



United Arab Emirates

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

Credit Sentiment Survey

Survey Results | 2020 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 moderate decrease in appetite for business and personal loans coupled with a tightening of credit standards. In terms of outlook, survey respondents are expecting a further decrease in demand for personal loans but an upturn in demand for business loans, coupled with a continuous tightening in credit standards.

Lending to Corporates & Small Businesses – Survey results for the March quarter revealed a moderate decrease in demand for business loans across all Emirates, with the exception of the emirate of Dubai. By loan type, the decrease in demand was pointed among Islamic loans, small and medium enterprises, non-resident, expat, and local. When asked about credit standards, in aggregate, a positive net balance measure was recorded, suggesting a tightening of credit standards, predominantly for small and medium enterprises relative to large firms. With respect to specific terms and conditions, survey results revealed a tightening in credit standards that occurred most evidently in relation to terms and conditions pertaining to maximum size of credit lines and collateralization requirements. In terms of outlook for the June quarter, demand for business loans was expected to rebound with a moderate increase across all Emirates, and credit standards were expected to continue to tighten, but to a lower extent than the March quarter.

Lending to Individuals – In the March quarter, demand for personal loans has decreased signally as suggested by a net balance measure of -8.2. This decrease was attributable to the weakening in demand in the emirates of Dubai and Abu Dhabi, while demand for loans in Northern Emirates remained unchanged. By loan type, the decrease in demand for loans was most significant in housing – investment, car loan, housing – other, and conventional loans. When asked about the factors that attribute to the change in demand for loans in the March quarter, survey respondents reported economic outlook and regulatory changes as the most significant. In terms of credit availability, more than 80% of survey respondents reported that credit standards were unchanged. However, in aggregate, a net balance measure of +1.1 for all households was recorded, suggesting a marginal tightening of credit standards. In terms of outlook for the June quarter, demand for personal loans was projected to decrease further while credit standards, in aggregate, were expected to continue tightening, but to a lesser extent.

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)

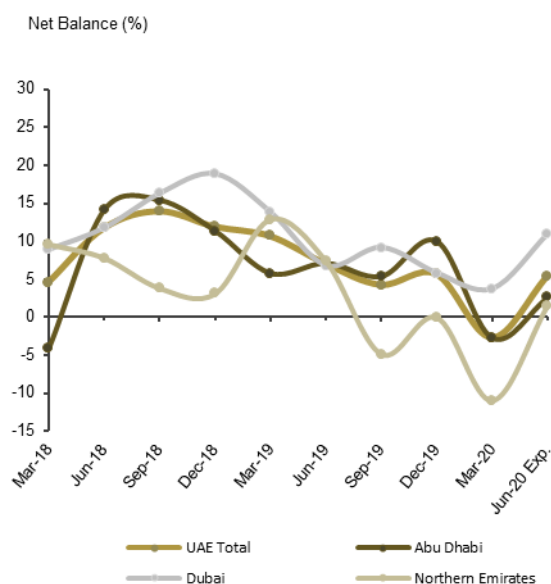
For credit standards, net balance = (% Reporting Significant Tightening + 0.5 x % Reporting Moderate Tightening) – (% Reporting Significant Easing + 0.5 x % Reporting Moderate Easing)

> Business Lending²

For the March quarter, survey respondents reported that demand for business loans has decreased moderately with a net balance measure of -2.7. According to the survey results, 29.1 percent of respondents reported no change, 37.3 percent reported a decrease in demand, while 33.7 percent of respondents reported an increase in demand. By emirate, survey results for business loans revealed a moderate decrease in demand in Abu Dhabi and a salient decrease in Northern Emirates, while Dubai reported a moderate increase.

With respect to expectations for the June quarter, a net balance measure of +5.4 was recorded, suggesting a positive outlook, though moderate, for demand of business loans. By emirate, the strengthening in loan demand will be attributable to stronger demand across the board, most evidently in Dubai.

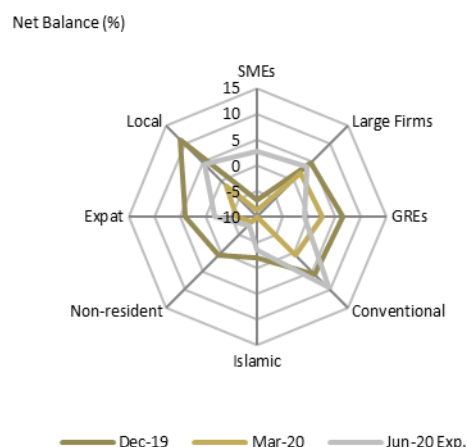
Chart 1 Change in Demand for Business Loans by Emirate



By market segment, demand decreased across all categories in the March quarter with the exception of government related entities, large firms, and conventional loans. The decrease in demand for loans was notable among Islamic loans, small and medium enterprises, non-resident, expat, and local.

In terms of outlook for the next quarter, survey respondents predicted that the demand for business loans will increase for conventional loans, local, large firms, and small and medium enterprises. However, demand is predicted to decrease, marginally to moderately, among non-resident, Islamic loans, expat, and government related entities (**Chart 2**).

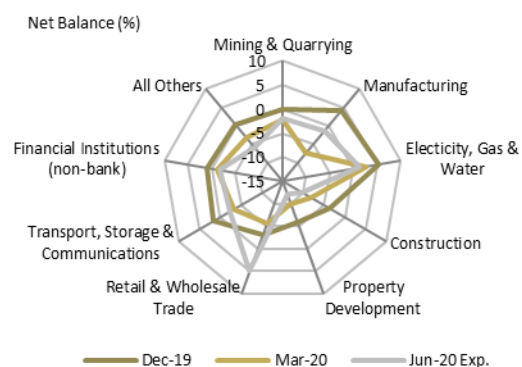
Chart 2 Change in Demand for Business Loans by Type



When asked about the change in demand for business loans by industry in the March quarter, survey respondents reported a decrease in demand across all economic activities with the exception of electricity, gas and water. The decrease in loan demand was most evident in property development, construction, manufacturing, and retail and wholesale trade. All others, transport, storage and communications, mining and quarrying, and financial institutions (excluding banks) have also reported a decrease, but to a lesser extent.

For the June quarter, survey respondents expected demand for loans to decrease across all industries with the exception of retail and wholesale trade, and electricity, gas, and water. The decrease in demand for loans was projected predominately in property development, construction, and all others (**Chart 3**).

Chart 3 Change in Demand for Business Loans by Industry

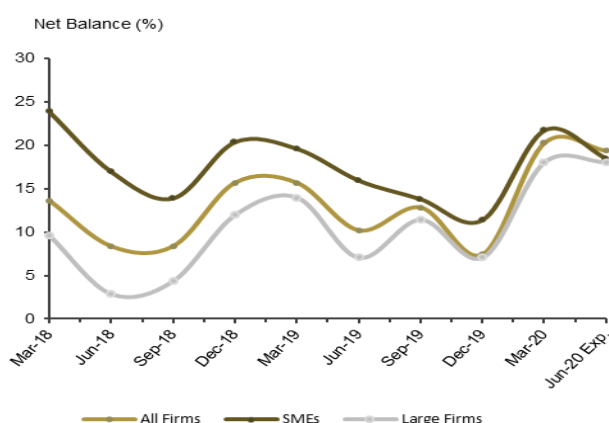


² Full survey results are presented in Annex 1 to this report

The main factors determining the change in demand for business loans were customers' sales, customers' fixed asset investment, and property market outlook. For the June quarter, survey respondents cited customers' sales, seasonal influences, and customers' fixed asset investment as the most significant determining factors.

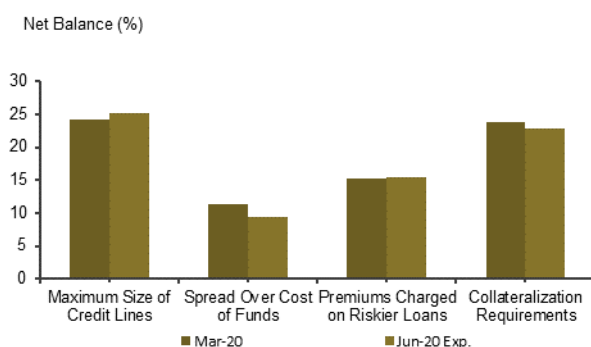
In terms of credit standards, in aggregate, a positive net balance measure of 20.3 was recorded, suggesting a tightening of credit standards. In particular, survey results reported a stronger tightening for small and medium enterprises relative to large firms. Moreover, survey respondents expected such a tightening in credit standards for the June quarter to be at the same pace (**Chart 4**).

Chart 4 Change in Credit Standards



With respect to specific terms and conditions, survey results revealed a tightening in credit standards that occurred across the board, most evidently related to terms and conditions pertaining to maximum size of credit lines, and collateralization requirements. In the June quarter, survey respondents predicted a roughly similar tightening across all terms and conditions, particularly with respect to maximum size of credit lines and collateralization requirements (**Chart 5**).

Chart 5 Change in Terms and Conditions



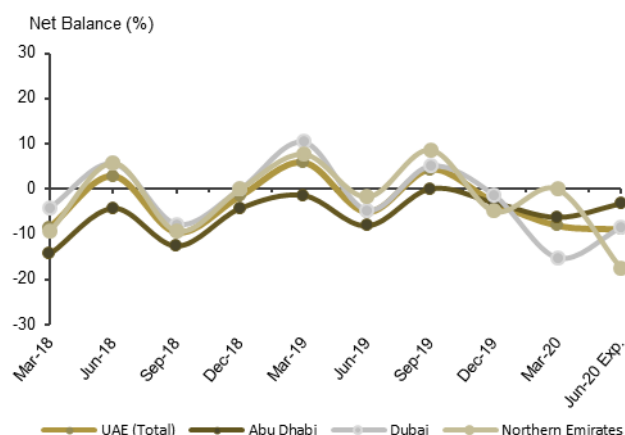
When asked about which factors were attributable to the change in credit standards in the March quarter, survey respondents revealed that economic outlook, industry or firm specific conditions, and quality of bank's asset portfolio are the most significant factors. Competition from finance companies continued to have minimum bearing on credit standards in the March quarter. For the June quarter, the most attributable factors to a change in credit standards were expected to be economic outlook, industry or firm specific conditions, and the quality of a bank's asset portfolio.

> Personal Lending³

Demand for personal loans, in aggregate, have decreased signally in the March quarter as suggested by a net balance measure of -8.2. The decrease was attributable to the weakening in demand predominantly in Dubai and to a lesser extent in Abu Dhabi, while demand for loans in Northern Emirates have remained unchanged.

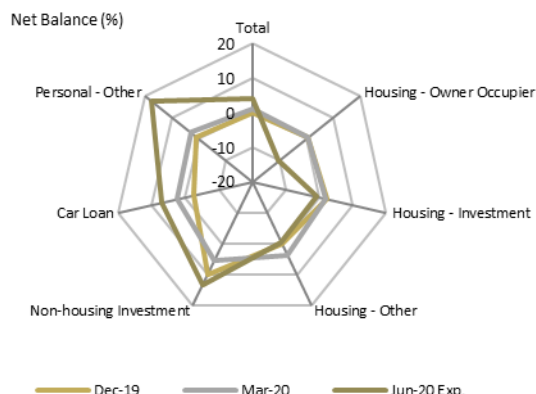
With respect to expectations for the June quarter, survey respondents expected the demand for personal loans to decrease further as suggested by a net balance measure of -8.9. By emirate, survey respondents expected a decline in the demand appetite across all Emirates, most significantly in Northern Emirates (**Chart 6**).

Chart 6 Change in Demand for Personal Loans by Emirate



For the March quarter, survey results revealed a decrease in personal loans across the board, with the exception of non-housing investment and personal other, which increased marginally. The decrease in demand for loans was most significant in housing – investment, car loan, housing – other (includes refinancing and renovations), and conventional loans. Demand for loans for housing – owner occupier, Islamic loans, and personal – credit card have also decreased, but to a lower extent. In terms of outlook, survey respondents foresaw a moderate decrease in personal loans, most significantly in car loan, housing – investment, housing – owner occupier, while demand for Islamic loans is expected to remain unchanged. (**Chart 7**).

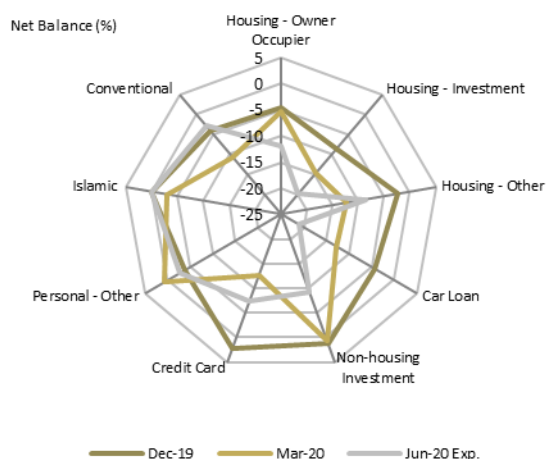
³ Full survey results are presented in Annex 2 to this report

Chart 7 Change in Demand for Personal Loans by Type

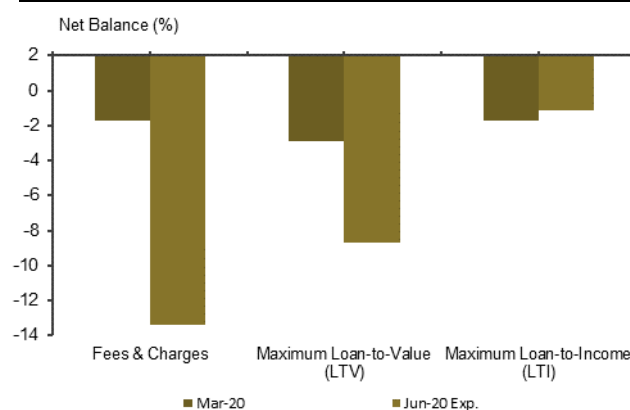
When asked about the factors that attribute to the change in demand for loans in the March quarter, survey results indicated that financial market outlook, housing market outlook, change in income, and interest rates were the most important. For the June quarter, survey respondents reported financial market outlook and change in income as the most significant factors expected to influence demand for personal loans. Housing market outlook was also reported to influence demand for personal loans, but to a lesser extent.

In terms of credit availability, more than 80% of survey respondents reported that credit standards were unchanged. However, in aggregate, a net balance measure of +1.1 for all households was recorded, suggesting a marginal tightening of credit standards in the March quarter. By loan category, tightening in credit standards was evident across the board.

With respect to expectations for the June quarter, credit standards, in aggregate, were expected to continue tightening, as suggested by the net balance measure of +4.1. By loan type, survey respondents predicted credit standards to tighten for personal – other, non-housing investment, and car loan. However, housing – owner occupier, housing – investment, housing – other reported an easing in credit standards (**Chart 8**).

Chart 8 Change in Credit Standards

With respect to credit terms and conditions in the March quarter, more than 94% of survey respondents reported no change across the board. In aggregate, however, survey respondents reported a marginal to modest easing across all terms and conditions. With respect to the outlook for the June quarter, survey respondents predicted terms and conditions to further ease across the board, most significantly in terms and conditions pertaining to fees and charges (**Chart 9**).

Chart 9 Change in Selected Terms and Conditions

When asked about the factors determining the change in credit standards during the March quarter, survey respondents reported economic outlook, regulatory changes, the quality of own asset portfolio, change in tolerance for risk, and customer specific as very important. With respect to the June quarter, economic outlook, regulatory changes, and the quality of own asset portfolio were considered the most important.

About the Survey

The Credit Sentiment Survey ("The Survey") is a quarterly publication which collects information from all banks and financial institutions extending credit within the UAE. The Survey was first launched in Q1 2014 as part of the 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 Q1 Survey, which was conducted during the period of 16 – 31 March 2019. The Survey questionnaire results are available in the annexes attached to this report.

The total sample size for the June quarter survey was 205 respondents, with 92 answering questions related to personal credit and 112 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:

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

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@cbae.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	8.2	29.1	29.1	27.3	6.4	-2.7
Abu Dhabi	7.9	28.9	28.9	28.9	5.3	-2.6
Dubai	5.0	27.5	30.0	30.0	7.5	3.8
Northern Emirates	12.5	31.3	28.1	21.9	6.3	-10.9
Small and Medium Enterprises	8.8	21.6	52.0	13.7	3.9	-8.8
Large Firms	7.3	23.6	33.6	29.1	6.4	1.8
Government Related Entities	3.1	9.3	71.1	12.4	4.1	2.6
Conventional Loans	8.7	19.2	38.5	29.8	3.8	0.5
Islamic Finance	5.5	22.0	62.6	6.6	3.3	-9.9
Non-resident	2.2	26.9	60.2	7.5	3.2	-8.6
Expat	8.2	26.4	40.0	20.0	5.5	-5.9
Local	5.6	25.0	39.8	25.9	3.7	-1.4

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	13.5	80.9	2.2	3.4	-2.2
Manufacturing	4.6	23.1	57.4	12.0	2.8	-7.4
Electricity, Gas and Water	2.0	7.1	79.8	6.1	5.1	2.5
Construction	4.8	29.5	46.7	15.2	3.8	-8.1
Property Development	9.0	22.0	53.0	12.0	4.0	-10.0
Retail and Wholesale Trade	7.3	29.4	35.8	22.0	5.5	-5.5
Transport, Storage and Communications	4.6	25.7	47.7	15.6	6.4	-3.2
Financial Institutions (excluding Banks)	3.2	12.6	73.7	4.2	6.3	-1.1
All Others	2.8	23.6	53.8	17.0	2.8	-3.3

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

	Not Important	Somewhat Important	Very Important
Customers' Sales	18.9	7.2	73.9
Customers' Fixed Asset Investment	35.1	18.0	46.8
Competition with Finance Companies	78.4	18.0	3.6
Competition with Banks	49.5	40.5	9.9
Interest Rates	48.6	17.1	34.2
Seasonal Influences	39.6	35.1	25.2
Property Market Outlook	36.0	16.2	47.7

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	5.4	35.1	54.1	5.4	0.0	20.3
Small and Medium Enterprises	8.5	32.1	56.6	0.0	2.8	21.7
Large Firms	6.3	30.6	55.9	7.2	0.0	18.0

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	25.2	13.5	61.3
Economic Outlook	18.0	2.7	79.3
Industry or firm specific conditions	18.9	11.7	69.4
Competition from Banks	59.5	33.3	7.2
Competition from Finance Companies	76.6	19.8	3.6
Change in Tolerance for Risk	30.6	25.2	44.1
Availability/Cost of Funds	34.2	24.3	41.4
Current/Anticipated Regulatory Changes	34.2	23.4	42.3

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	9.0	31.5	58.6	0.9	0.0	24.3
Spread Over Your Cost of Funds	3.6	18.0	75.7	2.7	0.0	11.3
Premiums Charged on Riskier Loans	4.5	22.5	72.1	0.9	0.0	15.3
Collateralization Requirements	3.6	40.5	55.9	0.0	0.0	23.9

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	7.2	28.8	22.5	29	12.6	5.4
Abu Dhabi	7.9	28.9	21.1	34.2	7.9	2.6
Dubai	7.3	26.8	19.5	29.3	17.1	11.0
Northern Emirates	6.3	31.3	28.1	21.9	12.5	1.6
Small and Medium Enterprises	7.3	24.5	30.9	30.0	7.3	2.7
Large Firms	9.1	25.5	24.5	30.9	10.0	3.6
Government Related Entities	1.9	23.4	52.3	19.6	2.8	-0.9
Conventional Loans	6.3	20.7	30.6	32.4	9.9	9.5
Islamic Finance	6.4	17.3	58.2	13.6	4.5	-3.6
Non-resident	3.6	14.4	78.4	0.9	2.7	-7.7
Expat	9.9	20.7	38.7	24.3	6.3	-1.8
Local	5.4	26.1	30.6	29.7	8.1	4.5

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	11.8	80.0	4.5	2.7	-1.8
Manufacturing	11.8	19.1	34.5	29.1	5.5	-1.4
Electricity, Gas and Water	0.9	11.8	73.6	10.9	2.7	1.4
Construction	14.5	25.5	35.5	15.5	9.1	-10.5
Property Development	17.3	17.3	47.3	9.1	9.1	-12.3
Retail and Wholesale Trade	13.6	19.1	28.2	21.8	17.3	5.0
Transport, Storage and Communications	10.9	17.3	43.6	21.8	6.4	-2.3
Financial Institutions (excluding Banks)	2.7	13.6	73.6	4.5	5.5	-1.8
All Others	4.5	20.9	60.9	9.1	4.5	-5.9

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	22.5	9.0	68.5
Customers' Fixed Asset Investment	38.7	27.9	33.3
Competition with Finance Companies	85.6	13.5	0.9
Competition with Banks	55.0	33.3	11.7
Interest Rates	49.5	18.9	31.5
Seasonal Influences	37.8	35.1	27.0
Property Market Outlook	40.5	12.6	46.8

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	12.6	26.1	49.5	10.8	0.9	19.4
Small and Medium Enterprises	13.5	22.5	52.3	10.8	0.9	18.5
Large Firms	11.7	24.3	53.2	9.9	0.9	18.0

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	27.9	4.5	67.6
Economic Outlook	16.2	3.6	80.2
Industry or firm specific conditions	23.4	15.3	61.3
Competition from Banks	61.3	30.6	8.1
Competition from Finance Companies	83.8	12.6	3.6
Change in Tolerance for Risk	33.3	25.2	41.4
Availability/Cost of Funds	34.2	13.5	52.3
Current/Anticipated Regulatory Changes	35.1	16.2	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	8.4	33.6	57.9	0.0	0.0	25.2
Spread Over Your Cost of Funds	2.8	17.8	74.8	4.7	0.0	9.3
Premiums Charged on Riskier Loans	3.7	23.4	72.9	0.0	0.0	15.4
Collateralization Requirements	8.4	30.8	58.9	1.9	0.0	22.9

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	7.6	28.3	41.3	18.5	4.3	-8.2
Abu Dhabi	6.3	25.0	46.9	18.8	3.1	-6.3
Dubai	11.1	33.3	36.1	13.9	5.6	-15.3
Northern Emirates	4.2	25.0	41.7	25.0	4.2	0.0
Islamic	5.8	17.4	58.1	14.0	4.7	-2.9
Conventional	7.9	28.1	44.9	15.7	3.4	-10.7
Housing – Owner Occupier	6.6	19.7	57.9	9.2	6.6	-5.3
Housing – Investment	11.4	21.5	58.2	2.5	6.3	-14.6
Housing – Other (includes refinancing, renovations)	9.0	16.7	67.9	2.6	3.8	-12.2
Car Loan	9.3	22.7	57.3	5.3	5.3	-12.7
Non-housing Investment	1.4	14.9	68.9	10.8	4.1	0.7
Credit Card	3.9	25.0	46.1	19.7	5.3	-1.3
Personal - Other	4.8	22.9	43.4	24.1	4.8	0.6

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

	Not Important	Somewhat Important	Very Important
Housing market outlook	33.7	40.7	25.6
Financial markets outlook	33.7	21.3	44.9
Change in income	37.1	20.2	42.7
Interest rates	37.1	34.8	28.1
Competition with other banks or financial institutions	43.8	39.3	16.9
Seasonal influences	41.6	31.5	27.0

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	1.1	9.0	80.9	9.0	0.0	1.1
Housing – Owner Occupier	0.0	5.0	91.3	3.8	0.0	0.6
Housing – Investment	1.2	4.7	90.6	3.5	0.0	1.8
Housing – Other (includes refinancing, renovations)	1.2	4.8	94.0	0.0	0.0	3.6
Non-housing Investment	4.9	1.2	93.8	0.0	0.0	5.6
Car Loan	0.0	5.1	94.9	0.0	0.0	2.6
Personal - Other	0.0	9.3	87.2	3.5	0.0	2.9

⁵ All figures are rounded to one decimal place

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

	Not Important	Somewhat Important	Very Important
Quality of Your Bank's Asset Portfolio	32.6	9.3	58.1
Economic Outlook	24.7	19.1	56.2
Customer Specific	34.8	14.6	50.6
Competition from Banks	50.6	27.0	22.5
Competition from Finance Companies	61.8	29.2	9.0
Change in Tolerance for Risk	34.8	13.5	51.7
Availability/Cost of Funds	39.3	7.9	52.8
Current/Anticipated Regulatory Changes	31.5	5.6	62.9

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	1.2	94.2	4.7	0.0	-1.7
Maximum Loan-to-Value (LTV)	0.0	0.0	95.3	3.5	1.2	-2.9
Maximum Loan-to-Income (LTI)	0.0	0.0	97.7	1.2	1.2	-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	10.1	31.5	38.2	6.7	13.5	-8.9
Abu Dhabi	9.7	25.8	38.7	12.9	12.9	-3.2
Dubai	8.6	37.1	34.3	2.9	17.1	-8.6
Northern Emirates	13.0	30.4	43.5	4.3	8.7	-17.4
Islamic	7.2	19.3	54.2	4.8	14.5	0.0
Conventional	10.5	23.3	43.0	8.1	15.1	-2.9
Housing – Owner Occupier	3.6	37.3	44.6	8.4	6.0	-12.0
Housing – Investment	8.4	36.1	48.2	1.2	6.0	-19.9
Housing – Other (includes refinancing, renovations)	3.6	24.1	61.4	7.2	3.6	-8.4
Car Loan	9.6	30.1	56.6	0.0	3.6	-21.1
Non-housing Investment	3.5	25.6	62.8	2.3	5.8	-9.3
Credit Card	11.2	27.0	39.3	10.1	12.4	-7.3
Personal - Other	6.7	32.6	34.8	11.2	14.6	-2.8

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	33.7	33.7	32.6
Financial markets outlook	29.1	14.0	57.0
Change in income	31.4	11.6	57.0
Interest rates	41.9	30.2	27.9
Competition with other banks or financial institutions	54.7	25.6	19.8
Seasonal influences	47.7	23.3	29.1

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	0.0	20.9	66.3	12.8	0.0	4.1
Housing – Owner Occupier	0.0	6.0	67.5	26.5	0.0	-10.2
Housing – Investment	1.2	9.6	75.9	13.3	0.0	-0.6
Housing – Other (includes refinancing, renovations)	0.0	9.6	79.5	10.8	0.0	-0.6
Non-housing Investment	7.2	14.5	75.9	2.4	0.0	13.3
Car Loan	7.2	8.4	75.9	8.4	0.0	7.2
Personal - Other	7.0	27.9	58.1	7.0	0.0	17.4

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	31.4	7.0	61.6
Economic Outlook	27.9	5.8	66.3
Customer Specific	43.0	7.0	50.0
Competition from Banks	51.2	33.7	15.1
Competition from Finance Companies	64.0	27.9	8.1
Change in Tolerance for Risk	41.9	9.3	48.8
Availability/Cost of Funds	41.9	12.8	45.3
Current/Anticipated Regulatory Changes	29.1	7.0	64.0

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	1.2	77.9	14.0	7.0	-13.4
Maximum Loan-to-Value (LTV)	0	1.2	80.2	18.6	0	-8.7
Maximum Loan-to-Income (LTI)	0	3.5	90.7	5.8	0	-1.2