



Credit Sentiment Survey

Survey Results | 2021 Q4

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 analyses 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 of the UAE ("CBUAE") and should not be construed as such. Further details about the Survey along with its questionnaire results for the December quarter are available in the "About the Survey" section and annexes to this report.¹

> Executive Summary

Survey results for the December quarter highlighted an increase in credit appetite and demand for loans, both business and personal, in the UAE, coupled with an easing of credit standards for personal loans. Growth in business loan demand was at its highest on record during the quarter, surpassing the record set in the previous quarter, and reflects ongoing optimism regarding the recovery from the pandemic. Looking ahead, expectations for loan demand in both the business and household sectors, along with changes in credit standards, suggest favorable credit conditions in the quarter ahead.

Lending to Corporates & Small Businesses – December data pointed to a substantial increase in business loan demand, which continued to be supported by solid growth across all Emirates. The growth in demand for business loans was evident across all loan categories, and was most pronounced among large firms, locals and conventional loans, predominantly driven by customers' sales, customers' fixed asset investments and the property market outlook. In terms of credit availability, survey results suggest that credit standards for business loans were broadly unchanged. The outlook for the March quarter remains positive with survey respondents expecting a strong increase in credit demand, though with a moderate net tightening of credit standards.

Lending to Individuals – Survey results indicated strong consumer appetite for credit in the December quarter, with growth in demand for personal loans at its highest in seven years. Increased demand was widespread across all categories of loans, most significantly in the demand for personal – other, personal – credit card, housing – owner occupier, conventional loans, and Islamic loans. Survey respondents suggest that the determinants of change in demand for personal loans were related to the financial market outlook, change in income, interest rates and the housing market outlook. With respect to credit availability, a moderate easing of credit standards for personal loans, in aggregate, was observed. Looking ahead to the March quarter, personal loan demand is anticipated to remain solid across all Emirates, while credit standards, in aggregate, are expected to remain broadly unchanged over the next three months.

¹ Survey results are reported on a 'net balance' basis (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 of credit availability and standards, a negative score indicates an easing of 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)

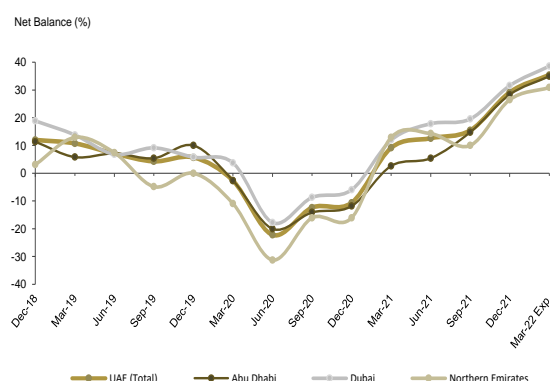
For credit standards, net balance = (% Reporting Significant Tightening + 0.5 x % Reporting Moderate Tightening) – (% Reporting Significant Easing + 0.5 x % Reporting Moderate Easing)

> Business Lending²

For the December quarter, survey results highlighted a further strong increase in business loan demand with a net balance of +29.2, surpassing the record set in the previous quarter. According to survey results, 36.8 percent of respondents reported no change, 57.6 percent reported an increase in demand, while 5.6 percent of respondents reported a decrease in demand. By Emirate, the results of the December survey suggest a marked increase in credit appetite and demand for business loans across all Emirates, with demand strongest in Dubai.

For the March quarter, survey results indicate that respondents have a positive outlook for business loan demand, signaling that the commencement of Expo 2020, Golden Visa rules, and the relaxation of domestic COVID-19 restrictions will serve as the determinants for the expected increase. This was highlighted by a net balance of +35.4, signifying strong demand by firms across the board (**Chart 1**).

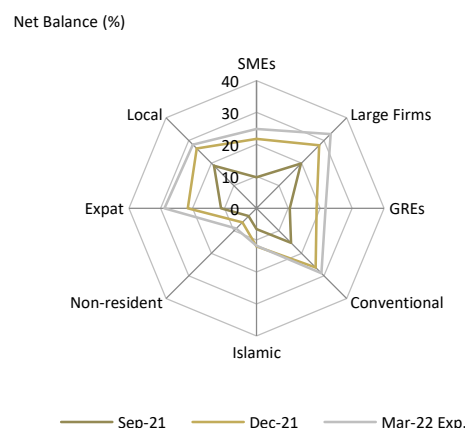
Chart 1 Change in Demand for Business Loans by Emirate



By market segment, demand increased across all business loan categories in the December quarter. The growth in demand for business loans was most pronounced among large firms, locals, and conventional loans, whereas Islamic loans and non-residents registered a more moderate increase.

In terms of expectations for the next quarter, survey respondents reported a robust increase in demand for business loans across the board. The increase is expected to be bolstered by strong demand from large firms, expats, locals, small & medium-sized enterprises, and government-related entities (**Chart 2**).

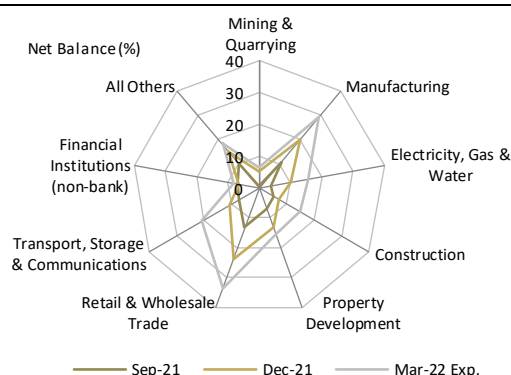
Chart 2 Change in Demand for Business Loans by Type



Survey results revealed a moderate increase in demand for business loans across all economic activities and industries in the December quarter. The increase was most pronounced in the retail and wholesale trade, manufacturing, all others, and property development sectors. Conversely, the increase in demand was more moderate in the mining & quarrying, financial institutions (excluding banks), and construction sectors.

Looking ahead to the March quarter, a further increase in credit appetite and demand for business loans is anticipated across all economic sectors, most evidently in retail and wholesale trade, manufacturing, transport, storage and communications, and all others (**Chart 3**).

Chart 3 Change in Demand for Business Loans by Industry

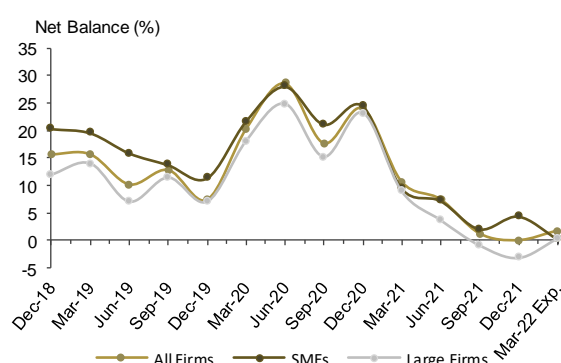


² Full survey results are presented in Annex 1 to this report

The main factors responsible for stimulating a positive change in demand for business loans in the December quarter were revealed to be customers' sales, customers' fixed asset investments, and the property market outlook. When asked about the factors expected to influence growth in demand in the March quarter, survey responses remained the same as those reported in the December quarter.

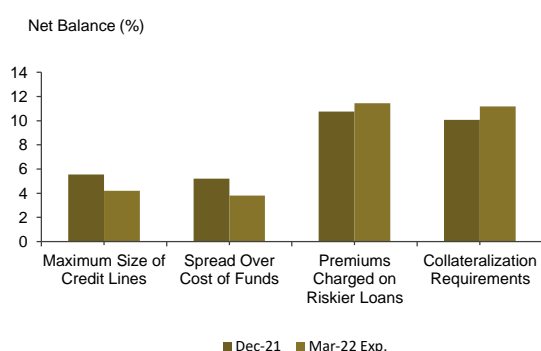
In terms of credit availability, survey results pointed that credit standards for business loans remained broadly unchanged. This is attributable to a moderate tightening in the supply of credit to small and medium-sized enterprises offset by a moderate easing in credit availability for large firms. For the next quarter, credit standards are expected to tighten marginally, as indicated by a positive net balance of +1.7 (Chart 4).

Chart 4 Change in Credit Standards



With respect to specific terms and conditions on loans to firms, a moderate tightening of credit standards was observed across all categories in the December quarter. Terms and conditions pertaining to premiums charged on riskier loans and collateralization requirements received a higher degree of tightening, as opposed to the spread of loan rates over cost of funds, which registered a lower degree of tightening. Looking forward, survey respondents expect a further tightening across all credit terms and conditions, particularly with respect to premiums charged on riskier loans and collateralization requirements (Chart 5).

Chart 5 Change in Terms and Conditions



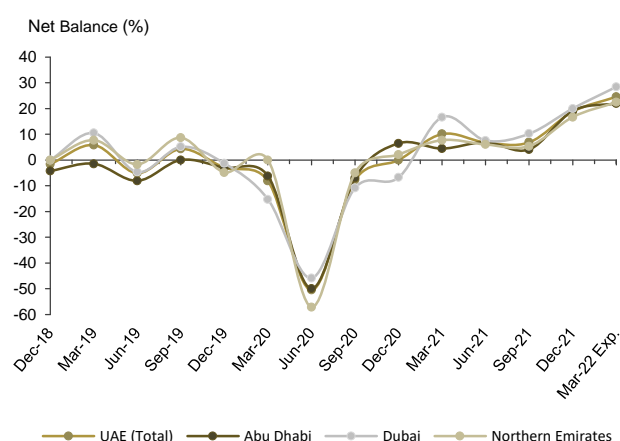
Amongst the major factors contributing to the net tightening of credit standards for loans to firms in the December quarter are the economic outlook, quality of bank's asset portfolio, industry or firm specific conditions, change in tolerance for risk, current/anticipated regulatory changes, and availability/cost of funds. Competition from finance companies exerted a limited net impact on credit standards. Over the next three months, survey respondents expect the main determinants influencing the change in credit standards to remain the same as in the December quarter.

> Personal Lending³

Survey results revealed a strong increase in demand for personal loans in December, in aggregate, as suggested by a net balance of +18.8. Solid demand was evident in all Emirates over the past three months, most significantly in Dubai and Abu Dhabi.

For the upcoming quarter, survey respondents reported that they expect demand for credit from consumers to remain strong. By Emirate, respondents are anticipating a prominent increase in consumer appetite and demand for personal loans across the board, most significantly in Dubai (Chart 6).

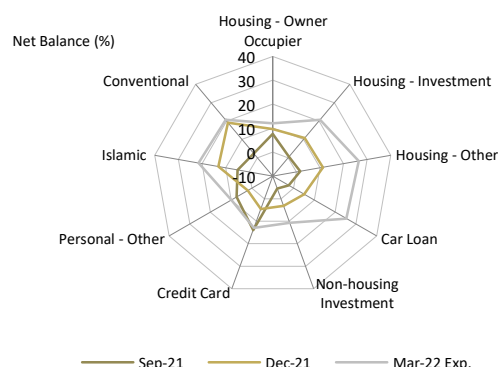
Chart 6 Change in Demand for Personal Loans by Emirate



By market segment, survey respondents reported, on balance, a moderate increase in consumers' demand for loans in the December quarter. The growth in demand for personal loans was evident across all categories of loans, most significantly in the demand for personal – other, personal – credit card, housing – owner occupier, conventional loans, and Islamic loans.

Survey respondents' outlook for the March quarter indicates a significant rise in demand across all loan types, mainly in housing – owner occupier, housing – investment, personal – credit card, conventional loans, and personal – other (Chart 7).

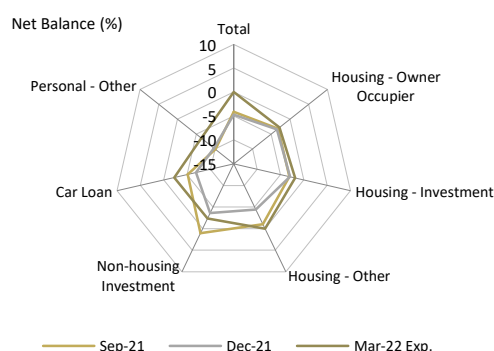
³ Full survey results are presented in Annex 2 to this report

Chart 7 Change in Demand for Personal Loans by Type

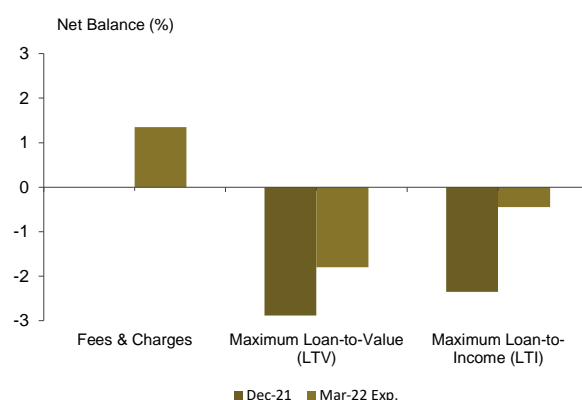
When asked about the factors driving the change in demand in the December quarter, survey respondents cited the financial market outlook, change in income, interest rates, and the housing market outlook as the most significant factors. In terms of outlook for the quarter ahead, the same factors were highlighted by respondents as the main determinants of expected change in personal loan demand.

With respect to credit availability, a moderate easing of credit standards for personal loans, in aggregate, was observed, evidenced by a net balance of -4.7. By loan category, a considerable softening of credit standards was evident across all categories, of which personal – other and car loans had the most profound impact on credit standards.

Looking forward, survey respondents expect credit standards, in aggregate, to remain broadly unchanged over the next three months. By loan category, credit standards for personal loans are expected to ease across all categories, with the exception of housing – other, which is expected to exhibit no change (**Chart 8**).

Chart 8 Change in Credit Standards

The majority of banks and financial institutions surveyed (94.8%) reported, on balance, no change in the terms and conditions on personal loans in the December quarter. Survey results indicated a slight net easing of the maximum LTV ratio and maximum LTI ratio, while fees & charges remained unchanged. For the March quarter, 96.4% of survey respondents anticipate no change in terms and conditions, though a small net percentage of respondents expect a relaxation of the LTV and LTI limits, and a small net increase in fees & charges (i.e. tighter financing costs) (**Chart 9**).

Chart 9 Change in Selected Terms and Conditions

The underlying factors behind the net easing of credit standards for personal loans in the December quarter were the economic outlook, quality of bank's asset portfolio, change in tolerance for risk, and regulatory changes. Competition from finance companies had a limited impact on the change in credit standards. The results of the survey suggest that the factors most likely to contribute to the expected change in credit standards over the next three months will remain the same as in the December quarter.

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 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 2021 Q4 Survey, which was conducted during the period of 20 December 2021 – 13 January 2022. The Survey questionnaire results are available in the annexes attached to this report.

The total sample size for the December quarter survey was 262 respondents, with 119 answering questions related to personal credit and 143 answering questions related to business credit. The December quarter sample included responses from 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.**

Survey results are reported on a 'net balance' basis (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 of credit availability and standards, a negative score indicates an easing of 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:

- 2022 Q1 Survey in April 2022
- 2022 Q2 Survey in July 2022
- 2022 Q3 Survey in October 2022
- 2022 Q4 Survey in January 2023

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 Management Department via:

Monetary.Policy@cbuae.gov.ae

Annex 1

> Business Lending Survey Questionnaire Results⁴

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	0.0	5.6	36.8	51.4	6.3	29.2
Abu Dhabi	0.0	5.7	37.7	50.9	5.7	28.3
Dubai	0.0	5.3	33.3	54.4	7.0	31.6
Northern Emirates	0.0	5.9	41.2	47.1	5.9	26.5
Small and Medium Enterprises	0.0	0.8	58.8	36.6	3.8	21.8
Large Firms	0.0	2.8	45.1	45.8	6.3	27.8
Government Related Entities	0.0	1.6	62.3	32.8	3.3	18.9
Conventional Loans	0.0	2.3	47.3	45.8	4.6	26.3
Islamic Finance	0.0	4.0	68.0	28.0	0.0	12.0
Non-resident	0.0	4.5	79.5	15.2	0.9	6.3
Expat	0.0	3.0	54.8	38.5	3.7	21.5
Local	0.0	1.4	48.6	45.8	4.2	26.4

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	0.0	2.5	86.8	8.3	2.5	5.4
Manufacturing	0.0	4.3	54.7	38.1	2.9	19.8
Electricity, Gas and Water	0.0	2.2	77.0	19.3	1.5	10.0
Construction	1.5	9.6	63.0	25.2	0.7	7.0
Property Development	0.7	3.7	67.2	25.4	3.0	13.1
Retail and Wholesale Trade	0.0	4.9	45.5	46.9	2.8	23.8
Transport, Storage and Communications	0.7	4.9	66.9	27.5	0.0	10.6
Financial Institutions (excluding Banks)	0.9	0.0	84.6	14.5	0.0	6.4
All Others	0.0	2.8	65.0	31.5	0.7	15.0

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

	Not Important	Somewhat Important	Very Important
Customers' Sales	5.6	31.3	63.2
Customers' Fixed Asset Investment	18.8	47.2	34.0
Competition with Finance Companies	66.0	25.0	9.0
Competition with Banks	41.7	36.8	21.5
Interest Rates	34.7	31.3	34.0
Seasonal Influences	33.3	43.8	22.9
Property Market Outlook	26.4	42.4	31.3

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	3.5	9.7	70.1	16.7	0.0	0.0
Small and Medium Enterprises	5.9	7.4	76.3	10.4	0.0	4.4
Large Firms	3.5	8.3	68.8	17.4	2.1	-3.1

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	21.5	11.8	66.7
Economic Outlook	20.1	15.3	64.6
Industry or firm specific conditions	22.2	16.0	61.8
Competition from Banks	53.5	31.9	14.6
Competition from Finance Companies	70.8	21.5	7.6
Change in Tolerance for Risk	25.7	20.1	54.2
Availability/Cost of Funds	32.6	27.8	39.6
Current/Anticipated Regulatory Changes	29.9	19.4	50.7

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	5.6	11.1	74.3	6.9	2.1	5.6
Spread Over Your Cost of Funds	2.1	15.3	73.6	9.0	0.0	5.2
Premiums Charged on Riskier Loans	2.1	18.8	77.8	1.4	0.0	10.8
Collateralization Requirements	4.9	17.4	72.9	2.8	2.1	10.1

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	3.5	27.8	63	5.6	35.4
Abu Dhabi	0.0	3.8	28.3	62.3	5.7	34.9
Dubai	0.0	3.5	22.8	66.7	7.0	38.6
Northern Emirates	0.0	2.9	35.3	58.8	2.9	30.9
Small and Medium Enterprises	0.0	5.6	44.1	45.5	4.9	24.8
Large Firms	1.4	2.1	28.0	66.4	2.1	32.9
Government Related Entities	0.0	0.7	58.0	38.5	2.8	21.7
Conventional Loans	0.0	3.5	40.3	51.4	4.9	28.8
Islamic Finance	0.0	3.5	70.1	25.7	0.7	11.8
Non-resident	0.0	0.7	80.6	18.8	0.0	9.0
Expatriate	0.0	2.8	41.0	52.1	4.2	28.8
Local	0.0	3.5	38.9	55.6	2.1	28.1

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	0.7	87.5	9.7	2.1	6.6
Manufacturing	0.0	1.4	42.4	52.8	3.5	29.2
Electricity, Gas and Water	0.0	0.0	70.1	28.5	1.4	15.6
Construction	0.0	6.3	59.7	31.9	2.1	14.9
Property Development	0.0	6.3	59.0	31.9	2.8	15.6
Retail and Wholesale Trade	0.0	3.5	30.6	61.1	4.9	33.7
Transport, Storage and Communications	0.0	4.2	50.0	45.8	0.0	20.8
Financial Institutions (excluding Banks)	0.0	0.0	83.3	16.7	0.0	8.3
All Others	0.0	2.1	61.8	34.0	2.1	18.1

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

	Not Important	Somewhat Important	Very Important
Customers' Sales	13.9	25.7	60.4
Customers' Fixed Asset Investment	32.6	36.1	31.3
Competition with Finance Companies	70.8	22.2	6.9
Competition with Banks	49.3	31.3	19.4
Interest Rates	36.8	27.8	35.4
Seasonal Influences	34.0	38.2	27.8
Property Market Outlook	35.4	29.2	35.4

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	3.5	9.8	73.4	13.3	0.0	1.7
Small and Medium Enterprises	3.5	8.4	75.5	10.5	2.1	0.3
Large Firms	3.5	6.3	79.0	9.8	1.4	0.3

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	31.9	11.1	56.9
Economic Outlook	26.4	8.3	65.3
Industry or firm specific conditions	26.4	9.0	64.6
Competition from Banks	52.8	33.3	13.9
Competition from Finance Companies	69.4	23.6	6.9
Change in Tolerance for Risk	33.3	22.2	44.4
Availability/Cost of Funds	37.5	28.5	34.0
Current/Anticipated Regulatory Changes	43.1	8.3	48.6

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	3.5	13.3	71.3	11.9	0.0	4.2
Spread Over Your Cost of Funds	2.1	11.1	79.2	7.6	0.0	3.8
Premiums Charged on Riskier Loans	2.1	21.5	73.6	2.8	0.0	11.5
Collateralization Requirements	4.9	18.2	71.3	5.6	0.0	11.2

Annex 2

> Personal Lending Survey Questionnaire Results⁵

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	1.7	6.8	47.9	39.3	4.3	18.8
Abu Dhabi	2.4	4.8	50.0	38.1	4.8	19.0
Dubai	2.2	6.7	44.4	42.2	4.4	20.0
Northern Emirates	0.0	10.0	50.0	36.7	3.3	16.7
Islamic	0.9	5.3	69.3	22.8	1.8	9.6
Conventional	1.8	7.2	58.6	32.4	0.0	10.8
Housing – Owner Occupier	4.1	10.2	51.0	28.6	6.1	11.2
Housing – Investment	5.2	2.1	70.1	22.7	0.0	5.2
Housing – Other (includes refinancing, renovations)	3.1	2.1	80.2	14.6	0.0	3.1
Car Loan	4.1	9.2	62.2	22.4	2.0	4.6
Non-housing Investment	2.0	5.1	80.6	11.2	1.0	2.0
Credit Card	3.0	7.0	53.0	35.0	2.0	13.0
Personal - Other	1.9	5.7	46.7	43.8	1.9	19.0

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

	Not Important	Somewhat Important	Very Important
Housing Market Outlook	24.6	28.9	46.5
Financial Market Outlook	18.8	27.4	53.8
Change in Income	18.8	23.1	58.1
Interest Rates	21.4	44.4	34.2
Competition with Other Banks or Financial Institutions	31.6	48.7	19.7
Seasonal Influences	35.0	41.0	23.9

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	1.7	4.3	76.9	17.1	0.0	-4.7
Housing – Owner Occupier	2.0	2.0	83.2	12.9	0.0	-3.5
Housing – Investment	2.0	2.0	84.3	11.8	0.0	-2.9
Housing – Other (includes refinancing, renovations)	2.0	2.0	81.4	14.7	0.0	-4.4
Non-housing Investment	0.0	5.1	82.7	12.2	0.0	-3.6
Car Loan	2.0	0.0	80.2	17.8	0.0	-6.9
Personal - Other	1.8	8.8	57.5	31.9	0.0	-9.7

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	19.3	10.5	70.2
Economic Outlook	17.9	19.7	62.4
Customer Specific	27.4	31.6	41.0
Competition from Banks	29.1	47.9	23.1
Competition from Finance Companies	57.3	35.9	6.8
Change in Tolerance for Risk	23.1	24.8	52.1
Availability/Cost of Funds	34.2	23.9	41.9
Current/Anticipated Regulatory Changes	23.9	6.8	69.2

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	2.6	94.7	2.6	0.0	0.0
Maximum Loan-to-Value (LTV)	0.0	0.0	94.2	5.8	0.0	-2.9
Maximum Loan-to-Income (LTI)	0.0	0.0	95.3	4.7	0.0	-2.4

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	1.8	2.6	43.9	48.2	3.5	24.6
Abu Dhabi	2.4	2.4	46.3	46.3	2.4	22.0
Dubai	2.3	2.3	36.4	54.5	4.5	28.4
Northern Emirates	0.0	3.4	51.7	41.4	3.4	22.4
Islamic	0.0	2.8	71.3	25.0	0.9	12.0
Conventional	1.8	4.5	47.7	42.3	3.6	20.7
Housing – Owner Occupier	1.9	0.0	46.3	47.2	4.6	26.4
Housing – Investment	1.9	0.0	50.0	41.7	6.5	25.5
Housing – Other (includes refinancing, renovations)	1.9	2.8	70.4	22.2	2.8	10.6
Car Loan	2.8	4.6	59.3	30.6	2.8	13.0
Non-housing Investment	0.0	0.0	81.1	18.0	0.9	9.9
Credit Card	1.8	6.1	40.4	50.9	0.9	21.5
Personal - Other	1.8	5.3	44.7	46.5	1.8	20.6

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	25.4	23.7	50.9
Financial Market Outlook	27.2	21.9	50.9
Change in Income	31.6	38.6	29.8
Interest Rates	38.6	43.9	17.5
Competition with Other Banks or Financial Institutions	42.1	35.1	22.8
Seasonal Influences	24.6	22.8	52.6

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	2.7	7.3	77.3	12.7	0.0	0.0
Housing – Owner Occupier	2.8	4.7	76.4	16.0	0.0	-2.8
Housing – Investment	1.9	5.7	79.2	13.2	0.0	-1.9
Housing – Other (includes refinancing, renovations)	0.0	8.5	83.0	8.5	0.0	0.0
Non-housing Investment	0.0	4.7	85.8	9.4	0.0	-2.4
Car Loan	1.8	5.5	78.9	13.8	0.0	-2.3
Personal - Other	1.8	7.3	67.0	23.9	0.0	-6.4

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	29.8	11.4	58.8
Economic Outlook	22.8	12.3	64.9
Customer Specific	42.1	14.0	43.9
Competition from Banks	40.4	41.2	18.4
Competition from Finance Companies	57.9	32.5	9.6
Change in Tolerance for Risk	33.3	18.4	48.2
Availability/Cost of Funds	46.5	16.7	36.8
Current/Anticipated Regulatory Changes	33.3	6.1	60.5

Q10. How do you expect the following terms and conditions to change 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	2.7	97.3	0.0	0.0	1.4
Maximum Loan-to-Value (LTV)	0	0.9	94.6	4.5	0	-1.8
Maximum Loan-to-Income (LTI)	0	0.9	97.3	1.8	0	-0.5