



# Credit Sentiment Survey

Survey Results | 2020 Q2

The Credit Sentiment Survey ("The Survey") is a quarterly publication that collects information from Senior Credit Officers of 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. The Business Lending Survey questionnaire is based on answers to 18 questions by 116 respondents. The Personal Lending Survey questionnaire is based on answers to 12 questions by 99 respondents.

All results and analyses in this report pertain to Survey respondents only. **The results 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 the results for the June quarter are available in the "About the Survey" section and annexes to this report.

## Executive Summary

Survey results for the second quarter show, as expected, a decline in credit appetite within the UAE, both for business and personal loans. This reflects the heightened uncertainty about economic activity due to the Covid -19 pandemic, reduced global growth, and a low oil price environment.

## Business Lending Survey Questionnaire

Credit demand from corporates and small businesses show a decline, with over half of respondents, 53%, assessing that demand has decreased either substantially or moderately. Almost a quarter of respondents saw no change in demand, while 22% saw a moderate or substantial increase in demand. The following detailed answers were provided:

- Demand decreased across all corporate borrower categories except Government Related Entities where it showed a slight increase.
- In terms of credit standards, 38.5% of polled respondents registered no change. 37.6% answered that their bank has tightened credit standards moderately, and 14.5% answered that the tightening was significant. 9.5% of respondents have seen moderate relaxation of credit standards. Concerns about the economic outlook was reported as the main factor explaining tightening of credit standards.
- By economic activity, demand for loans has shown a similar decrease for all sectors, except for utilities and non-bank financial institutions which registered a more modest decline.
- 76.9% of respondents viewed the decrease in sales as the predominant factor explaining the change in demand for business loans. 60% of respondents also believed that the recent decline in oil price was a contributing factor, and the same percentage believed the Covid-19 pandemic has had substantial or moderate impact on the loan demand.
- With respect to expectations for the third quarter of 2020, demand for business loans is anticipated to rebound, with 32% of respondents expecting moderate increase in demand for loans, while 4.2% expect significant increase. Respondents of Abu Dhabi and Dubai are more positive about the outlook than respondents from the Northern Emirates. Against this backdrop, 43.1% of banks expect their credit standards to remain unchanged, while 54.3% anticipate further tightening.

## Personal Lending Survey Questionnaire

- The survey demonstrates a decrease in demand for personal loans. Almost three quarters of respondents believe that the demand for personal loans has decreased moderately or substantially.

- Covid-19 was seen as the key factor explaining the decrease in demand for personal loans and tightening of credit standards. The trend is broadly similar for all product categories of personal lending.
- The main explanation for the reduced demand in the second quarter was the adverse change of income, but the housing market and financial market outlook also contributed.
- A moderate tightening of credit standards was reported by 47.4% of respondents, while only 9.5% reported significant tightening. 40% have observed no change in credit standards, and 3.2% of respondents have observed moderate relaxation.
- 92.4% of respondents reported that they have left fees and charges unchanged, and 7.6% reported they have eased them moderately. Three quarters of respondents reported that they have kept the maximum loan-to-value ratio unchanged, while 14.1% had relaxed it. Even a bigger share of respondents, 89.1% have kept the maximum loan to income ratio unchanged.
- For the third quarter of 2020, there is less optimism in relation to the household segment, compared to the corporate lending segment. While almost half of respondents expect the household demand to stay unchanged, 32.3% of respondents expect a moderate or substantial decrease. Demand is perceived by respondents to increase more in Dubai compared to the other Emirates.
- In the third quarter, respondents expect credit standards for personal lending to tighten further, but to a lesser extent. Most of respondents, 64.4%, believe that the standards will remain unchanged. An absolute majority of respondents do not envisage any changes to fees and commissions, the maximum LTV ratio and the maximum LTI ratio, indicating stable conditions for consumer lending.

Next quarterly survey will be published by the CBUAE in September 2020.

## 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 2020 Q2 Survey, which was conducted during the period of 11 – 30 June 2020. The Survey questionnaire results are available in the annexes attached to this report.

The total sample size for the June quarter survey was 215 respondents, with 99 answering questions related to personal credit and 116 answering questions related to business credit. The June 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:

- 2020 Q3 Survey in October 2020
- 2020 Q4 Survey in January 2021
- 2021 Q1 Survey in April 2021
- 2021 Q2 Survey in July 2021

These publications will be available on the CBUAE's website at [www.centralbank.ae](http://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](mailto:Monetary.Policy@cbuae.gov.ae)

## Annex 1

> Business Lending Survey Questionnaires Results<sup>1</sup>

## 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	14.5	38.5	24.8	21.4	0.9	-22.2
Abu Dhabi	12.5	40.0	22.5	25.0	0.0	-20.0
Dubai	13.3	35.6	26.7	22.2	2.2	-17.8
Northern Emirates	18.8	40.6	25.0	15.6	0.0	-31.3
Small and Medium Enterprises	18.4	31.1	39.8	10.7	0.0	-28.6
Large Firms	15.4	37.6	25.6	19.7	1.7	-22.6
Government Related Entities	2.0	14.7	60.8	20.6	2.0	2.9
Conventional Loans	12.8	27.5	38.5	21.1	0.0	-16.1
Islamic Finance	12.6	18.4	63.2	5.7	0.0	-19.0
Non-resident	8.3	20.8	65.6	5.2	0.0	-16.1
Expatriate	15.9	37.2	31.0	15.9	0.0	-26.5
Local	14.7	25.0	37.9	22.4	0.0	-15.9

## 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	3.7	29.3	61.0	6.1	0.0	-15.2
Manufacturing	14.3	29.5	42.0	14.3	0.0	-21.9
Electricity, Gas and Water	7.1	9.2	74.5	9.2	0.0	-7.1
Construction	13.0	39.8	37.0	8.3	1.9	-26.9
Property Development	20.6	26.5	46.1	6.9	0.0	-30.4
Retail and Wholesale Trade	20.0	29.6	29.6	19.1	1.7	-23.5
Transport, Storage and Communications	15.8	39.5	31.6	13.2	0.0	-28.9
Financial Institutions (excluding Banks)	5.6	18.9	64.4	3.3	7.8	-5.6
All Others	11.0	22.0	56.0	11.0	0.0	-16.5

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

	Not Important	Somewhat Important	Very Important
Customers' Sales	17.1	3.4	79.5
Customers' Fixed Asset Investment	35.0	31.6	33.3
Competition with Finance Companies	80.3	17.1	2.6
Competition with Banks	59.8	27.4	12.8
Interest Rates	45.3	21.4	33.3
Seasonal Influences	35.9	35.9	28.2
Property Market Outlook	30.8	28.2	41.0

<sup>1</sup> 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	14.5	37.6	38.5	9.4	0.0	28.6
Small and Medium Enterprises	16.8	28.0	49.5	5.6	0.0	28.0
Large Firms	15.4	28.2	47.0	9.4	0.0	24.8

**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	22.2	11.1	66.7
Economic Outlook	17.1	2.6	80.3
Industry or firm specific conditions	18.8	12.0	69.2
Competition from Banks	59.8	28.2	12.0
Competition from Finance Companies	78.6	15.4	6.0
Change in Tolerance for Risk	23.9	22.2	53.8
Availability/Cost of Funds	34.2	24.8	41.0
Current/Anticipated Regulatory Changes	29.1	21.4	49.6

**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	16.2	45.3	37.6	0.9	0.0	16.2
Spread Over Your Cost of Funds	2.6	27.4	69.2	0.9	0.0	2.6
Premiums Charged on Riskier Loans	5.1	31.6	63.2	0.0	0.0	5.1
Collateralization Requirements	8.5	41.0	50.4	0.0	0.0	8.5

**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	4.3	27.8	31.3	32	4.3	2.2
Abu Dhabi	5.1	25.6	25.6	38.5	5.1	6.4
Dubai	2.2	28.9	31.1	31.1	6.7	5.6
Northern Emirates	6.5	29.0	38.7	25.8	0.0	-8.1
Small and Medium Enterprises	7.0	20.0	37.4	27.8	7.8	4.8
Large Firms	4.3	23.5	32.2	39.1	0.9	4.3
Government Related Entities	3.7	12.0	54.6	24.1	5.6	7.9
Conventional Loans	4.3	16.5	46.1	30.4	2.6	5.2
Islamic Finance	3.6	19.8	69.4	5.4	1.8	-9.0
Non-resident	2.7	16.2	74.8	6.3	0.0	-7.7
Expat	5.2	27.8	37.4	29.6	0.0	-4.3
Local	2.6	22.6	39.1	33.9	1.7	4.8

**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	0.9	11.7	78.4	9.0	0.0	-2.3
Manufacturing	4.3	17.4	36.5	39.1	2.6	9.1
Electricity, Gas and Water	0.9	7.2	71.2	20.7	0.0	5.9
Construction	7.8	22.6	40.9	21.7	7.0	-1.3
Property Development	9.6	19.1	60.9	10.4	0.0	-13.9
Retail and Wholesale Trade	9.6	16.5	29.6	36.5	7.8	8.3
Transport, Storage and Communications	5.2	20.9	49.6	24.3	0.0	-3.5
Financial Institutions (excluding Banks)	2.7	9.0	80.2	2.7	5.4	-0.5
All Others	2.7	10.8	59.5	25.2	1.8	6.3

**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	17.9	5.1	76.9
Customers' Fixed Asset Investment	33.3	35.0	31.6
Competition with Finance Companies	80.3	18.8	0.9
Competition with Banks	60.7	28.2	11.1
Interest Rates	47.0	24.8	28.2
Seasonal Influences	36.8	34.2	29.1
Property Market Outlook	38.5	23.1	38.5

**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	12.1	42.2	43.1	2.6	0.0	31.9
Small and Medium Enterprises	13.8	27.6	56.0	2.6	0.0	26.3
Large Firms	12.1	29.3	56.0	2.6	0.0	25.4

**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	27.4	14.5	58.1
Economic Outlook	14.5	2.6	82.9
Industry or firm specific conditions	18.8	17.9	63.2
Competition from Banks	59.0	31.6	9.4
Competition from Finance Companies	79.5	20.5	0.0
Change in Tolerance for Risk	29.1	25.6	45.3
Availability/Cost of Funds	35.0	29.1	35.9
Current/Anticipated Regulatory Changes	32.5	20.5	47.0

**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	8.2	39.1	49.1	3.6	0.0	8.2
Spread Over Your Cost of Funds	2.7	23.4	71.2	2.7	0.0	2.7
Premiums Charged on Riskier Loans	7.3	29.1	60.9	0.0	2.7	7.3
Collateralization Requirements	4.5	32.4	62.2	0.9	0.0	4.5

**Q13. What impact do you think the recent decline in oil prices has had on the demand for business loans?**

	Substantially Reduced Demand	Moderately Reduced Demand	No Impact	Moderately Increased Demand	Substantially Increased Demand	Net Balance
All Firms						
Small and Medium Enterprises	5.2	54.8	27.8	12.2	0.0	-26.5
Large Firms	7.5	38.7	39.6	12.3	1.9	-18.9
GREs	6.1	48.2	32.5	13.2	0.0	-23.7
Mining and Quarrying	3.8	30.5	58.1	6.7	1.0	-14.8
Manufacturing	0.0	23.9	60.9	14.1	1.1	-3.8
Electricity, Gas and Water	6.3	35.1	44.1	14.4	0.0	-16.7
Construction	6.9	18.8	65.3	8.9	0.0	-11.9
Property Development	12.1	34.6	45.8	5.6	1.9	-24.8
Retail and Wholesale Trade	17.5	27.2	49.5	3.9	1.9	-27.2
Transport, Storage and Communications	9.6	31.6	50.9	4.4	3.5	-19.7
Financial Institutions (excluding banks)	8.0	29.2	54.9	8.0	0.0	-18.6
All others	8.5	7.4	80.9	3.2	0.0	-10.6
	4.8	27.9	66.3	1.0	0.0	-18.3

**Q14. What has your institution's credit standards changed in response to lower oil prices? (% of total)**

	Substantially Tightened Credit Standards	Moderately Tightened Credit Standards	No Change	Moderately Eased Credit Standards	Substantially Eased Credit Standards	Net Balance
All Firms	11.3	39.1	46.1	3.5	0	29.1
Small and Medium Enterprises	13.2	26.4	57.5	2.8	0	25.0
Large Firms	11.3	33.9	51.3	3.5	0	26.5
GREs	2.7	17.3	79.1	0.9	0	10.9

**Q15. If your institution has changed credit standards in response to lower oil prices, which of the following terms and conditions have been adjusted? (% of total)**

	Tightened Significantly	Tightened Moderately	N/A
Maximum size of credit lines	12.3	37.7	50.0
Spread of loan rates over your cost of funds	3.5	30.1	66.4
Premiums charged on riskier loans	7.0	26.3	66.7
Collateralization requirements	4.4	40.7	54.9

**Q16. What impact do you think the recent Covid-19 events have had on the demand for business loans?**

	Substantially Reduced Demand	Moderately Reduced Demand	No Impact	Moderately Increased Demand	Substantially Increased Demand	Net Balance
All Firms	26.3	34.2	11.4	25.4	2.6	-28.1
Small and Medium Enterprises	28.3	33.0	13.2	23.6	1.9	-31.1
Large Firms	23.7	31.6	14.0	28.1	2.6	-22.8
GREs	10.7	16.5	43.7	27.2	1.9	-3.4
Mining and Quarrying	2.2	36.0	51.7	10.1	0.0	-15.2
Manufacturing	19.8	30.6	19.8	27.0	2.7	-18.9
Electricity, Gas and Water	5.2	20.6	61.9	12.4	0.0	-9.3
Construction	20.8	37.7	19.8	14.2	7.5	-25.0
Property Development	30.4	26.5	31.4	9.8	2.0	-36.8
Retail and Wholesale Trade	35.1	26.3	13.2	15.8	9.6	-30.7
Transport, Storage and Communications	21.2	29.2	31.9	16.8	0.9	-26.5
Financial Institutions (excluding banks)	7.5	12.9	64.5	8.6	6.5	-3.2
All others	13.2	27.4	54.7	4.7	0.0	-24.5

**Q17. What has your institution's credit standards changed in response to the Covid-19 events? (% of total)**

	Substantially Tightened Credit Standards	Moderately Tightened Credit Standards	No Change	Moderately Eased Credit Standards	Substantially Eased Credit Standards	Net Balance
All Firms	16.5	43.5	28.7	11.3	0	32.6
Small and Medium Enterprises	20.6	41.1	30.8	7.5	0	37.4
Large Firms	20.0	40.0	26.1	13.0	0.9	32.6
GREs	7.8	15.5	68.0	8.7	0	11.2

**Q18. If your institution has changed credit standards in response to lower oil prices, which of the following terms and conditions have been adjusted? (% of total)**

	Tightened Significantly	Tightened Moderately	N/A
Maximum size of credit lines	19.3	43.9	36.8
Spread of loan rates over your cost of funds	6.3	34.2	59.5
Premiums charged on riskier loans	9.6	32.5	57.9
Collateralization requirements	7.1	46.9	46.0



## Annex 2

### > Personal Lending Survey Questionnaires Results<sup>2</sup>

#### 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	33.3	41.4	19.2	5.1	1.0	-50.5
Abu Dhabi	31.4	42.9	20.0	5.7	0.0	-50.0
Dubai	30.6	41.7	19.4	5.6	2.8	-45.8
Northern Emirates	39.3	39.3	17.9	3.6	0.0	-57.1
Islamic	25.3	23.0	47.1	4.6	0.0	-34.5
Conventional	30.5	34.7	29.5	5.3	0.0	-45.3
Housing – Owner Occupier	41.2	20.0	29.4	8.2	1.2	-45.9
Housing – Investment	28.2	37.6	31.8	2.4	0.0	-45.9
Housing – Other (includes refinancing, renovations)	24.4	29.1	45.3	1.2	0.0	-38.4
Car Loan	47.7	13.8	36.9	1.5	0.0	-53.8
Non-housing Investment	26.0	22.1	51.9	0.0	0.0	-37.0
Credit Card	40.0	26.3	23.8	10.0	0.0	-48.1
Personal - Other	34.9	31.4	25.6	5.8	2.3	-45.3

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

	Not Important	Somewhat Important	Very Important
Housing market outlook	18.5	35.9	45.7
Financial markets outlook	20.8	9.4	69.8
Change in income	16.7	6.3	77.1
Interest rates	28.1	40.6	31.3
Competition with other banks or financial institutions	35.4	53.1	11.5
Seasonal influences	37.5	30.2	32.3

#### 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	9.5	47.4	40.0	3.2	0.0	31.6
Housing – Owner Occupier	3.3	40.0	43.3	13.3	0.0	16.7
Housing – Investment	4.4	37.8	54.4	3.3	0.0	21.7
Housing – Other (includes refinancing, renovations)	4.4	38.9	53.3	3.3	0.0	22.2
Non-housing Investment	13.0	31.9	55.1	0.0	0.0	29.0
Car Loan	6.2	30.8	63.1	0.0	0.0	21.5
Personal - Other	11.1	47.8	37.8	3.3	0.0	33.3

<sup>2</sup> 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	25.0	3.3	71.7
Economic Outlook	18.8	8.3	72.9
Customer Specific	26.0	9.4	64.6
Competition from Banks	39.6	45.8	14.6
Competition from Finance Companies	53.1	39.6	7.3
Change in Tolerance for Risk	28.1	17.7	54.2
Availability/Cost of Funds	41.7	16.7	41.7
Current/Anticipated Regulatory Changes	18.8	6.3	75.0

**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	0.0	92.4	7.6	0.0	-3.8
Maximum Loan-to-Value (LTV)	0.0	10.9	75.0	14.1	0.0	-1.6
Maximum Loan-to-Income (LTI)	0.0	7.6	89.1	3.3	0.0	2.2

**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	6.5	25.8	48.4	15.1	4.3	-7.5
Abu Dhabi	6.1	30.3	48.5	15.2	0.0	-13.6
Dubai	2.9	23.5	44.1	17.6	11.8	5.9
Northern Emirates	11.5	23.1	53.8	11.5	0.0	-17.3
Islamic	5.1	29.1	55.7	7.6	2.5	-13.3
Conventional	4.6	29.9	48.3	13.8	3.4	-9.2
Housing – Owner Occupier	3.6	25.0	50.0	19.0	2.4	-4.2
Housing – Investment	9.5	29.8	53.6	4.8	2.4	-19.6
Housing – Other (includes refinancing, renovations)	9.5	21.4	63.1	6.0	0.0	-17.3
Car Loan	5.1	26.6	59.5	8.9	0.0	-13.9
Non-housing Investment	4.9	29.3	54.9	8.5	2.4	-12.8
Credit Card	9.4	22.4	41.2	24.7	2.4	-5.9
Personal - Other	9.4	28.2	35.3	22.4	4.7	-7.6

**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	18.5	27.2	54.3
Financial markets outlook	19.6	14.1	66.3
Change in income	17.4	9.8	72.8
Interest rates	30.4	42.4	27.2
Competition with other banks or financial institutions	40.2	46.7	13.0
Seasonal influences	33.7	33.7	32.6

**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	4.4	27.8	64.4	3.3	0.0	16.7
Housing – Owner Occupier	4.6	25.3	67.8	2.3	0.0	16.1
Housing – Investment	4.6	29.9	63.2	2.3	0.0	18.4
Housing – Other (includes refinancing, renovations)	4.6	28.7	64.4	2.3	0.0	17.8
Non-housing Investment	11.0	9.8	76.8	2.4	0.0	14.6
Car Loan	4.9	11.0	81.7	2.4	0.0	9.1
Personal - Other	4.9	39.0	51.2	4.9	0.0	22.0

**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	28.3	1.1	70.7
Economic Outlook	17.4	10.9	71.7
Customer Specific	27.2	10.9	62.0
Competition from Banks	46.7	41.3	12.0
Competition from Finance Companies	57.6	33.7	8.7
Change in Tolerance for Risk	31.5	14.1	54.3
Availability/Cost of Funds	44.6	15.2	40.2
Current/Anticipated Regulatory Changes	25.0	5.4	69.6

**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	1.1	1.1	97.8	0.0	0.0	1.7
Maximum Loan-to-Value (LTV)	0	6.7	92.1	0.0	1.1	2.2
Maximum Loan-to-Income (LTI)	0	6.7	92.1	0.0	1.1	2.2

**Q11. What impact do you think the recent Covid-19 events have had on the demand for personal loans? (% of total)**

	Substantially Reduced Demand	Moderately Reduced Demand	No Impact	Moderately Increased Demand	Substantially Increased Demand	Net Balance
All Households	30.9	45.7	12.8	7.4	3.2	-46.8
Housing – Owner Occupier	24.1	40.2	24.1	8.0	3.4	-36.8
Housing – Investment	31.3	39.8	20.5	6.0	2.4	-45.8
Housing – Other (includes refinancing, renovations)	21.6	45.5	26.1	6.8	0.0	-40.9
Non-housing Investment	22.2	36.1	31.9	9.7	0.0	-35.4
Car Loan	40.5	32.9	25.3	0.0	1.3	-55.7
Personal - Other	33.0	39.8	12.5	4.5	10.2	-40.3

**Q12. How have your institution's credit standards for consumers changed in response to the Covid-19 events? (% of total)**

	Substantially Tightened Credit Standards	Moderately Tightened Credit Standards	No Change	Moderately Eased Credit Standards	Substantially Eased Credit Standards	Net Balance
All Households	8.5	50.0	33.0	8.5	0.0	29.3
Housing – Owner Occupier	5.7	35.2	40.9	18.2	0.0	14.2
Housing – Investment	6.8	34.1	51.1	8.0	0.0	19.9
Housing – Other (includes refinancing, renovations)	6.8	33.0	52.3	8.0	0.0	19.3
Non-housing Investment	8.8	19.1	72.1	0.0	0.0	18.4
Car Loan	8.3	31.9	59.7	0.0	0.0	24.3
Personal - Other	14.0	52.7	29.0	4.3	0.0	38.2