



Bank Lending Survey

Results for Portugal | April 2019

The Portuguese banks that participate in the survey indicated that the lending policy set for the first quarter of 2019 remained broadly unchanged compared to the previous quarter. In the same period, demand remained broadly unchanged for firm and consumer loans and slightly decreased for housing loans.

1 Supply

In the first quarter of 2019, credit standards and terms and conditions for new loans to firms and households remained broadly unchanged compared to the previous quarter (Chart 1). This stabilization was common to all credit segments: loans to SME and to large firms and loans for house purchase and consumer credit and other lending. In this quarter, the share of loan applications that were completely rejected remained unchanged, both for firms and households.

For the second quarter of 2019, banks do not anticipate major changes in credit standards applied on loans.

2 Demand

In the first quarter of 2019, demand for credit by firms remained broadly unchanged compared to the last quarter of 2018 (Chart 2). In the households segment, there was a slight decrease in the demand for housing loans, reflecting the Banco de Portugal's macroprudential measure applied to the new credit agreements for consumers. Demand for consumer credit and other lending remained virtually unchanged.

For the second quarter of the year, banks do not anticipate, in general, major changes in the demand for credit by firms and households.

The complete set of the survey results is presented in the annex.

Ad hoc questions

This section presents the results for a set of additional questions of non-permanent nature.

On retail and wholesale funding (Question 23 in the annex)

Banks' access to the usual sources of wholesale and retail funding remained, in general, unchanged in the first quarter of 2019 compared with the previous quarter.

For the second quarter of 2019, in overall terms, banks also do not expect major changes.

On the level of credit standards (Question 24 in the annex)

The current level of credit standards to firms and households is tighter than the midpoint of the range prevailing between the first quarter of 2003 and the current quarter. On the other hand, compared with the midpoint of the credit standards prevailing between the second quarter of 2010 and the present quarter, the current level is moderately looser.

On the ECB's expanded asset purchase programme (Questions 25 and 26 in the annex)

In the last six months, in general, the ECB's expanded asset purchase programme did not have much impact on banks' total assets, liquidity position, market financing conditions, profitability and capital position. The same applies to the impact on the banks' lending behaviour for both firms and households, in terms of credit standards, terms and conditions and lending volumes.

For the next six months, banks also do not expect impacts in any of these dimensions.

On the impact of the ECB's negative deposit facility rate (Question 27 in the annex)

In the last six months, the ECB's negative deposit facility rate had a considerable negative impact in the net interest income and contributed to an increase in lending volumes and to a decrease in lending rates for both firms and households.

For the next six months, banks expect similar impacts to the ones reported for the last six months.

Chart 1 • Credit supply | Diffusion index

Enterprises (overall)

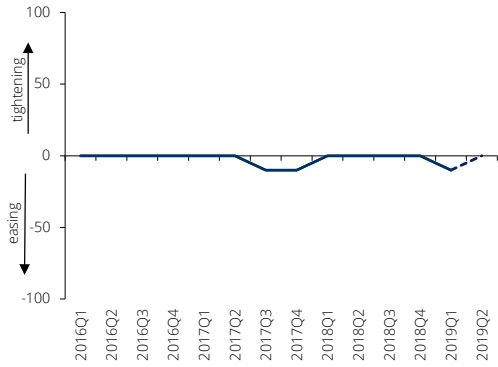
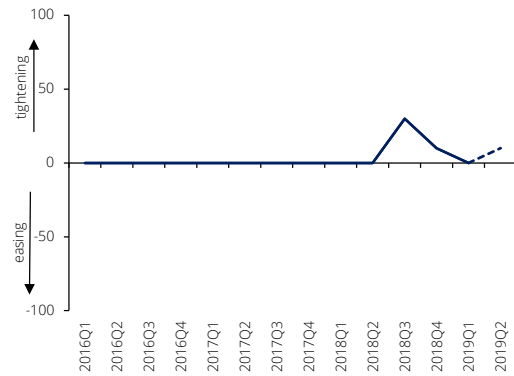


Chart 2 • Credit demand | Diffusion index

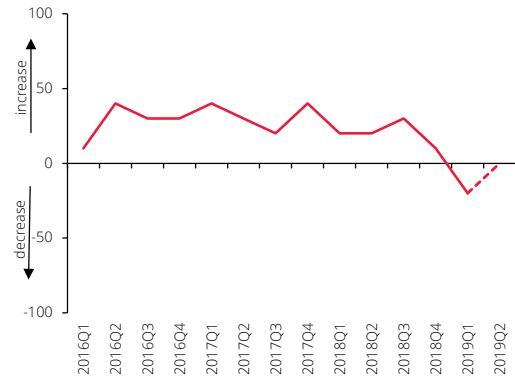
Enterprises (overall)



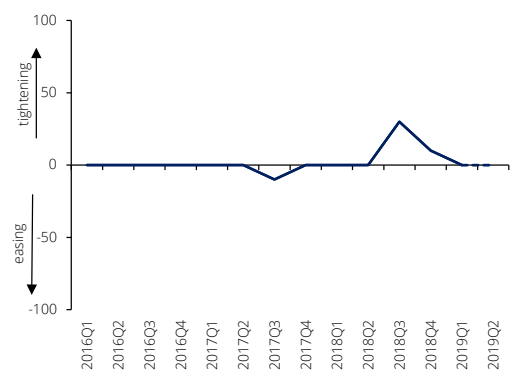
Households - House purchase



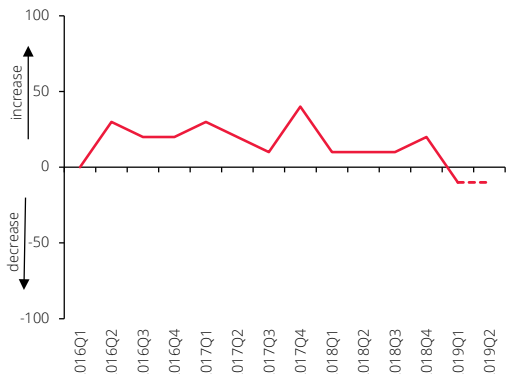
Households - House purchase



Households - Consumer credit and other lending



Households - Consumer credit and other lending



Notes: The credit supply corresponds to the lending standards replied by the banks. The diffusion index varies between -100 and 100. Values of less (more) than zero means a loosening (tightening) of the criteria in the case of the credit supply and a decrease (increase) in the case of credit demand. Figures for the last quarter are banks' expectations.

Box • Credit demand and supply in Portugal and in the euro area in the period 2005-2018

The analysis of credit granted to firms and households is a key element to understand the role of banks in financial intermediation and to evaluate the transmission of monetary policy to the economic activity. The Bank Lending Survey (BLS) contributes to this analysis with qualitative information on the evolution of credit supply and demand. The purpose of this box is to analyse the developments in credit granted to firms and households between 2005 and 2018, in Portugal and in the euro area, by relating the quantitative information on the changes in credit to the perception of banks regarding changes in the supply of and demand for loans.¹

Bank lending to firms began to decelerate as of the first quarter of 2008, at the beginning of the international financial crisis, both in Portugal and in the euro area (Chart C.1). The credit slowdown continued much more markedly and protractedly in Portugal than in the euro area², in particular during the period of the sovereign debt crisis. According to the results of the BLS, this development was associated with considerably tighter credit standards, but also with a reduction in the demand for credit. In turn, the recovery in recent years has been influenced mainly by the increase in demand, while credit standards remain virtually unchanged in both Portugal and the euro area.

In the households' segment, the BLS results suggest that the deceleration of credit for housing purchase and for consumption at the beginning of the crisis was associated with tighter credit standards, which were followed by a strong decrease in demand (Chart C.2 and Chart C.3). As in lending to firms, the recovery since 2014 has been accompanied by an increase in demand, while credit standards have remained practically unchanged.

The analysis with a long series shows distinct patterns between demand and supply changes in all credit segments. In the case of demand, the responses to the survey show a strong recovery in recent years, after a strong contraction during the crisis. In contrast, tighter supply conditions prevailing during the crisis were not reversed in the more recent period, neither in Portugal nor in the euro area. Such asymmetry may be related to the fact that the easing of supply conditions is typically more gradual than the tightening, as well as possible biases in banks' perceptions and responses to the survey.

1. Although responses are qualitative, it is possible to assign numeric values in order to create a quantitative index, such as the diffusion index that is used in this analysis. The diffusion index is computed using a scale that allows the aggregation of the individual responses according to the sign and intensity of the response.

2. The smaller magnitude of the diffusion index in the euro area vis-à-vis Portugal may be explained by the fact that the euro area diffusion index results from the aggregation of responses from several countries in which credit cycles are not fully aligned.

Chart C.1 • Demand and supply of loans by firms | Diffusion index and annual rate of change in percentage

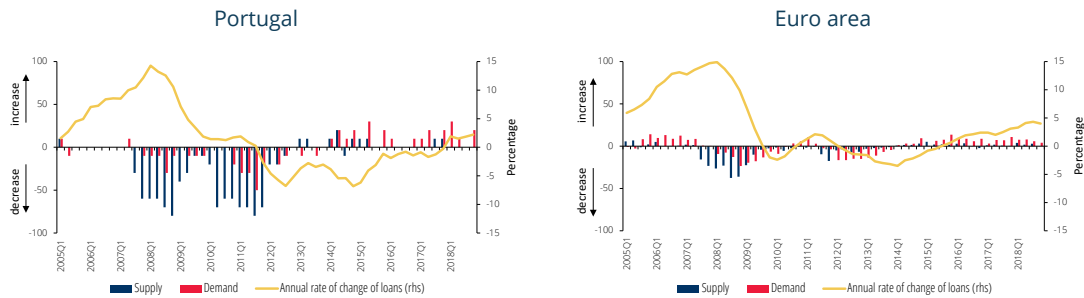


Chart C.2 • Demand and supply of loans for house purchase | Diffusion index and annual rate of change in percentage

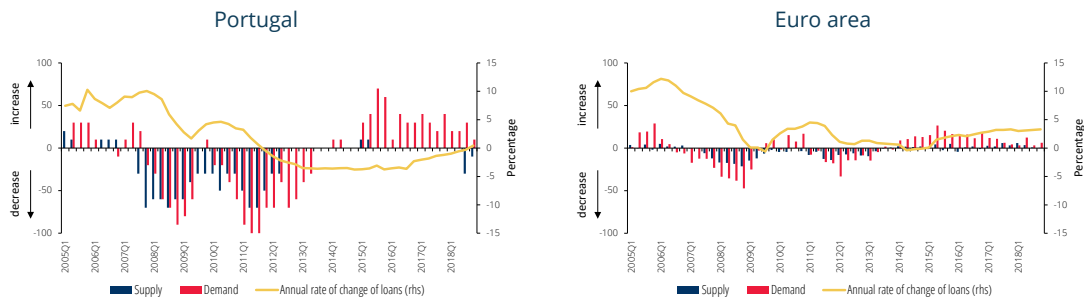
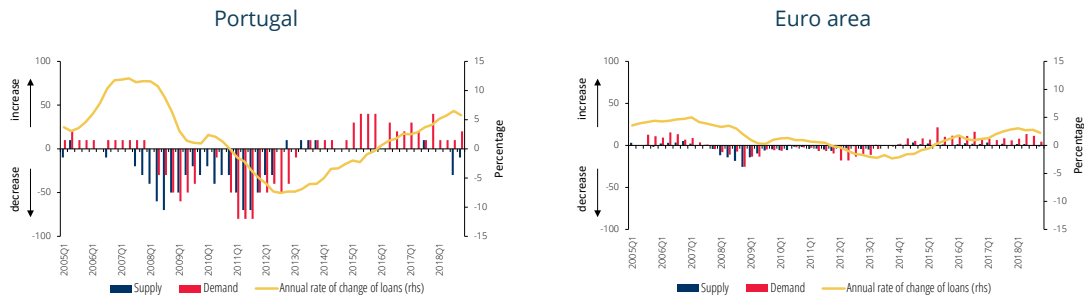


Chart C.3 • Demand and supply of consumer credit and other lending | Diffusion index and annual rate of change in percentage



Source: Banco de Portugal and ECB. | Notes: The diffusion index varies between -100 and 100. Values greater (smaller) than zero mean an increase (decrease) in demand and supply. The supply corresponds to the inverse scale of the lending standards reported by the banks. Tighter lending standards corresponds to a reduction in supply. The value zero means 'remained unchanged'. Annual rates of change are based on the MFI statistics, being the relation between end-of-month outstanding amounts and monthly transactions. Monthly transactions correspond to the difference in the end-of-month outstanding amounts adjusted for reclassifications, write-offs/write-downs, exchange rate and price revaluations, and any other variations that do not correspond to financial transactions. The annual rates of change in the firms segment are adjusted for sales of credit portfolios and securitization operations. Additionally, all data related to the euro area is seasonally and working-day adjusted.

Annex¹

The following tables include the results for Portugal of the Bank Lending Survey for the current exercise.

The results for the standard questions of the survey (questions 1 to 22) are presented in two sets of tables. The first set is about loans or credit lines to non-financial enterprises and the second is on loans to households. In the case of enterprises a distinction is made between small and medium sized enterprises (SME) and large enterprises and between short-term loans and long-term loans. For households, a distinction between loans for house purchase and consumer credit and other lending is made.

For each sector – enterprises and households – there are two types of tables. In the first type (questions 1, 5, 6, 8 to 10, 17, 18, 21 and 22), responses are shown along the columns and, in the second type (remaining questions), answers are presented along the rows. For all questions there are six possible answers. Five are related to the sign and intensity of the changes reported (either occurred or foreseen) and one covers the option of being not applicable (NA).

Each table presents the number of banks choosing each option and the diffusion index. This index is measured using a scale to aggregate individual responses, according to the sign and intensity of the responses. It varies from -100 to 100, where zero corresponds to “remained basically unchanged”. For questions concerning the supply, values of less than zero mean less restrictive credit standards, terms and conditions or a contribution of the factors leading to a lower restrictiveness: the figure -50 corresponds to a “slight” change (the closer the diffusion index is to zero, the slighter will be the change) and the figure -100 stands for a “considerable” change. In turn, values exceeding zero indicate an increase in the restrictiveness or a contribution of factors justifying it. The figure 50 corresponds to a “slight” change and the figure 100 stands for a “considerable” increase in the restrictiveness. In the questions about demand the same scale applies, with negative figures of the diffusion index standing for decreases in the demand for credit and positive figures signalling the opposite evolution (or the impact of factors affecting it).

Besides the standard questions, the survey may also include *ad hoc* questions which focus on situations of particular interest.

1. For clarification of terms and definitions used in the survey, see document [“BLS presentation and glossary”](#).

I • Loans or credit lines to enterprises

1 • Enterprises - Credit standards

Over the past three months, how have your bank's credit standards as applied to the approval of loans or credit lines to enterprises changed? Please note that we are asking about the change in credit standards, rather than about their level.

		Overall	Loans to small and medium-sized enterprises	Loans to large enterprises	Short-term loans	Long-term loans
Tightened considerably						
Tightened somewhat						
Remained basically unchanged		4	4	4	4	4
Eased somewhat		1	1	1	1	1
Eased considerably						
N/A*						
Diffusion Index %	Apr.19	-10	-10	-10	-10	-10
	Jan.19	0	0	0	0	0

*N/A = not applicable

2 • Enterprises - Credit standards - Factors

Over the past three months, how have the following factors affected your bank's credit standards as applied to the approval of loans or credit lines to enterprises? Please rate the contribution of the following factors to the tightening or easing of credit standards using the following scale:

- = contributed considerably to tightening of credit standards
- = contributed somewhat to tightening of credit standards
- ° = contributed to keeping credit standards basically unchanged
- + = contributed somewhat to easing of credit standards
- ++ = contributed considerably to easing of credit standards
- N/A = not applicable

	Overall impact on your bank's credit standards						Diffusion index %	
	--	-	°	+	++	N/A	Apr.19	Jan.19
a) Cost of funds and balance sheet constraints								
Costs related to your bank's capital position			4	1			-10	0
Your bank's ability to access market financing (e.g. money or bond market financing, incl. true-sale securitisation)			5				0	0
Your bank's liquidity position			5				0	0
b) Pressure from competition								
Competition from other banks			5				0	0
Competition from non-banks			5				0	0
Competition from market financing			5				0	0
c) Perception of risk								
General economic situation and outlook			5				0	0
Industry or firm-specific situation and outlook/borrower's creditworthiness			5				0	0
Risk related to the collateral demanded			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0

	Impact on your bank's credit standards for loans to small and medium-sized enterprises						Diffusion index %	
	--	-	o	+	++	N/A	Apr.19	Jan.19
a) Cost of funds and balance sheet constraints								
Costs related to your bank's capital position			4	1			-10	0
Your bank's ability to access market financing (e.g. money or bond market financing, incl. true-sale securitisation)			5				0	0
Your bank's liquidity position			5				0	0
b) Pressure from competition								
Competition from other banks			5				0	0
Competition from non-banks			5				0	0
Competition from market financing			5				0	0
c) Perception of risk								
General economic situation and outlook			5				0	0
Industry or firm-specific situation and outlook/borrower's creditworthiness			5				0	0
Risk related to the collateral demanded			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0

	Impact on your bank's credit standards for loans to large enterprises						Diffusion index %	
	--	-	o	+	++	N/A	Apr.19	Jan.19
a) Cost of funds and balance sheet constraints								
Costs related to your bank's capital position			4	1			-10	0
Your bank's ability to access market financing (e.g. money or bond market financing, incl. true-sale securitisation)			5				0	0
Your bank's liquidity position			5				0	0
b) Pressure from competition								
Competition from other banks			5				0	0
Competition from non-banks			5				0	0
Competition from market financing			5				0	0
c) Perception of risk								
General economic situation and outlook			5				0	0
Industry or firm-specific situation and outlook/borrower's creditworthiness			5				0	0
Risk related to the collateral demanded			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0

3 • Enterprises - Terms and conditions

Over the past three months, how have your bank's terms and conditions for new loans or credit lines to enterprises changed? Please rate the overall terms and conditions for this loan category and each factor using the following scale:

- = tightened considerably
- = tightened somewhat
- ° = remained basically unchanged
- + = eased somewhat
- ++ = eased considerably
- N/A = not applicable

	Overall						Diffusion index %	
	--	-	°	+	++	N/A	Apr.19	Jan.19
a) Overall terms and conditions								
Overall terms and conditions		1	3	1			0	0
b) Margins (<i>i.e.</i> the spread over a relevant market reference rate) (wider spread = tightened, narrower spread = eased)								
Your bank's loan margin on average loans			4	1			-10	-20
Your bank's loan margin on riskier loans			5				0	0
c) Other conditions and terms								
Non-interest rate charges		1	4				10	10
Size of the loan or credit line			5				0	0
Collateral requirements			5				0	0
Loan covenants			5				0	0
Maturity			5				0	0
	Loans to small and medium-sized enterprises						Diffusion index %	
	--	-	°	+	++	N/A	Apr.19	Jan.19
a) Overall terms and conditions								
Overall terms and conditions		1	3	1			0	0
b) Margins (<i>i.e.</i> the spread over a relevant market reference rate) (wider spread = tightened, narrower spread = eased)								
Your bank's loan margin on average loans			4	1			-10	-20
Your bank's loan margin on riskier loans			5				0	0
c) Other conditions and terms								
Non-interest rate charges		1	4				10	10
Size of the loan or credit line			5				0	0
Collateral requirements			5				0	0
Loan covenants			5				0	0
Maturity			5				0	0

	Loans to large enterprises						Diffusion index %	
	--	-	o	+	++	N/A	Apr.19	Jan.19
a) Overall terms and conditions								
Overall terms and conditions		1	3	1			0	0
b) Margins (<i>i.e.</i> the spread over a relevant market reference rate) (wider spread = tightened, narrower spread = eased)								
Your bank's loan margin on average loans			4	1			-10	-20
Your bank's loan margin on riskier loans			5				0	0
c) Other conditions and terms								
Non-interest rate charges		1	4				10	10
Size of the loan or credit line			5				0	0
Collateral requirements			5				0	0
Loan covenants			5				0	0
Maturity			5				0	0

4 • Enterprises - Terms and conditions - Factors

Over the past three months, how have the following factors affected your bank's credit terms and conditions as applied to new loans or credit lines to enterprises? Please rate the contribution of the following factors to the tightening or easing of credit terms and conditions using the following scale:

- = contributed considerably to tightening of credit terms and conditions/contributed considerably to widening of margins
- = contributed somewhat to tightening of credit terms and conditions/contributed somewhat to widening of margins
- o = contributed to keeping credit terms and conditions basically unchanged/contributed to keeping margins basically unchanged
- + = contributed somewhat to easing of credit terms and conditions/contributed somewhat to narrowing of margins
- ++ = contributed considerably to easing of credit terms and conditions/contributed considerably to narrowing of margins
- N/A = not applicable

	Overall impact on your bank's credit terms and conditions						Diffusion index %	
	--	-	o	+	++	N/A	Apr.19	Jan.19
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			4	1			-10	0
b) Pressure from competition								
Pressure from competition			5				0	-10
c) Perception of risk								
Perception of risk			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0
e) Other factors*								
		1						

	Impact on your bank's margin on average loans						Diffusion index %	
	--	-	o	+	++	N/A	Apr.19	Jan.19
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			4	1			-10	0
b) Pressure from competition								
Pressure from competition			5				0	-10
c) Perception of risk								
Perception of risk			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0
e) Other factors*								
		1						

	Impact on your bank's margin on riskier loans						Diffusion index %	
	--	-	o	+	++	N/A	Apr.19	Jan.19
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			4	1			-10	0
b) Pressure from competition								
Pressure from competition			5				0	-10
c) Perception of risk								
Perception of risk			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0
e) Other factors*								
		1						

*A bank may choose the option "Other factors" when it considers that there is a relevant factor in addition to the ones that are specified in the question. In this case the diffusion index cannot be calculated.

5 • Enterprises - Rejected applications

Over the past three months (apart from normal seasonal fluctuations), has the share of enterprise loan applications that were completely rejected by your bank increased, remained unchanged or decreased (loan volume, relative to the total volume of loan applications in that loan category)?

	Share of rejected applications	
Decrease considerably		
Decrease somewhat		
Remain basically unchanged		5
Increase somewhat		
Increase considerably		
N/A*		
Diffusion Index %	Apr.19	0
	Jan.19	0

*N/A = not applicable

6 • Enterprises - Demand

Over the past three months (apart from normal seasonal fluctuations), how has the demand for loans or credit lines to enterprises changed at your bank? Please refer to the financing need of enterprises independent of whether this need will result in a loan or not.

		Overall	Loans to small and medium-sized enterprises	Loans to large enterprises	Short-term loans	Long-term loans
Decreased considerably						
Decreased somewhat						
Remain basically unchanged		4	4	4	4	5
Increased somewhat		1	1	1	1	
Increased considerably						
N/A*						
Diffusion Index %	Apr.19	10	10	10	10	0
	Jan.19	20	20	10	10	40

*N/A = not applicable

7 Enterprises - Demand - Factors

Over the past three months, how have the following factors affected the overall demand for loans or credit lines to enterprises? Please rate each possible factor using the following scale:

- = contributed considerably to lower demand
- = contributed somewhat to lower demand
- ° = contributed to keeping demand basically unchanged
- + = contributed somewhat to higher demand
- ++ = contributed considerably to higher demand
- N/A = not applicable

	--	-	°	+	++	NA	Diffusion index %	
							Apr.19	Jan.19
a) Financing needs/underlying drivers on purpose of loan demands								
Fixed investment			4	1			10	30
Inventories and working capital			5				0	10
Mergers/acquisitions and corporate restructuring			5				0	10
General level of interest rates			5				0	10
Debt refinancing/restructuring and renegotiation (when leading to an increase or prolongation of the amount borrowed)		1	4				-10	-10
b) Use of alternative finance								
Internal financing			5				0	0
Loans from other banks			5				0	10
Loans from non-banks			5				0	10
Issuance/redemption of debt securities			5				0	0
Issuance/redemption of equity			5				0	0
c) Other factors*								
			1					

*A bank may choose the option "Other factors" when it considers that there is a relevant factor in addition to the ones that are specified in the question. In this case the diffusion index cannot be calculated.

8 • Enterprises - Credit standards - Outlook

Please indicate how you expect your bank's credit standards as applied to the approval of loans or credit lines to enterprises to change over the next three months. Please note that we are asking about the change in credit standards, rather than about their level.

		Overall	Loans to small and medium-sized enterprises	Loans to large enterprises	Short-term loans	Long-term loans
Tightened considerably						
Tightened somewhat						
Remained basically unchanged		5	5	5	5	5
Eased somewhat						
Eased considerably						
N/A*						
Diffusion Index %	Apr.19	0	0	0	0	0
	Jan.19	0	0	0	0	0

*N/A = not applicable

9 • Enterprises - Demand - Outlook

Please indicate how you expect demand for loans or credit lines to enterprises to change at your bank over the next three months (apart from normal seasonal fluctuations)? Please refer to the financing need of enterprises independent of whether this need will result in a loan or not.

		Overall	Loans to small and medium-sized enterprises	Loans to large enterprises	Short-term loans	Long-term loans
Decrease considerably						
Decrease somewhat		1	1	1	1	1
Remain basically unchanged		4	4	4	4	4
Increase somewhat						
Increase considerably						
N/A*						
Diffusion Index %	Apr.19	-10	-10	-10	-10	-10
	Jan.19	-10	0	-10	-10	0

*N/A = not applicable

II • Loans to households

10 • Households - Credit standards

Over the past three months, how have your bank's credit standards as applied to the approval of loans to households changed? Please note that we are asking about the change in credit standards, rather than about their level.

		Loans for house purchase	Consumer credit and other lending
Tightened considerably			
Tightened somewhat			
Remained basically unchanged		5	5
Eased somewhat			
Eased considerably			
N/A*			
Diffusion Index %	Apr.19	0	0
	Jan.19	10	10

*N/A = not applicable

11 • Loans for house purchase - Credit standards - Factors

Over the past three months, how have the following factors affected your bank's credit standards as applied to the approval of loans to households for house purchase? Please rate the contribution of the following factors to the tightening or easing of credit standards using the following scale:

- = contributed considerably to tightening of credit standards
- = contributed somewhat to tightening of credit standards
- ° = contributed to keeping credit standards basically unchanged
- + = contributed somewhat to easing of credit standards
- ++ = contributed considerably to easing of credit standards
- N/A = not applicable

	--	-	°	+	++	N/A	Diffusion index %	
							Apr.19	Jan.19
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			5				0	0
b) Pressure from competition								
Competition from other banks			5				0	-10
Competition from non-banks			5				0	0
c) Perception of risk								
General economic situation and outlook			5				0	-10
Housing market prospects, including expected house price developments			5				0	0
Borrower's creditworthiness			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0
e) Other factors*								
			1					

*A bank may choose the option "Other factors" when it considers that there is a relevant factor in addition to the ones that are specified in the question. In this case the diffusion index cannot be calculated.

12 • Loans for house purchase - Terms and conditions

Over the past three months, how have your bank's terms and conditions for new loans to households for house purchase changed? Please rate the overall terms and conditions for this loan category and each factor using the following scale:

- = tightened considerably
- = tightened somewhat
- ° = remained basically unchanged
- + = eased somewhat
- ++ = eased considerably
- N/A = not applicable

	--	-	°	+	++	N/A	Diffusion index %	
							Apr.19	Jan.19
a) Overall terms and conditions								
Overall terms and conditions			5				0	10
b) Margins (i.e. the spread over a relevant market reference rate) (wider spread = tightened, narrower spread = eased)								
Your bank's loan margin on average loans			4	1			-10	-10
Your bank's loan margin on riskier loans			5				0	-10
c) Other terms and conditions								
Collateral requirements			5				0	0
"Loan-to-value" ratio			5				0	-10
Other loan size limits			5				0	10
Maturity			5				0	10
Non-interest rate charges			5				0	0

13 • Loans for house purchase - Terms and conditions - Factors

Over the past three months, how have the following factors affected your bank's credit terms and conditions as applied to new loans to households for house purchase? Please rate the contribution of the following factors to the tightening or easing of credit terms and conditions using the following scale:

- = contributed considerably to tightening of credit terms and conditions/contributed considerably to widening of margins
- = contributed somewhat to tightening of credit terms and conditions/contributed somewhat to widening of margins
- ° = contributed to keeping credit terms and conditions basically unchanged/contributed to keeping margins basically unchanged
- + = contributed somewhat to easing of credit terms and conditions/contributed somewhat to narrowing of margins
- ++ = contributed considerably to easing of credit terms and conditions/contributed considerably to narrowing of margins
- N/A = not applicable

	Overall impact on your bank's credit terms and conditions						Diffusion index %	
	--	-	°	+	++	N/A	Apr.19	Jan.19
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			5				0	0
b) Pressure from competition								
Pressure from competition			5				0	-10
c) Perception of risk								
Perception of risk			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0
e) Other factors*								
				1				

	Impact on your bank's margin on average loans						Diffusion index %	
	--	-	o	+	++	N/A	Apr.19	Jan.19
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			5				0	0
b) Pressure from competition								
Pressure from competition			4	1			-10	-10
c) Perception of risk								
Perception of risk			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0
e) Other factors*				1				

	Impact on your bank's margin on riskier loans						Diffusion index %	
	--	-	o	+	++	N/A	Apr.19	Jan.19
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			5				0	0
b) Pressure from competition								
Pressure from competition			5				0	0
c) Perception of risk								
Perception of risk			4	1			-10	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			4	1			-10	0
e) Other factors*				1				

*A bank may choose the option "Other factors" when it considers that there is a relevant factor in addition to the ones that are specified in the question. In this case the diffusion index cannot be calculated.

14 • Consumer credit and other lending - Credit standards - Factors

Over the past three months, how have the following factors affected your bank's credit standards as applied to the approval of consumer credit and other lending to households? Please rate the contribution of the following factors to the tightening or easing of credit standards using the following scale:

- = contributed considerably to tightening of credit standards
- = contributed somewhat to tightening of credit standards
- o = contributed to keeping credit standards basically unchanged
- + = contributed somewhat to easing of credit standards
- ++ = contributed considerably to easing of credit standards
- N/A = not applicable

	--	-	o	+	++	N/A	Diffusion index %	
							Apr.19	Jan.19
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			5				0	0
b) Pressure from competition								
Competition from other banks			5				0	0
Competition from non-banks			5				0	0
c) Perception of risk								
General economic situation and outlook			5				0	0
Creditworthiness of consumers			5				0	0
Risk on the collateral demanded			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0
e) Other factors*				1				

*A bank may choose the option "Other factors" when it considers that there is a relevant factor in addition to the ones that are specified in the question. In this case the diffusion index cannot be calculated.

15 • Consumer credit and other lending - Terms and conditions

Over the past three months, how have your bank's terms and conditions for new consumer credit and other lending to households changed? Please rate the overall terms and conditions for this loan category and each factor using the following scale:

- = tightened considerably
- = tightened somewhat
- ° = remained basically unchanged
- + = eased somewhat
- ++ = eased considerably
- N/A = not applicable

	--	-	°	+	++	N/A	Diffusion index %	
							Apr.19	Jan.19
a) Overall terms and conditions								
Overall terms and conditions			5				0	0
b) Margins (<i>i.e.</i> the spread over a relevant market reference rate) (wider spread = tightened, narrower spread = eased)								
Your bank's loan margin on average loans			4	1			-10	0
Your bank's loan margin on riskier loans			5				0	0
c) Other terms and conditions								
Collateral requirements			5				0	0
Size of the loan			5				0	0
Maturity			5				0	0
Non-interest rate charges			5				0	0
d) Other factors*								
			1					

*A bank may choose the option "Other factors" when it considers that there is a relevant factor in addition to the ones that are specified in the question. In this case the diffusion index cannot be calculated.

16 • Consumer credit and other lending - Terms and conditions - Factors

Over the past three months, how have the following factors affected your bank's credit terms and conditions as applied to new consumer credit and other lending to households? Please rate the contribution of the following factors to the tightening or easing of credit terms and conditions using the following scale:

- = contributed considerably to tightening of credit terms and conditions/contributed considerably to widening of margins
- = contributed somewhat to tightening of credit terms and conditions/contributed somewhat to widening of margins
- ° = contributed to keeping credit terms and conditions basically unchanged/contributed to keeping margins basically unchanged
- + = contributed somewhat to easing of credit terms and conditions/contributed somewhat to narrowing of margins
- ++ = contributed considerably to easing of credit terms and conditions/contributed considerably to narrowing of margins
- N/A = not applicable

	Overall impact on your bank's credit terms and conditions						Diffusion index %	
	--	-	°	+	++	N/A	Apr.19	Jan.19
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			5				0	0
b) Pressure from competition								
Pressure from competition			5				0	0
c) Perception of risk								
Perception of risk			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0
e) Other factors*								
			1					

	Impact on your bank's margin on average loans						Diffusion index %	
	--	-	°	+	++	N/A	Apr.19	Jan.19
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			5				0	0
b) Pressure from competition								
Pressure from competition			4	1			-10	0
c) Perception of risk								
Perception of risk			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0
e) Other factors*								
			1					

	Impact on your bank's margin on riskier loans						Diffusion index %	
	--	-	°	+	++	N/A	Apr.19	Jan.19
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			5				0	0
b) Pressure from competition								
Pressure from competition			5				0	0
c) Perception of risk								
Perception of risk			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0
e) Other factors*								
			1					

*A bank may choose the option "Other factors" when it considers that there is a relevant factor in addition to the ones that are specified in the question. In this case the diffusion index cannot be calculated.

17 • Households - Rejected applications

Over the past three months (apart from normal seasonal fluctuations), has the share of household loan applications that were completely rejected by your bank increased, remained unchanged or decreased (loan volume, relative to the total volume of loan applications in that loan category)?

	Share of rejected applications	
	Loans for house purchase	Consumer credit and other lending
Decreased considerably		
Decreased somewhat		
Remained basically unchanged	5	5
Increased somewhat		
Increased considerably		
N/A*		
Diffusion Index %	Apr.19	0
	Jan.19	10

*N/A = not applicable

18 • Households - Demand

Over the past three months (apart from normal seasonal fluctuations), how has the demand for loans to households changed at your bank? Please refer to the financing need of households independent of whether this need will result in a loan or not.

	Loans for house purchase	Consumer credit and other lending
	Decreased considerably	1
Decreased somewhat		1
Remained basically unchanged	4	4
Increased somewhat		
Increased considerably		
N/A*		
Diffusion Index %	Apr.19	-20
	Jan.19	10

*N/A = not applicable

19 • Loans for house purchase - Demand - Factors

Over the past three months, how have the following factors affected the demand for loans to households for house purchase? Please rate each factor using the following scale:

- = contributed considerably to lower demand
- = contributed somewhat to lower demand
- ° = contributed to keeping demand basically unchanged
- + = contributed somewhat to higher demand
- ++ = contributed considerably to higher demand
- N/A = not applicable

	--	-	°	+	++	N/A	Diffusion index %	
							Apr.19	Jan.19
a) Financing needs/underlying drivers or purpose of loan demand								
Housing market prospects, including expected house price developments			5				0	30
Consumer confidence			5				0	30
General level of interest rates			5				0	20
Debt refinancing/restructuring and renegotiation (when leading to an increase or prolongation of the amount borrowed)			5				0	0
Regulatory and fiscal regime of housing markets			5				0	-10
b) Use of alternative sources for housing finance (substitution effects)								
Internal finance of house purchase out of savings/down payment (<i>i.e.</i> share financed via the household's own funds)		1	4				-10	-10
Loans from other banks		1	4				-10	-10
Other sources of external finance			5				0	0
c) Other factors*								
	1							

*A bank may choose the option "Other factors" when it considers that there is a relevant factor in addition to the ones that are specified in the question. In this case the diffusion index cannot be calculated.

20 • Consumer credit and other lending - Demand - Factors

Over the past three months, how have the following factors affected the demand for consumer credit and other lending to households? Please rate each factor using the following scale:

- = contributed considerably to lower demand
- = contributed somewhat to lower demand
- ° = contributed to keeping demand basically unchanged
- + = contributed somewhat to higher demand
- ++ = contributed considerably to higher demand
- N/A = not applicable

	--	-	°	+	++	N/A	Diffusion index %	
							Apr.19	Jan.19
a) Financing needs/underlying drivers or purpose of loan demand								
Spending on durable consumer goods, such as cars, furniture, etc.			5				0	10
Consumer confidence		1	3	1			0	40
General level of interest rates			5				0	20
Consumption expenditure financed through real-estate guaranteed loans ("mortgage equity withdrawal")			5				0	0
b) Use of alternative finance								
Internal finance out of savings			5				0	0
Loans from other banks			5				0	0
Other sources of external finance			5				0	0

21 • Households - Credit standards - Outlook

Please indicate how you expect your bank's credit standards as applied to the approval of loans to households to change over the next three months. Please note that we are asking about the change in credit standards, rather than about their level.

		Loans for house purchase	Consumer credit and other lending
Tighten considerably			
Tighten somewhat		1	
Remain basically unchanged		4	5
Ease somewhat			
Ease considerably			
N/A*			
Diffusion Index %	Apr.19	10	0
	Jan.19	10	10

*N/A = not applicable

22 • Households - Demand - Outlook

Please indicate how you expect demand for loans to households to change over the next three months at your bank (apart from normal seasonal fluctuations). Please refer to the financing need of households independent of whether this need will result in a loan or not.

		Loans for house purchase	Consumer credit and other lending
Decrease considerably			
Decrease somewhat		1	1
Remain basically unchanged		3	4
Increase somewhat		1	
Increase considerably			
N/A*			
Diffusion Index %	Apr.19	0	-10
	Jan.19	-10	0

*N/A = not applicable

23 • Ad hoc question on retail and wholesale funding

As a result of the situation in financial markets ⁽¹⁾, has your market access changed when tapping your usual sources of wholesale and retail funding and/or has your ability to transfer risk changed over the past three months, or are you expecting this access / activity to change over the next three months? Please rate each factor using the following scale:

-- = deteriorated considerably / will deteriorate considerably

- = deteriorated somewhat / will deteriorate somewhat

o = remained unchanged / will remain unchanged

+ = eased somewhat / will ease somewhat

++ = eased considerably / will ease considerably

N/A = not applicable

	Over the past three months					Over the next three months						
	--	-	o	+	++	N/A ⁽²⁾	--	-	o	+	++	N/A ⁽²⁾
a) Retail funding												
Short-term deposits (up to one year)			4	1					4	1		
Long-term (more than one year) deposits and other retail funding instruments			4	1					4	1		
b) Inter-bank unsecured money market												
Very short term money market (up to 1 week)			5						5			
Short-term money market (more than 1 week)			5						5			
c) Wholesale debt securities ⁽³⁾												
Short-term debt securities (e.g. certificates of deposit or commercial paper)			4			1			4			1
Medium to long term debt securities (incl. covered bonds)		1	3	1					4	1		
d) Securitisation ⁽⁴⁾												
Securitisation of corporate loans		1	4						1	4		
Securitisation of loans for house purchase		1	4						1	4		
e) Ability to transfer credit risk off balance sheet ⁽⁵⁾												
Ability to transfer credit risk off balance sheet			3	1		1			3	1		1

(1) Please also take into account any effect of state guarantees vis-à-vis debt securities and recapitalisation support.

(2) Please select "N/A" (not applicable) if and only if the source of funding is not relevant for your bank.

(3) Usually involves on-balance sheet funding.

(4) Usually involves the sale of loans from banks' balance sheets, i.e. off-balance sheet funding

(5) Usually involves the use of credit derivatives, with the loans remaining on banks' balance sheets.

24 • Ad hoc question on the level of credit standards

How would you describe the current level of your bank's credit standards for each of the listed loan categories, relative to the range of your bank's credit standards in the time periods specified below?

(i) Current level compared with the range of your bank's credit standards between the first quarter of 2003 and now:

	Loans to enterprises			Loans to households	
	Overall loans to enterprises	Loans to small and medium-sized enterprises-	Loans to large enterprises	For house purchase	Consumer credit and other lending
Considerably tighter than the midpoint of the range	1	1	1		
Moderately tighter than the midpoint of the range	1	1	1	2	3
Basically identical to the midpoint of the range	3	3	3	3	2
Moderately looser than the midpoint of the range					
Considerably looser than the midpoint of the range					
At the tightest level during this period					
Levels have remained constant during this period					
At the loosest level during this period					
N/A ⁽¹⁾					

Note: The "midpoint of the range" of credit standards is defined as the midpoint between the maximum and the minimum level of credit standards during this time period.

(1) Please select "N/A" (not applicable) only if you do not have any business in or exposure to the respective lending category

(ii) Current level compared with the range of your bank's credit standards between the second quarter of 2010 and now:

	Loans to enterprises			Loans to households	
	Overall loans to enterprises	Loans to small and medium-sized enterprises-	Loans to large enterprises	For house purchase	Consumer credit and other lending
Considerably tighter than the midpoint of the range					
Moderately tighter than the midpoint of the range	1	1	1		
Basically identical to the midpoint of the range	1	1	1	1	1
Moderately looser than the midpoint of the range	3	3	3	4	4
Considerably looser than the midpoint of the range					
At the tightest level during this period					
Levels have remained constant during this period					
At the loosest level during this period					
N/A ⁽¹⁾					

Note: The "midpoint of the range" of credit standards is defined as the midpoint between the maximum and the minimum level of credit standards during this time period.

(1) Please select "N/A" (not applicable) only if you do not have any business in or exposure to the respective lending category.

25 • Ad hoc questions on the ECB's expanded asset purchase programme - Impact on the bank's financial position

Over the past six months, has the ECB's expanded asset purchase programme led to a change in your bank's assets or affected (either directly or indirectly) your bank in any of the following areas? Is it likely to have an impact here over the next six months?

-- = has contributed considerably to a decrease or deterioration / will contribute considerably to a decrease or deterioration

- = has contributed somewhat to a decrease or deterioration / will contribute somewhat to a decrease or deterioration

o = has had basically no impact / will have basically no impact

+ = has contributed somewhat to an increase or improvement / will contribute somewhat to an increase or improvement

++ = has contributed considerably to an increase or improvement / will contribute considerably to an increase or improvement

N/A = not applicable

	Over the past three months					Over the next three months						
	--	-	o	+	++	N/A ⁽²⁾	--	-	o	+	++	N/A ⁽²⁾
a) Your bank's total assets												
Your bank's total assets (non-risk weighted volume)			5						5			
of which: euro area sovereign bond holdings			4	1					5			
b) Your bank's liquidity position												
Your bank's overall liquidity position			4	1				4		1		
c) Your bank's market financing conditions												
Your bank's overall market financing conditions			4	1				4		1		
of which financing via:												
asset-backed securities			5					5				
covered bonds			4	1				4		1		
unsecured bank bonds			5					5				
equity issued			4			1		4				1
d) Your bank's profitability												
Your bank's overall profitability			4	1				4		1		
owing to:												
net interest margin ⁽²⁾			4	1				4		1		
capital gains / losses			5					5				
e) Your bank's capital position												
Your bank's capital ratio ⁽³⁾			5					5				
Your bank's leverage ratio ⁽⁴⁾			5					5				

(1) Please select "N/A" (not applicable) only if you do not have any business in or exposure to this category.

(2) Interest income minus interest paid, relative to the amount of interest-bearing assets.

(3) Defined in accordance with the regulatory requirements set out in the CRR/CRD IV, including both tier 1 capital and tier 2 capital.

(4) Defined in accordance with the delegated act under the Capital Requirements Regulation adopted by the European Commission on 10 October 2014.

26 • Ad hoc questions on the ECB's expanded asset purchase programme - Impact on the bank's lending policy and lending volumes

Over the past six months, how has the ECB's expanded asset purchase programme affected your bank's lending policy and lending volumes? And what will be the impact over the next six months?

-- = has contributed considerably to tightening credit standards/tightening terms and conditions/decreasing lending volumes / will contribute considerably to tightening credit standards/tightening terms and conditions/decreasing lending volumes

- = has contributed somewhat to tightening credit standards/tightening terms and conditions/decreasing lending volumes / will contribute somewhat to tightening credit standards/tightening terms and conditions/decreasing lending volumes

° = has had basically no impact on credit standards/terms and conditions/lending volumes / will have basically no impact on credit standards/terms and conditions/lending volumes

+ = has contributed somewhat to easing credit standards/easing terms and conditions/increasing lending volumes / will contribute somewhat to easing credit standards/easing terms and conditions/increasing lending volumes

++ = has contributed considerably to easing credit standards/easing terms and conditions/increasing lending volumes / will contribute considerably to easing credit standards/easing terms and conditions/increasing lending volumes

N/A = not applicable

	Over the past three months						Over the next three months					
	--	-	°	+	++	N/A ⁽¹⁾	--	-	°	+	++	N/A ⁽¹⁾
a) Credit standards												
For loans to enterprises			5						5			
For loans to households for house purchase			5						5			
For consumer credit and other lending to households			5						5			
b) Terms and conditions												
For loans to enterprises			4	1					4	1		
For loans to households for house purchase			4	1					4	1		
For consumer credit and other lending to households			4	1					4	1		
c) Lending volumes												
For loans to enterprises			4	1					4	1		
For loans to households for house purchase			4	1					4	1		
For consumer credit and other lending to households			4	1					4	1		

(1) Please select "N/A" (not applicable) only if you do not have any business in or exposure to the respective lending category.

27 • Ad hoc question on the impact of the ECB's negative deposit facility rate

Given the ECB's negative deposit facility rate, did or will this measure, either directly or indirectly⁽¹⁾, contribute to:

- a decrease/increase of your bank's net interest income
- a decrease/increase of your bank's lending rates
- a decrease/increase of your bank's loan margin (narrower spread = decrease; wider spread = increase)
- a decrease/increase of your bank's non-interest rate charges
- a decrease/increase of your bank's lending volume

over the past or next six months?

-- = contributed/will contribute considerably to a decrease

- = contributed/will contribute somewhat to a decrease

o = did not/will not have an impact

+ = contributed/will contribute somewhat to an increase

++ = contributed/will contribute considerably to an increase

N/A = not applicable

	Over the past three months					Over the next three months						
	--	-	o	+	++	N/A ⁽¹⁾	--	-	o	+	++	N/A ⁽¹⁾
Impact on your bank's net interest income												
Impact on your bank's net interest income ⁽³⁾	3	2					3	2				
Loans to enterprises												
Impact on your bank's lending rates	1	3	1				1	3	1			
Impact on your bank's loan margin ⁽⁴⁾		2	3					2	3			
Impact on your bank's non-interest rate charges		1	3	1				1	3	1		
Impact on your bank's lending volume			3	2					3	2		
Loans to households for house purchase												
Impact on your bank's lending rates	1	3	1				1	3	1			
Impact on your bank's loan margin ⁽⁴⁾		1	4					1	4			
Impact on your bank's non-interest rate charges		1	3	1				1	3	1		
Impact on your bank's lending volume			3	2					3	2		
Consumer credit and other lending to households												
Impact on your bank's lending rates		3	2					3	2			
Impact on your bank's loan margin ⁽⁴⁾		1	4					1	4			
Impact on your bank's non-interest rate charges		1	3	1				1	3	1		
Impact on your bank's lending volume			3	2					3	2		

(1) Independent of whether your bank has excess liquidity.

(2) Please select "N/A" (not applicable) only if you do not have any business in or exposure to the respective lending category.

(3) The net interest income is defined as the difference between the interest earned and interest paid on the outstanding amount of interest-bearing assets and liabilities by the bank.

(4) The loan margin is defined as the spread of the bank's lending rates on new loans over a relevant market reference rate.