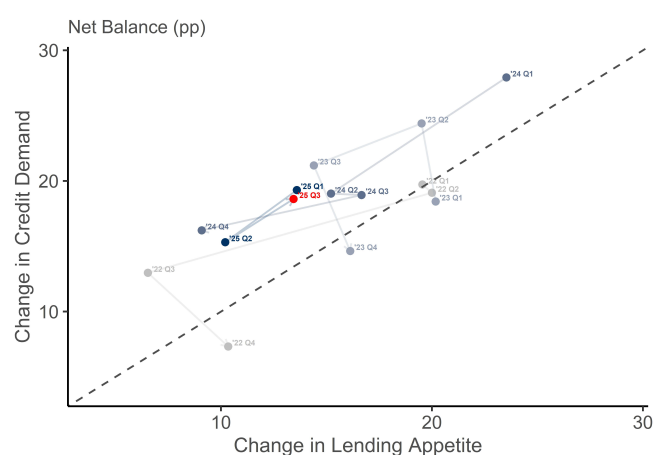


Chart 2 Personal Loans: Change in Supply vs. Demand



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 appetite to extend loans minus the weighted percentage of respondents reporting a decrease in demand for loans or appetite to extend loans. Responses indicating a modest change are given half the weighting of those reporting a significant change in the surveyed quarter. A positive score indicates growth in demand for loans or appetite to extend loans. For example, the net balance for loan demand is calculated as (% of Respondents Reporting a Substantial Increase + 0.5 x % of Respondents Reporting a Moderate Increase) - (% of Respondents Reporting a Substantial Decrease + 0.5 x % of Respondents Reporting a Moderate Decrease). The same calculation applies to other measures, such as appetite to extend loans, changes in terms and conditions, and factors influencing loan demand and credit appetite.

Business Lending²

Survey results indicate continued growth in business loan demand throughout the quarter, with net balance of +23.9pp. Most surveyed banks (52.9%) noted an increase in demand, 41.3% saw no change, while 5.8% reported a decrease. By Emirate, demand growth was strongest in Dubai, followed by Abu Dhabi and the Northern Emirates. Looking ahead, the outlook points to ongoing growth in business credit demand over the next quarter, with a projected net balance of +27.7pp (Chart 3).

Demand growth was broad-based across all firm categories, led by large firms, which posted the strongest net balance, ahead of government-related entities (GREs) and small & medium-sized enterprises (SMEs) (Chart 4). Among borrower segments, demand from both expatriate and local firms continued to outpace that of non-residents. Demand from large firms and SMEs is expected to be stronger than that from GREs over the coming quarter.

By industry, loan demand increased across all sectors, with the exception of mining and quarrying. The construction sector registered the most pronounced rise, followed by property development, retail and wholesale trade, and manufacturing (Chart 5).

Expectations for the next quarter suggest a further broad-based strengthening in credit demand, with the most significant increases anticipated in property development, retail and wholesale trade, construction, manufacturing, and transport, storage & communications.

Chart 3 Business Loans: Change in Demand

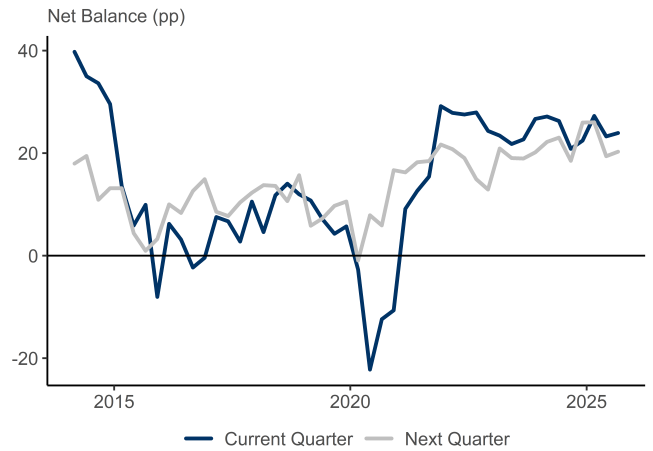


Chart 4 Business Loans: Change in Demand by Type

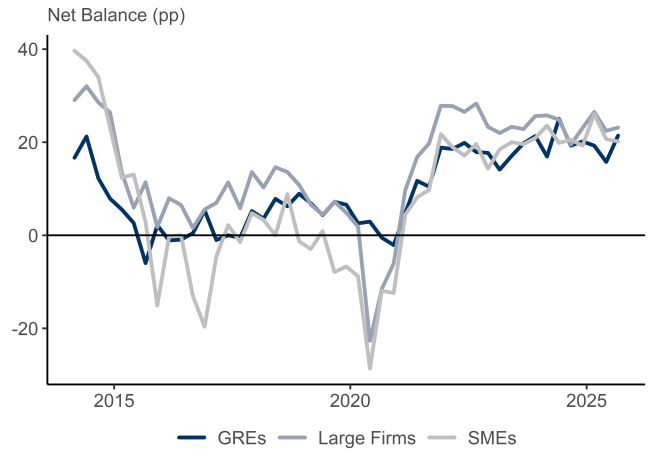
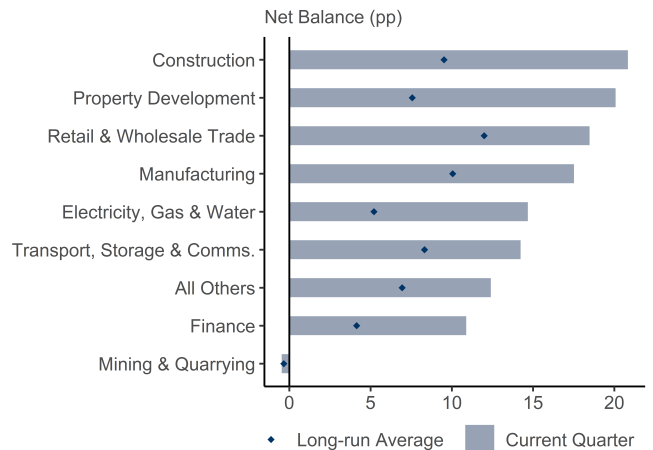


Chart 5 Business Loans: Change in Demand by Industry



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

Business credit demand continues to be supported by robust economic conditions, working capital requirements, a conducive investment environment, and higher government expenditure, while the prevailing interest rate has become a positive influence through 2025 (Chart 6).

Financial institutions maintained a positive lending appetite, registering a net balance of +15.8pp. Lending appetite was marginally higher for large firms than for SMEs. The overall economic outlook was identified as the key determinant underpinning willingness to lend, while other contributing factors had a comparatively modest effect. Looking ahead, lending appetite is projected to strengthen further, with a net balance of +20.1pp.

Credit standards remained broadly stable during the quarter. The maximum size of credit lines increased moderately, signaling slight easing, which was partly offset by tighter collateralization requirements. Changes in other terms and conditions measured by the survey were relatively small by comparison (Chart 7).

Rejection rates for business loan applications were virtually unchanged, with a net balance measure of +2.2pp. Reported rejection rates were higher for SMEs than large firms.

Chart 6 Business Loans: Factors Influencing Demand

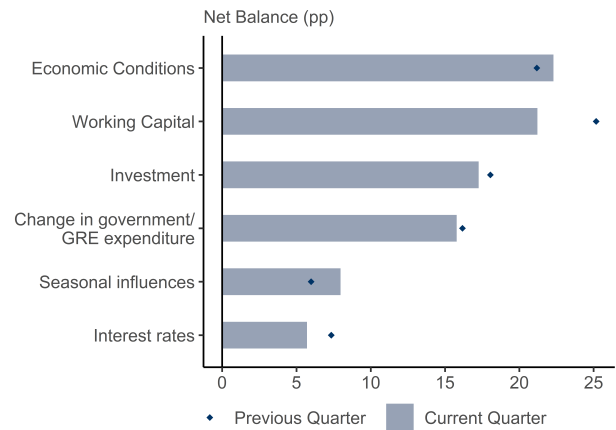
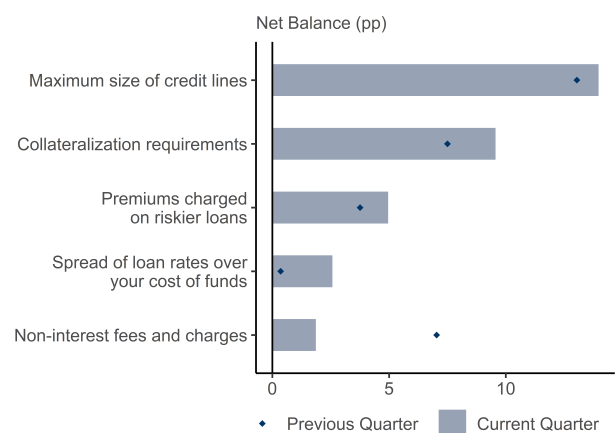


Chart 7 Business Loans: Change in Terms and Conditions on New Loans



Personal Lending³

Demand for personal loans showed continued strength, reflected by a net balance of +18.6pp, with Dubai leading growth across the Emirates. Looking ahead, financial institutions anticipate further improvement in personal loan demand, with a forecast net balance of +28.4pp (Chart 8).

Demand increased across most loan segments, with credit cards, housing loans (owner-occupier and investment), and personal (other) loans recording the strongest gains (Chart 9). By contrast, car loans posted the weakest growth, with reported demand down considerably from 2024 levels, while non-housing investment demand declined. Overall, credit demand is expected to continue growing across all loan categories, particularly in credit cards, personal (other) loans, and housing loans (owner-occupier and investment).

Stronger household incomes and favorable economic conditions continued to underpin demand for personal credit, while interest rates and seasonal influences also played a positive role.

Financial institutions reported a broad-based increase in lending appetite, with the exception of non-housing investment. Lending appetite was greatest for housing loans (owner-occupier) and credit cards, with the latter reflecting continued confidence in the consumer sector (Chart 10).

In the near term, financial institutions expect lending to strengthen further, as suggested by a net balance of +15.3pp. The strongest expectations are predominantly in credit cards, personal (other) loans, and housing loans (owner-occupier, investment and other).

Chart 8 Personal Loans: Change in Demand

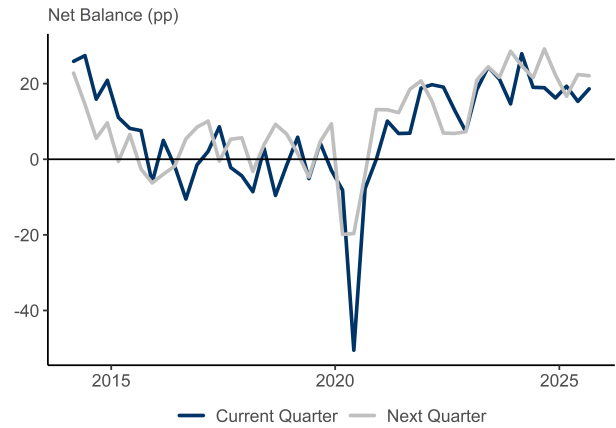


Chart 9 Personal Loans: Change in Demand for Housing-Related Loans

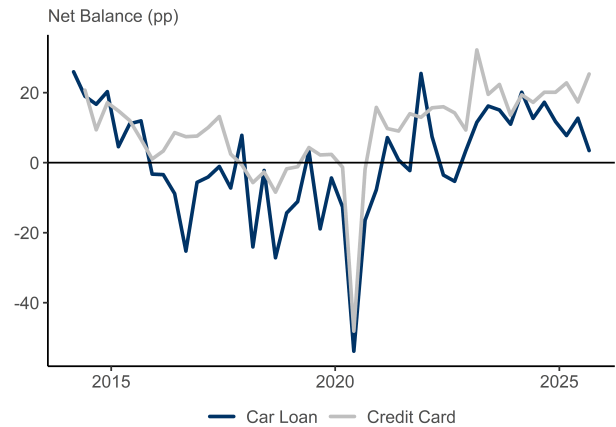
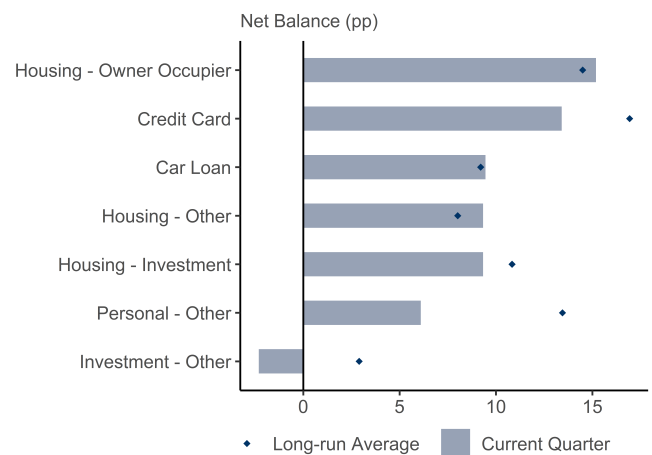


Chart 10 Personal Loans: Change in Lending Appetite by Type



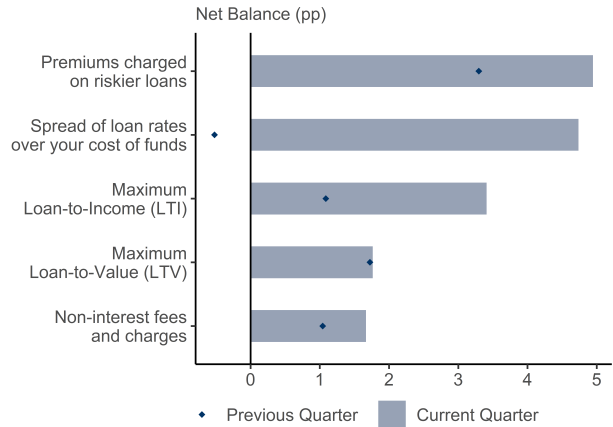
³ Full survey results are presented in Annex 2 to this report

Strong lending appetite among financial institutions was supported by a favorable economic outlook, heightened competition within the banking sector, stable borrower creditworthiness, and improving asset quality.

Terms and conditions for personal loans remained largely stable compared to the previous quarter, with over 87% of respondents reporting no changes. Nonetheless, among the reported changes, the most notable increases were in premiums on riskier loans, spreads over funding costs, and the maximum LTI ratio (Chart 11).

The share of rejected personal loan applications was broadly unchanged, with a net balance of +4.4pp. This increase was primarily driven by higher rejections for credit card applications, partially offset by a decline in housing-related loan rejections.

Chart 11 Personal Loans: Change in Terms and Conditions on New Loans



About the Survey

The Credit Sentiment Survey (“The Survey”) is a quarterly publication which collects information from all banks and credit-providing financial institutions in the UAE. The Survey was first launched in Q1 2014 as part of the 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 2025 Q3 Survey, which was conducted during the period of 19 September – 24 October 2025. The Survey questionnaire results are available in the annexes attached to this report.

The total sample size for the September quarter survey was 255 respondents, with 110 answering questions related to personal credit and 145 answering questions related to business credit. The September quarter sample included responses from Senior Credit Officers, covering Abu Dhabi, Dubai and the Northern Emirates, of all banks and finance companies, conventional and Islamic financial institutions. **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). Taking demand for loans as an example, net balance is calculated as the weighted percentage of respondents reporting an increase in demand for loans minus the weighted percentage of respondents reporting a decrease in demand for loans. Responses indicating a modest change are given half the weighting of those reporting a significant change in the surveyed quarter. A positive net balance measure indicates an increase in demand for loans during the quarter.

For example, the net balance for loan demand = $(\% \text{ of Respondents Reporting a Substantial Increase} + 0.5 \times \% \text{ of Respondents Reporting a Moderate Increase}) - (\% \text{ of Respondents Reporting a Substantial Decrease} + 0.5 \times \% \text{ of Respondents Reporting a Moderate Decrease})$. The same calculation applies to other measures, such as appetite to extend loans, changes in terms and conditions, and factors influencing loan demand and credit appetite.

The scheduled publication dates for the upcoming surveys are:

- 2025 Q4 Survey in February 2026
- 2026 Q1 Survey in May 2026
- 2026 Q2 Survey in August 2026
- 2026 Q3 Survey in November 2026

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 the CBUAE’s Monetary Policy Department via: Monetary.Policy@cbae.gov.ae

Annex 1

Business Lending Survey Questionnaire Results⁴

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

	Decreased Substantially	Decreased Moderately	No Change	Increased Moderately	Increased Substantially	Net Balance
All Firms	0.0	5.8	41.3	52.2	0.7	23.9
Abu Dhabi	0.0	6.3	37.5	56.3	0.0	25.0
Dubai	0.0	4.1	42.9	51.0	2.0	25.5
Northern Emirates	0.0	7.3	43.9	48.8	0.0	20.7
Small and Medium-Sized Enterprises	0.0	6.7	46.2	47.1	0.0	20.2
Large Firms	0.0	5.2	44.0	50.0	0.7	23.1
Government-Related Entities	0.0	0.9	60.7	33.0	5.4	21.4
Conventional	0.0	2.6	47.0	47.9	2.6	25.2
Islamic	1.4	1.4	71.6	25.7	0.0	10.8
Non-resident	0.0	6.1	75.8	18.2	0.0	6.1
Expatriate	0.9	5.6	55.6	38.0	0.0	15.3
Local	0.0	1.7	58.8	39.5	0.0	18.9

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	1.9	6.5	83.2	7.5	0.9	-0.5
Manufacturing	0.7	3.6	56.2	38.7	0.7	17.5
Electricity, Gas and Water	0.0	2.4	69.0	25.4	3.2	14.7
Construction	0.0	4.5	50.8	43.2	1.5	20.8
Property Development	0.0	5.7	50.0	42.6	1.6	20.1
Retail and Wholesale Trade	0.0	5.8	52.2	41.3	0.7	18.5
Transport, Storage and Communications	0.7	3.6	62.0	33.6	0.0	14.2
Financial Institutions (excluding Banks)	0.0	1.0	76.2	22.8	0.0	10.9
All Others	0.0	3.9	67.4	28.7	0.0	12.4

⁴ All figures are rounded to one decimal place

Q3. How have the following factors affected the change in demand for business loans? (% of total)

	Substantial Contribution to a Fall in Demand	Moderate Contribution to a Fall in Demand	No Impact	Moderate Contribution to an Increase in Demand	Substantial Contribution to an Increase in Demand	Net Balance
Economic Conditions	0.0	2.9	50.4	46.0	0.7	22.3
Working Capital	0.0	1.4	56.1	41.0	1.4	21.2
Investment	0.0	3.6	59.7	35.3	1.4	17.3
Interest Rates	0.7	2.2	79.0	16.7	1.4	8.0
Seasonal Influences	0.0	6.4	75.7	17.9	0.0	5.7
Change in Government/GRE Expenditure	0.0	1.5	66.9	30.1	1.5	15.8

Q4. How has your institution's appetite to extend loans changed relative to the preceding quarter? (% of total)

	Decreased Substantially	Decreased Moderately	No Change	Increased Moderately	Increased Substantially	Net Balance
All Firms	2.2	3.6	54.7	39.6	0.0	15.8
Small and Medium-Sized Enterprises	2.5	3.3	56.7	37.5	0.0	14.6
Large Firms	2.2	3.7	56.0	37.3	0.7	15.3

Q5. How have the following factors affected your institution's appetite to extend business loans? (% of total)

	Substantial Contribution to a Fall in Appetite	Moderate Contribution to a Fall in Appetite	No Impact	Moderate Contribution to an Increase in Appetite	Substantial Contribution to an Increase in Appetite	Net Balance
Change in Risk Tolerance	1.4	3.6	78.4	16.5	0.0	5.0
Cost of Funds/Balance Sheet Constraints	1.4	4.3	82.7	11.5	0.0	2.2
Quality of Bank's Asset Portfolio	1.4	3.6	71.4	23.6	0.0	8.6
Competition from other Banks	0.0	5.1	80.1	14.7	0.0	4.8
Competition from other Financial Institutions	0.0	3.8	82.6	13.6	0.0	4.9
Economic Outlook	0.0	1.4	55.4	42.4	0.7	21.2
Regulatory Changes	0.0	2.9	84.3	12.1	0.7	5.4
Credit-worthiness of Borrowers	0.0	1.4	77.7	20.1	0.7	10.1

Q6. How have the following terms and conditions for new business loans changed? (% of total)

	Decreased Substantially	Decreased Moderately	No Change	Increased Moderately	Increased Substantially	Net Balance
Maximum Size of Credit Lines	0.0	2.9	67.6	27.9	1.5	14.0
Spread over Cost of Funds	0.0	7.4	80.1	12.5	0.0	2.6
Premiums Charged on Riskier Loans	0.0	2.3	85.5	12.2	0.0	5.0
Collateralization Requirements	0.0	0.0	80.9	19.1	0.0	9.6
Non-interest Fees and Charges	0.0	1.5	93.3	5.2	0.0	1.9

Q7. How has the share of rejected business loan applications changed? (% of total)

	Decreased Substantially	Decreased Moderately	No Change	Increased Moderately	Increased Substantially	Net Balance
All Firms	0.0	9.0	79.9	9.0	2.2	2.2
Small and Medium-Sized Enterprises	0.0	6.8	78.8	11.9	2.5	5.1
Large Firms	0.0	8.5	81.5	7.7	2.3	1.9

Q8. Over the next quarter, how do you expect demand for business loans to change? (% of total)

	Decrease Substantially	Decrease Moderately	No Change	Increase Moderately	Increase Substantially	Net Balance
All Firms	0.0	2.9	38.8	58.3	0.0	27.7
Small and Medium-Sized Enterprises	0.0	4.2	40.3	55.5	0.0	25.6
Large Firms	0.0	1.5	44.1	54.4	0.0	26.5
Government-Related Entities	0.0	0.9	58.6	39.6	0.9	20.3

Q9. Over the next quarter, how do you expect demand for business loans to change by economic activity? (% of total)

	Decreased Substantially	Decreased Moderately	No Change	Increased Moderately	Increased Substantially	Net Balance
Mining and Quarrying	0.0	0.9	88.9	9.3	0.9	5.1
Manufacturing	0.0	2.9	50.0	47.1	0.0	22.1
Electricity, Gas and Water	0.0	0.8	63.5	34.1	1.6	18.3
Construction	0.0	3.0	43.6	52.6	0.8	25.6
Property Development	0.0	0.8	44.3	54.1	0.8	27.5
Retail and Wholesale Trade	0.0	2.9	42.8	54.3	0.0	25.7
Transport, Storage and Communications	0.0	0.7	56.2	42.3	0.7	21.5
Financial Institutions (excluding Banks)	0.0	1.9	71.4	26.7	0.0	12.4
All Others	0.0	0.8	63.9	34.6	0.8	17.7

Q10. Over the next quarter, how do you expect your institution's appetite to extend business loans to change? (% of total)

	Decrease Substantially	Decrease Moderately	No Change	Increase Moderately	Increase Substantially	Net Balance
All Firms	0.0	0.0	59.7	40.3	0.0	20.1
Small and Medium-Sized Enterprises	0.0	2.5	56.7	40.8	0.0	19.2
Large Firms	0.0	0.0	59.6	40.4	0.0	20.2

Annex 2

Personal Lending Survey Questionnaire Results⁵

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

	Decreased Substantially	Decreased Moderately	No Change	Increased Moderately	Increased Substantially	Net Balance
All Households	1.1	6.4	47.9	43.6	1.1	18.6
Abu Dhabi	3.0	3.0	54.5	36.4	3.0	16.7
Dubai	0.0	6.3	40.6	53.1	0.0	23.4
Northern Emirates	0.0	10.3	48.3	41.4	0.0	15.5
Islamic	2.3	4.7	62.8	30.2	0.0	10.5
Conventional	0.0	5.6	44.4	48.6	1.4	22.9
Housing – Owner Occupier	1.3	0.0	56.6	38.2	3.9	21.7
Housing – Investment	1.4	0.0	66.7	26.4	5.6	17.4
Housing – Other (includes refinancing, renovations)	0.0	5.5	63.0	31.5	0.0	13.0
Car Loan	9.7	1.4	61.1	27.8	0.0	3.5
Non-housing Investment	1.7	10.0	83.3	5.0	0.0	-4.2
Credit Card	0.0	3.9	49.4	39.0	7.8	25.3
Personal - Other	1.2	3.7	55.6	38.3	1.2	17.3

Q2. How have the following factors affected the change in demand for personal loans? (% of total)

	Substantial Contribution to a Fall in Demand	Moderate Contribution to a Fall in Demand	No Impact	Moderate Contribution to an Increase in Demand	Substantial Contribution to an Increase in Demand	Net Balance
Economic Conditions	0.0	1.0	72.4	23.5	3.1	14.3
Change in Income	0.0	1.0	74.7	20.2	4.0	13.6
Interest Rates	0.0	1.1	77.9	21.1	0.0	10.0
Seasonal Influences	0.0	6.2	74.2	19.6	0.0	6.7

⁵ All figures are rounded to one decimal place

Q3. How has your institution's appetite to extend personal loans changed relative to the preceding quarter? (% of total)

	Decreased Substantially	Decreased Moderately	No Change	Increased Moderately	Increased Substantially	Net Balance
All Households	3.2	1.1	61.3	34.4	0.0	13.4
Housing – Owner Occupier	3.8	0.0	59.5	35.4	1.3	15.2
Housing – Investment	4.0	0.0	69.3	26.7	0.0	9.3
Housing – Other (includes refinancing, renovations)	4.0	0.0	69.3	26.7	0.0	9.3
Car Loan	4.1	2.7	63.5	29.7	0.0	9.5
Non-housing Investment	4.6	7.7	75.4	12.3	0.0	-2.3
Credit Card	0.0	0.0	76.8	19.5	3.7	13.4
Personal - Other	3.7	4.9	67.1	24.4	0.0	6.1

Q4. How have the following factors affected your institution's appetite to extend personal loans? (% of total)

	Substantial Contribution to a Fall in Appetite	Moderate Contribution to a Fall in Appetite	No Impact	Moderate Contribution to an Increase in Appetite	Substantial Contribution to an Increase in Appetite	Net Balance
Change in Risk Tolerance	3.1	1.0	80.4	15.5	0.0	4.1
Cost of Funds/Balance Sheet Constraints	3.1	2.1	78.1	16.7	0.0	4.2
Quality of Bank's Asset Portfolio	3.0	6.1	62.6	28.3	0.0	8.1
Competition from other Banks	0.0	2.1	77.3	20.6	0.0	9.3
Competition from other Financial Institutions	0.0	2.1	81.9	16.0	0.0	6.9
Economic Outlook	0.0	2.0	68.7	29.3	0.0	13.6
Regulatory Changes	0.0	4.0	84.0	12.0	0.0	4.0
Credit-worthiness of Borrowers	0.0	2.0	78.8	19.2	0.0	8.6

Q5. How have the following terms and conditions for new personal loans changed? (% of total)

	Decreased Substantially	Decreased Moderately	No Change	Increased Moderately	Increased Substantially	Net Balance
Spread over Cost of Funds	0.0	1.1	88.4	10.5	0.0	4.7
Premiums Charged on Riskier Loans	0.0	1.1	87.9	11.0	0.0	4.9
Non-interest Fees and Charges	0.0	1.1	94.4	4.4	0.0	1.7
Maximum Loan-to-Value	0.0	0.0	96.5	3.5	0.0	1.8
Maximum Loan-to-Income	0.0	1.1	90.9	8.0	0.0	3.4

Q6. How has the share of rejected personal loan applications changed? (% of total)

	Decreased Substantially	Decreased Moderately	No Change	Increased Moderately	Increased Substantially	Net Balance
All Households	0.0	6.6	80.2	11.0	2.2	4.4
Housing-related Loans	1.3	10.1	79.7	6.3	2.5	-0.6
Car Loans	4.1	2.7	82.2	11.0	0.0	0.0
Credit Card Applications	1.2	7.1	78.6	9.5	3.6	3.6

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

	Decrease Substantially	Decrease Moderately	No Change	Increase Moderately	Increase Substantially	Net Balance
All Households	0.0	1.1	45.3	49.5	4.2	28.4
Housing – Owner Occupier	0.0	1.3	51.3	45.0	2.5	24.4
Housing – Investment	0.0	1.3	59.7	32.5	6.5	22.1
Housing – Other (includes refinancing, renovations)	0.0	1.3	64.9	32.5	1.3	16.9
Car Loan	0.0	1.3	64.9	33.8	0.0	16.2
Non-housing Investment	0.0	1.4	65.2	33.3	0.0	15.9
Credit Card	0.0	0.0	42.7	53.7	3.7	30.5
Personal - Other	0.0	0.0	44.6	50.6	4.8	30.1

Q8. Over the next quarter, how do you expect your institution’s appetite to extend personal loans to change? (% of total)

	Decrease Substantially	Decrease Moderately	No Change	Increase Moderately	Increase Substantially	Net Balance
All Households	3.2	0.0	60.0	36.8	0.0	15.3
Housing – Owner Occupier	3.8	1.3	54.4	36.7	3.8	17.7
Housing – Investment	3.9	1.3	65.8	25.0	3.9	11.8
Housing – Other (includes refinancing, renovations)	3.9	0.0	65.8	27.6	2.6	12.5
Car Loan	7.9	0.0	64.5	27.6	0.0	5.9
Non-housing Investment	4.4	1.5	73.5	20.6	0.0	5.1
Credit Card	0.0	0.0	59.5	36.9	3.6	22.0
Personal - Other	3.6	0.0	62.7	33.7	0.0	13.3