



United Arab Emirates

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

Credit Sentiment Survey

Survey Results | 2021 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 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 March quarter are available in the "About the Survey" section and annexes to this report.¹

> Executive Summary

Survey results for the March quarter revealed a remarkable recovery in overall credit appetite and demand for loans, both business and personal, within the UAE, coupled with a substantial softening of credit standards relative to the levels registered after the outbreak of the COVID-19 pandemic. In terms of expectations, survey respondents expressed a positive outlook towards the upcoming quarter, foreseeing a rise in demand for loans from both consumers and businesses. Looking forward, credit standards for business and personal loans are expected to soften further relative to the March quarter.

Lending to Corporates & Small Businesses – For the March quarter, survey respondents reported a moderate rebound in business loans with a net balance measure of +9.1, which was evident across all Emirates. The increased demand for loans was notable among local, large firms, conventional loans, and Islamic loans. The main factors contributing to the change in demand for business loans were customers' sales, property market outlook, customers' fixed asset investment, and seasonal influences. In terms of credit standards, in aggregate, a net balance measure of +10.7 was observed compared to a net balance measure of +24.1 registered in December 2020. With respect to outlook for the June quarter, survey results revealed an optimistic outlook and continued strengthening of business loan demand across all Emirates. Credit standards are expected to soften further for both small and medium enterprises as well as large firms.

Lending to Individuals – Survey results indicated that demand for personal loans, in aggregate, remained in the positive territory and continued its recovery, as suggested by a net balance measure of +10.1 for the March quarter. The increase in overall demand, which was attributable to the strengthening of demand across all Emirates, most significantly in Dubai, was evident among housing – owner occupier, personal – credit card, conventional loans, and housing – investment. Survey respondents indicated that the rise in demand was primarily steered by financial market outlook, housing market outlook, change in income, and interest rates. With respect to credit availability, in aggregate, a net balance measure of +2.7 for all households was recorded compared to a net balance measure of +8.4 observed in December 2020. In terms of expectations for the June quarter, appetite and demand for personal loans is expected to increase further, and credit standards, in aggregate, are expected to ease moderately.

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)

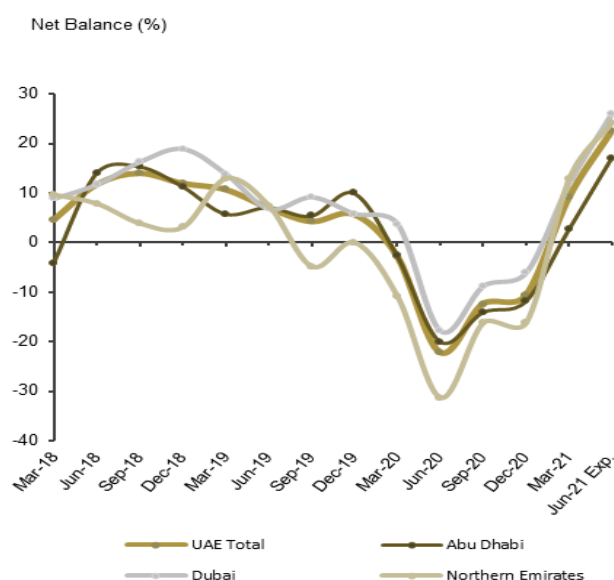
For credit standards, net balance = (% Reporting Significant Tightening + 0.5 x % Reporting Moderate Tightening) – (% Reporting Significant Easing + 0.5 x % Reporting Moderate Easing)

> Business Lending²

For the March quarter, survey respondents reported a moderate increase in business loans with a net balance measure of +9.1. According to the survey results, 47.8 percent of respondents reported no change, 34.8 percent reported an increase in demand, while 17.4 percent of respondents reported a decrease in demand. By Emirate, survey results revealed a marked increase in credit appetite and demand for business loans across all Emirates, predominately in Northern Emirates and Dubai.

For the June quarter, survey respondents reported a net balance measure of +22.6, portraying an optimistic outlook for business loan demand. By Emirate, the strengthening of expected demand was attributable to strong demand for loans across the board, most significantly in Dubai and Northern Emirates (**Chart 1**).

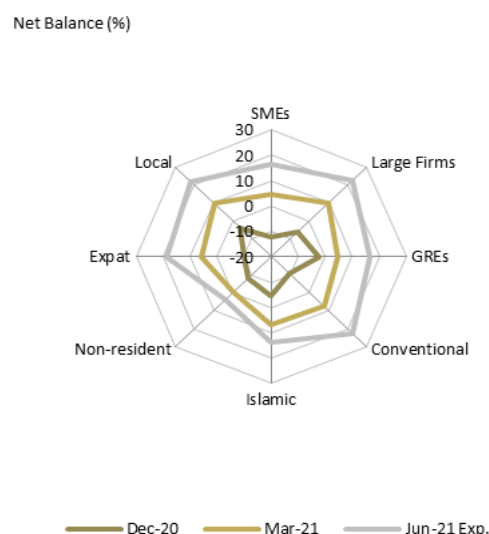
Chart 1 Change in Demand for Business Loans by Emirate



By market segment, survey results suggested an increase in demand across all categories in the March quarter, with the exception of non-resident. The increase in demand for loans was notable among local, large firms, conventional loans, and Islamic loans. Expat, government-related entities, and small & medium enterprises have also contributed to the increase in demand, but to a lesser extent.

In terms of expectations for the next quarter, survey respondents are projecting demand for business loans to increase across the board. The increase in demand is expected to be driven notably by large firms, conventional loans, and local (**Chart 2**).

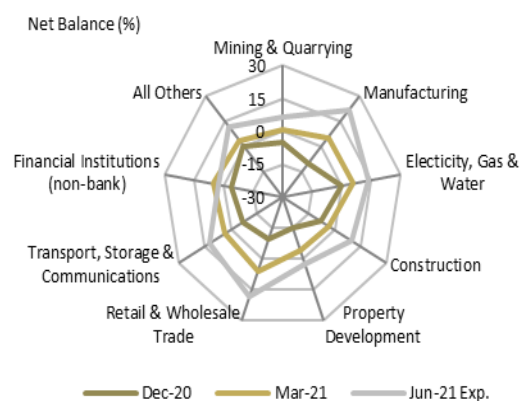
Chart 2 Change in Demand for Business Loans by Type



When asked about the change in demand for business loans by industry in the March quarter, survey respondents reported an increase in demand across all economic activities, with the exception of property development and construction. The increase was notable in retail and wholesale trade, electricity, gas & water, manufacturing, and financial institutions (excluding banks).

For the June quarter, survey respondents expect an increased appetite for loans across all industries, most evidently in manufacturing, retail & wholesale trade, electricity, gas & water, transport, storage & communications, and all others (**Chart 3**).

Chart 3 Change in Demand for Business Loans by Industry

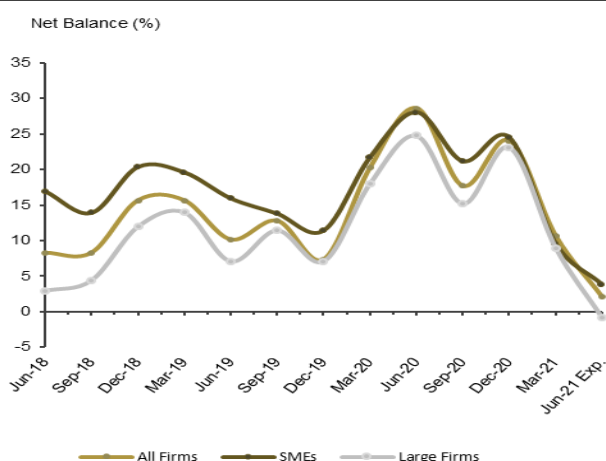


² Full survey results are presented in Annex 1 to this report

The main factors contributing to the change in demand for business loans in the March quarter were customers' sales, property market outlook, customers' fixed asset investment, and seasonal influences. For the June quarter, the primary factors influencing business loan demand are expected to remain the same as those revealed in the March quarter.

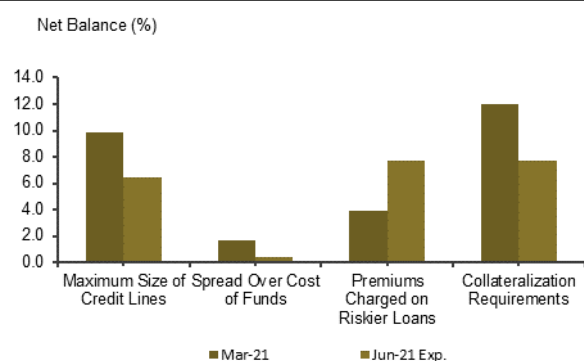
In terms of credit standards, in aggregate, a positive net balance measure of 10.7 was observed during the March quarter, marking the lowest reading since the COVID-19 outbreak (+28.6 in June 2020, the highest level registered since 2016). Across firm size, survey results indicated that large firms perceived a slightly lesser tightening of credit standards compared to small and medium enterprises. For the upcoming quarter, survey respondents anticipate a further softening in credit standards for both small & medium enterprises and large firms (**Chart 4**).

Chart 4 Change in Credit Standards



With respect to terms and conditions on loans, a tightening was noted across all terms and conditions in the March quarter, although significantly smaller than in previous quarters of 2020, primarily those pertaining to collateralization requirements and maximum size of credit lines. For the June quarter, survey respondents expect continuous tightening across the board, although to a lesser extent, mainly with respect to premiums charged on riskier loans and collateralization requirements (**Chart 5**).

Chart 5 Change in Terms and Conditions



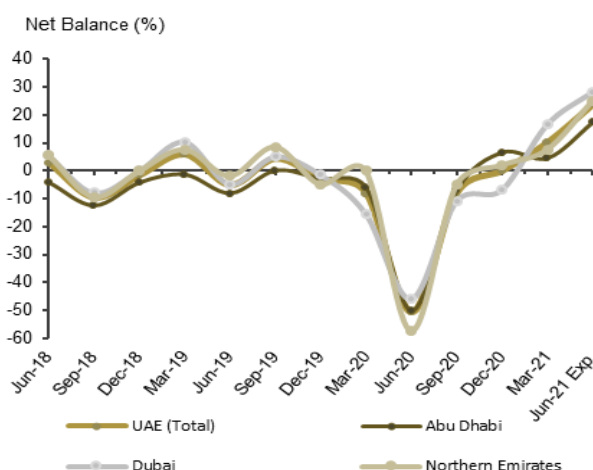
When asked which factors most likely contributed to the change in credit standards in the March quarter, survey respondents referred to economic outlook, quality of bank's asset portfolio, and change in tolerance for risk as the most significant factors. Competition from finance companies continued to have minimum bearing on credit standards. For the next quarter, contributing factors to the change in credit standards are expected to be economic outlook, change in tolerance for risk, quality of asset portfolio, and industry or firm specific conditions.

> Personal Lending³

For the March quarter, survey respondents revealed a moderate increase in demand for personal loans, in aggregate, as suggested by a net balance measure of +10.1. The increased demand was attributable to the strengthening of demand across all Emirates, most significantly in Dubai.

For the upcoming quarter, consumer appetite and demand for personal loans is expected to increase further, according to survey results. By Emirate, survey respondents expect to see growth in appetite for loans across the board (**Chart 6**).

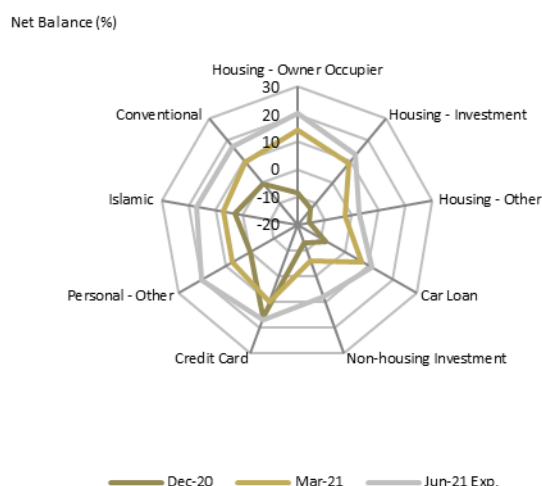
Chart 6 Change in Demand for Personal Loans by Emirate



By market segment, demand for personal loans increased moderately in the March quarter across the board, with the exception of non-housing investment and housing – other (includes refinancing, renovations). The increase in demand was evident among housing – owner occupier, personal – credit card, conventional loans, and housing – investment. Islamic loans, personal – other, and car loans also registered an increase, but to a lesser extent.

Survey respondents' outlook for the upcoming quarter suggests further growth in personal loan demand across all loan types, most significantly in housing – owner occupier, personal – other, Islamic loans, conventional loans, and personal – credit card (**Chart 7**).

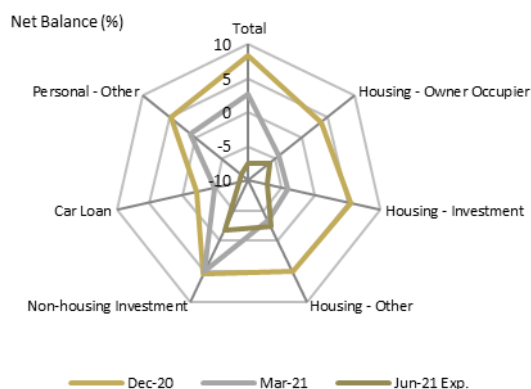
³ Full survey results are presented in Annex 2 to this report

Chart 7 Change in Demand for Personal Loans by Type

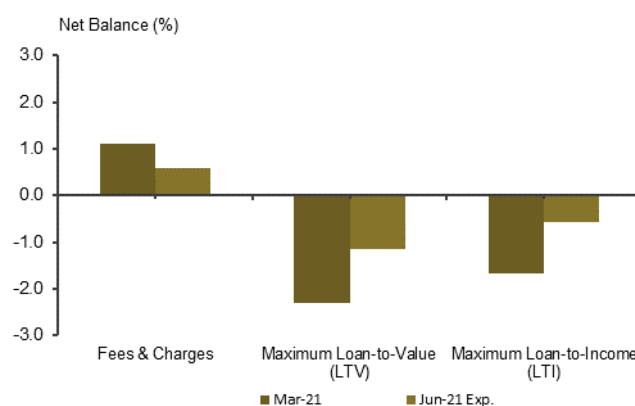
When asked about the factors that attributed to the change in personal loan demand in the March quarter, survey respondents indicated that the rise in demand was primarily steered by financial market outlook, housing market outlook, change in income, and interest rates. In terms of expectations for the next quarter, housing market outlook, change in income, financial market outlook, and seasonal influences are expected to be the main drivers of demand for personal loans.

By loan category, an easing of credit standards was observed for car loans, housing – owner occupier, housing – investment, and housing – other (includes refinancing, renovations), while a tightening was noted for non-housing investment and personal – other. In aggregate, a net balance measure of +2.7 was recorded, down from +8.4 in December 2020.

For the June quarter, credit standards, in aggregate, are expected to ease moderately, as suggested by a net balance measure of -7.5. By loan category, survey respondents are expecting credit standards to ease across the board, particularly for car loans and personal - other (**Chart 8**).

Chart 8 Change in Credit Standards

With respect to credit terms and conditions in the March quarter, an average of 97% of survey respondents reported no change across the board. However, survey results revealed a marginal easing in maximum Loan-to-Value (LTV) and maximum Loan-to-Income (LTI), while fees and charges tightened marginally. In terms of outlook for the June quarter, survey respondents are expecting terms and conditions pertaining to maximum Loan-to-Value (LTV) and maximum Loan-to-Income (LTI) to continue easing, while fees and charges are expected to continue tightening, although to a lesser extent than the March quarter (**Chart 9**).

Chart 9 Change in Selected Terms and Conditions

When asked about the factors that contributed to the change in credit standards in the March quarter, survey respondents cited economic outlook, quality of bank's asset portfolio, regulatory changes, and customer specific factors as the most significant. Survey respondents expect that economic outlook, quality of bank's asset portfolio, change in tolerance for risk, and regulatory changes will be the main factors behind the expected change in credit standards during the June 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 Q1 Survey, which was conducted during the period of 14 – 31 March 2021. The Survey questionnaire results are available in the annexes attached to this report.

The total sample size for the March quarter survey was 222 respondents, with 102 answering questions related to personal credit and 120 answering questions related to business credit. The March 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:

- 2021 Q2 Survey in July 2021
- 2021 Q3 Survey in October 2021
- 2021 Q4 Survey in January 2022
- 2022 Q1 Survey in April 2022

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 Questionnaires 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	0.9	16.5	47.8	33.0	1.7	9.1
Abu Dhabi	0.0	26.3	44.7	26.3	2.6	2.6
Dubai	2.2	8.7	54.3	32.6	2.2	12.0
Northern Emirates	0.0	16.1	41.9	41.9	0.0	12.9
Small and Medium Enterprises	0.9	13.4	61.6	24.1	0.0	4.5
Large Firms	0.9	13.3	53.1	31.0	1.8	9.7
Government Related Entities	1.0	6.7	74.0	18.3	0.0	4.8
Conventional Loans	1.9	13.1	57.0	24.3	3.7	7.5
Islamic Finance	2.2	7.7	65.9	23.1	1.1	6.6
Non-resident	3.0	6.1	79.8	11.1	0.0	-0.5
Expatriate	0.9	14.5	58.2	24.5	1.8	5.9
Local	0.9	12.4	54.9	30.1	1.8	9.7

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	4.3	77.4	12.9	1.1	1.1
Manufacturing	0.9	19.1	50.9	26.4	2.7	5.5
Electricity, Gas and Water	1.0	4.8	78.1	14.3	1.9	5.7
Construction	2.7	17.9	63.4	16.1	0.0	-3.6
Property Development	2.8	18.5	63.9	13.9	0.9	-4.2
Retail and Wholesale Trade	0.9	15.8	55.3	26.3	1.8	6.1
Transport, Storage and Communications	1.8	11.4	64.9	21.9	0.0	3.5
Financial Institutions (excluding Banks)	1.1	1.1	84.2	13.7	0.0	5.3
All Others	1.7	7.0	73.9	17.4	0.0	3.5

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

	Not Important	Somewhat Important	Very Important
Customers' Sales	22.2	10.3	67.5
Customers' Fixed Asset Investment	34.2	31.6	34.2
Competition with Finance Companies	72.6	17.9	9.4
Competition with Banks	51.3	32.5	16.2
Interest Rates	42.7	33.3	23.9
Seasonal Influences	34.2	36.8	29.1
Property Market Outlook	29.9	27.4	42.7

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	4.3	19.7	69.2	6.8	0.0	10.7
Small and Medium Enterprises	3.5	19.1	70.4	7.0	0.0	9.6
Large Firms	5.1	14.5	73.5	6.8	0.0	9.0

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	29.9	7.7	62.4
Economic Outlook	24.8	4.3	70.9
Industry or firm specific conditions	30.8	17.1	52.1
Competition from Banks	58.1	32.5	9.4
Competition from Finance Companies	78.6	17.9	3.4
Change in Tolerance for Risk	28.2	18.8	53.0
Availability/Cost of Funds	35.0	29.1	35.9
Current/Anticipated Regulatory Changes	32.5	12.8	54.7

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	4.3	14.5	77.8	3.4	0.0	9.8
Spread Over Your Cost of Funds	0.0	8.5	86.3	5.1	0.0	1.7
Premiums Charged on Riskier Loans	0.0	10.4	87.0	2.6	0.0	3.9
Collateralization Requirements	4.3	16.2	78.6	0.9	0.0	12.0

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	10.4	35.7	52	1.7	22.6
Abu Dhabi	0.0	15.8	34.2	50.0	0.0	17.1
Dubai	0.0	8.7	34.8	52.2	4.3	26.1
Northern Emirates	0.0	6.5	38.7	54.8	0.0	24.2
Small and Medium Enterprises	0.0	10.3	47.9	40.2	1.7	16.7
Large Firms	1.7	9.6	31.3	56.5	0.9	22.6
Government Related Entities	0.0	3.4	60.7	35.9	0.0	16.2
Conventional Loans	0.9	6.8	40.2	50.4	1.7	22.6
Islamic Finance	0.0	4.3	65.8	28.2	1.7	13.7
Non-resident	0.9	4.3	81.2	13.7	0.0	3.8
Expat	0.0	7.7	47.0	45.3	0.0	18.8
Local	0.0	4.3	47.9	47.9	0.0	21.8

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	0.0	5.2	76.7	18.1	0.0	6.5
Manufacturing	0.0	8.6	42.2	46.6	2.6	21.6
Electricity, Gas and Water	0.0	2.6	67.2	30.2	0.0	13.8
Construction	0.0	14.7	53.4	29.3	2.6	9.9
Property Development	0.9	12.1	68.1	19.0	0.0	2.6
Retail and Wholesale Trade	0.0	12.9	39.7	44.8	2.6	18.5
Transport, Storage and Communications	0.0	12.9	49.1	37.9	0.0	12.5
Financial Institutions (excluding Banks)	0.0	0.9	93.1	6.0	0.0	2.6
All Others	0.0	6.0	65.5	26.7	1.7	12.1

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	13.7	14.5	71.8
Customers' Fixed Asset Investment	28.2	35.9	35.9
Competition with Finance Companies	76.1	18.8	5.1
Competition with Banks	53.0	25.6	21.4
Interest Rates	39.3	32.5	28.2
Seasonal Influences	29.1	33.3	37.6
Property Market Outlook	30.8	27.4	41.9

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	12.0	77.8	9.4	0.0	2.1
Small and Medium Enterprises	0.0	17.1	73.5	9.4	0.0	3.8
Large Firms	0.9	10.3	75.2	13.7	0.0	-0.9

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	30.8	11.1	58.1
Economic Outlook	26.5	2.6	70.9
Industry or firm specific conditions	31.6	14.5	53.8
Competition from Banks	56.4	34.2	9.4
Competition from Finance Companies	75.2	19.7	5.1
Change in Tolerance for Risk	29.1	26.5	44.4
Availability/Cost of Funds	38.5	25.6	35.9
Current/Anticipated Regulatory Changes	35.0	12.0	53.0

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	1.7	13.7	80.3	4.3	0.0	6.4
Spread Over Your Cost of Funds	0.0	11.1	78.6	10.3	0.0	0.4
Premiums Charged on Riskier Loans	2.6	14.5	78.6	4.3	0.0	7.7
Collateralization Requirements	2.6	14.5	80.3	0.9	1.7	7.7

Annex 2

> Personal Lending Survey Questionnaires 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	4.0	13.1	41.4	41.4	0.0	10.1
Abu Dhabi	5.9	17.6	38.2	38.2	0.0	4.4
Dubai	2.6	10.3	38.5	48.7	0.0	16.7
Northern Emirates	3.8	11.5	50.0	34.6	0.0	7.7
Islamic	2.2	5.4	67.7	24.7	0.0	7.5
Conventional	4.3	10.8	46.2	38.7	0.0	9.7
Housing – Owner Occupier	3.7	8.6	46.9	37.0	3.7	14.2
Housing – Investment	3.8	7.6	57.0	30.4	1.3	8.9
Housing – Other (includes refinancing, renovations)	5.1	2.5	84.8	7.6	0.0	-2.5
Car Loan	3.9	10.4	55.8	27.3	2.6	7.1
Non-housing Investment	3.9	9.1	81.8	5.2	0.0	-5.8
Credit Card	6.1	3.7	54.9	35.4	0.0	9.8
Personal - Other	3.4	14.6	48.3	31.5	2.2	7.3

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

	Not Important	Somewhat Important	Very Important
Housing market outlook	26.7	35.6	37.8
Financial markets outlook	24.7	25.8	49.5
Change in income	27.1	14.6	58.3
Interest rates	32.3	41.7	26.0
Competition with other banks or financial institutions	44.8	41.7	13.5
Seasonal influences	41.7	30.2	28.1

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	5.4	6.5	76.3	11.8	0.0	2.7
Housing – Owner Occupier	2.4	4.9	74.4	18.3	0.0	-4.3
Housing – Investment	2.4	5.9	74.1	16.5	1.2	-4.1
Housing – Other (includes refinancing, renovations)	2.3	4.5	77.3	15.9	0.0	-3.4
Non-housing Investment	3.7	6.2	86.4	3.7	0.0	4.9
Car Loan	2.5	3.7	75.3	18.5	0.0	-4.9
Personal - Other	5.3	10.5	65.3	18.9	0.0	1.1

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	22.2	13.3	64.4
Economic Outlook	14.0	24.7	61.3
Customer Specific	29.2	21.9	49.0
Competition from Banks	36.5	46.9	16.7
Competition from Finance Companies	64.6	22.9	12.5
Change in Tolerance for Risk	30.2	14.6	55.2
Availability/Cost of Funds	46.9	10.4	42.7
Current/Anticipated Regulatory Changes	25.0	10.4	64.6

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	2.2	97.8	0.0	0.0	1.1
Maximum Loan-to-Value (LTV)	0.0	0.0	95.4	4.6	0.0	-2.3
Maximum Loan-to-Income (LTI)	0.0	0.0	96.7	3.3	0.0	-1.7

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	2.2	2.2	44.1	49.5	2.2	23.7
Abu Dhabi	3.1	6.3	43.8	46.9	0.0	17.2
Dubai	2.7	0.0	40.5	51.4	5.4	28.4
Northern Emirates	0.0	0.0	50.0	50.0	0.0	25.0
Islamic	0.0	1.1	65.5	31.0	2.3	17.2
Conventional	3.4	4.6	49.4	40.2	2.3	16.7
Housing – Owner Occupier	3.6	0.0	51.2	42.9	2.4	20.2
Housing – Investment	3.6	0.0	65.5	28.6	2.4	13.1
Housing – Other (includes refinancing, renovations)	3.6	0.0	83.3	13.1	0.0	3.0
Car Loan	3.6	0.0	66.7	29.8	0.0	11.3
Non-housing Investment	1.1	0.0	82.8	13.8	2.3	8.0
Credit Card	3.3	0.0	58.9	35.6	2.2	16.7
Personal - Other	3.3	2.2	47.8	44.4	2.2	20.0

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	23.3	27.8	48.9
Financial markets outlook	26.7	18.9	54.4
Change in income	25.6	11.1	63.3
Interest rates	31.1	43.3	25.6
Competition with other banks or financial institutions	45.6	37.8	16.7
Seasonal influences	27.8	44.4	27.8

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	3.4	0.0	74.7	21.8	0.0	-7.5
Housing – Owner Occupier	3.6	2.4	72.6	21.4	0.0	-6.0
Housing – Investment	2.4	3.6	71.4	22.6	0.0	-7.1
Housing – Other (includes refinancing, renovations)	0.0	3.6	88.1	8.3	0.0	-2.4
Non-housing Investment	1.2	4.8	83.3	10.7	0.0	-1.8
Car Loan	2.3	1.1	74.7	20.7	1.1	-8.6
Personal - Other	2.3	4.6	66.7	26.4	0.0	-8.6

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	28.9	11.1	60.0
Economic Outlook	16.7	24.4	58.9
Customer Specific	36.7	13.3	50.0
Competition from Banks	37.8	46.7	15.6
Competition from Finance Companies	57.8	25.6	16.7
Change in Tolerance for Risk	30.0	17.8	52.2
Availability/Cost of Funds	43.3	15.6	41.1
Current/Anticipated Regulatory Changes	33.3	4.4	62.2

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	1.1	98.9	0.0	0.0	0.6
Maximum Loan-to-Value (LTV)	0	0.0	97.7	2.3	0	-1.1
Maximum Loan-to-Income (LTI)	0	0.0	98.9	1.1	0	-0.6