



Centralna banka  
BOSNE I HERCEGOVINE  
Централна банка  
БОСНЕ И ХЕРЦЕГОВИНЕ



# Bank Lending Survey for BH

(Report for the second quarter of 2024)



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## **Introduction**

The results of the Bank Lending Survey refer to changes in the second quarter of 2024 and expectations for the third quarter of 2024. A representative sample of banks consists of the eight largest banks in Bosnia and Herzegovina. The total of eight banks were surveyed in this round, and the response rate was 100%.

### ***1. General information***

The Survey questionnaire contains 16 standard questions about realized and expected changes on the supply and demand of loans: 12 questions refer to realized changes and 4 questions to future changes. The questions cover three categories of loans: loans or credit lines to corporates, housing loans to households, and consumer and non-purpose loans to households. For all three categories, questions are asked about the credit standards that apply to loan approval, then about changes in loan approval terms, demand for loans, factors affecting the supply and demand for loans, as well as the percentage of rejected loan applications. Survey questions are generally formulated in terms of changes in the last three months and expected changes in the next three months. Survey participants are asked to qualitatively indicate the degree of tightening or easing (for standards and terms) or the degree of reduction or increase (for demand), using the following five-point scale to report changes: (1) significant tightening /decrease, (2) moderate tightening/decrease, (3) basically no change, (4) moderate easing/increase or (5) substantial easing/increase.

The individual answers of the banks participating in the Survey were compiled and processed in order to provide a picture of the entire banking sector in Bosnia and Herzegovina.

The results of the Survey are presented in the form of a net percentage. The net percentage for answers to questions about credit standards is defined as the difference between the sum of the shares of banks that answered that credit standards have been "substantially relaxed" and "moderately relaxed" and the sum of the shares of banks that answered that they have been "significantly tightened" and "moderately tightened".

A negative value of the net percentage indicates that the majority of banks have tightened credit standards ("net tightening"), while a positive value of the net percentage indicates that a majority of banks have relaxed credit standards ("net easing").

Likewise, the term "net demand" refers to the difference between the percentage of banks that answered that there was an increase in demand and the percentage of banks that answered that there was a decrease in demand for loans. Net demand will therefore be positive if a greater share of banks reported an increase in loan demand, while a negative net demand indicates that a greater share of banks reported a decline in loan demand.

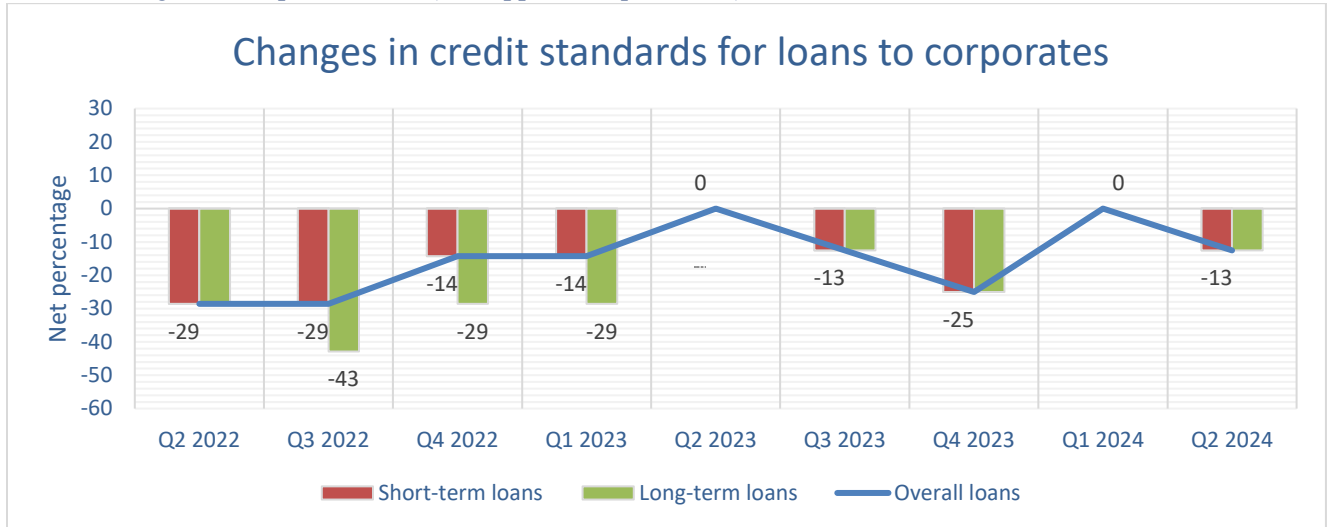
In addition to the "net percentage" indicator, the CBBH also publishes the "diffusion index" as an alternative measure of banks' responses to questions related to changes in credit standards and net demand. The diffusion index is constructed as follows: if the respondent answers "significantly", the answers are assigned a numerical value of 1, which is twice the value assigned to the answers "to a certain degree" (score 0.5). The interpretation of the diffusion index follows the same logic as the interpretation of the net percentage.

## 2. Corporates loans

### 2.1 Supply

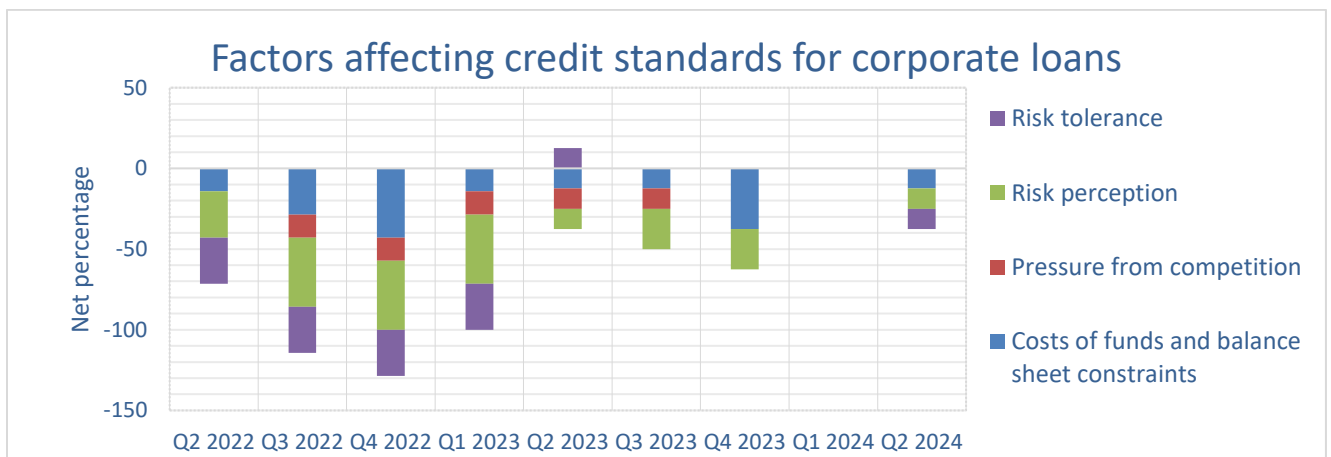
#### 2.1.1 Credit standards for corporates loans

In the second quarter of 2024, the net percentage points that credit standards have been tightened for both short-term and long-term corporate loans (see Appendix, question 1).



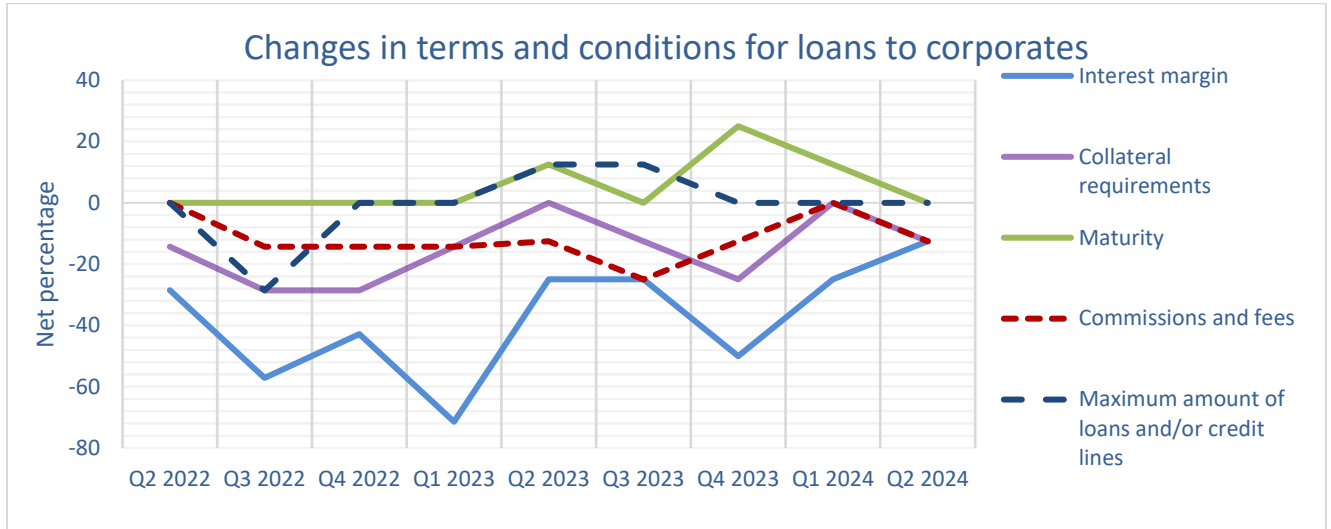
\* The net percentage does not measure the intensity of the change. A lower (higher) value of the net percentage shows that a larger number of banks tightened (eased) credit standards compared to the previous quarter. In all Graphs, the comparison is made in relation to the previous quarter.

The graph below shows net percentage of contributions of factors which impacted a change of credit standards of banks applied in the process of approving loans and/or credit lines to corporates. (see Appendix, question 2).



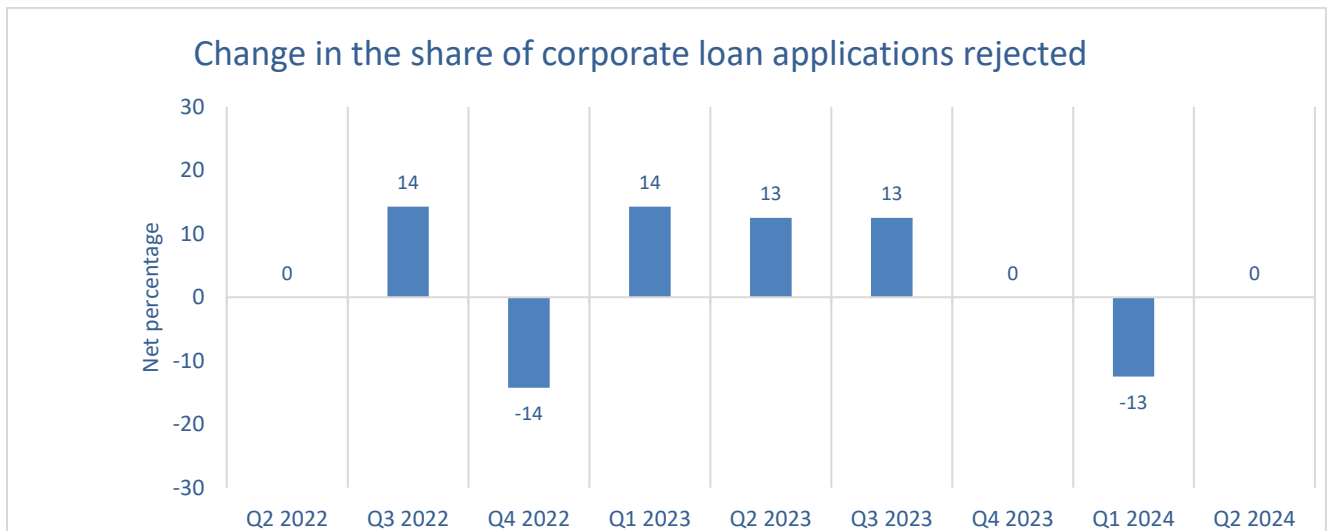
### 2.1.2 Terms and conditions of approving the corporate loans

Regarding the terms for approving the corporate loans in the second quarter of 2024, the interest margins, collateral requirements and commissions and fees had a net tightening effect, while maturity and the maximum loan amount remained unchanged compared to the previous quarter (see Appendix, question 3).



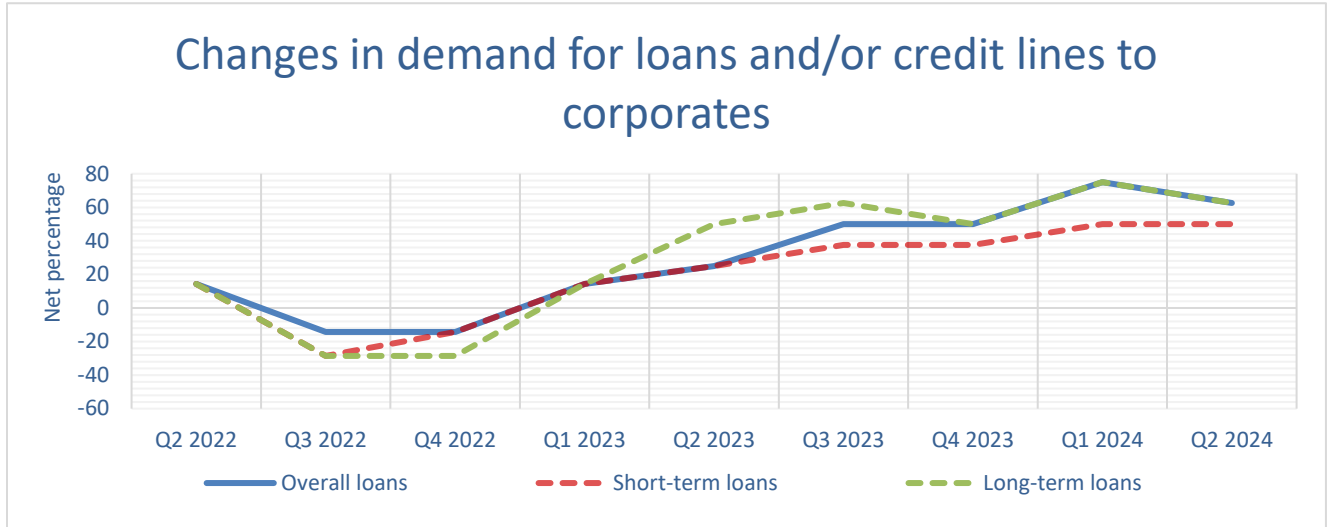
### 2.1.3 Share of rejected applications for corporates loans approval

In the second quarter of 2024, the net results from compiled responses shows that there has been no change of the share of rejected applications for loans to corporates compared to the previous period (see Appendix, Question 4).

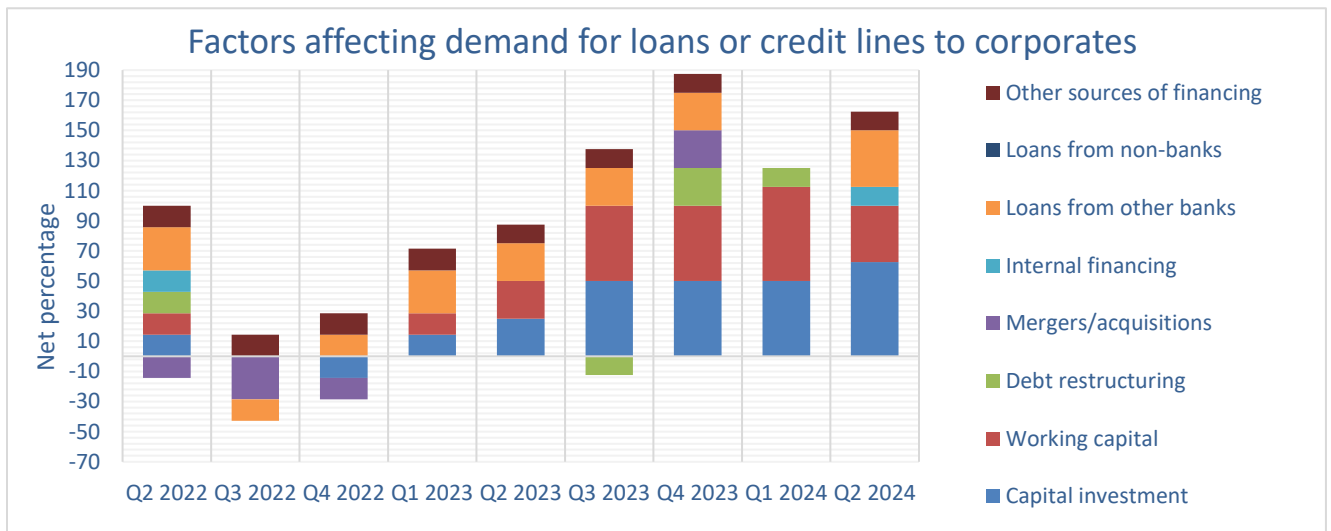


## 2.2 Demand for corporate loans and/or credit lines

Corporates demand for loans continued to grow in the second quarter of 2024. According to bank reports, the demand for long-term loans exceeded the demand for short-term loans (see Appendix question 5).



The Graph below shows the net percentage of contributions of the factors that influenced the change in the demand of corporates for loans and/or credit lines (see Appendix, question 6).



### Expectations for the third quarter of 2024

The net result from the collected responses of banks indicates credit standards for approval of loans to corporates to remain unchanged (see Appendix, Question 7) in the third quarter of 2024.

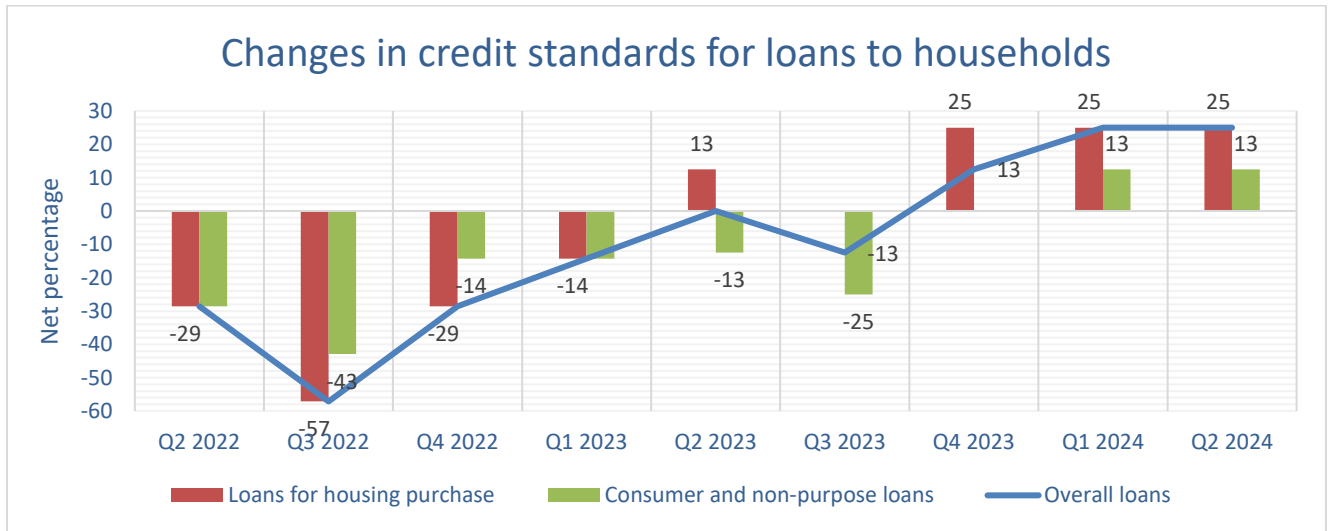
At the same time, banks are expecting an increase of the corporates' demand for short-term as well as long-term loans and/or credit lines in the third quarter of 2024 (see Appendix, question 8).

### 3. Loans to households

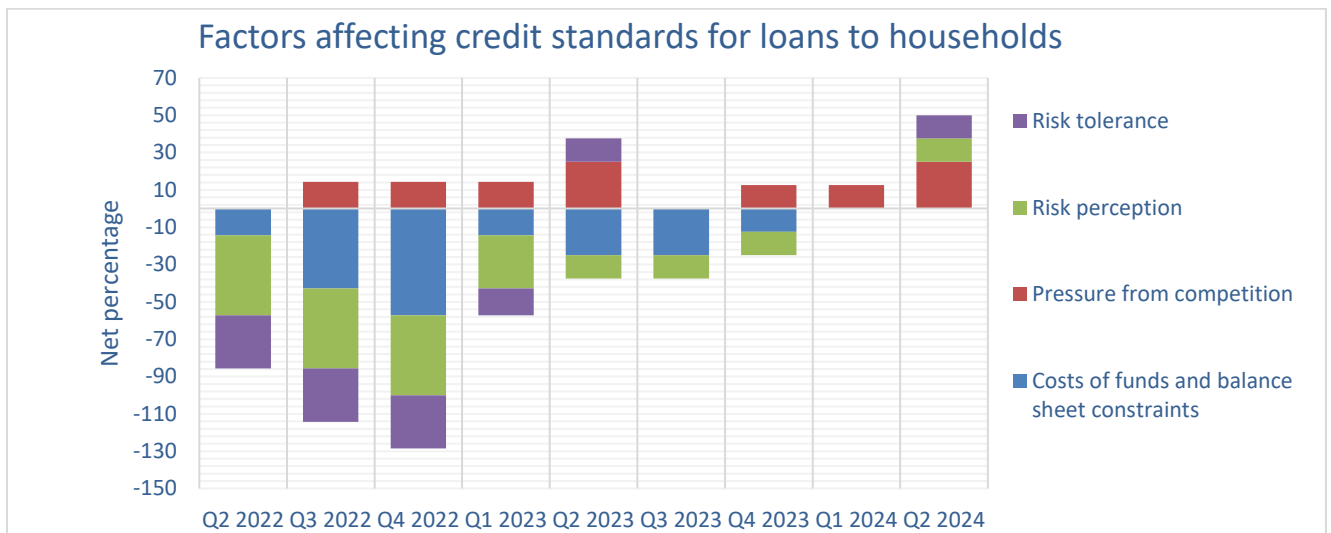
#### 3.1 Supply

##### 3.1.1 Credit standards for loans to households

In the second quarter of 2024, the net percentage of the change indicates that there has been an easing of standards for housing loans, as well as the standards for consumer and non-purpose loans compared to the previous quarter (see Appendix, question 9).

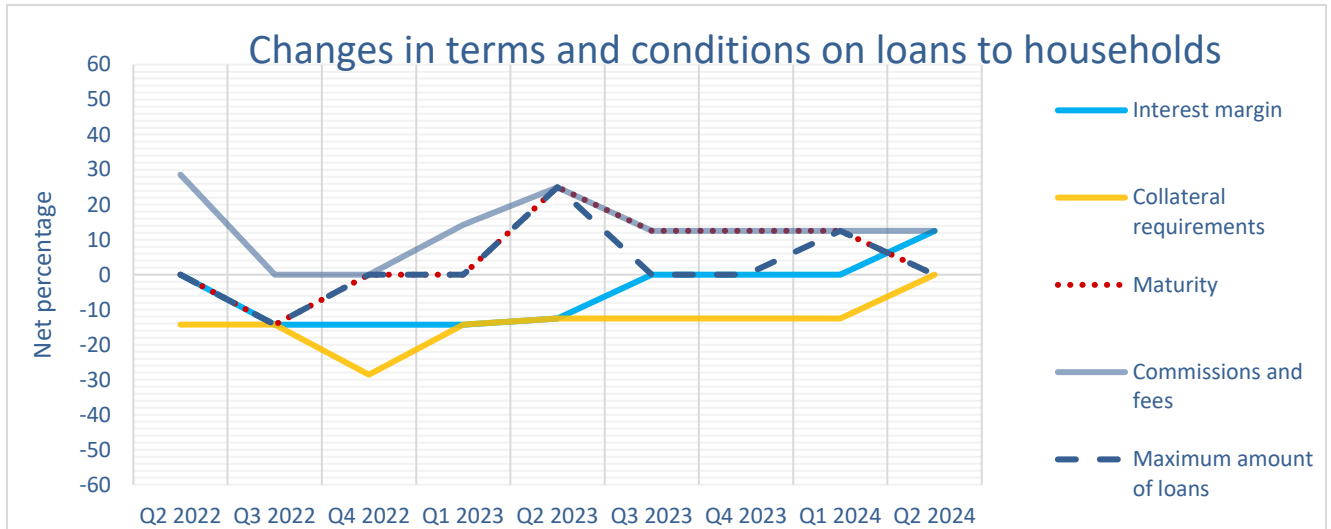


The graph below shows a net percentage of contributions of the factors impacting a change of bank credit standards applied in the process of approval of loans to households (see Appendix, question 10).



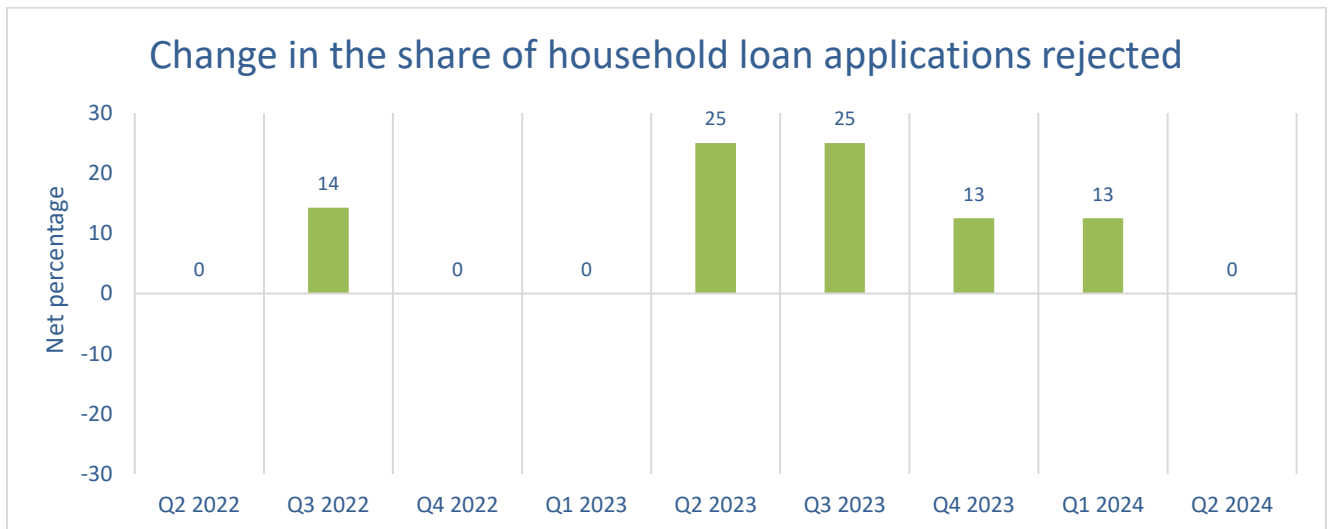
### 3.1.2 Terms and conditions on loans to households

Related to the terms and conditions on loans to households in the second quarter of 2024, interest margins, commissions and fees had the net easing effect, while collateral requirements, maturity and maximum loan amounts remained unchanged compared to the previous quarter (see Appendix, question 11).



### 3.1.3 Share of rejected applications for loans to households

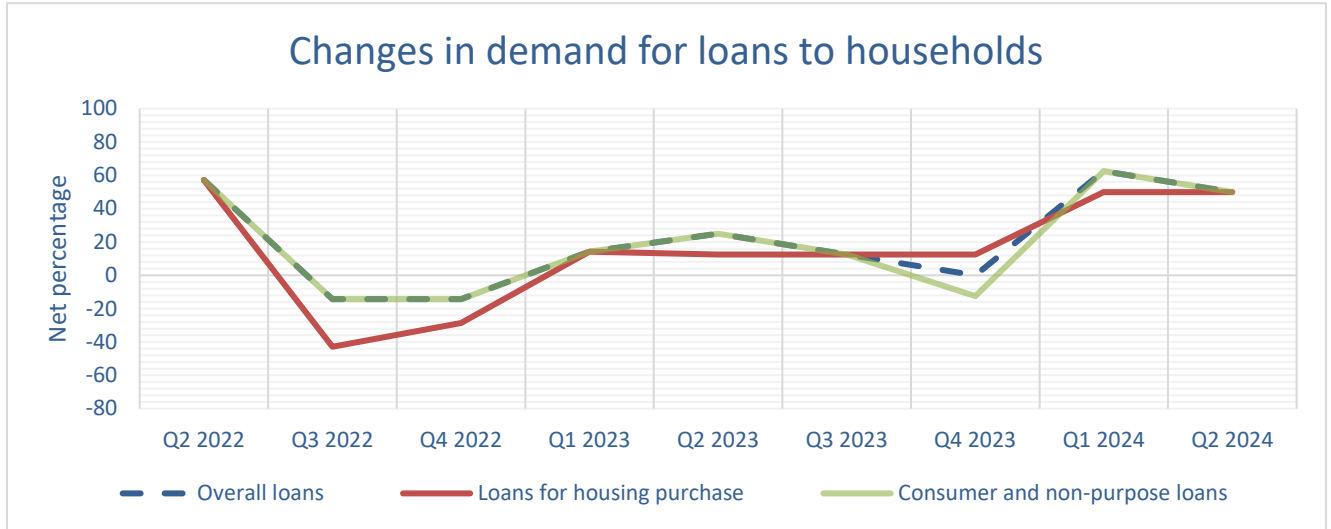
In the second quarter of 2024, the share of rejected applications for loans to households did not change compared to the previous quarter on the basis of the net result from compiled answers (see Appendix, question 12).



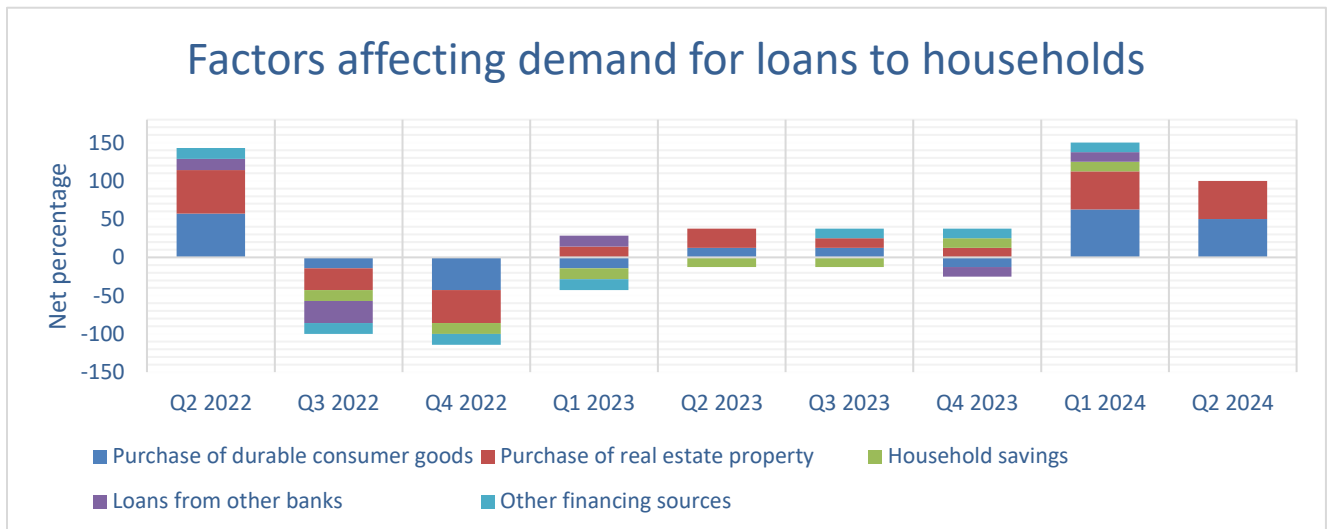


### 3.2 Demand for loans to households

In the second quarter of 2024, the net percentage shows that there was an increase of households' demand for housing, consumer and non-purpose loans compared to the previous quarter (see Appendix, question 13).



The graph below shows the net percentage of the contributions of the factors that influenced a change in demand for loans to households (see Appendix, question 14).



#### Expectations for the third quarter of 2024

Based on the question on expectations, banks predict that the standards for consumer and non-purpose loans to households in the third quarter of 2024 will remain unchanged (see Appendix, question 15).

Banks have an optimistic view of household demand for loans, so increased demand is expected in the third quarter of 2024 (see Appendix, question 16).

## APPENDIX

### *Consolidated answers of banks for the second quarter of 2024, related to the questions from the Survey questionnaire*

#### **I. Loans or credit lines to corporates**

1. Over the past three months, how have your bank's credit standards as applied to the approval of loans and/or credit lines to corporates, changed?

(in per cents)

Periods	Overall		Short-term loans		Long-term loans	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	-75	-38	-75	-38	-75	-38
Q4 2020	-50	-25	-50	-25	-50	-25
Q1 2021	-25	-13	-25	-13	-25	-13
Q2 2021	-13	-6	-13	-6	-13	-6
Q3 2021	-13	-6	-13	-6	-13	-6
Q4 2021	0	0	0	0	0	0
Q1 2022	-14	-7	-14	-7	-14	-7
Q2 2022	-29	-14	-29	-14	-29	-14
Q3 2022	-29	-21	-29	-21	-43	-29
Q4 2022	-14	-7	-14	-7	-29	-14
Q1 2023	-14	-7	-14	-7	-29	-14
Q2 2023	0	0	0	0	0	0
Q3 2023	-13	-6	-13	-6	-13	-6
Q4 2023	-25	-13	-25	-13	-25	-13
Q1 2024	0	0	0	0	0	0
Q2 2024	-13	-6	-13	-6	-13	-6

2. Over the past three months, how have the following factors affected your bank's credit standards as applied to the approval of loans and/or credit lines to corporates?

(in per cents)

Periods	Cost of funds and balance sheet constraints		Pressure from competition		Perception of risk		Risk tolerance	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	-13	-6	-13	-6	-88	-56	-75	-38
Q4 2020	-13	-6	0	0	-63	-38	-50	-25
Q1 2021	0	0	0	0	-38	-19	-25	-13
Q2 2021	0	0	0	0	-25	-13	-25	-13
Q3 2021	0	0	0	0	-13	-6	-13	-6
Q4 2021	0	0	0	0	0	0	0	0
Q1 2022	0	0	0	0	-14	-7	-14	-7
Q2 2022	-14	-7	0	0	-29	-14	-29	-14
Q3 2022	-29	-21	-14	-7	-43	-29	-29	-21
Q4 2022	-43	-21	-14	-7	-43	-21	-29	-14
Q1 2023	-14	-7	-14	-7	-43	-21	-29	-14
Q2 2023	-13	-6	-13	-6	-13	-6	13	6
Q3 2023	-13	-6	-13	-6	-25	-19	0	0
Q4 2023	-38	-19	0	0	-25	-13	0	0
Q1 2024	0	0	0	0	0	0	0	0
Q2 2024	-13	-6	0	0	-13	-6	-13	-6

3. Over the past three months, how have your bank's terms and conditions for new loans and/ or credit lines to corporates changed?

(in per cents)

Periods	Interest margin (higher margins =tightening, lower margins = easing)		Collateral requirements		Maturity		Commissions and fees		Maximum amount of loans and/or credit lines	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	-50	-25	-25	-13	-38	-19	-13	-6	-13	-6
Q4 2020	-25	-13	-13	-6	-13	-6	-13	-6	-13	-6
Q1 2021	-25	-13	-13	-6	-13	-6	-13	-6	-13	-6
Q2 2021	0	0	13	6	0	0	13	6	0	0
Q3 2021	-13	-6	-13	-6	0	0	0	0	0	0
Q4 2021	-13	-6	0	0	0	0	0	0	13	6
Q1 2022	-14	-7	-14	-7	0	0	0	0	0	0
Q2 2022	-29	-14	-14	-7	0	0	0	0	0	0
Q3 2022	-57	-36	-29	-14	0	0	-14	-7	-29	-14
Q4 2022	-43	-21	-29	-14	0	0	-14	-7	0	0
Q1 2023	-71	-36	-14	-7	0	0	-14	-7	0	0
Q2 2023	-25	-13	0	0	13	6	-13	-6	13	6
Q3 2023	-25	-13	-13	-6	0	0	-25	-13	13	6
Q4 2023	-50	-25	-25	-13	25	13	-13	-6	0	0
Q1 2024	-25	-13	0	0	13	6	0	0	0	0
Q2 2024	-13	-6	-13	-6	0	0	-13	-6	0	0

4. Over the past three months (apart from normal seasonal fluctuations), has the share of corporate loan applications that were completely rejected by your bank decreased, remained unchanged or increased in relation to the total amount of loan applications?\*

(in per cents)

Periods	Share of rejected applications	
	Net percentage	Diffusion index
Q3 2020	25	13
Q4 2020	13	6
Q1 2021	13	6
Q2 2021	0	0
Q3 2021	0	0
Q4 2021	0	0
Q1 2022	14	7
Q2 2022	0	0
Q3 2022	14	7
Q4 2022	-14	-7
Q1 2023	14	7
Q2 2023	13	6
Q3 2023	13	6
Q4 2023	0	0
Q1 2024	-13	-6
Q2 2024	0	0

*\*Since the second quarter of 2021, there were changes in the analysis of the share of rejected loan applications compared to previous quarters. Instead of the number of rejected loan applications, an information on the change of volume of rejected loans applications during the observed quarter is provided.*

5. Over the past three months (apart from normal seasonal fluctuations), how has the demand for loans and/or credit lines to corporates changed at your bank?

(in per cents)

Periods	Overall		Short-term loans		Long-term loans	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	-25	-13	0	0	-25	-19
Q4 2020	-13	-6	13	6	-25	-13
Q1 2021	-25	-13	-25	-13	-38	-19
Q2 2021	38	19	38	19	50	25
Q3 2021	25	13	0	0	50	25
Q4 2021	25	13	0	0	38	19
Q1 2022	29	14	29	14	14	7
Q2 2022	14	7	14	7	14	7
Q3 2022	-14	-14	-29	-21	-29	-21
Q4 2022	-14	-7	-14	-7	-29	-14
Q1 2023	14	14	14	14	14	14
Q2 2023	25	19	25	19	50	31
Q3 2023	50	31	38	25	63	38
Q4 2023	50	31	38	25	50	31
Q1 2024	75	44	50	31	75	44
Q2 2024	63	31	50	25	63	31

6. Over the past three months (apart from normal seasonal fluctuations), how have the following factors affected the overall demand for loans and/or credit lines to corporates?

(in per cents)

Periods	FINANCING NEEDS							
	Capital investment		Working capital		Debt restructuring		Mergers/acquisitions	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	-50	-31	13	13	25	19	-25	-19
Q4 2020	-63	-38	0	6	25	19	-25	-19
Q1 2021	-63	-44	0	6	38	25	-13	-13
Q2 2021	38	19	63	31	25	13	-13	-13
Q3 2021	38	19	0	0	0	0	-13	-13
Q4 2021	38	19	0	0	0	0	13	6
Q1 2022	14	7	43	21	14	7	0	0
Q2 2022	14	7	14	7	14	7	-14	-7
Q3 2022	0	-7	0	-7	0	0	-29	-21
Q4 2022	-14	-7	0	0	0	0	-14	-7
Q1 2023	14	7	14	7	0	0	0	0
Q2 2023	25	6	25	13	-13	-6	0	0
Q3 2023	50	19	50	25	-13	-6	0	0
Q4 2023	50	31	50	31	25	13	25	13
Q1 2024	50	25	63	38	13	13	0	0
Q2 2024	63	31	38	19	0	0	0	0

(in per cents)

Periods	USE OF ALTERNATIVE FINANCE							
	Internal financing		Loans from other banks		Loans from non-banks		Other financing sources	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	-13	-6	-38	-19	13	6	25	13
Q4 2020	-25	-13	-50	-25	0	0	13	6
Q1 2021	-25	-13	-13	-6	0	0	0	0
Q2 2021	0	0	-13	-6	0	0	0	0
Q3 2021	13	6	0	0	0	0	0	0
Q4 2021	0	0	0	0	0	0	0	0
Q1 2022	14	7	14	7	0	0	14	7
Q2 2022	14	7	29	14	0	0	14	7
Q3 2022	0	0	-14	-7	0	0	14	7
Q4 2022	0	0	14	7	0	0	14	7
Q1 2023	0	0	29	14	0	0	14	7
Q2 2023	0	0	25	13	0	0	13	6
Q3 2023	0	0	25	13	0	0	13	6
Q4 2023	0	0	25	13	0	0	13	6
Q1 2024	0	0	0	0	0	0	0	0
Q2 2024	13	6	38	19	0	0	13	6

7. Please indicate how you expect your bank's credit standards as applied to the approval of loans and/or credit lines to corporates to change over the next three months?

(in per cents)

Periods	Overall		Short-term loans		Long-term loans	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	-13	-6	-13	-6	-13	-6
Q4 2020	-13	-6	-13	-6	-13	-6
Q1 2021	13	6	13	6	0	0
Q2 2021	0	0	0	0	-13	-6
Q3 2021	-13	-6	-13	-6	-25	-13
Q4 2021	-13	-6	-13	-6	-25	-13
Q1 2022	0	0	14	7	-14	-7
Q2 2022	-43	-29	-43	-29	-43	-29
Q3 2022	-14	-7	-14	-7	-14	-7
Q4 2022	-14	-7	-14	-7	-14	-7
Q1 2023	-14	-7	-14	-7	-14	-7
Q2 2023	13	6	13	6	13	6
Q3 2023	0	0	0	0	0	0
Q4 2023	13	6	25	13	13	6
Q1 2024	13	6	25	13	13	6
Q2 2024	0	0	0	0	0	0

\* The table shows the answers of the current quarter for the next quarter.

8. Please indicate how you expect demand for loans and/or credit lines to corporates to change over the next three months at your bank (apart from normal seasonal fluctuations)?

(in per cents)

Periodi	Overall		Short-term loans		Long-term loans	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	13	6	25	13	-13	-6
Q4 2020	0	0	13	6	-25	-13
Q1 2021	25	13	38	19	0	0
Q2 2021	13	6	38	19	0	0
Q3 2021	25	13	38	19	13	6
Q4 2021	25	13	38	19	13	6
Q1 2022	29	14	29	14	14	7
Q2 2022	-14	-7	-14	-7	-29	-14
Q3 2022	-29	-14	-29	-14	-29	-14
Q4 2022	-29	-14	-29	-14	-29	-14
Q1 2023	0	0	14	7	0	0
Q2 2023	13	6	13	6	13	6
Q3 2023	63	31	38	19	63	31
Q4 2023	38	19	13	6	38	19
Q1 2024	50	31	25	19	50	31
Q2 2024	25	13	13	6	25	19

\* The table shows the answers of the current quarter for the next quarter.

## II. Loans to households

9. Over the past three months, how have your bank's credit standards as applied to the approval of loans to households changed?

(in per cents)

Periodi	Overall		Loans for housing purchase		Consumer and non-purpose loans	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	-50	-25	-63	-38	-63	-31
Q4 2020	-13	-6	-25	-19	-13	-6
Q1 2021	-25	-13	-25	-19	-13	-6
Q2 2021	0	0	0	0	0	0
Q3 2021	-13	-6	-13	-6	-13	-6
Q4 2021	0	0	13	6	-13	-6
Q1 2022	14	7	14	7	14	7
Q2 2022	-29	-14	-29	-14	-29	-14
Q3 2022	-57	-36	-57	-36	-43	-29
Q4 2022	-29	-14	-29	-14	-14	-7
Q1 2023	-14	-7	-14	-7	-14	-7
Q2 2023	0	0	13	6	-13	-6
Q3 2023	-13	-6	0	0	-25	-13
Q4 2023	13	6	25	13	0	0
Q1 2024	25	13	25	13	13	6
Q2 2024	25	13	25	13	13	6

10. 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?

(in per cents)

Periods	Cost of funds and balance sheet constraints		Pressure from competition		Perception of risk		Risk tolerance	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	-13	-6	0	0	-63	-38	-63	-38
Q4 2020	-13	-6	13	6	-50	-31	-25	-19
Q1 2021	-13	-6	13	6	-50	-31	-25	-19
Q2 2021	0	0	0	0	0	0	0	0
Q3 2021	0	0	0	0	-25	-13	-13	-6
Q4 2021	0	0	13	13	-25	-13	0	0
Q1 2022	14	7	0	0	0	0	14	7
Q2 2022	-14	-7	0	0	-43	-21	-29	-14
Q3 2022	-43	-21	14	7	-43	-29	-29	-21
Q4 2022	-57	-29	14	7	-43	-21	-29	-14
Q1 2023	-14	-7	14	7	-29	-14	-14	-7
Q2 2023	-25	-13	25	13	-13	-6	13	6
Q3 2023	-25	-13	0	0	-13	-13	0	0
Q4 2023	-13	-6	13	6	-13	-13	0	0
Q1 2024	0	0	13	6	0	0	0	0
Q2 2024	0	0	25	13	13	6	13	6

11. Over the past three months, how have your bank's terms and conditions for new loans to households changed?

(in per cents)

Periods	Interest margin (higher margins =tightening, lower margins = easing)		Collateral requirements		Maturity		Commissions and fees		Maximum amount of loans and/or credit lines	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	-50	-25	-38	-25	-13	-6	25	13	0	0
Q4 2020	-50	-25	-38	-25	0	0	0	0	0	0
Q1 2021	-25	-13	-38	-25	-13	-6	38	19	0	0
Q2 2021	25	13	0	0	25	13	13	6	0	0
Q3 2021	38	19	0	0	13	6	25	13	0	0
Q4 2021	13	6	0	0	13	6	0	0	13	6
Q1 2022	43	21	0	0	14	7	29	14	0	0
Q2 2022	0	0	-14	-7	0	0	29	14	0	0
Q3 2022	-14	0	-14	-7	-14	-7	0	0	-14	-7
Q4 2022	-14	0	-29	-14	0	0	0	0	0	0
Q1 2023	-14	-7	-14	-7	0	0	14	-7	0	0
Q2 2023	-13	-6	-13	-6	25	13	25	13	25	13
Q3 2023	0	0	-13	-6	13	6	13	6	0	0
Q4 2023	0	0	-13	-6	13	6	13	6	0	0
Q1 2024	0	0	-13	-6	13	13	13	6	13	13
Q2 2024	13	6	0	0	0	0	13	6	0	0

12. Over the past three months (apart from normal seasonal fluctuations), has the share of household loan applications, that were completely rejected by your bank decreased, remained unchanged or increased compared to the total number of loan applications of households?\*

(in per cents)

Periods	Share of rejected applications	
	Net percentage	Diffusion index
Q3 2020	25	13
Q4 2020	50	25
Q1 2021	38	19
Q2 2021	-13	-6
Q3 2021	13	6
Q4 2021	13	6
Q1 2022	-14	-7
Q2 2022	0	0
Q3 2022	14	7
Q4 2022	0	0
Q1 2023	0	0
Q2 2023	25	13
Q3 2023	25	13
Q4 2023	13	6
Q1 2024	13	6
Q2 2024	0	0

\*Since the second quarter of 2021 there were changes in the analysis of the share of rejected loan applications, compared to previous quarters. Instead of the number of rejected loan applications, an information on the change of volume of rejected loans applications during the observed quarter is provided.

13. Over the past three months (apart from normal seasonal fluctuations), how has the demand for households loans changed at your bank?

(in per cents)

Periods	Overall		Loans for housing purchase		Consumer and non-purpose loans	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	-63	-25	-50	-25	-50	-19
Q4 2020	-63	-38	-50	-38	-63	-38
Q1 2021	-13	-6	-13	-13	0	0
Q2 2021	88	44	50	31	88	44
Q3 2021	38	19	50	31	13	6
Q4 2021	13	6	63	38	13	6
Q1 2022	57	29	71	43	57	29
Q2 2022	57	29	57	29	57	29
Q3 2022	-14	-14	-43	-29	-14	-14
Q4 2022	-14	-7	-29	-14	-14	-7
Q1 2023	14	7	14	7	14	7
Q2 2023	25	13	13	6	25	13
Q3 2023	13	6	13	6	13	6
Q4 2023	0	0	13	6	-13	-6
Q1 2024	63	38	50	25	63	38
Q2 2024	50	25	50	25	50	25



14. Over the past three months (apart from normal seasonal fluctuations), how have the following factors affected the overall household demand for loans?

(in per cents)

Periods	FINANCING NEEDS				USE OF ALTERNATIVE FINANCE					
	Spending on durable consumer goods, such as cars, furniture, etc		Real estate purchase		Household saving		Loans from other banks		Other sources of external finance	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	-50	-25	-50	-19	-38	-19	-38	-19	-25	-13
Q4 2020	-63	-31	-50	-25	-50	-25	-38	-19	-38	-19
Q1 2021	-25	-13	-13	-6	-25	-13	-25	-13	-13	-6
Q2 2021	63	31	50	25	-13	-6	13	6	13	6
Q3 2021	25	13	50	25	-13	-6	13	6	13	6
Q4 2021	25	13	63	31	-13	-6	13	6	13	6
Q1 2022	57	29	71	36	-14	-7	14	7	0	0
Q2 2022	57	29	57	29	0	0	14	7	14	7
Q3 2022	-14	-14	-29	-21	-14	-7	-29	-14	-14	-7
Q4 2022	-43	-21	-43	-21	-14	-7	0	0	-14	-7
Q1 2023	-14	-7	14	7	-14	-7	14	7	-14	-7
Q2 2023	13	6	25	13	-13	-6	0	0	0	0
Q3 2023	13	6	13	6	-13	-6	0	0	13	6
Q4 2023	-13	-6	13	6	13	6	-13	-6	13	6
Q1 2024	63	38	50	25	13	13	13	6	13	6
Q2 2024	50	25	50	25	0	0	0	0	0	0

15. Please indicate how you expect your bank's credit standards as applied to the approval of households loans to change over the next three months?

(in per cents)

Periods	Overall		Loans for housing purchase		Consumer and non-purpose loans	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	-13	-6	-25	-13	-13	-6
Q4 2020	0	0	-13	-6	13	6
Q1 2021	-13	-6	-25	-13	-13	-6
Q2 2021	25	13	13	6	25	13
Q3 2021	13	6	38	19	25	13
Q4 2021	38	19	25	13	38	19
Q1 2022	0	0	0	0	14	7
Q2 2022	-71	-43	-57	-36	-71	-43
Q3 2022	-14	-7	-14	-7	0	0
Q4 2022	-14	-7	-29	-14	-14	-7
Q1 2023	14	7	14	7	14	7
Q2 2023	-13	-6	-13	-6	-13	-6
Q3 2023	-38	-19	-38	-19	-38	-25
Q4 2023	-25	-13	-25	-13	-25	-19
Q1 2024	-13	-6	0	0	-13	-6
Q2 2024	0	0	0	0	0	0

\* The table shows the answers of the current quarter for the next quarter.

16. Please indicate how you expect demand for households loans to change over the next three months at your bank (apart from normal seasonal fluctuations?)

(in per cents)

Periods	Overall		Loans for housing purchase		Consumer and non-purpose loans	
	Net percentage	Diffusion index	Net percentage	Diffusion index	Net percentage	Diffusion index
Q3 2020	0	0	-25	-13	13	6
Q4 2020	0	0	0	0	13	6
Q1 2021	25	13	25	13	25	13
Q2 2021	63	31	63	31	63	31
Q3 2021	38	19	50	25	50	25
Q4 2021	50	25	50	25	50	25
Q1 2022	43	21	43	21	57	36
Q2 2022	-29	-14	0	0	-29	-14
Q3 2022	-14	-7	-29	-14	-14	-7
Q4 2022	43	21	29	14	43	21
Q1 2023	43	21	29	14	43	21
Q2 2023	13	6	50	25	13	6
Q3 2023	-25	-13	-38	-19	-25	-13
Q4 2023	-13	-6	0	0	-13	-6
Q1 2024	50	31	50	25	50	31
Q2 2024	50	25	38	19	50	25

\* The table shows the answers of the current quarter for the next quarter.