



BANK LENDING SURVEY | Results for Portugal | January 2016

I. Overall assessment

According to the results of the January 2016 survey to the five Portuguese banking groups, the credit standards applied to the non-financial private sector remained broadly stable in last quarter of 2015, with one institution reporting a slight ease of credit standards in loans for large enterprises. Moreover, some institutions reported that pressure from competition, a more favourable assessment of the general economic situation and the costs related to the bank's capital position have slightly contributed to an easing of credit standards. Looking at the terms and conditions applied to credit contracts, there was a narrowing of spreads on average risk loans for both small and medium-sized enterprises (SMEs) and large enterprises. For households, some institutions reported a narrowing of spreads on loans for both house purchase and consumption and other purposes. Overall, most institutions do not foresee changes in the credit standards applied to both enterprises and households in the first quarter of 2016. Nonetheless, two institutions expect a slight easing of credit standards in loans for house purchase while one institution expect a similar evolution in consumer credit and other lending.

Although most of the institutions reported relative stable demand for loans or credit lines to enterprises during the last quarter of 2015, some noted an increase in loan demand, for SMEs and both for shorter and longer maturities. In the household segment, all institutions reported either a slight or a significant increase in loan demand for house purchase and most recorded a slight increase in demand for loans for consumption and other purposes. For the first quarter of 2016, banks expect a slight increase in demand for loans or credit lines from enterprises, particularly from SMEs and for both shorter and longer maturities. In the

household segment, most institutions expects an increase in loan demand for house purchase as well as consumer credit.

II. Presentation of the results

Supply

In the last quarter of 2015, credit standards remained broadly unchanged in comparison to the previous quarter, even though one institution reported a slight easing of credit standards for all the enterprises segments. The main drivers of this trend were the bank's liquidity position, competition from other banks and a more favourable assessment of the general economic situation and in the assessment of the industry or borrowers creditworthiness.

Looking at terms and conditions of credit contracts to enterprises, two institutions reported an easing of the general terms and conditions but all institutions reported lower spreads for average risk loans, both for SMEs and large enterprises. Additionally, some banks reported an easing of terms and conditions related to non-interest rate charges and maturities. One institution also reported an easing of terms and conditions related to the size of the loan or credit line, collateral requirements and loan covenants. According to the surveyed institutions, this pattern applied to all the non-financial corporations segments, with the easing regarding credit to SMEs being particularly significant. One institution reported that pressure from competition as having a considerable impact on the banks' behaviour while the rest of the institutions reported this factor as having only a small impact.

In the households segment, none of the participating banks reported a change in credit standards applied on loans to households, both for house purchase and consumption. Despite this relative stability, some banks reported that pressure from competition, a more favourable assessment of both the general economy and the real estate market have also contributed to the ease of credit standards in loans to households for house purchase. Regarding the evolution of terms and conditions applied to house purchase, one institution reported a slight reduction in the bank's margin on average risk loans, while in all the other criteria no significant change was reported. Three banks reported the pressure from competition as main contributor to this evolution, even though lower cost of funding and balance sheet constraints and improvements in the perception of risk were also reported as having contributed slightly to the reduction in restrictiveness.

In the segment of consumption loans, the pressure from competition, both from other financial institutions and other non-financial institutions, were indicated by two institutions as contributing for the easing of credit standards. One institution also reported the positive impact from smaller cost of funds and balance sheet constraints. Regarding terms and conditions applied to consumer credit, two institutions referred a slight narrowing in spreads for average risk loans with one institution reporting an improvement in the cost of funds and balance sheet constraints while another reported the pressure from competition.

In the last quarter of 2015, the share of rejected applications of loans remained broadly unchanged in comparison to the previous quarter for enterprises, even though one institution reported a slight decrease in the household segment.

For the first quarter of 2016, in general terms, banks do not expect sizable changes in credit standards for loan approval to enterprises. In the household sector, expectations also point

to a stabilization in credit standards, two institutions having reported a possible easing in loans for house purchase whether for consumer credit only one institution conveyed the same behaviour.

Demand

According to the results of the survey, in the last quarter of 2015, three institutions reported that demand for loans or credit lines from enterprises remained relatively stable, with the other two institutions reporting a slight increase in loan demand, particularly for SMEs. Moreover, some institutions also reported an increase in loan demand for all maturities. The increase in loan demand was essentially supported by higher financial needs related with inventories and working capital, fixed investment and the general level of interest rates. One institution also pointed out the increase in financial needs for mergers/acquisitions and corporate restructuring and the fact that it represents an alternative to loans granted by other financial institutions as contributing positively to their loan demand growth.

In the households segment, most participating institutions pointed out a slight increase both for house purchase or consumption and other purposes, although one of them reported a significant increase in loan demand for house purchase. It should be highlighted that only one bank did not report changes in loan demand for consumption and other purposes. The increase in loan demand for house purchase and consumer credit was related to the increase in consumer confidence (identified by all banks), more favourable real estate market prospects, including expected house price developments and the general level of interest rates.

For the first quarter of 2016, three of the institutions surveyed foresee an increase in the demand for loans or credit lines from SMEs, with two institutions anticipating an increase in loans of both short and long term maturities. In the households segment, three banks anticipate a slight increase in demand for house purchase and consumer credit and other lending while two other institutions do not anticipate any changes in demand.

III. *Ad-hoc* questions

In line with previous surveys, the current bank lending survey includes some ad-hoc questions to assess the impact of specific and/or time-constrained events on bank credit conditions to firms and households. In particular, this survey included one question related to the access to both the wholesale and retail financial market, two questions regarding the impact of the capital requirements regulation and other specific regulatory or supervisory actions relating to capital leverage or liquidity requirements and three questions related to ECB's targeted longer-term refinancing operations.

The first question assesses the impact of financial market conditions on banks' access to credit and their ability to transfer credit risk from the balance sheet. In general, the financing conditions in markets and the ability to transfer risk remained relatively stable in the last three months. However, two institutions reported slight improvements in retail financing from short and long-term deposits. On the other hand, two institutions indicated a slight decrease in medium to long-term debt securities. For the next quarter, participating institutions foresee developments in line with those recorded recently, even though two institutions anticipate slight improvements, particularly in medium to long term debt securities while other improvements are also anticipated such as in retail funding through short and long-term deposits and the securitisation of corporate loans.

The remaining two questions focused on the ECB's impact of the capital requirements regulation and other specific regulatory or supervisory actions relating to capital leverage or liquidity requirements. With respect to this specific question, the variability in the bank's answers was considerable. Only one institution reported no changes in all of the items, both for the past six months as for the next six months, only one institution reported a moderate positive impact of liquid assets in the past six months, and for the next six months, only one institutions anticipates a slightly positive impact in total liquid assets. On the other hand, one institution reported a considerable tightening in liquid assets, as well as in riskier loans, on capital of which retained earnings and on the bank's

funding conditions for the past six months, with the expectation of a similar pattern in the next six months. Additionally, some institutions also reported a moderate decrease in total assets as well as risk-weighted assets, especially in riskier loans and in capital position.

Regarding the second aspect of this topic, banks reported that, for the past six months, credit standards have basically remained unchanged due to the new regulatory or supervisory actions where only one institution reported a slight improvement in restrictiveness for SMEs. For the next six months no significant changes are expected with one institution foreseeing a slight improvement in credit standards for large enterprises and another institution anticipating a slight improvement in loans to consumer credit and other lending. With respect to credit margins, banks reported no significant changes both for the past six months and regarding their expectations for the next six months. Nonetheless, one institution reported a slight improvement in credit margins for SMEs in the last six months while for the next six months one institution anticipates a slight improvement in the segment of enterprises and another institution anticipates a similar improvement in the households business.

The last three questions focused on the bank's participation on the ECB's targeted longer-term refinancing operations (TLTROs), as well as to what the funds from these operations were used for and the impact these funds had or are expected to have in several aspect of the bank business such as the bank's financial situation and the criteria, terms and conditions when granting loans. The survey indicates that two institutions participated in the last TLTRO operation where one of the institutions did so due to precautionary motives and the other institution to better fulfil regulatory liquidity requirements. The three other institutions stated that the absence of funding constraints, concerns about insufficient loan demand and collateral constraints were the reasons that led them to not participate. For the next TLTRO, one institution stated that it intended to participate to enable the fulfilment of regulatory liquidity requirements while two institutions do not intend to participate due to the absence of funding constraints and

concerns about insufficient loan demand. The remaining two institutions reported that they had not yet decided on their participation.

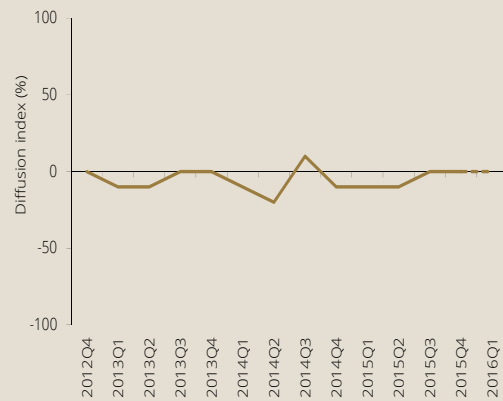
Some banks also reported that the previous TLTROs largely contributed to refinancing by substituting other Eurosystem liquidity operations and also for the purpose of granting loans to non-financial corporations and purchasing domestic sovereign bonds. These operations also slightly contributed to refinancing through the substitution of maturing debt and interbank lending as well as for granting loans to households for house purchase and consumer credit and other lending. Regarding future TLTROs some institutions foresee a considerable impact in substituting other Eurosystem liquidity operations, for granting loans to non-financial corporations and for purchasing domestic sovereign bonds. The banks also anticipate positive contributions from future TLTROs in the bank's refinancing capabilities by substituting maturing debt as well as interbank lending and granting loans to households for house purchase and consumer credit.

The banks also considered that past TLTROs did not have significant impacts in their financial positions even though some institutions reported slight improvements in the bank's liquidity position, the ability to improve their profitability and the bank's capital position via retained earnings. For future TLTROs the expectations are in line with previous TLTROs' impact albeit one institution foresees a slight improvement in the bank's liquidity position and in its ability to improve profitability and another institutions foresees an improvement in its ability to improve capital position via retained earnings. Regarding the impact from these operations in the bank's credit standards and terms and conditions, most banks reported that there was no significant impact albeit a somewhat positive impact for some of the institutions, especially concerning loans to enterprises and for house purchase. Regarding future TLTROs banks are split between expecting no significant impact and a somewhat positive impact on credit standards and terms and conditions, again especially in loans to enterprises and for house purchase.

Main results

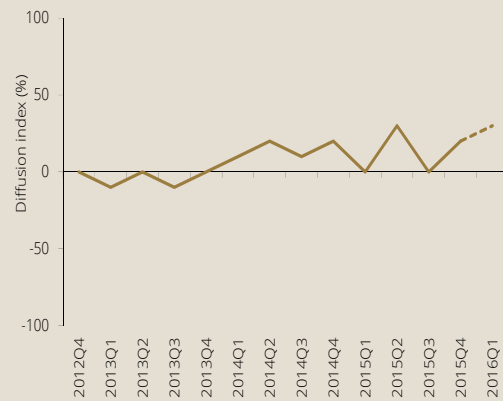
Credit supply

Enterprises (overall)

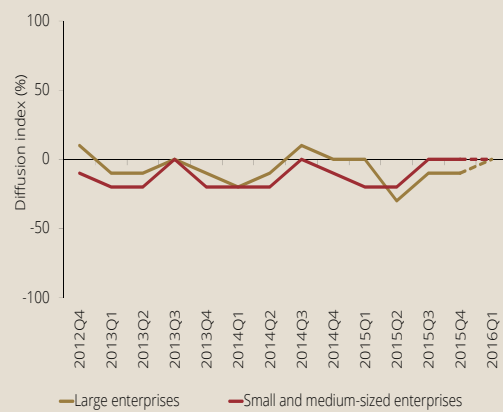


Credit demand

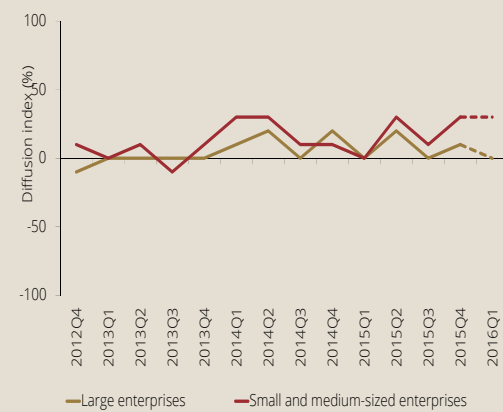
Enterprises (overall)



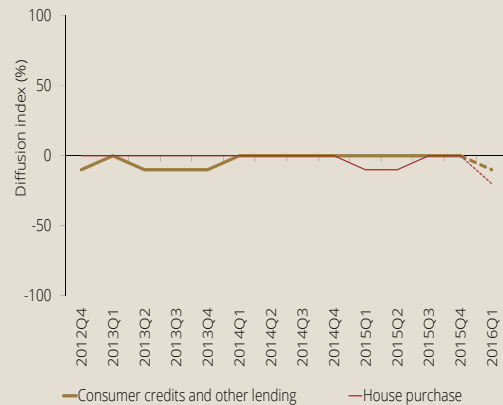
Enterprises



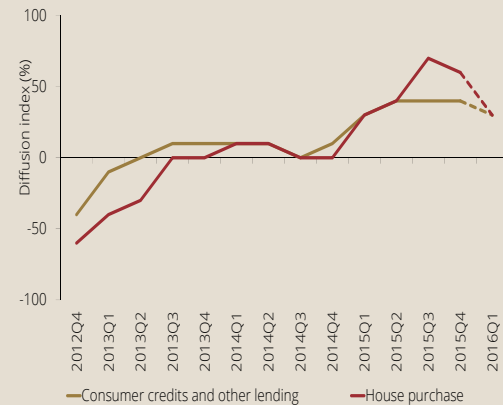
Enterprises



Households



Households



Notes: 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 bank's expectations.

Annex^(a)

The following tables include the results for Portugal of the Bank Lending Surveys for this quarter. Two sets of tables are included in the survey: the first set is about loans and credit lines to non financial enterprises while the second one is on loans to households. In the case of enterprises two sorts of segmentations have been undertaken: small and medium sized (SME) versus large enterprises, and short-term versus long-term loans. For households, a distinction between loans for house purchase and consumer credit and other lending has been made.

For each sector – enterprises and households – the questions are focused on: i) the current and the prospective assessment of credit standards, conditions and terms for lending approval, on the one hand, and on demand trends, on the other; and ii) the appraisal of factors affecting credit standards, conditions and terms, and those underlying developments in demand.

Tables on the first set of questions have five possible options, for each segment, according to the trend and rate of the changes reported (either occurred or foreseen); replies are shown along columns. Answers to tables on factors' appraisal are along the rows; six options are available – including NA (not applicable) – according to their contribution to either supply or demand conditions. The results of the survey are as follows:

- The number of banks choosing each option;
- The diffusion index of the options chosen by the banks, calculated using a scale (from -100 to 100) to aggregate individual replies, according to which 0 corresponds to “remained basically unchanged”. For questions concerning supply, values of less than 0 mean a loosening of the criteria or the impact of factors in the sense of lower restrictiveness. The -50

figure corresponds to a “slight” change (the closer the diffusion index is to 0, the slighter it will be the change) while -100 stands for a considerable change in the sense of lower restrictiveness. In turn, values exceeding 0 indicates an increase in restrictiveness or in the impact of factors supporting it. The 50 figure corresponds to a “slight” change while 100 stands for a considerable increase in restrictiveness. In the questions about demand, the same scale applies, with negative figures standing for decreases in demand and positive figures signaling the opposite evolution (or the impact of factors affecting it).

Note: (a) For clarification of terms and definitions used in the survey, see the document “General guidelines for the completion of the bank lending survey questionnaire”.

I • Loans or credit lines to enterprises

1. 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	5	5	4	5	5
Eased somewhat			1		
Eased considerably					
Diffusion Index %	Jan.16	0	0	-10	0
	Oct.15	0	0	-10	0

2. 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	Jan.16	Oct.15
a) Cost of funds and balance sheet constraints								
Costs related to your bank's capital position			5				0	-10
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			4	1			-10	-10
b) Pressure from competition								
Competition from other banks			4	1			-10	-20
Competition from non-banks			5				0	0
Competition from market financing			4	1			-10	0
c) Perception of risk								
General economic situation and outlook			4	1			-10	-20
Industry or firm-specific situation and outlook / borrower's creditworthiness			4	1			-10	-10
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	Jan.16	Oct.15
a) Cost of funds and balance sheet constraints								
Costs related to your bank's capital position			5				0	-10
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			4	1			-10	-10
b) Pressure from competition								
Competition from other banks			4	1			-10	-20
Competition from non-banks			5				0	0
Competition from market financing			4	1			-10	0
c) Perception of risk								
General economic situation and outlook			4	1			-10	-20
Industry or firm-specific situation and outlook / borrower's creditworthiness			4	1			-10	-10
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	Jan.16	Oct.15
a) Cost of funds and balance sheet constraints								
Costs related to your bank's capital position			5				0	-10
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			4	1			-10	-10
b) Pressure from competition								
Competition from other banks			4	1			-10	-20
Competition from non-banks			5				0	0
Competition from market financing			4	1			-10	0
c) Perception of risk								
General economic situation and outlook			4	1			-10	-10
Industry or firm-specific situation and outlook / borrower's creditworthiness			4	1			-10	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. 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	Jan.16	Oct.15
a) Overall terms and conditions								
Overall terms and conditions			3	2			-20	-20
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				5			-50	-30
Your bank's loan margin on riskier loans			5				0	0
c) Other conditions and terms								
Non-interest rate charges			3	2			-20	-10
Size of the loan or credit line			4	1			-10	-10
Collateral requirements			4	1			-10	-10
Loan covenants			4	1			-10	-10
Maturity			2	3			-30	-10

	Loans to small and medium-sized enterprises					Diffusion index %		
	--	-	°	+	++	N/A	Jan.16	Oct.15
a) Overall terms and conditions								
Overall terms and conditions			3	2			-20	-20
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				5			-50	-30
Your bank's loan margin on riskier loans			5				0	0
c) Other conditions and terms								
Non-interest rate charges			4	1			-10	0
Size of the loan or credit line			4	1			-10	-10
Collateral requirements			4	1			-10	-10
Loan covenants			5				0	0
Maturity			3	2			-20	0

	Loans to large enterprises						Diffusion index %	
	--	-	o	+	++	N/A	Jan.16	Oct.15
a) Overall terms and conditions								
Overall terms and conditions			4	1			-10	-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				5			-50	-30
Your bank's loan margin on riskier loans			5				0	0
c) Other conditions and terms								
Non-interest rate charges			4	1			-10	0
Size of the loan or credit line			5				0	0
Collateral requirements			5				0	0
Loan covenants			5				0	0
Maturity			3	2			-20	0

4. 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	Jan.16	Oct.15
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			5				0	-10
b) Pressure from competition								
Pressure from competition				4	1		-60	-50
c) Perception of risk								
Perception of risk			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0

	Impact on your bank's margin on average loans						Diffusion index %	
	--	-	o	+	++	N/A	Jan.16	Oct.15
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			5				0	-10
b) Pressure from competition								
Pressure from competition				4	1		-60	-50
c) Perception of risk								
Perception of risk			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0

	Impact on your bank's margin on riskier loans						Diffusion index %	
	--	-	o	+	++	N/A	Jan.16	Oct.15
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

5. 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		
Diffusion Index %	Jan.16	0
	Oct.15	0

6. 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		3	2	4	3	3
Increased somewhat		2	3	1	2	2
Increased considerably						
Diffusion Index %	Jan.16	20	30	10	20	20
	Oct.15	0	10	0	10	20

7. 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 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

		--	-	°	+	++	NA	Diffusion index %	
								Jan.16	Oct.15
a) Financing needs / underlying drivers on purpose of loan demands									
Fixed investment				3	2			20	0
Inventories and working capital				2	3			30	30
Mergers / acquisitions and corporate restructuring				4	1			10	10
General level of interest rates				3	2			20	20
Debt refinancing / restructuring and renegotiation				5				0	0
b) Use of alternative finance									
Internal financing				5				0	0
Loans from other banks				4	1			10	10
Loans from non-banks				5				0	0
Issuance of debt securities				5				0	0
Issuance of equity				5				0	0

8. 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						
Diffusion Index %	Jan.16	0	0	0	0	0
	Oct.15	-10	-20	-10	-20	-10

9. 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						
Remain basically unchanged		2	2	5	3	3
Increase somewhat		3	3		2	2
Increase considerably						
Diffusion Index %	Jan.16	30	30	0	20	20
	Oct.15	20	20	0	10	20

II • Loans to households

10. 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			
Diffusion Index %	Jan.16	0	0
	Oct.15	0	0

11. 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 %	
							Jan.16	Oct.15
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints		1	4				10	-10
b) Pressure from competition								
Competition from other banks			3	2			-20	0
Competition from non-banks			4	1			-10	0
c) Perception of risk								
General economic situation and outlook			4	1			-10	-30
Housing market prospects, including expected house price developments			3	2			-20	-10
Borrower's creditworthiness			4	1			-10	-10
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0

12. 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 %	
							Jan.16	Oct.15
a) Overall terms and conditions								
Overall terms and conditions			5				0	0
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	-30
Your bank's loan margin on riskier loans			5				0	0
c) Other terms and conditions								
Collateral requirements			5				0	0
Loan-to-value ratio			5				0	0
Other loan size limits			5				0	0
Maturity			5				0	0
Non-interest rate charges			5				0	0

13. 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	Jan.16	Oct.15
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			4	1			-10	-10
b) Pressure from competition								
Pressure from competition			2	3			-30	-10
c) Perception of risk								
Perception of risk			5				0	-10
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0

	Impact on your bank's margin on average loans						Diffusion index %	
	--	-	o	+	++	N/A	Jan.16	Oct.15
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			4	1			-10	-10
b) Pressure from competition								
Pressure from competition			2	3			-30	-20
c) Perception of risk								
Perception of risk			4	1			-10	-10
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0

	Impact on your bank's margin on riskier loans						Diffusion index %	
	--	-	o	+	++	N/A	Jan.16	Oct.15
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

14. 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

							Diffusion index %	
	--	-	o	+	++	N/A	Jan.16	Oct.15
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			4	1			-10	-10
b) Pressure from competition								
Pressure from competition			3	2			-20	0
Competition from non-banks			3	2			-20	0
c) Perception of risk								
General economic situation and outlook			5				0	-10
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

15. 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 %	
							Jan.16	Oct.15
a) Overall terms and conditions								
Overall terms and conditions			4	1			-10	-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			3	2			-20	-20
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

16. 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	Jan.16	Oct.15
a) Cost of funds and balance sheet constraints								
Cost of funds and balance sheet constraints			4	1			-10	-10
b) Pressure from competition								
Pressure from competition			4	1			-10	0
c) Perception of risk								
Perception of risk			5				0	-10
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0

	Impact on your bank's margin on average loans						Diffusion index %	
	--	-	o	+	++	N/A	Jan.16	Oct.15
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	-20
c) Perception of risk								
Perception of risk			5				0	0
d) Your bank's risk tolerance								
Your bank's risk tolerance			5				0	0

	Impact on your bank's margin on riskier loans						Diffusion index %	
	--	-	o	+	++	N/A	Jan.16	Oct.15
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

17. 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	1	1
Remained basically unchanged	4	4
Increased somewhat		
Increased considerably		
Diffusion Index %	Jan.16	-10
	Oct.15	-10

18. 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		
Decreased somewhat		
Remained basically unchanged		1
Increased somewhat	4	4
Increased considerably	1	
Diffusion Index %	Jan.16	40
	Oct.15	40

19. 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 %	
							Jan.16	Oct.15
a) Financing needs / underlying drivers or purpose of loan demand								
Housing market prospects, including expected house price developments			1	4			40	30
Consumer confidence			1	4			40	50
General level of interest rates			2	3			30	30
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	0
b) Use of alternative sources for housing finance (substitution effects)								
Internal finance of house purchase out of savings / down payment (i.e. share financed via the household's own funds)			5				0	0
Loans from other banks			5				0	0
Other sources of external finance			5				0	0

20. 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
- o = contributed to keeping demand basically unchanged
- + = contributed somewhat to higher demand
- ++ = contributed considerably to higher demand
- N/A = not applicable

	--	-	o	+	++	N/A	Diffusion index %	
							Jan.16	Oct.15
a) Financing needs / underlying drivers or purpose of loan demand								
Spending on durable consumer goods, such as cars, furniture, etc.			1	4			40	30
Consumer confidence			1	4			40	40
General level of interest rates			2	3			30	30
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 finance			5				0	0

21. 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				
Remain basically unchanged		3		4
Ease somewhat		2		1
Ease considerably				
Diffusion Index %	Jan.16	-20		-10
	Oct.15	-10		-10

22. 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				
Remain basically unchanged		2		2
Increase somewhat		3		3
Increase considerably				
Diffusion Index %	Jan.16	30		30
	Oct.15	50		40

Ad-hoc question on retail and wholesale funding ⁽¹⁾

1. 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)			3	2					4	1		
Long-term (more than one year) deposits and other retail funding instruments			3	2					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)				5						5		
Medium to long term debt securities (incl. covered bonds)			2	3					3	2		
d) Securitisation ⁽⁴⁾												
Securitisation of corporate loans				5					4	1		
Securitisation of loans for house purchase				5						5		
e) Ability to transfer credit risk off balance sheet ⁽⁵⁾												
Ability to transfer credit risk off balance sheet				5						5		

(1) Please also take into account any effect of state guarantees for 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.

Ad-hoc questions on the impact of the Capital Requirements Regulation / Capital Requirements Directive IV (CRR/CRD IV) and other specific regulatory or supervisory actions relating to capital, leverage or liquidity requirements

These questions address the extent to which the new regulatory capital requirements set out in the CRR/CRD IV, as well as other specific regulatory or supervisory actions relating to capital, leverage or liquidity requirements(*), have impacted, or will impact, on your lending policies (via the actions taken to adjust your bank's capital, leverage or liquidity position and the potential impact on funding conditions).

2. In connection with the new regulatory or supervisory actions, has your bank:

- increased / decreased total assets
- increased / decreased risk-weighted assets
- increased / decreased its capital position
- experienced an easing / tightening of its funding conditions

over the past six months, and / or does it intend to do so over the next six months?

-- = decreased / will decrease considerably; experienced / will experience a considerable tightening of funding conditions

- = decreased / will decrease somewhat; experienced / will experience a moderate tightening of funding conditions

° = remained / will remain basically unchanged

+ = increased / will increase somewhat; experienced / will experience a moderate easing of funding conditions

++ = increased / will increase considerably; experienced / will experience a considerable easing of funding conditions

N/A=Not applicable

	Over the past six months						Over the next six months					
	--	-	°	+	++	N/A	--	-	°	+	++	N/A
Total assets		2	3					3	1	1		
Of which: Liquid assets ⁽¹⁾	1		3	1			1	1	2	1		
Risk-weighted assets	1	1	3				1	1	3			
Of which: Average loans		2	3					1	4			
Riskier loans	1	2	2				1	2	2			
Capital	1	1	3				1	2	2			
Of which: Retained earnings	1		2			2		1	2			2
Capital issuance ⁽²⁾			4			1			4			1
Impact on your bank's funding conditions	1		4				1		4			

(*) Please consider the regulatory requirements set out in the CRR/CRD IV, as adopted by the European Parliament in April 2013, which can be found at <http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//TEXT+TA+P7-TA-2013-0114+0+DOC+XML+V0//EN> and <http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//TEXT+TA+P7-TA-2013-0115+0+DOC+XML+V0//EN&language=EN>, as well as the requirements resulting from the comprehensive assessment to be conducted by the ECB and the participating national competent authorities in accordance with the provisions of the Regulation on the single supervisory mechanism, or those resulting from any other specific regulatory or supervisory actions that have recently been approved / implemented or that are expected to be approved / implemented in the near future.

(1) Liquid assets should be defined as freely transferable assets that can be converted quickly into cash in private markets within a short time frame and without significant loss in value, in line with the European Commission Delegated Act of 10.10.2014 to supplement Regulation (EU) 575/2013 with regard to liquidity coverage requirement for Credit Institutions (C (2014) 7232 final).

(2) Capital issuance includes the issuance of shares and hybrid instruments, as well as capital injections by, inter alia, national or supra-national public authorities.

3. Have any adjustments been made, or will any be made, to your bank's credit standards / margins for loans over the past / next six months, owing to the new regulatory or supervisory actions(*)?

-- = credit standards / margins have been tightened / will be tightened considerably

- = credit standards / margins have been tightened / will be tightened somewhat

° = the requirements have basically not had / will not have any impact on credit standards / margins

+ = credit standards / margins have been eased / will be eased somewhat

++ = credit standards / margins have been eased / will be eased considerably

a) Credit standards

		Loans and credit lines to enterprises		Loans to households	
		Small and medium-sized enterprises	Large enterprises	For house purchase	Consumer credit and other lending
Over the past six months	--				
	-				
	°	4	5	5	5
	+	1			
	++				
Over the next six months	--				
	-				
	°	5	4	5	4
	+		1		1
	++				

b) Credit margins

		Loans and credit lines to enterprises		Loans to households	
		Small and medium-sized enterprises	Large enterprises	For house purchase	Consumer credit and other lending
Over the past six months	--				
	-				
	°	4	4	5	5
	+	1	1		
	++				
Over the next six months	--				
	-				
	°	4	4	4	4
	+	1	1	1	1
	++				

(*) Please consider the regulatory requirements set out in the CRR/CRD IV, as adopted by the European Parliament in April 2013, which can be found at <http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//TEXT+TA+P7-TA-2013-0114+0+DOC+XML+V0//EN> and <http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//TEXT+TA+P7-TA-2013-0115+0+DOC+XML+V0//EN&language=EN>, as well as the requirements resulting from the comprehensive assessment conducted by the ECB and the participating national competent authorities in accordance with the provisions of the Regulation on the single supervisory mechanism, or those resulting from any other specific regulatory or supervisory actions that have recently been approved / implemented or that are expected to be approved / implemented in the near future.

Ad-hoc questions on the targeted longer-term refinancing operations (TLTROs).

These *ad-hoc* questions are aimed at gauging the impact of the targeted longer-term refinancing operations (TLTROs) conducted by the Eurosystem between September 2014 and June 2016.

Please answer all questions, even if you did not participate past LTROs and have not yet decided whether to participate in the future LTROs to be carried out until June 2016.

For questions 5 and 6: please use the category "N/A" in the left-hand panel only if you did not participate in any of the past TLTROs. In addition, please use the category "N/A" in the right-hand panel only if you have decided not to participate in any future TLTROs or if you do not have any business / exposure in this category.

Please consider yourself as having participated (or assume that you will participate) if you have received (or receive) funds under the conditions set by the ECB, even if indirectly via participation in a TLTRO group.

4. Did your bank participate in the most recent TLTRO? And does your bank intend to participate in the future TLTROs? Please explain the reasons behind your decisions.

a) Participation

	Yes	No	Currently undecided about participation
In the most recent TLTRO (TLTRO-6)	2	3	
In the future TLTROs	1	2	2

b) Reasons

Please choose the category which applies most:

If your bank participated or intends to participate (even if still uncertain):

	Attractive TLTRO conditions (profitability motive)	Precautionary motive (to reduce current and/or prevent future funding difficulties)	To enhance the fulfilment of regulatory liquidity requirements ⁽¹⁾	Reduction of uncertainty regarding the fulfilment of regulatory requirements ⁽²⁾
In the most recent TLTRO (TLTRO-6)		1	1	
In the future TLTROs		2	1	

If your bank did not participate or does not intend to participate (even if still uncertain):

	No funding constraints or comfortable liquidity position	Concerns about insufficient loan demand ⁽³⁾	Funding mix considerations	Collateral constraints	Concerns about market stigma	Cost of holding liquidity due to negative ECB deposit facility rate	Less attractive TLTRO conditions compared with market funding conditions
In the most recent TLTRO (TLTRO-6)	1	1		1			
In the future TLTROs	1	1					

(1) The long-term TLTRO funds may enhance the fulfilment of the net stable funding ratio.

(2) Following the comprehensive assessment.

(3) This includes concerns about the fulfilment of the required TLTRO net lending benchmark.

5. For which purposes did or will your bank use funds obtained from the past TLTROs? For which purposes does your bank intend to use funds obtained from future TLTROs?

	Past TLTROs			Future TLTROs				
	Have contributed or will contribute considerably to this purpose	Have contributed or will contribute somewhat to this purpose	Have had or will have basically no impact	N/A ⁽¹⁾	Will or would increase considerably	Will or would contribute somewhat to this purpose	Will or would basically have no impact	N/A ⁽²⁾
For refinancing								
For substituting deposit shortfalls			5				3	2
For substituting maturing debt		2	3			1	2	2
For substituting interbank lending		2	3			1	2	2
For substituting other Eurosystem liquidity operations ⁽³⁾	2	2	1		1	1	1	2
For granting loans								
Loans to non-financial corporations	1	1	3		1	2		2
Loans to households for house purchase		3	2			3		2
Consumer credit and other lending to households		2	3			2	1	2
For purchasing assets								
Domestic sovereign bonds	1		4		1		2	2
Other financial assets ⁽⁴⁾			4	1			3	2

(1) Please use the category "N/A" only if you did not participate in the initial September and December 2014 TLTROs or if you do not have any business / exposure in this category.

(2) Please use the category "N/A" only if you have decided not to participate in the additional TLTROs or if you do not have any business / exposure in this category.

(3) This includes the replacement of the three-year LTRO funds.

(4) "Other financial assets" refer to euro-denominated assets other than domestic sovereign bonds and non-euro-denominated assets, including loans to other banks and other financial intermediaries.

6. Did or will the past TLTROs improve your financial situation in the following areas and did or will this have an impact on your lending behaviour? Will the future TLTROs improve your financial situation in the following areas and, if so will this have an impact on your lending behaviour?

a) Financial situation of your bank

	Past TLTROs			N/A ⁽¹⁾	Future TLTROs			N/A ⁽²⁾
	Have improved or will improve considerably	Have improved or will improve somewhat	Have had or will have basically no impact		Will or would increase considerably	Will or would improve somewhat	Will or would basically have no impact	
Your liquidity position		2	3			1	2	2
Your market financing conditions			5				3	2
Your ability to improve your profitability		1	4			1	2	2
Your ability to improve your capital position (via retained earnings)		1	4			1	2	2
	Have decreased or will decrease considerably	Have decreased or will decrease somewhat	Have had or will have basically no impact	N/A ⁽¹⁾	Will or would decrease considerably	Will or would decrease somewhat	Will or would basically have no impact	N/A ⁽²⁾
Your need to deleverage ⁽³⁾			5				3	2

b) Impact on your bank's credit standards and terms and conditions

	Past TLTROs			Future TLTROs			N/A ⁽²⁾
	Have contributed or will contribute considerably to easing credit standards / terms and conditions	Have contributed or will contribute somewhat to easing credit standards / terms and conditions	Have had or will have basically no impact on credit standards / terms and conditions	Will or would contribute considerably to easing credit standards / terms and conditions	Will or would contribute somewhat to easing credit standards / terms and conditions	Will or would have basically no impact on credit standards / terms and conditions	
Credit standards							
On loans to enterprises		2	3		2	1	2
On loans to households for house purchase		1	4		1	2	2
On consumer credit and other lending to households		1	4		1	2	2
Terms and conditions							
On loans to enterprises		3	2		3		2
On loans to households for house purchase		2	3		2	1	2
On consumer credit and other lending to households		1	4		1	2	2

(1) Please use the category "N/A" only if you did not participate in the most recent TLTROs or if you do not have any business / exposure in this category.

(2) Please use the category "N/A" only if you have decided not to participate in the additional TLTROs or if you do not have any business / exposure in this category.

(3) A decrease in your need to deleverage should be understood as a mitigation of pressures to reduce your asset side on account of funding or capital constraints.